



Wivey Links



The Newsletter For Wivey Link

Issue No 23 - July 2018

Wivey Link Telephone 01984 624666

You can book Wivey Link from Monday to Friday 10.00am until 1.00pm. We are not open Saturday or Sunday. Messages left on the Answerphone on Friday afternoon and over the weekend will not be dealt with until Monday morning. It is very important that you book as soon as you can to help our scheduling and avoid disappointment. Thank you.

Lister Link



Wivey Link is proud to announce that it has recently taken delivery of a new car, specifically to transport patients to and from Milverton to Lister House Surgery in Wiveliscombe. This follows the closure of the Milverton Surgery from February 2018.

Wivey Link drivers will collect clinical staff and prescriptions from Lister House on Monday mornings and Thursday afternoons and transport them to the community rooms in Milverton. Drivers will also deliver prescriptions to those patients who are unable to collect their prescriptions in person from the community rooms.

This is a totally new service for Wivey Link, using an extra vehicle which has been purchased and funded by Somerset Partnership (NHS Trust) - 'SomPar', specifically for this purpose.

Further details on this service such as transport booking and the ordering and renewal of prescriptions has been provided to all Milverton residents.

Don't forget your loose change!



Don't forget you can still keep filling our 'loose change' money boxes. It is easy to assemble and should take pride of place on your window ledge, hall table or wherever you prefer to keep it. Just drop in any loose change (copper or silver—we don't mind!)

which you may have found at the bottom of your purse or wallet, behind the sofa or just an old coat pocket.

1 - Peel off top from sticky tape



2 - Stick bottom flap onto tape
3 - Tuck in all the flaps - Done!

When full, either give it to your friendly driver or pop into the office when you are passing. Jill can swap it for another box so you can continue to keep 'topping up'. Every little helps to keep our cars on the road and Wivey Link out and about.

Just in case you are unsure, shown here are some words on 'how to make it'.

Who's new and staffing

Wiveliscombe Area Partnership is delighted to announce two new members to its Board of Directors.



Firstly **Ewan Robertson**, some of you of course will recognise him as a regular driver for Wivey Link. Ewan and his family have lived in Milverton for over 20 years. His first career was as an officer in the Royal Navy, much of this time flying in the Fleet Air Arm. On retiring as a Commander after 27 years in the Navy, he qualified as a teacher and spent 15 years teaching geography and games at Brymore School, Cannington. He finally retired in 2011.

He has been involved with a number of village activities and has been a governor of Milverton Primary School for 8 years (including 4 as Chairman). Other interests include travel, walking, sport (particularly rugby), gardening and reading.



Secondly, **Dave Mansell** has just joined the board of WAP as the recently elected Borough Councillor of the Wiveliscombe and West Deane Ward. He has replaced Steve Ross who has resigned from the board due to work commitments.

Before taking early retirement in 2017, Dave worked as Development Manager for Somerset Waste Partnership and had a career in recycling and waste management, mostly working for local authorities. He is a founding member and secretary of Wivey Action on Climate & Environment and an active Town Councillor, involved in saving the Public Toilets in Wivey from closure. He is pleased to be invited to join the board of Wiveliscombe Area Partnership.

Volunteer drivers always required

Although it is unlikely that any of you, our lovely customers, would be in a position to help, perhaps you do know someone (friend, neighbour or relative perhaps) that would be interested. If they could spare 2 days per month or more, enjoy driving and meeting interesting people, please ask them to come and talk to us about volunteering as a driver with Wivey Link. They will be driving a Wivey Link car to collect passengers, taking them to their destination in the local area as well as making a real difference to people's lives. For further information please telephone 01984 624777 or visit the Community Office in Wiveliscombe.

Wivey Link and Wiveliscombe Area Partnership wish to thank all our customers, sponsors and supporters, including:

Jones Garage Wiveliscombe, Country Cars and Vans, The Jim Laker Fund, Wiveliscombe Dispensary Trust, The Wiveliscombe and District Rotary Club, Taunton Deane Borough Council, Somerset County Council, Wiveliscombe Town Council and the Parish Councils of Ashbrittle, Bathealton, Clatworthy, Fitzhead, Milverton and Oake.

