**Woodcote Volunteers**

**Clients’ Tea Party**

On the afternoon of June 4th, we had our latest monthly tea party, which featured a light-hearted quiz. Next month’s tea party will be in the Woodcote Community Centre at 14.30-16.00 on Wednesday 2nd July and will be Wimbledon-themed, with a cream tea. There will also be some live musical entertainment, kindly provided by Henry Law.

**Frequently Asked Questions**

Following a recent survey of our clients we thought it would be useful to clarify how our booking system operates and what types of help we can offer.

***Do you only do drives for medical appointments?*** No! We often take clients for other reasons, such as to social and recreational activities, to see a friend in hospital, to local shops, to the library or to the bank. We also can collect prescriptions.

***How does the booking system work?*** You just phone the office on 01491 681171 and a volunteer will be there on weekdays from 9.30 to 11.00 am to take your call. Outside those hours, you can leave a message on the answerphone and someone will get back to you the next working day. Your request will then be placed on our electronic booking system. An email detailing each request is sent out every weekday at noon to our pool of over 40 volunteer drivers. Drivers can accept a drive electronically and will then be given your contact details.

***How much notice do I need to give you when booking?*** Please give us as much notice as possible. If you call to request a drive within the next 2-3 days we will do our best, but it can be very difficult to find a driver at such short notice.

***When will you notify me that you have found a driver?*** When a driver accepts a drive (which may not happen for a few days after you make your request) they will phone you to confirm and to arrange the pick-up. If you are concerned that your appointment is getting close and you have not yet heard from a driver, please call the office and speak to one of our office helpers, or leave a message.

***Do you do drives at the weekend or in the evenings?*** Yes, but our pool of available drivers is smaller at those times and we may have more difficulty finding someone who can help.

***What about data protection?***  We need to take a client’s contact details and those of an emergency contact, which are stored on our booking system. We do also need details of any relevant medical conditions, but only if they are needed for a client’s safety whilst our drivers are taking them to their appointments. For example, it’s useful to know if a client has mobility difficulties, needs a wheelchair, might fall, is sight impaired or has angina. We take very seriously our responsibility to keep a client’s details safe and private and only share information within our charity. A client has a right to see data held on our system, change it, ask us to remove it and to complain about an issue relating to their data. In the first instance, call our office. Our privacy policy is available to view on our web site.

**Help with Blue Badge Applications**

If you think that you, or a relative, could be entitled to a Blue Badge, we are able to offer help from a team of volunteers who have experience of the eligibility criteria and the form-filling that is required. We no longer have our own, organisational Blue Badges, so it is important that any client with mobility difficulties has one of their own. We can help anyone in our catchment area. Please phone our office number in the first instance or email us using the address at the bottom of this article.

**To Finish…**

As usual, if you need a driver, please don’t hesitate to give us a call on 01491 681171. We collect from Woodcote and the immediately surrounding villages. Please give us as much notice as possible before the date you need us. One of our friendly office helpers will answer the phone between 9.30 and 11.00 am on weekdays (excluding public holidays) and at other times you can leave a message on the answerphone. Find out more about us by looking at our website: [www.woodcotevolunteers.org.uk](http://www.woodcotevolunteers.org.uk). Or visit our Facebook page: [www.facebook.com/woodcotevolunteers](http://www.facebook.com/woodcotevolunteers).