



Christmas and New Year holiday schedule

Over the Christmas and new year holiday, our services will operate as follows:

Monday 24 December	Closed*
Tuesday 25 December	Closed*
Wednesday 26 December	Closed*
Thursday 27 December	Normal service
Friday 28 December	Normal service
Monday 31 December	Closed*
Tuesday 1 January	Closed*
Wednesday 2 January	Normal service



*If your normal travel day is on a day we are closed, please call the office and we will try to reschedule you for an alternative day.

New Friday service for Cranleigh

The Cranleigh dial-a-ride service now runs from Monday to Friday after we added an extra day to meet demand.

The additional day means you can now book to travel on a Friday.

To book your seat, call us on **01428 681701**.

Things to do in Cranleigh on a Friday

Knit and Natter at Cranleigh Arts Centre from 10.30am to 12 noon. There's no need to book for this free event – just come along with your needles and wool for a morning of knitting, crocheting and chat.

Discover new interests and brush up or learn new skills at the **Cranleigh and District University of the Third Age (U3A)**.

Friday groups include bridge, flower arranging, walking, current affairs, general history, reviving Latin, Travellers' Tales, ukulele progression and wine appreciation. To find out more call the Membership Secretary on **01403 823343** or visit www.u3asites.org.uk/cranleigh/home.

Visit **Cranleigh Leisure Centre** for a swim or take part in Forever Active, a low impact, keep fit class designed for older people.

Finally, if you want to take it easy, why not **treat yourself** to a morning coffee, lunch or afternoon tea and cake at one of the village's independent coffee shops.

Please look after this bear!

This giant teddy should have a new home by Christmas.

We donated him, complete with hoppa uniform to Shottermill Junior School where he will be given as a prize in the 'guess the teddy's name' competition at the school's Christmas market.



Pictured: Jenny Thrower PTFA Chairperson of Shottermill Junior School, Teddy and Steve Forward from hoppa.

Royal Surrey County Hospital supports hoppa >>>

The Godalming and Haslemere Hospital hoppa service, has received a grant of £15,000 from the Royal Surrey County Hospital in Guildford. The hospital has decided to continue its support of the service which it says is vital for helping the NHS serve its local community in South West Surrey.

"Hoppa is such an important service to our patients and to us at the Royal Surrey County Hospital. Getting patients to appointments safely and comfortably, on time every time is absolutely key to helping us manage their care and to make sure that they are getting the right treatment. By helping to fund hoppa we are helping the hospital to run more efficiently and investing in patient care at the same time," says Louise Stead Chief Executive Officer of the Royal Surrey County Hospital.

As well as the impact on patients, missed appointments are a drain on NHS resources. Louise Stead adds: "Missed appointments waste money and staff resources as well as affecting waiting times so we focus on doing what we can to make sure patients can make it on time to our appointments."

Hospital hoppa operates in Haslemere, Godalming and surrounding villages and takes passengers to:

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

The buses are fully wheelchair accessible and the hoppa drivers and the support team pride themselves on offering exceptional customer care to their customers.

In thanking the hospital, Steve Forward general manager of hoppa says: "In a relatively rural area where the cost of living is high and public transport is limited, the need for hoppa has never been greater than it is today. Securing funding for services like ours is increasingly challenging so this donation is extremely important to us.

"Often, our customers can no longer drive or afford to run a car or simply have medical needs that mean public transport and driving are not viable options. At the same time, their health means that having easy and affordable access to hospital, their GP and so on is essential for keeping well and independent."

hoppa's flexibility means that some users only turn to the service from time to time when they cannot make other arrangements, as demonstrated by hoppa customer Pam Weingartner: "My family will usually drive me to appointments but that is not always possible as they work. It's reassuring that I know I can turn to hoppa in these situations."

Hoppa has been popular with its customers since it began and is not short of supporters. Sylvia Ilsley has been a regular user since hoppa started in 2002 and describes it as a lifeline: "I regularly use the Hospital hoppa to get to appointments at the Royal Surrey. I don't know how else I



would manage. Booking is easy and I know all the staff."

For peace of mind, many customers make their booking as soon as they receive their medical appointment.

Hospital hoppa has a reserved parking space right outside the entrance to the Royal Surrey hospital so passengers do not have far to walk and can avoid having to encounter the steps from the hospital car park.

Hospital hoppa for carers

Patients are not the only people who rely on the hospital hoppa service. Friends and family visiting their loved ones in hospital or accompanying them to appointments use the service too.

Being taken by hoppa means you do not have to worry about driving to an unfamiliar and often busy area. Booking a ride with hoppa also puts an end to the pressure of having to find somewhere to park your car and, as an added bonus, we'll even drop you off and pick you up right outside the main entrance.

To use the service, you need to be registered which is quick and easy to do at www.hoppa.org.uk/register or call **01428 681701**.

The fare is £10 each way and £2.50 each way for companions/carers. If you are using the service to visit a friend or family member, the cost is £10 each way.



Raise funds for hoppa with **The Big Give** your Christmas shopping

If you plan to do some of your Christmas shopping online this year, did you know that your purchases could raise funds for hoppa and it won't cost you a penny extra?

We have registered with *Give as you Live* which is an award-winning fundraising platform for UK charities such as hoppa.