People at the Community Office:

PC Jo Jeffery & PCSO Louise Fyne hold a weekly Police surgery every Wednesday from, approximately, 11am until 1pm.

The Housing Officer & Benefits Officer from Taunton Deane Borough Council hold a surgery every 1st and 3rd Thursday of each month from, approximately, 11am until 12.30pm.

Gaby Bellamy, Village Agent holds a surgery every 1st and 3rd Tuesday of each month from, approximately, 10am until 1pm.

Bus Pass Information

Those of you who have a bus pass, issued by Somerset County Council or any other county authority, will no doubt have been contacted by Jill or someone else in the office to confirm and/or update our records on your bus pass details. This information (bus pass number and expiry date) is essential for us to ensure we can reclaim the costs from SCC of providing the Wivey Link service to you all. If you have a bus pass, you are entitled to a discount on any travel we provide of 50% up to a maximum of £5 per journey. SCC are currently undertaking checks of all Community Transport providers in the county to validate that details of bus pass holders agree with their own records. In future you will be asked to carry your bus pass with you at all times when you travel with Wivey Link as the driver may be asked by SCC, through Jill, to check it before travel (just like you would have to if travelling by bus). The other point to raise here is that use of a bus pass is not valid before 9.30am, again, just like buses. We are looking at our fare structure to ensure minimum impact upon passengers who need to travel before 9.30am. More details will be issued in due course.

Our annual registration form is also being updated so that more bus pass information is provided and that our records don't go adrift like some have done over the past few years. Also note that SCC are about to stop automatically issuing bus passes when your old one has expired. You will have to reapply to SCC for a new bus pass which is then valid for 3 years. Jill will obviously keep an eye on this and will be able to remind you when your old bus pass is about to expire. You will then need to contact Jill to advise her of your new bus pass details.

A few statistics for you: From April 2017 until end March 2018 we have carried **8,223** passengers, driven **69,188** miles and spent **£10,455** on fuel. Have you any friends or neighbours whom you think would benefit from using Wivey Link to get to their appointments and shopping trips?

Do them a favour and tell them what a great service Wivey Link is and get them to register!

Wheelchairs? Please note that Jill retains details of your disability aids so she can be sure that these can be carried when you travel. If you change your disability aid, please let Jill know at once so she can update her records and arrange for an assessment of its suitability to be carried on our vehicles.

Recycling reminders: Don't forget, we still recycle plastic milk bottle tops, ink cartridges and laser toners, used postage stamps, 'trigger' tops from plastic spray bottles and mobile phones. These are all used to raise funds for various charities.



Are your walking frames or crutches still required?

If not and they are cluttering up your cupboards, then contact Jill and we can arrange to collect and return them to Musgrove Hospital as they will be able to make use of them for other patients. It will save the NHS money of course as every little helps. Obviously, this also applies to any surplus wheelchairs as well.

Lots of shopping?



Walking Frame? Shopping Trolley?

A reminder to please let Jill know when you book as you may need to travel in one of our large cars.



GENERAL DATA PROTECTION REGULATION (GDPR)

You will have heard about this topic but the GDPR which came into force in May places a duty on us to keep personal data which we hold on passengers, employees, volunteers and other individuals, safely and securely. The data which we hold is usually limited to names, addresses, contact data and, in some cases, medical issues relevant to the carriage of passengers.

The data is held only for the purposes of safely providing the Wivey Link service. We do not provide personal data to any third party. If you are happy for us to continue to hold this data, you need do nothing. However, if you wish to see what data we hold about you and your Next of Kin or wish us to delete your data, please telephone, e-mail or write to the Community Office, where your concerns will be dealt with.

Further details about GDPR and the way in which we manage information is contained in our Privacy Policy, available for inspection in the Community Office or on our website at

www.wiveylink.co.uk

A Date for Your Diary – Wiveliscombe Street Market - Sunday 9th September

One of the 10 Parishes annual events, the now well established Street Market will showcase over eighty stalls with a wide variety of crafts, food and interesting items. Live music will be playing all day in Jubilee Gardens.

Make sure you come along and join us for a day of fun, food and friends.