

NHS Greater Glasgow and Clyde

Board Meeting

August 2007

Board Paper No. 07/36

Transport Update

Head of Community Engagement and Transport
Directorate of Acute Services, Strategy, Implementation and Planning

1.0 Recommendation

The Board is asked to

- Note the contents of this paper.

2.0 Background

In October 2006, the Board of NHS Greater Glasgow and Clyde approved the proposed structure and way forward for the NHS transport agenda. This paper provides information on progress made on the transport agenda since then.

3.0 Car parking

3.1 A policy to manage car parking on acute hospital sites was introduced by NHSGGC for the following reasons:

- With a finite number of spaces, demand exceeded capacity
- Those arriving earliest at the car parks were taking spaces closest to the hospitals, disadvantaging those coming later in the day who are mostly patients and visitors.
- Illegal parking was hindering access or breaching safety standards; parking on corners, yellow lines and pavements was occurring.
- Non blue badge holders were occupying the spaces reserved for disabled drivers.
- Misuse of drop off- zones was impeding access to hospital entrances.

- Security was sub-optimal
 - Misuse of the car parks by those not associated with the hospitals was occurring.
 - Like all public bodies, NHSGGC is obliged to produce travel plans, encouraging modal shift and reducing carbon emissions.
- 3.2 The first phase of the new policy was implemented on five NHSGGC sites at the end of July 2007 – the Gartnavel site, the site of the Victoria Infirmary, Yorkhill Hospitals, the Western Infirmary and Dalian House. This implementation is being closely monitored. It is anticipated that the policy will be implemented on other NHSGGC car parks on a phased basis.
- 3.3 A number of initiatives are being undertaken to support staff use non car modes of transport to access their workplaces. These include support for cyclists through National Cycle Week promotional activity, the introduction of a scheme for staff to purchase cycles paying back the costs through their salary, the sale of travel Zone Cards through monthly salary remittance and First Bus monthly tickets. A specialist company has been contracted to develop a car share website and scheme and this is due to commence shortly. Site audits have been undertaken to explore and map walking and cycling routes onto sites.
- 3.4 As mentioned above, all public bodies are being encouraged to produce travel plans. Local Authorities have agreed that they will produce travel plans by April 2008. In addition, Strathclyde Partnership for Transport is currently consulting on the principles of a regional approach to parking. NHSGGC has requested that it be actively involved in this work and that SPT and its' partners undertake an ongoing educational campaign with the public regarding the introduction of managed car parking.

4.0 Public Transport

Following concerns raised by the public, Councillors, MSPs and many others about the frequency of service changes and reductions in services, First Bus agreed a Stability and Growth Pact with Glasgow City Council and SPT. This pact places obligations on the parties to support the stable growth of bus services. As part of this pact, First Bus has agreed to produce an annual Route Development Plan. NHS Greater Glasgow and Clyde has been involved with this and the Transport and Access Forum (see section on Patient Focus and Public Involvement) has had the opportunity to review the proposals and

discuss them with the senior management of First Bus. The Transport and Access Forum welcomed the plan. For some communities, the plan will deliver a significant improvement in access to hospitals. The plan details 18 new or improved bus services to hospitals with a further 6 possible improvements. For example, the number of buses going through the site of Stobhill hospital will increase fourfold – from four an hour to sixteen an hour. The main changes and improvements relating to bus routes to hospitals are detailed in Appendix 1

5.0 Transport Planning for the New South Glasgow Hospitals

Planning for improved access to the new South Glasgow Hospitals is continuing. NHS Greater Glasgow and Clyde has been working with Glasgow City Planners, SPT, First Bus, Clyde Waterfront and other Local Authorities on a number of projects impacting on access to the site of the new South Glasgow Hospitals. These projects include planning for a new mass transit transport system – Fastlink – connecting the City Centre, Govan Underground and the Hospital with a new tram like transport system, feasibility studies into the renovation of Govan Underground, the introduction of new bus routes and improved pedestrian and cycling access.

6.0 CHCP Based Transport Work

Glasgow City:

Integrated Transport to Care Project

NHSGGC has been working with Glasgow City Council, the Scottish Ambulance Service, SPT and the community transport sector to understand how the transport capacity each organisation has could be better used. All partners recognise that there is a degree of under utilisation of current resources and are committed to exploring how by working together this capacity could be released to improve transport provision for those unable to use mainstream public transport. SPT has provided a project manager who is co-ordinating the project team's work and overseeing the production of a feasibility study into ways of joint working and joint service delivery. This study is due for completion by November 2007.

