



NHS
Yorkshire
Ambulance Service
NHS Trust



Sheila Barry

**PTS Patient
Story**

Meet Sheila Barry



Sheila is an 83 year old lady from York, North Yorkshire.

Sheila uses our Patient Transport Service multiple times a week for dialysis treatment at York District Hospital.



Sheila (left) and her family.

Meet Sheila Barry



Sheila has used YAS PTS service for around three years.

Initially Sheila's transport was provided on an ad-hoc basis.

This left Sheila worrying and wondering if her driver is going to arrive on time and some drivers have been reluctant to even get out of the car to help her.

Sheila's Experience



Sheila's transport is now pre-planned with Fleetways Taxis.

Sheila is delighted with the service Fleetways Taxis provide, especially her regular driver Eric, who is always on time, pays an interest and is like a friend to Sheila now.



Sheila's Experience



Sheila travels to her appointments with Fleetways Taxis, on behalf of Yorkshire Ambulance Service (YAS).

Sheila's regular driver, Eric, "is a credit" to Fleetways Taxis and his support is always greatly appreciated by Sheila.



Fleetways Taxi Driver (credit: The York Press)

Sheila's Experience



The consistency of a regular driver is greatly appreciated by Sheila, due to the support she receives, and the camaraderie helping to take her mind off her treatment.

As much as Sheila appreciates the regular support from Eric, she says that the drivers all chat at the hospital and appear to get along; this leaves Sheila feeling as though she would be met by a kind driver if any of them were to pick her up in Eric's absence.

Sheila's Experience



Sheila would like to thank Fleetways Taxis, particularly Eric, for always making her feel comfortable and supported while traveling between her hospital appointments.

Sheila thanks Yorkshire Ambulance Service for their excellent patient transport service.



Sheila (middle) and her friends.