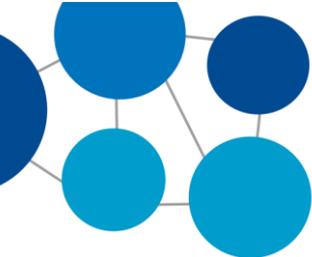


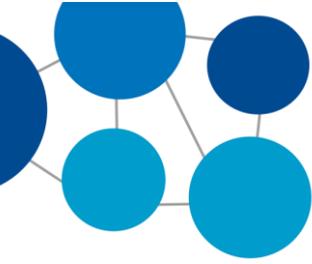
Future Fit  
Travel and transport group

4<sup>TH</sup> May 2018



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## 1. Background

The Travel and Transport Group will ensure that the programme considers and develops plans to address the implications of the proposed changes in relation to Access, Travel, Parking and Public Transport.

The group will: -

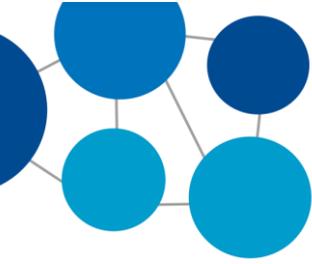
- Review suggestions for improvements to existing access and travel arrangements identified during public consultation and make recommendations.
- Ambulance modelling
- Identify the potential implications of the proposed changes in relation to Access, Travel, Parking, and Public Transport, taking account of the timing and potential impact of the sequencing of the movement of services into community/OOH
- Review and take account of the relevant findings from the Quality Impact Assessment as part of any recommendations.
- Review the existing and updated patient travel analysis.
- The group will only consider the additional implications of the option on which the CCGs consulted.
- The remit of the group is to make recommendations to the Future Fit Programme Board with regard to approval of plans to address the priority areas in relation to transport and access matters

Travel and transport group

Membership

- Shropshire and Telford Councils
- Shrewsbury and Telford Hospitals
- Service Sustainability Programme Team
- RJAH
- Powys THB
- SSSFT
- WMAS
- WAST
- Healthwatch Shropshire and Telford
- Powys CHC
- Shropdoc
- Community Transport
- Shropshire Community Trust
- Telford and Wrekin and Shropshire CCGs
- Medical Services UK
- Air Operations

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The remit of the group is to make recommendations to the Future Fit Programme Board with regard to approval of plans to address the priority areas in relation to transport and access matters.

## **2. About the stakeholder event**

A plan was developed (see appendix 1) to deliver a joint event for both Shropshire and Telford in one central location to support the establishment of a Travel and Transport Group. The event was hosted by the STP programme director supported by the independent chair of the Travel and Transport Working Group.

Stakeholders were invited by invitation and through this invitation were asked to attend or nominate representatives to attend. This was to ensure there was representation from across local areas, protected groups, organisations and stakeholders. The event took place on Friday 4<sup>th</sup> May at the Shropshire Education and Conference Centre in Shrewsbury. In total 24 people attended the event representing 15 organisations.

## **3. Purpose of the event**

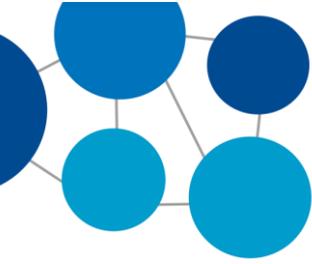
The purpose of the event was to identify organisations and stakeholders from both Shropshire and Telford who have an interest in travel and transport, or are likely to be affected by the issues.

A range of groups representing geographical locations and protected groups were recruited using our existing networks. It is these networks who will help to identify the requirements of a travel and transport group.

The aim of the event was to :

- Provide an overview of the Travel and Transport Working Group
- Present what we already know, and
- Identify involvement opportunities and who needs to be involved

The outcome of the event was to help determine how the interface with the Travel and Transport Group would work and how people felt they could be involved.



#### 4. Gathering views

The mechanism for gathering views at the event were through facilitators on each table. Following the presentations, we asked participants as part of a table discussion to answer the following questions;

**Activity 1:** Is there anything else we need to know? What do you think the key areas of improvement are?

**Activity 2:** Identify one or two agreed key message from each table, to be written identified as the 'green flag' Participants were asked to share comments or write comments on a post it note as part of a facilitated table discussion. The findings from the stakeholder event are captured below. The findings include all the feedback received from the table discussions and flags.

