

# Community Transport Services

September 2024



Use the QR code to access NHS Fife  
travel webpage

If you are having difficulty getting to your non-emergency NHS appointment, you may be able to access community transport.

### **Scottish Ambulance Service - Patient Transport**

To find out if you're eligible call us on 0300 123 1236, our telephony messages will direct you to best person placed to respond to your call.

[www.scottishambulance.com](http://www.scottishambulance.com)

0300 123 1236

### **Royal Voluntary Service**

We offer transport for patients attending medical appointments at hospitals or Health Centres and back home afterwards. Offering a helping hand if needed.

[www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

[fifegnhs@royalvoluntaryservice.org.uk](mailto:fifegnhs@royalvoluntaryservice.org.uk)

01592 269654

### **(CCNEF) Continuing Care North East Fife**

Continuing Care Service provides non-emergency transportation for the elderly, disabled and vulnerable residents in North East Fife to attend and return from hospital appointments.

[www.continuingcarenef.org.uk](http://www.continuingcarenef.org.uk)

0746 888 7900

## **Kinross-shire Volunteer Drivers**

This service enables residents living in the Kinross-shire and Glenfarg area to attend hospital, health centre and other health related appointments. For further information please visit the website or call/email the Administrator.

[www.kvd.org.uk](http://www.kvd.org.uk)

[administrator@kvd.org.uk](mailto:administrator@kvd.org.uk)

01577 840 196

## **Alliance Ambulance Service**

Provides pre-planned non-emergency transport for patients with a variety of medical needs, such as, but not limited to: patients with an oxygen requirement, non-weight bearing patients and stretchered patients attending and returning from appointments.

[www.allianceambulance.co.uk](http://www.allianceambulance.co.uk)

[info@allianceambulance.co.uk](mailto:info@allianceambulance.co.uk)

0333 577 9993

## **Go-Flexi**

Go-Flexi is an on-demand bus service that provides a flexible way of travelling around rural North East Fife. Funded by Fife Council and operated by Moffat and Williamson, Go-Flexi is available to anyone travelling in specific Flexi Zone areas.

[www.fife.gov.uk](http://www.fife.gov.uk)

01382 540 624

## **Fife Bus**

Provides door-to-door transport for people who are unable to access mainstream public transport due to reduced mobility.

[www.fife.gov.uk](http://www.fife.gov.uk)

[fife.bus@fife.gov.uk](mailto:fife.bus@fife.gov.uk)

03451 55 11 88

## **Concessionary travel - Bus Pass Access**

Over 2 million people across Scotland can travel for free by bus. Everyone aged 5-21, 60 and over, and eligible disabled people can apply for a National Entitlement Card to access free bus travel.

You can apply online at [getyournec.scot](http://getyournec.scot) or through your local council. Once you have your card you'll be able to travel on most buses across Scotland.

[www.transport.gov.scot](http://www.transport.gov.scot)

[www.getyournec.scot](http://www.getyournec.scot)

[concessionarytravel@transport.gov.scot](mailto:concessionarytravel@transport.gov.scot)

0141 272 7100

## **Traveline**

[www.traveline.info](http://www.traveline.info) and app available for journey planning.

## **Thistle Assistance Card**

Thistle Assistance is an initiative to help you feel safer and more comfortable when using public transport. No eligibility criteria required. Your personalised card or app details the assistance you require from transport staff.

[www.thistleassistance.com](http://www.thistleassistance.com)

[www.sestran.gov.uk](http://www.sestran.gov.uk)

[thistlecard@sestran.gov.uk](mailto:thistlecard@sestran.gov.uk)

0131 524 5150

If you require this information in another language or format (e.g. Braille, audio, large print) please contact the Equality and Human Rights Team at: [fife.EqualityandHumanRights@nhs.scot](mailto:fife.EqualityandHumanRights@nhs.scot) or phone 01592 729130.

Alternatively, you can also contact the team via the NHS Fife SMS text service number on 07805800005 or call using ContactScotlandBSL for BSL-users.

If you wish to provide anonymous feedback, you can do so at [www.careopinion.org.uk](http://www.careopinion.org.uk) Freephone 0800 122 3135 or use this QR code.

Care Opinion is an independent organisation for patients and families to provide honest feedback about experiences with any of our services within the last 3 years.



## NHS Fife

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