

GoCo

DOCTORS



RUN



Background

- Lack of doctors in Gunnedah area
- Community sentiment
- Client feedback
- Staff experience
- Relationship building in neighbouring communities



Purpose

- To offer a regular, affordable transport run for medical appointments
- Convenient transport with reserved appointments
- Limited wait time
- Networking with other service providers, North West Health and Ochre Medical Centre.



Service

Tamworth

North West Health

East Tamworth Medical
Centre

02 6768 3222

Monday mornings

Tuesday mornings

Wednesday mornings

Boggabri

Ochre Medical Centre

1 Wee Waa St

02 6749 7097

Every second Tuesday
morning

Special thanks to:



Service

- Appointments bunched into 45 minute period across numerous doctors.
- Clients collected from their homes
- Looking to expand partnerships with new Doctors in Tamworth in line with current client preferred medical centres.



Special thanks to:



Eligible Programs



**COMMONWEALTH HOME
SUPPORT PROGRAMME**



**COMMUNITY
TRANSPORT**



**HOME CARE
PACKAGES**



Promotion

Advertising



GoCo ON THE GO COMMUNITY CARE **DOCTORS RUN**

Regular, affordable transport access to doctors from **Gunnedah** to:

Tamworth Mondays Wednesdays Fridays	Boggabri Every second Tuesday
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CALL GoCo TODAY
02 6740 2240

The GoCo Doctors Run is available to GoCo Community Transport and My Aged Care eligible clients. Visit gococare.com.au

Flyers



GoCo ON THE GO COMMUNITY CARE **DOCTORS RUN**

Finding it hard to get an appointment with local Gunnedah doctors? GoCo offers regular and affordable transport access to doctors in:

Tamworth Mondays Wednesdays Fridays	Boggabri Every second Tuesday
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CALL GoCo TODAY
for booking details or visit
gococare.com.au/doctorsrun

The GoCo Doctors Run is available to GoCo Community Transport and My Aged Care eligible clients. The Doctors Run fees are in accordance with GoCo's Fee Schedule.

Special thanks to  NorthwestHealth and  Ochre

p 02 6740 2240 w gococare.com.au

Media Interviews

(radio and newspaper)



8 NEWS GUNNEDAH TIMES THURSDAY, MARCH 28, 2020

MARKETPLACE

GoCo starts doctors run service

Started about 30 years ago by Gunnedah Shire Council, GoCo has been tirelessly servicing the community ever since and this year has launched a new service aimed at helping GoCo clients access doctors appointments in Tamworth and Boggabri - the GoCo Doctors Run.

The proposal for the doctors run came from persistent commentary within the community regarding the difficulty in obtaining a doctors appointment locally.

Staff at GoCo also experienced trouble getting into see local doctors, and it was they who came up with the idea.

"This initiative came about with our team knowing to clients, the community and even experiencing the challenges to see doctors locally themselves," GoCo executive manager Bruce Mercer said.

GoCo has partnered with North West Health in Tamworth and Ochre Medical Centre in Boggabri, with both medical centres agreeing to the proposal without hesitation.

"North West Health and Ochre Medical Centre were really keen to jump on board and are happy to block off appointments for participants of the program.

"Growth and marketing leader of GoCo Natasha Beer said.

The appointments are reserved only in the mid-morning, minimising the length of time clients are away from home.

Clients are collected from their homes by the GoCo bus, and then transported to their GoCo reserved appointment, which is booked simultaneously with other GoCo appointments, with the busched bookings designed to reduce waiting times. Clients are then driven directly to their homes afterwards.

"Our transport services are possible thanks to a dedicated team of GoCo Volunteers who give up their time to drive clients to Tamworth and Boggabri," Mr Mercer said.

The process for GoCo clients wanting to book a doctors appointment utilising the program is simple.

Firstly, they will need to book their appointments directly with either North West Health at East Tamworth Medical Centre or with Ochre Medical Centre in Boggabri, using a unique GoCo reference.

Once the appointment is booked the client will then need to contact GoCo to reserve their seat on the doctors run bus.

Appointments are available Monday, Wednesday and Friday each week at North West Health in Tamworth and every second Tuesday at Ochre Medical Centre in Boggabri.

The doctors run is offered to both new and existing GoCo clients with

all trips incurring a contribution to the cost in the form of fees outlined in GoCo's fee schedule.

COVID-19 also impacted operations at GoCo, with volunteer numbers dwindling throughout 2020 as lockdown and tough social distancing measures restricted people's ability to move freely about the community.

GoCo is now actively seeking volunteers as the community slowly returns to a sense of normality.

"We are always looking for people to become a volunteer in either a driver, carer or companion capacity," Mr Beer said.

Anyone interested in becoming a GoCo client, wanting to learn more about the services offered or considering becoming a volunteer can call GoCo on (02) 6740 2240.



Richard White (volunteer), Tammy Lumby (transport coordinator) and Christine White (volunteer).

Business Development

Local Doctors, Community Groups

GoCo

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