



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	28 June 2017
Agenda Item	11
Title	Eastwood Health and Care Centre Public and Patient Transport
<p>Summary</p> <p>This report advises the members of the Integration Joint Board of the uptake of the Public and Patient Transport to the new Eastwood Health and Care Centre.</p>	
Presented by	Candy Millard, Head of Strategic Services
<p>Action Required</p> <p>The Integration Joint Board is asked to:-</p> <ul style="list-style-type: none"> ▪ Approve the cessation of funding for the 375 bus service ▪ Note the various travel options available for patients, service users and staff ▪ Approve the on-going funding, through an appropriate contractual route, of Community Transport East Renfrewshire to provide a volunteer transport service to GP and hospital appointment for people unable to use public transport due to ill-health or frailty. 	
<p>Implications checklist – check box if applicable and include detail in report</p> <p> <input checked="" type="checkbox"/> Financial <input type="checkbox"/> Policy <input type="checkbox"/> Legal <input type="checkbox"/> Equalities <input type="checkbox"/> Efficiency <input type="checkbox"/> Staffing <input type="checkbox"/> Property <input type="checkbox"/> IT </p>	

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

28 JUNE 2017

Report by Chief Officer

EASTWOOD HEALTH AND CARE CENTRE PUBLIC AND PATIENT TRANSPORT

PURPOSE OF REPORT

1. This report advises the members of the Integration Joint Board of the uptake of Public and Patient Transport to the new Eastwood Health and Care Centre including the subsidised 375 bus service. It also details the various travel options for patients, service users and staff that are available.

