



| RIGHT CARE | RIGHT TIME | RIGHT PLACE

# Calderdale and Greater Huddersfield Travel and Transport Review Summary

Right Care, Right Time, Right Place (RCRTRP), is the name of our review of hospital and community health care in Greater Huddersfield and Calderdale to make sure the services are fit for the future.

The review recommended more health services should be provided in the community and that hospital services should be changed to meet national guidance.

Travel and transport were thought about in the review and consultation. Areas looked at included;

- roads
- public transport,
- parking,
- access,
- travel between the two hospitals,
- reducing the need to travel,
- how people get home from hospital,
- patient transport and
- greener transport considerations

In May 2017 a special Travel and Transport Group was set up, with an independent chair to look at these issues in more detail. The Travel and Transport Group could only look at the proposal outlined in the consultation.

This summary describes the work of the Travel and Transport group and their recommendations. The full document is available [here](#) with the evidence the group reviewed attached.

The Travel and Transport Group was set up to think about:

- the suggestions from the consultation for improving access and travel and make recommendations.
- access, travel, parking and public transport as health care moves into the community and the planned improvements to the A629.
- the travel findings from the Equality and Health Inequality Impact Assessment.
- the existing and updated patient travel journeys information.

They set out some things they wanted to understand and review;

- What the impact would be of the proposal on travel and transport and potential improvements
- Public transport and potential improvements
- If changes to services could reduce the need to travel
- Options to meet the need for travel by public transport, the shuttle bus, patient transport services and by car. Comparing journeys now and after the proposed changes, including time, cost and parking.
- Improvements to the shuttle bus
- The impact on ambulances (done by a separate group and shared with this group)

The Travel and Transport Group were supported by a Travel and Transport Reference Group. The reference group was made up of people from across Greater Huddersfield and Calderdale from different backgrounds and communities it was run by an independent community organisation and reported to the chair of the Travel and Transport Group. 'Hands off HRI' and 'Lets Save HRI' campaign groups were invited to contribute.

The Travel and Transport Group were given evidence from a number of places so they could think about how any changes to hospital and community health services would impact on patients and their carers and their travel plans.

## **Summary of evidence**

### **Travel by road**

There are buses that run regularly from Halifax to Calderdale Royal Hospital (CRH) and Huddersfield to Huddersfield Royal Infirmary (HRI). There is only one bus running between the two hospitals.

The A629 is being improved. The aim is to stop the traffic jams and cut the time it takes to travel.

To understand the impact for road travel two companies were asked to look at journey times to and from the hospitals on public transport and by car/taxi.

The information that the company studied was real data for 12 months of visits to A&E (not by ambulance). This showed the average time for people to get to CRH or HRI

This information was then used to see what would happen to travel times if, as a result of the proposed changes to the services people would travel to a different hospital than now. In this study the postcodes of those using the hospital were looked at and people were assumed to travel to their nearest hospital, which might be neither HRI or CRH but could be a different hospital such as Dewsbury or Barnsley Hospitals.

80% of people answering the survey said they went to hospital by car or taxi.

The information from the actual travel times to A&E shows that people are usually travelling a maximum of;

- 15 minutes from Kirklees postcodes to Huddersfield Royal Infirmary, and
- 18 minutes from Calderdale postcodes to Calderdale Royal Infirmary.

After the potential changes the information found that if people had to travel to the other hospital their journey time would be longer

- 21 minutes from Kirklees postcodes to Calderdale Royal Infirmary, and
- 24 minutes from Calderdale postcodes to Huddersfield Royal Infirmary.

About 20% of people answering the survey said they went to hospital by public transport.

When the company looked at bus journeys they found maximum journey times of;

- 46 minutes from Kirklees postcodes to Huddersfield Royal Infirmary, and
- 53 minutes from Calderdale postcodes to Calderdale Royal Infirmary.

After the potential changes the information found that if people had to travel to the other hospital their journey time would be longer;

- 66 minutes from Kirklees postcodes to Calderdale Royal Infirmary, and
- 66 minutes from Calderdale postcodes to Huddersfield Royal Infirmary.

The other company looked at information for the population of Kirklees and Calderdale this found that usually it would take 13 minutes to travel between the two hospitals along the A629. This could be much more at peak times, up to 40% more.

Once the A629 road improvements are complete in 2022 the company expects the journey time between the hospitals to be 4-4.5 minutes less. The improvements will mean less traffic jams.

### **Parking**

Parking is often a problem at both hospitals. There are 2346 spaces but 1559 spaces are at Huddersfield and 787 at Halifax.

There are some plans to improve this by moving staff parking in 2018. A multi-storey car park is a possibility for Calderdale. Other improvements planned include better signs, drop off bays, disabled parking and parking enforcement.

### **Shuttle Bus**

There is a shuttle bus which runs between Calderdale Royal and Huddersfield Royal Hospitals. It can carry the public, visitors, patients and staff free of charge.

GPS data has been reviewed for the shuttle bus, this measured the journeys the bus took. This found the average travel time between the two hospitals was about 22 minutes. At peak times this increased to about 30 minutes.

The shuttle bus can be improved with better signs, advertising and bus shelters. It also needs to be more accessible for older, disabled and children.

It would be good to have shuttle buses more often between the hospitals and bus stations.

### **Patient Transport Services (PTS)**

PTS has up to 190 vehicles in use every day. They transport patients to and from hospitals across West Yorkshire.

Many patients are happy with the service, but it could be improved.

Ideas include;

- Timings of journeys

- Calls to patients ahead of pick up
- Changes to hospital porter plans
- Better places to wait

A detailed action plan is set out in the full report.

### **Greener and Sustainable Transport**

It is really important to reduce our impact on the environment; encourage responsible travel, help people travel actively and reduce emissions.

### **Equality and Health Inequality Impact Assessment**

An Equality and Health Inequality Impact Assessment was completed after the consultation to identify any Equality and Health Inequality implications. This was reviewed for the Travel and Transport Group and addressed through the full report and recommendations.

### **Recommendations**

There are eight recommendations identified from the evidence presented to the Travel and Transport group;

- 1) To continue to deliver Right Care Time Place and move health and social care services closer to home to reduce dependence on local Hospitals.
- 2) To keep telling people what's happening about moving services closer to home, work on the A629 and the local transport plan.
- 3) Calderdale and Greater Huddersfield CCGs to carry on engaging with local people to get feedback on Travel and Transport issues.
- 4) The local NHS, councils, partners and West Yorkshire Combined Authority (WYCA) to work together to develop a clear travel strategy and actively manage the proposed health and social care changes with the planned road improvements.
- 5) WYCA should promote the opportunity created by the A629 upgrade and the proposed changes to health services with the bus companies to secure more direct and frequent services between the hospitals and bus stations.
- 6) Deliver the action plan to improve parking including seeing if additional multi-storey car parking can be built at CRH.
- 7) We recommend that the Shuttlebus service is upgraded with;
  - a) Better advertising, signs and timetables, bus shelters and better travel experience - straight away.

- b) Improved access to the shuttle bus - meeting the needs of vulnerable, older, disabled and children and young people.
  - c) See if there can be more frequent services with more seats and between both Hospitals and bus stations
- 8) Improve the Patient Transport Service soon using Patient and Public feedback.