

**Milton Keynes  
Community  
Transport**

**your guide  
to our new  
service from  
home to  
healthcare**

**transport@mkct.org.uk**  
**01908 266950**

## health *connect*



**If you'd like this user guide in  
large print, please call us!**

# health *connect*

Welcome to **health***connect* - a new trial service which aims to make it easier to get to healthcare appointments, particularly if they're outside of the local area. The service is particularly focused on helping residents of rural areas, and benefits from SEEDA funding for this.

The service has been introduced as a trial,



and will run from May until the end of October 2009. The demand for the service will be assessed during the trial period, as will the actual costs that are incurred. Hopefully it will then be possible to find a way of continuing the service into the future.

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## Areas Served

Unlike some of the other community transport services that are available, the **health***connect* service is open to people living outside of the Milton Keynes Council area. This means we can serve Newton Longville, Old Stratford and Aspley Guise, for example, as well as places such as Olney and Newport Pagnell. Please call us for full details about the areas served.

# Destinations

Users of the service will be able to book trips to a number of hospitals, including Milton Keynes, Northampton, Bedford, Stoke Mandeville and Oxford (John Radcliffe). We'll also be able to accept bookings to GP surgeries, as well as dentists and other healthcare facilities. Please call for more details.

## Membership

**healthconnect** operates on an individual, pre-booked basis, meaning that we'll need to register your details on our system before you can book a trip. There is no charge for being registered, and it will also allow us to send you information about **healthconnect** and other services.

Please note that, once your details have been registered, each journey must still be pre-booked. **healthconnect** isn't a bus service that's open to the general public, and it's not designed to replace any existing service. In order for us to accept any trip request, all of the following criteria must be met;

- ☺ The passenger must be registered with MKCT
- ☺ Journeys must be booked in advance (up to 21 days)
- ☺ The journey must be to a healthcare facility which the individual could not easily reach by public transport



MKCT is an equal partnership between Age Concern and Ealing Community Transport. We trade as a “social enterprise”, basically meaning we don’t have to make a profit for shareholders.

31 Burners Lane  
Kiln Farm  
Milton Keynes  
MK11 3HA

Bookings:

01908 266950

Cancellations:

01908 266955

AGE Concern Milton Keynes



# Fares

Local journeys... £5  
Longer distance... £10

Unfortunately, transport is not cheap to provide - insurance, fuel costs and maintenance can all be expensive, whilst drivers of course have to be paid! Even though parts of this service, like many others, receives a subsidy, it’s still necessary to charge each passenger for their journey. We’ve worked hard to balance the recovery of costs (so as to make the service viable in the long term) and keeping it affordable; please do let us know your views on the fare levels.

The fare for local journeys (which count as to Milton Keynes Hospital, or any other trip of no more than five miles) is £5 per person, for a **single** trip. All other journeys are £10 **single**.