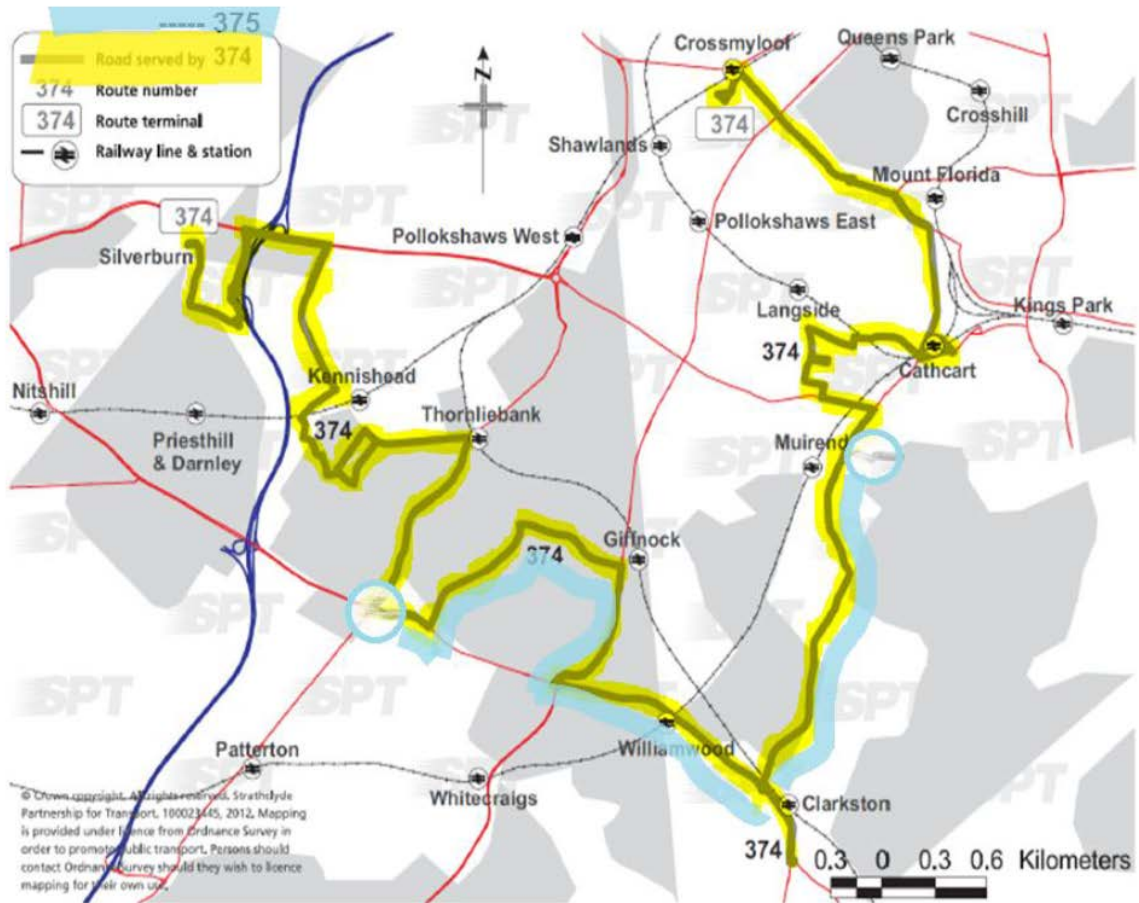
RECOMMENDATION

2. The Integration Joint Board is asked to:-
 - Approve the cessation of funding for the 375 bus service
 - Note the various travel options available for patients, service users and staff
 - Approve the on-going funding, through an appropriate contractual route, of Community Transport East Renfrewshire to provide a volunteer transport service to GP and hospital appointment for people unable to use public transport due to ill-health or frailty.

BACKGROUND

3. In June 2016 the Integration Joint Board received a report on the development of Eastwood Health and Care Centre and preparation to move the GP practices, health and social care services and headquarters staff to the new building. The report included an overview of the various travel options for patients, service users and staff.
4. As part of our Green Travel Plan, in addition to the 300 parking spaces (including significant provision of disabled and parent and child parking), the HSCP has been actively promoting the use of public and sustainable transport. The centre is close to the Williamwood railway station and within walking distance of Clarkston station (11 mins - 0.6miles), Clarkston Toll (10 mins - 0.4miles) and Eastwood Toll (13 mins - 0.7miles). Secure undercover cycle store, lockers and showers have been made available for staff who wish to undertake active commuting.
5. The Centre is not well served by public transport buses; therefore in preparation for the opening of the new Health and Care centre we worked with Strathclyde Passenger Transport to plan a new 375 bus service. The route was planned to include the local areas where we expected the greatest demand for a bus service based on feedback from our travel survey and to pass the sites of most of the GP practices moving into the Centre. The service was designed to complement the existing SPT subsidised 374 service, which passed the Centre once an hour. Between the two services, 2 buses per hour have been passing the new centre between 9:30am and 5.30pm. A new combined timetable for both services was publicised prior to the move to the Centre.

6. The map below shows the route of the 374 which runs from Silverburn to Shawlands. The 375 mirrors part of this route, between Spiersbridge and Brenfield Road. The stops are as follows **Spiersbridge, Rouken Glen Road, Rowallan Road, Robslee Road, Orchard Park Avenue, Orchard Drive, Fenwick Road, Eastwoodmains Road, Busby Road, circle Sheddens Roundabout, Busby Road, Clarkston Road, Clarkston Avenue, to Netherlee, Brenfield Road**



REPORT

375 Service

7. The HSCP agreed to subsidise the 375 bus for six months, monitoring take up of both the 375 and impact on the existing 374 service, which also passes the Health and Care Centre. Following concern from some community organisations that this trial was too short, the monitoring period was extended a further 3 months until May.
8. The following tables show the use of the 375 service over this period.

Period	08.08.16 - 03.09.16	04.09.16 - 10.10.16	02.10.16 - 29.10.16	30.10.16 - 26.11.16	27.11.16 - 24.12.16	25.12.16 - 21.01.17	22.01.17 - 18.02.17	19.02.17 - 18.03.17	19.03.17 - 15.04.17	16.04.17 - 13.05.17
Average Daily Patronage	21.1	20.6	24.5	23.8	25.1	12.7	22	20.35	20.65	24.33

9. Unfortunately, SPT are only able to provide figures for the number of passengers using the 374 bus service, and not specifically those using the bus to access the health and care centre. Anecdotally few passengers alight at the Health and Care Centre

10. As the overall passenger figures are so low (4 weekly average of daily patronage is 24, compared to 367 using the 374) it would be financially unviable for an operator to take on service without subsidised funding from the HSCP.

