

Summer 2007

Miles of Smiles



Volunteers' Week

It was good to see a selection of our volunteers at the recognition event held at Dukinfield Town Hall in June, thanks to them for coming, we hope the evening was enjoyable, with entertainment provided by volunteers from all sorts of organisations.

The Civic Mayor of Tameside was there to present certificates and sumptuous food from a variety of global locations ensured this was the volunteering event of the year.

A big thank you to all our volunteers for the work you have done in 2006/2007 (photo shows Barrie, Graham, Mohammed and Kishor with the Civic Mayor at the event).

It was good to meet some of our volunteers' partners and be able to say hello to them and of course, our thanks go to them also. Watch out for next year's event and come along and join us.

The official photos that were taken at Dukinfield Town Hall showing volunteers receiving certificates are on show at the volunteer centre and copies are available to be ordered. If you would like to come in and have a look at them we would be pleased to see you.

Facts and Figures

May - August 2007

May - 80 journeys
June - 89 journeys
July - 75 journeys
August - 84 journeys

AA Roadwatch

A couple of tips to stay safe whilst driving this summer from our friends at the AA



Glare

Being blinded by sun glare causes many accidents, particularly under clear skies at dawn or dusk. Keep a clean and unscratched pair of sunglasses handy but avoid Photochromic lenses (which darken in strong sunlight) - the ultraviolet rays which trigger the change are filtered by the windscreen so that the glasses will change only slowly.

Clean the windscreen regularly, inside and out, to remove smears, which will catch sunlight and impair vision. Renewing worn or damaged wiper blades will also help to improve vision.

Fatigue

Driving fatigue is a hazard faced by all motorists particularly on long holiday journeys aggravated by high temperatures.

4 in 10 motorway accidents are caused by tiredness. Recognise the symptoms of fatigue and learn how to prevent it. Fresh air, exercise or turning up the radio may help for a short time but frequent stops of around 20 minutes are recommended for journeys over 2 and a half hours.



Volunteer Centre
Tameside

Volunteer Centre Tameside, 95-97 Penny Meadow, Ashton-under-Lyne, OL6 6EP.

Tel: 0161 339 2345.

www.tamesidevb.org.uk/transport

Tameside & Glossop 
Primary Care Trust

Volunteer's Viewpoint

Hello, I'm Ted Thorpe, another volunteer driver for "Miles of Smiles". I joined the team in December 2006 and have enjoyed helping the clients who need our service, and it seems most patients enjoy their journeys with having to worry about how to get to appointments, one less trauma for them!!!



I have lived in Tameside for 36 years, 22 in Stalybridge, and 14 in Dukinfield (where I live with my wife Sandra). I have a son and daughter and a grandchild, Thomas. That's my wife and Grandson with me in the picture, and Naiomi my Daughter's dog. We had just collected our medals after a sponsored walk for Diabetes UK.

Most of my working life was spent "on the road" as an agent in the footwear trade, selling mainly to retailers. I have visited every major town and city in the UK, and enjoyed every minute. I still enjoy driving and meeting people, Miles of Smiles helps me to do both and makes me feel I am still useful in a small way.

Before I finish, I would like to say a big thank you to all the volunteers and staff at Tameside, you do a splendid job keeping the wheels turning, and a special word for Julliette - well done.

Ted Thorpe

A Very Gentle Reminder

Can all volunteers please ensure that completed journey sheets are submitted to the office on a weekly basis. It is not necessary to send them in individually but we do need them weekly.

We are able to contact drivers and forward and receive worksheets by email. If you have this facility but don't currently communicate with us in this way please consider it. Contact Julliette for more information.

Hellos & Goodbyes

This quarter has been very quiet and I am delighted that we have had no reason to say goodbye to any of our valuable volunteers.

We have four people currently going through the recruitment process and we will hopefully be able to give them a formal welcome in our next edition of this newsletter.

More Volunteers Please

The usual plea for more volunteers, if anybody knows someone who might be interested in joining the team, ask them to contact David or Julliette.

Driver Training

I will be contacting all drivers who have sat part one of the MIDAS course to book them in for the practical test within the next month. Sorry for the delay in this.

The date of the next theory course will be Tuesday, October 2nd at the Volunteer Centre 12.30pm - 4.30pm. More information to follow.

