

PUBLIC AND SUSTAINABLE TRANSPORT PROVISION TO SOUTHAMPTON GENERAL HOSPITAL – DRAFT RECOMMENDATIONS

The Panel recommend:

Informing and listening to Customers

1. Further work has to be undertaken to ensure that staff, visitors and patients are aware of the public transport routes to and from the general hospital.
 - a. UHS to review, improve and evidence the information provided to staff, visitors and patients in relation to travel to the hospital – including in patient appointment letters and the website;
 - b. SCC to develop leaflets to publicise transport options to the general hospital from various parts of the city for distribution at relevant places included the hospital and GP surgeries and the information provided on the my journey website.
2. A customer group be established for public transport in Southampton including providers (buses and trains) transport users and councillor representation. The group should meet at least twice a year with scope for extra meeting if required and minutes available publically.
3. UHS ensure there is early engagement, allowing time to consult with the customer group mentioned in recommendation 2 where possible, with public transport providers over services changes that are likely to affect staff and patient travel – including the proposed extension of working hours at the hospital.
4. Bus drivers to be encouraged to share information with passengers – for example that it is quicker to wait and get the next bus, as a matter of course, particularly for vulnerable and elderly passengers and for this to be included in mandatory training.

Improving Physical Infrastructure

5. SCC to work with bus companies, network rail and red funnel to improve signposting to public transport, including to the general hospital, linking into legible city work.
6. SCC and UHS to work together to improve signposting to bus stops and cycle routes in and around the hospital including consideration of the potential route through the cemetery.
7. Consideration is given to the development of a bus hub within the general hospital site and how SCC may be able to work with the hospital to facilitate this.
8. SCC to improve bus stops around the general hospital site to ensure time tables and real-time information are available.
9. SCC to review lighting on Tremona Rd and Dale Rd Junction around bus stops.
10. Bus departure boards in hospital to be updated and sign posted.
11. All bus companies to implement accurate real time information systems.

Further research

12. SCC, UHSFT, Southampton University, S-LINK and Bus Companies to work together to explore options for undertaking a survey to establish how patients and visitors travel to and from the general hospital and the results used are to inform future service planning and reliability.
13. HOSP to consider the Patient Transport Service and other dedicated modes of patient transport in more detail at a future meeting/s in order to better understand how the services are managed, publicised to patients and concerns with the current service. Commissioners and Providers, including the voluntary sector, of the service to be invited.
14. SCC to review to the effects of the bus subsidy cuts on transport to the general hospital in 6 months and report to HOSP.

Other

15. UHS to be asked to consider reviewing the zones used in relation to parking permits to consider areas where there is a direct bus route which falls outside of the inner zone but provides transport to the hospital within 30 minutes. This may help improve sustainability of bus services and encourage sustainable transport use.
16. Bus companies are encouraged to work together to develop a cross company bus ticket for use within Southampton to enable easier travel from the City to the hospital and then university and vice versa. This should be priced competitively with existing day ticket – e.g. first day ticket rather than the Solent travel card which covers a great area and is therefore more expensive. Consideration to also be given to how they can work better with train providers on this issue.
17. UHS to share their forthcoming travel plan with the HOSP and ensure that the plan details clear lines of accountability for actions and is refreshed yearly and fully updated every three years. SCC officers to support UHS to complete the implementation of the travel plan. UHS should ensure they share and learn from best practice on travel planning including with Southampton University.
18. Chair of HOSP to write to all partners with recommendations, seeking a response on what they accept and detailing an additional resources they are willing to provide.