Attendees split into 3 groups to provide responses to the above.

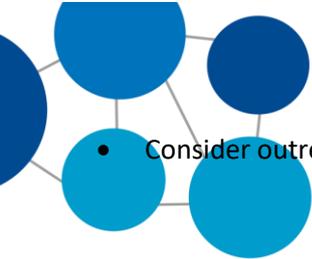
#### Activity 1 feedback

##### Group 1

- Welsh Bus pass runs out at Shrewsbury
- Impact of new housing developments needs to be considered
- Additional ambulance travelling time e.g Newtown and Shrewsbury
- Impact of ambulances travelling to and from base
- Definition of what is 'Planned care' and impact on each option
- Need to look and learn from other areas
- Emergency and non-emergency transport services needs to be joined up
- Recognise scope for innovation in Non-emergency transport services in rural areas where there is lack of public transport e.g shuttle buses, community transport, park and ride
- Non-emergency transport (Welsh) needs regard for patients travelling and waiting around – needs to be coordinated
- Consideration of improved concessionary travel
- Reduction in time waiting to be transferred
- Implication of patients who need to transfer from one site to another
- Weekend public transport service virtually non-existent
- Does Montgomery community trust/Dial a ride work at weekends?
- Coordination is key.
- Blood bikes use and knowledge

##### Group 2

- Voluntary community transport- not just numbers but the complexity
- Visiting relatives/friends in hospital
- Different soci-economics for TW and SC i.e. deprivation, financial
- NEPS considerations – review eligibility criteria
- Accommodation overnight for early operations
- Telemedicine increased use/raise awareness
- Levers for reduction of transport



- Consider outreach locations in Shropshire and lack of public transport/costs i.e. Whitchurch/Ludlow

- Raise awareness/education – patients, primary and secondary care of other options
- Look at public transport now and future model
- Building resilience within the community – networking
- Shuttle bus between sites – RSH/PRH
- WMAS and Welsh AMB using most appropriate clinical pathway and ensuring services commissioned meet demand
- Consider lessons learnt elsewhere ‘pinch with pride’
- Consider what is available on borders of Shropshire
- Neighbourhood work – take into consideration patient choice

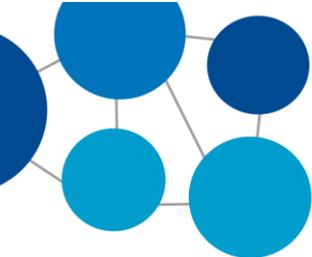
### Group 3

- Renals
- Cancer
- Outpatients
- Discharges
- GP 2's
- GP 4's
- On the day admissions
- OOA
- Intra-sites
- Non-Patient transport
- Welsh bus pass runs out at Shrewsbury.
- Booking of outpatients
- Planning discharges
- Particular pathways
- Park and Ride
- Cycle schemes
- Train on Sunday Telford – Shrewsbury?
- Health and Social needs
- Number of visitors parking Vs Visitors coming in and out

### Activity 2

Key Themes from groups

- 1) What does the future look like for:
  - Patients growth – housing
  - Transport options needed/available
  - Equality vs availability
  - What can we do to increase networking across providers
  - Understanding of partner organisations' strategies that may have an impact.



- 2) The patient day does not fit with public transport day. Must find ways to help people get to hospital at the right time for planned care.
- 3) Coordination of all types of transport, particularly non-emergency.
- 4) Improved signage – getting to the right place with patients knowing where they should go and where they need to be.
- 5) Who is eligible for NHS funded transport?
- 6) What can SaTH do internally to help reduce transport issues e.g. Outpatient booking, discharge planning.

## **5. Next steps**

The Chair of the group will review the outcomes of the meeting and propose work streams to further develop the objectives of the group.

The group will receive information and updates relating to the progress being made in relation to the ambulance modelling activity commissioned by the CCGs.

Next meeting – 13<sup>th</sup> July 2018.