Sad News

Leonard Fisher of Denton passed away on Friday 10th August, his wife has asked that we express her heartfelt thanks to all our volunteers who transported him and gave him support to attend the many appointments over the last few months. She wishes you all and the project well.

Passenger Satisfaction Survey

Part of our commitment to the Primary Care Trust is that we would do an annual passenger satisfaction survey. We sent out 87 forms to a random selection of passengers, and received 55 forms back, this represents a 63% return.

The pie charts on this page show the results and we have printed a few of the comments. I hope that you take as much pleasure from the results as both myself and Julliette do and give yourselves a well deserved "pat on the back".

Our findings will be part of the report to the Primary Care trust at our next meeting.

"Found the drivers to be kind and helpful. I was grateful to be accompanied by such nice people"
Jean Marlor, Denton

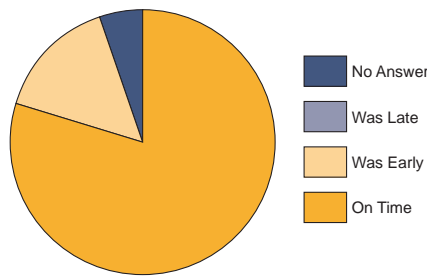
"I have found Miles Of Smiles very helpful and very reliable"
J. Clegg, Hyde

"Every driver has shown courtesy and patience, which is everything when you have mobility and sight difficulties"
Barbara Illingworth, Stalybridge

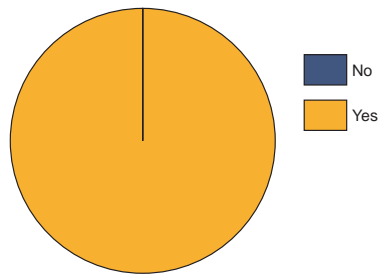
"Miles Of Smiles is the best transport service we have ever used, the drivers are most kind and obliging in every way, it has made our hospital journeys a lot better. Thank you Miles Of Smiles"
Mr & Mrs McElroy, Audenshaw

Out of 55 responses, we have received a couple of suggestions of ways the scheme can be improved. We will look into ways of implementing these suggestions.

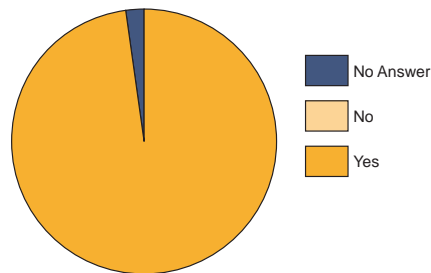
Did the driver collect you?



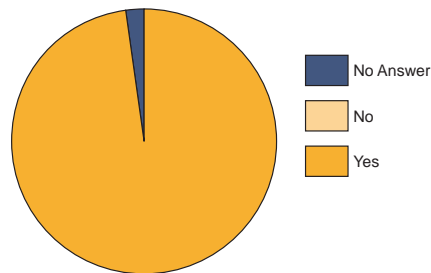
Did you arrive at your appointment on time?



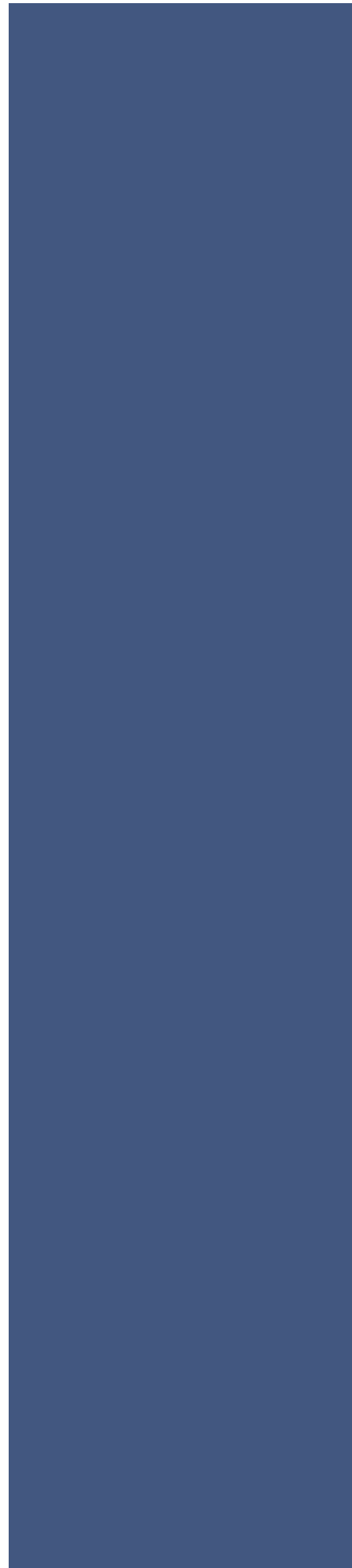
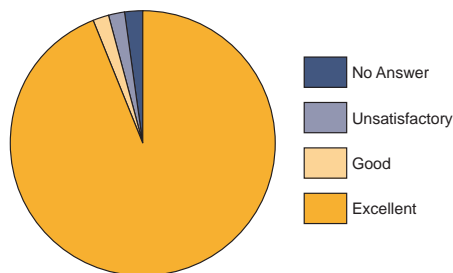
Did the driver ask you to sign a job sheet?



