



Your guide to Hospital hoppa

Each year, hundreds of people use the Hospital hoppa service to get to their medical appointment safely and on time. The service is reliable and provides passengers with peace of mind.

Find out about the service and how you can register to use it.

About Hospital hoppa

Hospital hoppa is a dedicated service for passengers who need transport to get to their medical appointments.

On the day of your appointment, the bus will arrive at your home and the driver will meet you at your front door. The driver will see you onto the bus and will drop you off right outside the main entrance of the hospital so you will not have far to walk.

Who can use the service

The service can be used by virtually anybody who lives in Godalming or Haslemere and surrounding villages who does not have access to other means of transport.

It can be used by people of all ages and for all reasons. For example:

- an expectant mum who needs to get to an antenatal appointment but who does not have use of a car during the day
- somebody visiting a friend or relative
- a person who is temporarily unable to drive, or
- anybody who has any type of appointment and needs transport.



Which hospitals does Hospital hoppa visit

The Hospital hoppa service can be used for appointments at:

- The Royal Surrey County Hospital
- Haslemere Hospital
- Milford Hospital
- Mount Alvernia
- The Jarvis Centre, and
- Any other health facility between Fernhurst and Guildford.

How much does it cost to travel

The fare costs £10 each way and £2.50 for a carer/companion.

The fare covers just one fifth of the total cost of providing the service. The annual deficit of around £20,000 is subsidised by our other services.

What times does the service operate

Hospital hoppa operates between 8am and 6pm. Given enough notice, it is sometimes possible for hoppa to provide a service outside these hours.

I don't know how long I'll be so how can I book my return ride

We are used to the way hospitals work and know that sometimes you may be finished earlier than you expected while at other times, there may be a delay. When you book your trip, we will agree a time to pick you up but if that needs to change, do not worry as we can work around most situations.

Is Hospital hoppa suitable for wheelchairs and pushchairs

Yes, Hospital hoppa is suitable for wheelchairs and pushchairs.

How to book a ride

To use the door to door transport service, you will need to pre-register with us which is quick and easy to do and free. The service operates on a first come first served basis, so we encourage you to book your transport as soon as you receive your appointment.

Creative fundraising

Over the years the money we receive in grants has reduced to around one fifth of our income.

To ensure we continue to provide a service that is affordable and have a fleet of buses that are reliable and comfortable, we have had to look at other sources of income.

While we now generate the bulk of our income from contract work,

we are also looking for more creative ways to raise funds from our supporters.

This year, we have signed up to take part in a couple of fundraising initiatives and hope you may be able to support us.

If you have any questions about our fundraising activities, please do email enquiries@hoppa.org.uk or call **01428 681701**.

Make us smile with Amazon Smile

Amazon Smile is operated by Amazon and lets you enjoy the same selection of products that you find on amazon.co.uk but with one difference.

Every time you shop on smile.amazon.co.uk, Amazon Smile will donate 0.5% of the net purchase price of eligible items to your chosen charity.

It's free and easy to set up. Visit smile.amazon.co.uk and select the charity that you would like to support – hoppa is one of the registered charities and we would be delighted if you chose us.

You can change your charity at any time. For more information, or to start shopping, visit smile.amazon.co.uk.

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Old cars wanted



Official figures suggest there are thousands of cars languishing in garages across the UK. There are many reasons why a vehicle may be declared as 'off the road' such as it is too expensive to repair or the owner is no longer able to drive it.

If you have a car that you no longer need or want, and you would like to free up some valuable storage space, we may have the solution.

We have teamed up with Giveacar

which is a free and easy service that allows you to donate your old or unwanted vehicle to hoppa.

Giveacar can arrange to have your vehicle picked up at a time to suit you. Your car will be sold at auction or scrapped in an environmentally friendly way. A donation will be made to hoppa based on the value of the scrap or the auction price. Giveacar will send you a receipt so you know how much your car

raised for hoppa.

By donating your unwanted vehicle, your contribution will help fund our community transport service which is valued by so many.

If you have a question or you would like to donate your old car, call **Giveacar** on **020 7736 4242** and quote '**Waverley Hoppa Community Transport**' as your chosen charity. Alternatively, please visit www.giveacar.co.uk.

