

# Hospital Transport Report - Summary



July 2010

This is a summary of our report into Hospital Transport and Car Parking. We asked people for their views on the NHS Patient Transport Service, car parking at local hospital sites and access to hospitals from certain parts of the city. People felt passionately about these issues with nearly 400 individuals and groups taking part through events, surveys and interviews.

## What we found...

**Car Parking:** Over 350 separate comments were made to us in relation to car parking at Castle Hill Hospital and Hull Royal Infirmary.

The main problem that people raised was an overall lack of spaces, in particular at Castle Hill Hospital. People also raised concerns over a lack of disabled car parking bays at both hospitals and the distance from the car parks to the clinics. In addition car parking costs proved expensive for many people.



**NHS Patient Transport:** A lot of people commented about the long waiting times, both for pick up from home, and for transport to return them home after their appointment. Hospital staff were concerned that the long waiting times could impact on patients' health.

Many people expressed problems with actually booking the NHS transport service. A significant number of other people were confused as to whether they were eligible for patient transport. We also found that more could be done to raise awareness of the other forms of transport available such as community transport.

## What we want to happen...

Under our legal powers we have called for improvements to local hospital transport services.

**NHS Transport Service:** We want the Yorkshire Ambulance Service to take immediate action to deliver improvements to the service. We have also asked NHS Hull to act on peoples concerns from this report and consider their comments in the design of a new NHS Patient Transport Service.

**Car Parking:** We have provided the NHS with solutions to minimise parking problems at both Hospitals including:

- Stagger visiting times to reduce parking pressures at peak times.
- Introduce short term parking areas to free up more space and a 'pay as you leave' system to save patients money.
- Improve the provision of disabled parking bays.

**Other Transport:** We have called for the NHS to create an information booklet that promotes the different modes of transport available. We have also urged Hull City Council to look at under-served areas of the city and implement additional bus services if needed. This would ease pressure on car parking by encouraging people to use other forms of transport.

Services must respond to the LINK's recommendations within 20 working days.

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