

Dear Alan

I am happy to be able to give some feedback on the Interlock service which Mum uses on a regular basis on Rothesay.

Whenever I ring to make a GP or hospital appointment for Mum, I am asked if Mum can get to the GP practice or hospital. At the moment, because I know Interloch will get her there safely and on time, I can say yes. Without the Interloch service Mum would not be able to attend her medical appointments at all.

Mum also uses Interloch to get her weekly assisted shop. The supermarkets on Bute do not deliver and so without the Interloch service I don't know how Mum would get her shopping.

The staff that you have, particularly the drivers, do a brilliant job, are really conscientious, helpful and friendly.

Mum also uses the service to access the lunch clubs that are provided on the island. Again, without Interloch Mum would not be able to attend these and therefore would miss out on social interaction.

Without the Interloch service Mum would be virtually housebound. I cannot stress enough how much we appreciate the service and the work that the drivers do.

Mum is not now able to use a normal taxi service due to her much reduced mobility and needing support when walking and accessing vehicles.

I very much hope that the service continues to provide these essential services.

Thank you,

Jean Staff

PS - If you need anything further please do not hesitate to ask.