Publicity

11. East Renfrewshire Council Corporate Communications supported us to develop a comprehensive public information strategy for the new centre which we implemented in partnership with NHS Greater Glasgow and Clyde. This included a brochure about the new Centre including transport options, and a two page feature in the Eastwood Extra. We worked with SPT to ensure that the subsidised service featured on their web site and in travel planning options. Details about the bus services were made available in the centre through both leaflets and features on the information screens. Following concerns raised by Giffnock Community Council we developed a leaflet which the community council could share more widely. We also made copies available in the centre and with local shops and pharmacies

My Bus

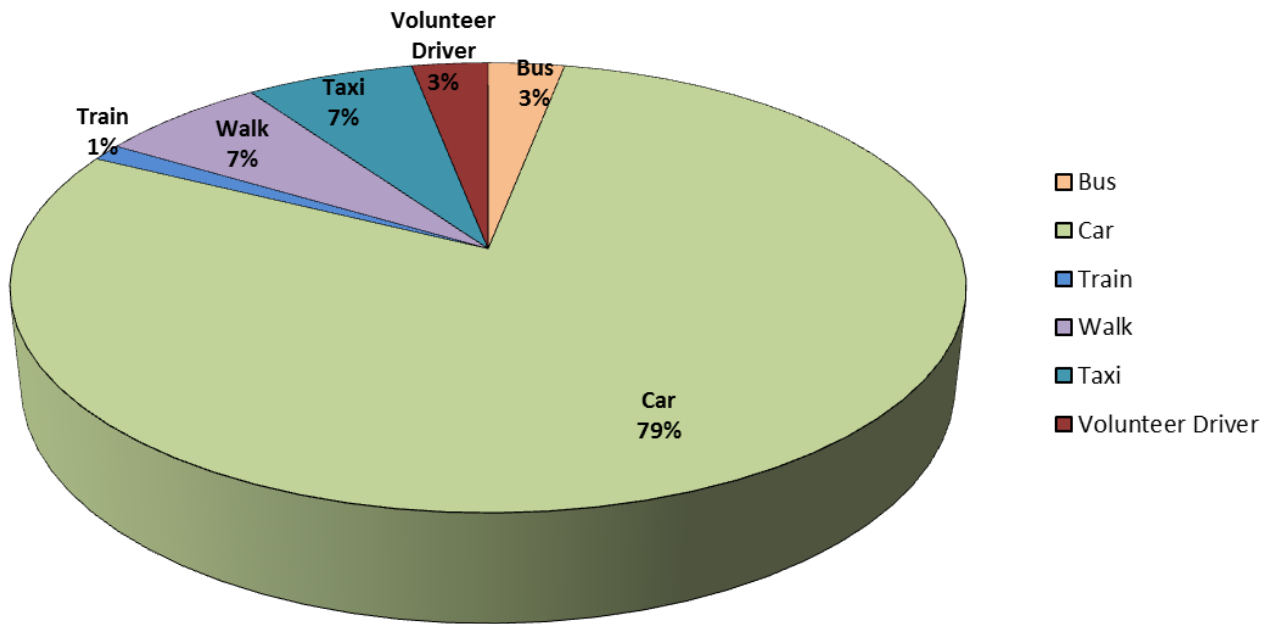
12. Patients who have difficulty using public transport and meet the criteria, can use the SPT operated 'MyBus' service which is a bookable bus servicing offering door-to-door transport, where possible. 'My Bus' can be used for GP appointments and will pick up and drop off as close as possible to the destination. All vehicles are low-floor and wheelchair friendly. Normal bus service fares apply and can be checked at the time of booking. National entitlement card, zone cards and day tickets are all valid.
13. From August to December, My Bus made an average of 41 trips per month to the Centre. Since January then the number of trips have reduced to 16 on average. This appears to be linked to a particular patient who had multiple journeys.

