

# We're here to help...

**Are you a patient who uses the non-emergency transport service? Would you like to talk to us about it?**

Arriva Transport Solutions welcomes feedback from patients as well as their relatives, carers and patient representative groups.

We have two dedicated Patient Advisors who you can contact if you would like to talk to us about the patient transport service.

Whether it's a complaint or a compliment you can contact Gareth or Mariam who will be able to provide you with information or guide you through our complaints process, if necessary.

## **IMPORTANT:**

Gareth and Mariam are based regionally to ensure they are able to provide you with an efficient and personal service.

For the Midlands region please contact Mariam.

For the South region please contact Gareth.

## **Gareth Parker - Patient Advisor (South)**



Telephone:  
0117 407 0287

Email:  
patientexperience@arriva.co.uk

Post:  
Arriva Transport Solutions  
3rd Floor  
Crescent Centre  
Temple Back  
Bristol  
BS1 6EZ

Contact Gareth if you use our service in Bath and North East Somerset, Gloucestershire, Swindon, Wiltshire or Homerton.

## **Mariam Hussain - Patient Advisor (Midlands)**



Telephone:  
0117 407 0287

Email:  
patientexperience@arriva.co.uk

Post:  
Arriva Transport Solutions  
Unit 9  
Ashville Close  
Longwall Avenue  
Queens Drive Industrial Estate  
Nottingham  
NG2 1LL

Contact Mariam if you use our service in Nottinghamshire or Chesterfield.