Were you provided with a copy?



Overall experience of car scheme



Passenger's Pleasure

When I was asked to write about Miles of Smiles, I thought "what can I say? Well, I can do no more than tell the truth!"

Every driver I met was thoughtful, kind, courteous and considerate. They arrived on time to pick me up and to bring me home; very refreshing in our sometimes inconsiderate world. Oh yes, they did smile!

Another bonus, I was able to re-introduce friends who had lost touch with each other.

However, I must mention another, a very handsome dog, well he knew he was! Dogs are healers and give unconditional love. Do you know it took me all my resistance not to dognap him!

*Frances Fosner
Audenshaw*

If you or someone you know would be interested in featuring in "Passenger's Pleasure" in the next issue, or if you have any submissions you'd like to be published in this newsletter (recipes, jokes, tips, etc) please get in touch with David or Julliette on 0161 339 2345.

Satellite Navigation

We now have a mobile sat nav system in the office that is available for volunteers to use, I thought it might be useful for finding hospitals/destinations outside Tameside. It is very easy to use and if you would like to borrow it please contact the office and book it out.



Readers Recipe

Here is a tasty recipe sent in by Graham Warburton, with a name like Warburton we must assume that this will be a quality product! As head of this particular branch of the Warburton family I thought it right to assume that he would be the baker but alas it would appear that this duty falls to Mrs. Warburton.

Weetabix Cake

2 Weetabix
300ml (½ pint) skimmed or semi-skimmed milk
225g (8oz) soft brown sugar
225g (8oz) mixed dried fruit
1 beaten egg
225g (8oz) self raising flour

Place the Weetabix, milk, sugar and fruit into a bowl and leave in the fridge to soak for several hours.

Pre-heat the oven to 180°C, 350°F, gas mark 4

Add the egg and flour to the mixture in the bowl and mix thoroughly.

Transfer to a lined 2lb loaf tin and bake for 1¼ hours until risen and golden brown. A skewer inserted into the centre of the cake should come out clean when the cake is cooked.

This recipe is a non-fat cake and is delicious, doesn't last long in our house!



Graham Warburton

Boundaries

As volunteers it can sometimes be difficult to say no and that is because we are generally caring and kind people, well at least when we are doing our volunteering!

Sometimes passengers ask us to do things that are not part of what the project is about. I have been asked to call at the shops with a passenger on the way home, I know other volunteers have been asked to drop kids off somewhere, asked to do jobs in the house, none of these are what the project is about, so if you get asked please say no.

We are not insured for anything other than journeys to health related locations. It also makes it difficult for other volunteers - imagine the scenario if I had taken this lady to ASDA on her way home and then she had asked another volunteer and they had rightly said no. It just makes things difficult.

Children and transport

As you will all be aware the rules around transporting children changed this year. All passengers should inform the office if there is more than themselves to be transported and especially if children are involved. We will make it clear that they must provide legal child restraints and inform drivers prior to booking them.

Please don't take unexpected children, as you the driver would be responsible if anything happened or the children were seen insecurely seated.

Should you go to collect a passenger and children are expecting to go, ask the passenger to ring the office immediately and David or Julliette will explain the situation to them.

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