Community Transport East Renfrewshire

14. The Community Transport project in East Renfrewshire is organised and run by volunteers and primarily aimed at those who are in retirement or aged over 50. The project has been running in East Renfrewshire since April 2000 taking patients to their medical appointments, using volunteer drivers own vehicles. Volunteers who transport patients to their appointments using their own car receive a mileage allowance, to cover fuel costs. Thanks to funding from SPT in 2010 the project was able to purchase a people carrier to ensure disabled people had access to medical appointments and in 2011 a minibus was purchased. Both vehicles are equipped to take wheelchairs by the use of a rear lift. In 2016 NHS/SPT provided funds for a VW car with a ramp which can also be used for medical appointments. Users need to be registered with the service by their GP surgery and they can then phone Community Transport directly to arrange their own appointments giving at least 1 weeks' notice.
15. The volunteer driver service and Wee Red Bus is highly rated by people who use the service for hospital and GP appointments. "Love how the volunteers are so friendly and helpful and it makes a big difference to me for attending these appointments". "Do not know what I would do without this". Volunteers not only drive patients to appointments but if required help them navigate their way to outpatient clinics. This includes people travelling to cancer treatment at the Beaton.
16. Since the opening of Eastwood Health and Care Centre, Community Transport East Renfrewshire has seen a steady increase in referrals to the service.

Transport Survey

17. Volunteers from Community Transport East Renfrewshire carried out a survey of visitors to Eastwood Health and Care Centre on 4 days during April and May 2017. These were carried out over two hour periods at varying times of the day to sample different patient groups.
18. A total of 164 visitors were surveyed and the chart below shows the various means of travel. 82% of those survey advised that they would not wish to use an alternative method of transport. Those that indicated that they would have preferred to come by different means noted preferred alternatives including walking, train, bus, relative car and taxi.



Electric Car for Staff Use

19. The HSCP will shortly be able to make one of the Nissan Leaf electric cars being made available to staff to use on HSCP business. The car would be based at Eastwood Health and Care Centre which has an electric charging point and has 100 mile range. This may help staff who may want to leave their car at home but need transport for meetings during the day in other buildings and areas. The car has been provided through colleagues in the Council Environment Department as part of a fa wider green transport initiative.

FINANCE AND EFFICIENCY

20. The subsidised 375 bus route has been costed at £1291 per week, which is £67,132 per annum.
21. Community Transport East Renfrewshire is grant funded by the HSCP at £30,000.

CONSULTATION AND PARTNERSHIP WORKING

22. We have consulted with Community Councils and other interested parties and have worked in partnership with SPT and Community Transport East Renfrewshire

IMPLICATIONS OF THE PROPOSAL

Policy

23. None

Staffing

24. None

Legal

25. None

Property

26. None

Equalities

27. None

IT

28. None

CONCLUSIONS

29. There are a range of transport options available to patients and staff travelling to Eastwood Health and Care Centre. Unfortunately take up of the trial 375 bus service has not reached a commercially viable level nor does the uptake justify a £1291 weekly subsidy. Community Transport East Renfrewshire's volunteer driver scheme offers a more personal, responsive and cost effective service for people who because of ill health or frailty are unable to make their own way to the health and care centre.

RECOMMENDATIONS

30. The Integration Joint Board is asked to:-
- Approve the cessation of funding for the 375 bus service
 - Note the various travel options available for patients, service users and staff
 - Approve the on-going funding, through an appropriate contractual route, of Community Transport East Renfrewshire to provide a volunteer transport service to GP and hospital appointment for people unable to use public transport due to ill-health or frailty.

REPORT AUTHOR AND PERSON TO CONTACT

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5 June 2017

BACKGROUND PAPERS

[SPT Timetable – 374 & 375 combined](#)