

SWRCCS Telephonists' Role

The telephonists' rota

Every two months telephonists are contacted asking for their availability over the next couple of months and to say how many shifts they are willing to do. Most volunteers make themselves available for two or three shifts a month, but even one shift is a valued contribution if that is all the time you can spare.

A two-month rota is then drawn up and circulated to all telephonists along with a list of drivers, their telephone numbers, their availability and where they live.

If for any reason you can no longer do the shift on the dates allocated, please contact other telephonists to see if they can swap with you and then inform the coordinator of any changes.

The telephonists' day

The bookings line is open from Monday to Friday from 09:30 to 14:00. Immediately before your shift you will usually get an email with a copy of the "Onwards" which is a list of upcoming runs and a Current Drivers list showing the phone numbers and availability of the drivers. The "Onwards" also shows you which drivers are already booked on runs so you can try and use drivers who are not booked up already.

At 9:30 on the morning of your shift, the bookings line number (01445 791436) is diverted to your phone (if you use your mobile you can be more flexible in terms of where you do the shift!). All calls out of your phone during your shift are billed to your phone bill so please claim the £5 per diem if you wish to. When it is a SWRCCS call you will hear a message telling you to press 1 to accept a call from SWRCCS – so you know this is a bookings line call rather than a personal call. Press 1 to be connected to the caller. At 2pm the divert is cancelled and the calls will revert to the office. Between 9.30 and 2pm please try and make yourselves available to answer any incoming calls. Telephonists often do baking, computer admin and a variety of other activities during their volunteering time as some days there are no calls at all.

Deliveries or other runs

There is NO CHARGE for delivery runs







- Telephonists will be asked to organise drivers for delivery runs (including prescription deliveries) as needed using the same process as passenger runs that they are used to. If possible please first try drivers who are listed as 'Deliveries Only' and those not currently on the onwards as then we get different people doing the

deliveries. **All drivers** on the list can do deliveries unless otherwise specified but please try those that have said they will do delivery only first.

- For **food** deliveries please make clear that any payments due would need to be done direct with the shop.
- For **prescription deliveries** please ask the patient to phone the local medical practice to inform them that SWRCCS would be picking up the medicine for delivery.
 - Lochcarron and area (Mon & Wed)
 - Kishorn / Lochcarron (Fri)
 - Torridon & Diabaig (Tues)
 - Shieldaig (Wed)
 - Kinlochewe (Fri)
 - Applecross (Fri)
- Please make it clear to any recipient of a delivery to take precautions when handling and opening any received goods to minimise cross infection. If possible:
 - remove outer packaging straight away and put in the bin,
 - leave packages in sunlight for 24 hours (72 hours for plastic packaging),
 - do not put packages on surfaces used for other things such as kitchen tables

Journeys not normally allowed

The following journeys cannot normally be accepted:-

-  Under 18 years old unless accompanied by an adult
-  Journeys that could be done by public transport
-  Journeys outwith the coverage area (unless for medical purposes)
-  Journeys for passengers not resident in the coverage area
-  Journeys to the pub
-  Regular journeys to or from place of work

JOURNEYS OUTWITH THE AREA CAN BE ACCEPTED FOR MEDICAL OR EXCEPTIONAL PURPOSES _

eg doctor appointment, vaccine appointment, dental appointment, optician appointment.
(If in doubt please check with coordinator)

Telephonists should not organise runs for themselves – this is so that the drivers do not feel any additional pressure to accept the run when they might refuse normally.

PASSENGER RUNS

The call procedure

If you get a call for a passenger run please first ask the following:-

- a. Due to pressure we are currently facing to fill runs, is there any way the run can be done by friends or family?
- b. Is it possible to fit the run in with available public transport? We have to ask this as SWRCCS cannot be seen to be undermining public transport provision and we would be happy to try and arrange taking you to public transport access points such as Strathcarron or Achnasheen train station (information about public transport connections can be found on the website <https://www.swrc-carscheme.co.uk/public-transport-links>).

If a SWRCCS car run is still needed then follow this process:-



1. Write down:-
 - a. Passenger/s names (if child under 12, passenger needs to provide child seat)
 - b. Phone number
 - c. Any individual needs such as wheelchair user
 - d. Pick-up address
 - e. Pick-up time and date
 - f. Destination and reason for trip
 - g. Is it a single or return journey
(if return - an estimate of length of waiting time expected)

Please ask if they have used the car scheme before and if not explain the costs.

SWRCCS Costs

SWRCCS expects the passengers to contribute 20p per mile they are in the car. More than one passenger shares the cost. Minimum contribution is £1. Maximum contribution expected is £10.00 for a journey - even if it is a composite journey (ie two single journeys undertaken on the same day or having numerous destinations).

2. Look at drivers list to see which drivers have said they would be able to do 'Short Passenger Runs' or 'Hospital runs' NOTE: Unless specified those doing hospital runs will also do short passenger runs or deliveries.
Then look to see which drivers are local to the pick-up point (if a return journey) or local to either the pick-up point or the destination if a single journey.
Then have a look at the "Onwards/Current Drivers list" to check the availability of drivers – if they are not doing a run already that day or have not shown they are unavailable during that time period.
3. Phone round drivers to identify one who can do the journey. Please do not put pressure on drivers as drivers must be happy to do the journey, they are not obliged to undertake any journeys.
4. Once identified give the driver the details of the journey including passenger/s name/s, phone number, pick up address, time and date, destination, single or return journey, expected waiting time. Any individual needs of the passenger.

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5. Ask the driver (if appropriate) if they would like to use the SWRCS Community Car for the run and if so, please inform the coordinator of this.
 6. Phone passenger to tell them name of driver and driver's phone number and ask them to contact the driver direct if there are any changes or cancellation. (Note: at least 2 hours' notice needed for cancellation or changes, but preferable 12-24 hours' notice required). The driver is asked to phone the passenger before the run to agree details of the run
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7. As soon as possible at the end of the shift, give details of all new journeys to staff by email (preferred) or message on phone as these are needed for the "Onwards" for the day after, including if there have been any requests for use of the SWRCCS Community Car.

Note on hospital runs

SWRCCS organises hospital runs at the request of local residents. Expenses for these runs are claimed from the NHS together with a £10 contribution from the passenger. If a telephonist takes a call from a passenger requesting a run to hospital then please organise using the same system

