

Travel and transport issues and ideas log

Updated 9/10/17 DRAFT ONLY

The information contained in this document has been collated from public consultation feedback during the path to excellence consultation programme to date. Notes from all the public events are on the consultation website www.pathotexcellence.org.uk

This log will be updated with further information as it becomes available, for example from focus groups and survey work. Please contact the programme with further issues and ideas to be included in the log.

Issues raised so far

Theme	Category	Issue	Who can influence this?
Clinical transport – ie Ambulances and emergency response	All clinical areas	What would be the increased need for ambulance services as a result of changes?	
Clinical, patient and visitor/relative transport	All clinical areas	What can the NHS and/or CCG fund around transport? What are the LA able to subsidise?	
Patient and visitor/relative transport	All clinical areas	What is the position of the PTA (nexus) and all public transport operators? Are they able to help? What are their views on what they can do to minimise the impact of these changes?	

Theme	Category	Issue	Who can influence this?
Patient and visitor/relative transport	All clinical areas	What are the local authorities' role in supporting changes to transport to minimise impact on local people who need to use public transport?	
Patient and visitor/relative transport	All clinical areas	Are there community interest or third sector transport providers that could be funded?	
Clinical transport	Stroke	If time is important in a stroke, it would increase the time for South Tyneside patients to go to Sunderland – could this cause harm?	
Clinical transport	Stroke	What happens if someone presents to South Tyneside with a stroke – how long would it take to transfer? How would this be done? A hospital is considered a place of safety by the ambulance service so what is the target time to transfer?	
Clinical transport	Maternity	Concern of change from low risk to high risk or develop complications during labour which	

Theme	Category	Issue	Who can influence this?
		<p>would need obstetric care - how will mum and baby be transferred?</p> <p>How long would it take?</p> <p>A hospital is considered a place of safety by the ambulance service so what is the target time to transfer?</p>	
<p>Visitors and relative transport to visit patients in hospital – ie particularly for longer periods of time</p>	<p>Maternity</p>	<p>Concern about travel for fathers and relatives to visit</p>	
<p>Patient transport – ie getting to and from hospital without the need for emergency ambulance</p>	<p>Paediatrics</p>	<p>Concern about travel to and from Sunderland during the day and late at night on public transport</p>	
<p>Clinical transport</p>	<p>Paediatrics</p>	<p>What would happen if a child attended South Tyneside and should have gone to Sunderland – how would they transfer?</p>	
<p>Clinical transport</p>	<p>Paediatrics</p>	<p>Concern about transferring children and newborn babies from South Tyneside District Hospital (STDH) to Sunderland Royal Hospital (SRH) will there</p>	

Theme	Category	Issue	Who can influence this?
		be a paediatric trained paramedic on transfer as children are different to adults?	
Patient transport	Paediatrics	Concern about driving to Sunderland with a poorly child	
Visitors and relative transport	Travel costs	Concern over additional public transport costs for people on low incomes – ie longer bus/metro or taxi Particularly in relation to night time	
Visitors and relative transport	Travel costs	Concern about parking costs and parking eye	
Visitors and relative transport	Travel costs	Car parking capacity at both hospital sites	
Patient transport	Accessibility	Access to NHS patient transport service – requires 5 days' notice and has a strict eligibility criteria	
Patient transport	Travel costs	Help with health care travel costs scheme only a narrow group of	

Theme	Category	Issue	Who can influence this?
		people benefit plus it is not widely known	
Patient transport	Travel costs	Costs for taxi travel with no prospect of being reimbursed	
Visitors and relative transport	Accessibility	Concern with lack of familiarity of Sunderland Royal and this will cause barriers and fears for relatives to visit	
Clinical transport	All clinical areas	Concern that there will be an increase of people dialling 999 because they are not able to travel themselves	
Patient transport/ Visitors and relative transport	Accessibility	Not all buses are wheel chair accessible – need to ensure hospital routes are	
Visitors and relative transport/staff transport		Concern about increased parking in residential areas around hospital sites and impact on local residents	

Ideas for potential solutions – sources – equality impact, travel impact and public consultation feedback

Theme	Category	Idea/suggestion	Who can influence this?
Patient transport/ Visitors and relative transport	Accessibility	Ensuring patients and visitors have accurate, up to date information about their travel choices, including public transport information, and are aware of journey planning tools and facilities	

Theme	Category	Idea/suggestion	Who can influence this?
Patient transport	Accessibility	Provide travel information with appointment letters	
Patient transport/ Visitors and relative transport	Accessibility	Undertake patient and public information campaigns to maximise the benefits of any new transport service	
Patient transport/ Visitors and relative transport	Accessibility	Future service user experience surveys to monitor and evaluate travel needs and experiences with reference to differences between equality groups in South Tyneside and Sunderland	
Patient transport/ Visitors and relative transport	Accessibility	Oversight arrangements to be introduced to scrutinise user experience and ensure that this information is translated into appropriate service developments where necessary.	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Ensuring patients and visitors have accurate information about parking choices and costs	

Theme	Category	Idea/suggestion	Who can influence this?
Patient transport	Travel cost	Providing patients with information about schemes that offer assistance with travel costs	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Promoting the existing policy of allowing patients to discuss and schedule appointment times that ease their travel arrangements	
Patient transport/ Visitors and relative transport	Accessibility	Introducing improved bus services serving the two hospitals sites Request to have direct to hospitals	
Patient transport	Accessibility	Increase the number of out-patient clinics at South Tyneside District Hospital to minimise travel to Sunderland	
Patient transport	Travel cost and accessibility	Consider charitable transport for example daft as a brush	

Theme	Category	Idea/suggestion	Who can influence this?
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Hopper service subsidised and wheel chair friendly	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Through ticketing from ST hospital to Sunderland Hospital and vice versa	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Better bus access on to each hospital site – dropping off at each main entrance	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Improve car parking, number of disabled bays and parking costs on both sites – request to scrap charges Provide cheaper parking for long term visitors Build a multi-story at ST	
Visitors and relative transport	Accessibility	Better information for visitors to SRH as it is a large site in particular around stroke, maternity and paediatrics	

Theme	Category	Idea/suggestion	Who can influence this?
Patient transport	Travel cost and accessibility	More telehealth and video links	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Employ a travel co-ordinator – other local trusts have done so – job to ensure travel strategy works for people and improve patient experience	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	What do other trusts with multiple sites do? Are their ideas from eg Northumbria Healthcare when they opened their new hospital?	
Patient transport	Travel cost and accessibility	Suggestion of a travel medical card – for example allowing £120 credit per year	
Patient transport/ Visitors and relative transport	Accessibility	Introduction of a direct bus service between two hospital sites	
Patient transport/ Visitors and relative transport	Travel cost and accessibility	Special considerations for parents on a low income – how can they get their child to Sunderland quickly with no car –	

Theme	Category	Idea/suggestion	Who can influence this?
		<p>could a charity scheme be introduced?</p> <p>Would need to have child/baby seats etc Could this also take them home?</p>	
Clinical transport	Response times	<p>New policy around ambulance response times – can this be used to have a new local response time for a hospital transfer?</p> <p>‘Place of safety’ could potentially cause harm if the stroke patient does not get to the specialist unit to benefit from the specialist care – or similar for mum who goes from low to high risk and needs a transfer from home birth to MLU or from MLU to obstetric centre</p>	