Evening Visitor Scheme

The Glasgow City scheme has proved to be popular with patients, carers and other stakeholders. In the business plan for the scheme, projected numbers for the first six months of operation were:

passengers 1,775, journeys 3,550 and mileage 12,250. The actual numbers were: passengers 2,557, journeys 4,835 and mileage 16, 598.

From April 2008, the Scottish Executive monies that co-funded the scheme are moving along with other similar budgets to SPT. SPT has agreed in principle to support the roll out of the Evening Visitor Scheme to East Dunbartonshire, East Renfrewshire, and Cambuslang/Rutherglen. Work is currently underway with the Patient Public Forums, CHCP and Local Authority colleagues, SPT and the voluntary sector to introduce a 6-month pilot of this service in these areas starting in October. In Renfrewshire, work is being carried out to assess the capacity of the community or voluntary sector to service such a scheme and if necessary to support capacity building in this area.

Other work involving transport for the housebound and those who have experienced falls has also been undertaken in Glasgow CHCPs.

East Dunbartonshire:

In 2006 a partnership steering group (composed of East Dunbartonshire Community Planning Partnership, NHSGG&C, East Dunbartonshire Council Transport Officers and SPT) was formed. The steering group, in conjunction with the Scottish Executive, agreed to support the creation of a Transport Management Organisation (TMO) managed by a Development Officer. The Development Officers post was filled in January 2007. The postholder is working to an agreed work plan that will lead to the creation of the Transport Management Organisation. This organisation will work to improve transport and access to a range of key services including access to employment, training, shopping facilities/fresh food, hospitals and primary care.

West Dunbartonshire and Inverclyde:

Two bus services are funded directly by NHS Greater Glasgow and Clyde, the 340 service from the Inverclyde Royal Hospital to the Royal Alexandra Hospital and the 350 from the Vale of Leven Hospital to the RAH. Recorded passenger numbers from April 2006 to end of March 2007 were 9,975 on the Vale of Leven/RAH service and 4,847 on the IRH/RAH service.

Following requests from local patient and community groups, a route change has been agreed to service 340, moving the start of the service from the IRH to Greenock Bus Station and diverting the route to the A761 road going through Kilmacolm.

The Community Engagement Team will be working with SPT, bus operators, the community sector and West Dunbartonshire Transport Planning Group to explore ways of improving the 350 service or finding ways of using its funding to secure better access outcomes. This could include altering the route to capture other trip generators like Paisley University, seeking other funders to reduce cost to the NHS, or exploring how community or demand responsive transport could replace or supplement the service.

7.0 Regional and National Planning on Transport for Health

A regional NHS Transport Steering group has been established. NHS Greater Glasgow and Clyde, Ayrshire and Arran, Lanarkshire and the Golden Jubilee Hospital are the main members. The group has worked with SPT to develop a strategy to improve access to healthcare

A 19-point action plan has been drafted under the five headings:

- Partnership working
- Transport Services
- Transport Infrastructure
- Accessibility Planning
- Travel Planning

The draft action plan has a four-year lifespan and will inform funding priorities. SPT is currently consulting on this action plan.

A project manager, funded by the SEHD, has been appointed by NHSGGC to support the work of the steering group and help progress some of the actions.

8.0 Patient and Community Engagement

As required by the Scottish Executive Health Department Patient Focus Public Involvement guidance, and proposed in the NHSGGC Board Paper – Transport Update 06/55, an NHS Greater Glasgow and Clyde Transport and Access Forum has been established. Comprised of approximately 15 patients, carers and community activists, the Forum

seeks to provide, from a patient/public perspective, an intelligence gathering capacity and a review mechanism to the Board's transport work. Members include those living with cancer, MS, stroke, physical and sensory impairment. Members are also drawn from across the Health Board area and are (mostly) linked in with CHP Patient Public Fora. Members include car drivers, passengers, public transport users and those who rely on patient transport services. All of the members have an interest or experience in transport and access issues. Topics to be reviewed in forthcoming meetings of the Forum include SPT Access To Healthcare Action Plan, First Bus Route Development Plan, NHSGGC Car Parking Implementation, and Scottish Ambulance Service Patient Transport Scheme etc.