Bags of thanks

Thank you to everybody who voted for hoppa in the Tesco Bags of Help initiative.

In May and June, hoppa was one of three charities shortlisted to receive a cash award. Each time they shopped in the Tesco Express stores at Milford and Guildford and the superstore in Guildford, shoppers were given a blue token and invited to vote for their charity of choice.

Bags of Help helps to fund local projects that bring benefits to communities. The initiative is



supported by money raised from carrier bag sales in Tesco stores.

Hoppa is delighted to be informed it will receive £2,000.

TESCO

Bags of Help

Mayor sees hoppa in action

The Mayor of Farnham, Councillor David Atfield has been finding out how hoppa is benefiting residents.

Farnham Town Council is a long-term supporter of the Farnham service and since 2015, the Council has provided an annual grant of £10,000. This money enables the second hoppa bus to service Farnham five days a week instead of only on a Thursday and Friday.

Councillor David Atfield said: *"hoppa provides a very good service to the people of Farnham. Having booked their ride, the bus will pick up passengers from their home and take them to wherever they want to go in Farnham. The service is enabling more people to keep their independence for longer and I am delighted that Farnham Town Council is in a position to provide financial support."*

Steve Forward, general manager at hoppa says: *"We are grateful for the grant from Farnham Town Council, which goes towards meeting demand for affordable community transport in Farnham."*



The Farnham service is so popular that we now run a third bus. This is funded by hoppa and currently operates on a Wednesday, Thursday and Friday. Demand is such that we may need to run the service on a Monday and Tuesday too."

hoppa is an accessible way to travel for wheelchair users and people with pushchairs and after 9.30am, people with a bus pass can use the service for free.

Hoppa thanks Godalming Town Council

Godalming's Hospital hoppa service has received a welcome cash boost of £5,000 from Godalming Town Council.

The service is relied upon by Godalming residents who do not have access to transport and need to attend a hospital appointment at the Royal Surrey or other medical facilities in the area.

The Mayor of Godalming Councillor Nick Williams and the Mayoress Jeanne Williams visited the Royal Surrey to find out about Hospital hoppa from one of the service's regular drivers and hoppa's general manager.



Councillor Nick Williams said: *"I am delighted that Godalming Town Council is supporting hoppa because without this service, Godalming residents would have to find alternative means of travel such as a lengthy journey on public transport or a costly taxi ride. This is a vital service for Godalming residents and as you never know when you may need it, my advice to residents is to register now."*

The grant aid was given as part of an ongoing service level agreement with Godalming Town Council and hoppa.

Grant helps patients keep their appointments



Haslemere Town Council has given a grant of £5,000 towards the cost of running the town's Hospital hoppa service.

To understand more about how the service makes a difference to residents, Councillor David Round the Mayor of Haslemere and the

Mayoress Councillor Melanie Odell recently gained an insight from members of the hoppa team.

Speaking afterwards, Councillor David Round said: *"Hoppa is a superb service which enables some of our most vulnerable and sick residents to access care, so they have the best possible chance of maintaining their health and independence. We are fortunate to have such a convenient and practical service in Haslemere and are delighted to continue with our support."*

The Hospital hoppa service can be used by passengers of all ages and is for anybody with a transport need.

Care in Haslemere shows it cares

Care in Haslemere has renewed its pledge to donate £5 to hoppa every time a Haslemere town resident uses the Hospital hoppa service.

In the last financial year, the community transport charity donated £2,500 to hoppa which was generated by over 500 customer journeys on Hospital hoppa.

Care in Haslemere has been a great, long-term friend to hoppa. The charity contributed to the purchase of the original Hospital hoppa bus and has provided the service with financial assistance ever since.

To thank Care in Haslemere for their invaluable support, Steve Forward has presented representatives of the charity with a commemorative model hoppa bus. The model buses were commissioned to mark hoppa's fifteenth anniversary and have been given to supporters who have helped us grow into a successful organisation.

Published by Hoppa Waverley Community Transport.

If you have any comments about this newsletter, please send them to Steve Forward, General Manager, Waverley Hoppa Community Transport, Unit 8, Towergate Business Centre, Coopers Place, Combe Lane, Wormley, GU8 5SZ or email him at enquiries@hoppa.org.uk.