How it works

1. Sign up for free with *Give as you Live* by visiting www.giveasyoulive.com/join/hoppa
2. You'll be asked for your name and email address and to set a password. You can choose to opt out of receiving marketing emails from *Give as you Live*.
3. Once you have registered, you can browse over 4,200 stores that have signed up to be involved. You'll find popular big-name stores such as Sainsbury's, ebay, Boots, Amazon, M&S, Debenhams, Argos, Tesco and John Lewis.

4. Visit the store you wish to shop at via the *Give as you Live* website and then shop as normal.
5. For every purchase you make, the store pays *Give as you Live* a percentage of your total purchase price in commission. Of this, 50 per cent will be passed onto your chosen charity. *Give as you Live* will email you within 1-7 days to let you know how much you've raised.

Thank you for supporting hoppa. Happy shopping!

Travel stores such as Expedia, Thomas Cook, booking.com and tui donate the largest percentage of the customer sale at 3.5%. Asking for a quote from insurance companies such as EG and confused.com will generate a donation for hoppa - no purchase is necessary.

We are currently raising money for two projects via an online donation service called The Big Give.

The first project aims to raise £10,000 so we can install a hydraulic tail lift and fold out steps to one of our existing buses. Doing this will make another of our buses fully accessible for people using a wheelchair or travelling with a pushchair.

The second project is to fit vehicle navigation systems to our fleet of 30 buses. The nature of hoppa means our routes change on a daily basis. Making use of technology will make our journeys more efficient, reduce our impact on the environment, improve road safety for all road users and reduce fuel so we can keep costs down.

This project is an investment in our future and we need to raise £9,400 to make it happen.

If you would like to support either of these projects with a donation, please visit <https://secure.thebiggive.org.uk/charity/view/66711>

Enjoy hoppa news with your morning coffee



If you picked up this copy of the hoppa newsletter from your doctors' surgery, a hoppa bus or a leaflet stand and would like to receive future copies through the post, please complete the following form and hand it to a hoppa bus driver or post it to us at: Waverley Hoppa Community Transport, Unit 8, Towergate Business Centre, Coopers Place, Combe Lane, Wormley, GU8 5SZ. Alternatively, you can email us at enquiries@hoppa.org.uk.

Please send me the hoppa newsletter by post.

My name isand my address is.....

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We will never share your data with any other organisation or individual and are committed to keeping your data safe and secure. You can choose to stop receiving this newsletter at any time by contacting us using the contact details at the bottom of this newsletter.

Meet Richard



Name: Richard Bassett
Job Title: Community Bus Driver
Time with hoppa: 9 years
Nicknames: Dickie or Bertie
Interests: Antiques, especially clocks, old cars and fine weather fishing

Born and raised in Aldershot, now residing in the Farnborough area, Richard started his working life with Timothy Whites in 1966 as a diesel mechanic and later as a warehouse engineer for 28 years. He then worked as a school caretaker for 10 years before becoming a taxi driver for a spell. As a taxi driver Richard saw hoppa buses all the time, his curiosity got the better of him and so he decided to give us a call and the rest is history.

When asked what Richard most likes about his job he said: *"It's the people really, the customers, the drivers, the atmosphere and the camaraderie, it all makes for a very enjoyable and satisfying job"*.

Join the hoppa team

If you know somebody like Richard, we'd love to hear from them. We have term time vacancies for part time minibus drivers and passenger assistants.

We offer flexible working hours, excellent working conditions and pay £9.48 per hour.

No prior experience is required as full training will be provided.

Applicants for the minibus driver role will need a clean UK driving licence although we will consider up to six penalty points. A licence with a D1 category (pre-Jan 1997) is essential.

All successful applicants will be subject to disclosure and barring checks.

To apply or for further information please call **01428 681701** and ask for Andy or Mark or email us at **enquiries@hoppa.org.uk**.

New trustee joins the hoppa board



As a charity, hoppa has a board of trustees who have legal responsibility and independent control over our management and administration.

Our trustees are volunteers and they play a very important role in making sure we do what we were set up to do.

Brian Capper has recently joined the board of trustees. He has taken on responsibility for legal matters.

Brian is a qualified solicitor with a MA degree in law from Cambridge University. He is now semi-retired but has been involved, principally, in property, banking, commercial and charity law. However, he has experience of diverse areas of the law including planning, highways, telecommunications and renewable energy.

Before becoming a lawyer, Brian worked in international development as an agricultural research worker and agri-industrial processing development adviser. This involved living in

over 15 countries in Africa, Asia and Central America working for, amongst others, the United Nations, World Bank, Department for International Development and European Development Fund.

He has BSc and PhD degrees in agricultural science from Reading University. He is chairman of Action on Poverty a charity whose mission is to develop sustainable livelihoods for disadvantaged and marginalised people, including the disabled, in war affected areas of Sub-Saharan Africa and South Asia.

Brian is originally from West London but has lived in Farnham for 18 years. He is married with two children. He has served on the Parochial Church Council of St James' Church Rowledge for many years.

His leisure activities include mountaineering, sailing, history and travelling to any part of the world not previously visited in a professional capacity.

Did you know

For your safety all our staff have had a Disclosure and Barring Service check. This is a criminal records check and helps to prevent unsuitable people from working with vulnerable groups such as children, older people and the disabled.

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, Torgate Business Centre, Coopers Place, Combe Lane, Wormley, GU8 5SZ or email him at enquiries@hoppa.org.uk.