Appendix 1

First Bus Route Development Plan Access to Healthcare

Plans in progress, not subject to consultation

Victoria Infirmary

- Improving evening frequency on Service 5 to Castlemilk, Croftfoot and City Centre until after evening visiting hour.

Gartnavel Hospital

- Frequency on Service 92 to Partick via Broomhill revised from 40 minutes to 60 minutes but route extended via Garscadden to Drumchapel to provide a significant increase in areas with a direct link to the Hospital.

Western Infirmary

- New Service 92 to provide 60 minutes frequency via Partick, Broomhill, Gartnavel Hospital, Garscadden to Drumchapel.

Hairmyers Hospital

- Service 201 to Airdrie via East Kilbride, Hamilton, Motherwell, Bellshill, Coatbridge and Monklands Hospital, capacity increased by using full sized low floor single deckers.

Monklands Hospital

- Service 201 to Airdrie and to Hairmyers Hospital via Coatbridge, Bellshill, Motherwell, Hamilton and East Kilbride, capacity increased by using full size low floor single deckers.

Southern General Hospital

- New Service 747 to provide 30 minutes service daily to Partick Interchange, Renfrew and Glasgow Airport using low floor buses.

4.11.2 Existing networks structural changes, subject to consultation

Victoria Infirmary

- Service 34 Castlemilk to Govan 30 minutes evening frequency to be maintained through out the evening rather than 2000h at present.

Western Infirmary

- A Monday to Saturday evening timetable re – instated on Service 42 to Partick, Garscadden and Drumchapel and to City Centre, Cantyne and Barlanark.

Southern General Hospital

- Service 23 Govan to City Centre frequency increased to 15 minutes Monday to Saturday daytime.
- Service 34 Castlemilk to Govan 30 minutes evening frequency to be maintained throughout the evening rather than 2000h at present.

Stobhill Hospital

- New Service 28 to provide new link to Barmulloch.
- New Service 29 to provide links to Milton, High Possil, Possilpark and Firhill. Change subject to suitable facilities being made available within the hospital.
- Service 31 Milton to East Kilbride via Balgrayhill Road withdrawn. Residential facility provided by Service 37.

Royal Infirmary

- Service 11 via Charing Cross, Great Western Road, Knightswood to Clydebank curtailed to terminate in City Centre. Alternative service partly available on services 42/42A.
- 38/38A – Newton Mearns, Crookfur/Eastwood Toll/Woodfarm to Gartcosh/Glasgow Fort/Garthamlock via Giffnock, Shawlands, City Centre and the Royal infirmary; evening service frequency from Eastwood Toll to Alexandra Park to be increased to a 10 minutes frequency until late evening.
- Service 38A to Garthamlock and Glasgow Fort diverted to operate via Edinburgh Road and North Carntyne to improve access to the Hospital.
- A Monday to Saturday evening timetable re – instated on service 42 to Partick, Garscadden and Drumchapel and to City Centre, Carntyne and Barlanark.

Yorkhill Hospital

- Service 92 to provide 60 minutes frequency to Partick, Gartnavel Hospital, Garscadden and Drumchapel.

4.11.3 **Aspirational** plans, subject to Bus Route Development Grant:

Victoria Hospital

- Services 89/90 to operate via a revised route via Grange Road to improve access. Services 89/90 frequency to be increased from 30 minutes to 20 minutes. Converted to low floor operation and subject to bus Route Development Grant.

Rutherglen Medical Centre

- Frequency of service 7 to Bankhead, Kings Park, Victoria Road and City Centre improved from 30 minutes to 20 minutes, Monday to Saturday daytime. Service upgraded to low floor operation. Subject to Bus Route Development Grant.

Western Infirmary

- Services 42/42A to Garscadden, Partick, City Centre, Edinburgh Road and Barlanark upgraded to lower floor operation.

Royal Infirmary

- Services 42/42A to Garscadden, Partick, City Centre, Edinburgh Road and Barlanark upgraded to lower floor operation.
- Services 89/90 revised route via Alexandra Parade and Wishart Street to improve Access. Frequency improved from 30 minutes to 20 minutes and converted to low floor operation. Subject to Bus Route Development Grant.

Vale of Leven Hospital

- Service 205/215 Balloch to Glasgow upgraded to low floor operation.

