



# Hospital Transport

Report with Recommendations  
from the Hull LINK Investigation

July 2010



	Page
Introduction	4
Our Investigation	5
Current Services	7
Accessibility	14
Patient Transport Service	17
Hospital Car Parking	23
Information /Awareness	27
Other Issues	29
Conclusion	30
Recommendations	32
Acknowledgements	34

## What is Hull LINK (Local Involvement Network)?

Hull LINK is an independent network of local people and groups which has legal powers to examine health and social care services. Since 2008 LINKs have been set up across the country to give people more say in how these services are planned and run.

Our role is to find out what people think of local health and care services and enable them to suggest improvements. We can investigate areas of concern, make recommendations to services and get a response. We can also carry out spot checks, when necessary and under safeguards, to see if services are working well.

## Background – Why Hospital Transport?

Hull LINK continuously seeks to find out the health and social care issues local people are concerned about and employ a number of methods to gather these views. The LINK holds regular public forums and events whereby people can share their areas of concern, new members are encouraged to share their issues when they join the LINK, and people are able to submit their views via email and the web and also via comment cards. The LINK also regularly monitors other sources whereby people could express their views including the local media, the website Patient Opinion, and city wide consultations.

Through this ongoing engagement one of the areas that repeatedly emerged as an area of concern was hospital transport and the car parking facilities at local hospitals. Public concern in this area has been documented quite regularly in the local media, and people also expressed concerns during the NHS Hull 'We're All Ears' consultation. The extent of this concern was further highlighted when the LINK were consulting with people on the separate issues of cancer diagnosis and hospital discharge. During these investigations, a high number of respondents reported problems with car parking at Castle Hill Hospital and also long waiting times for NHS transport. It therefore quickly became apparent that hospital transport and car parking was an issue affecting a significant amount of people across the city and so it was for this reason that the LINK Steering Group decided that Hospital Transport be a top priority issue for 2010.

## Background – Hospital Transport in Hull

Hospital services in Hull are provided by Hull and East Yorkshire Hospitals NHS Trust. The two main hospitals that serve the residents of Hull are Hull Royal Infirmary on Anlaby Road, and Castle Hill Hospital in Cottingham. Across these two sites, hospital services are provided to almost 600,000 people a year, 386,172 of which are via out-patient appointments, 85,081 are elective in-patient episodes and 68,435 are non-elective in-patient episodes. In addition 7,108 members of staff are employed at the two hospitals.

Patients and the public can access these two hospital sites either by their own transport, or via the other transport options that are available including public transport, community transport, and the non-emergency Patient Transport Service. A person's ability to use these alternative means of transport can vary depending on eligibility and where in the city they reside.

## Our Investigation – How did we approach this issue?

In a lot of the initial feedback we received, car parking at the hospital sites, the ability to access hospitals from certain parts of the city, and the NHS Patient Transport Service were the most re-occurring areas of concern. To find out more about the extent of the problem, we wanted to get a wider understanding of the issues people faced with local hospital transport. We also wanted to find out what other transport services are available across the city, which mode of transport patients and visitors tend to use, and the reasons why people use or don't use a certain transport service. Finally we wanted to determine who is eligible for these services, how well informed people are of their eligibility and how well publicised these service are.

## Our Investigation – What did we do?

### Research

When looking to travel somewhere, people tend to have a favoured method of transport and so may not be aware of or even consider other services available. We therefore conducted research into what services are available to people locally and looked at how well informed people are of these services. We also wanted to know if there were any reasons that could stop people using a particular transport service or if there was anything in particular that was causing the problems people were having. Therefore as part of our research we also looked into the cost, availability, accessibility and also the eligibility for using each transport option.

### Surveys

We conducted two surveys to gather people's experiences of travelling to local hospitals. The first was targeted at patients and visitors and included questions on: the type of transport used and their reasons for not using other available services; how convenient people find getting to local hospitals; people's awareness of the NHS Patient Transport Service; and any problems experienced with car parking. Our second survey was targeted at health workers and volunteers who support people in attending or visiting hospital. This survey asked about the kinds of problems people have expressed about travelling to hospital; the problems people have faced with car parking; views about the NHS Patient Transport Service; and suggestions for improvements to hospital transport services. In total, **222 people** responded to our patient and visitor survey, and **40 people** responded to our health worker survey.

### Interviews

Informal interviews were conducted with staff and volunteers from local community groups that provide support to carers, the elderly and vulnerable people. This provided a useful insight into the issues people face, and also the follow on effect these issues can have on community groups in having to allocate valuable resources as a result of transport services not meeting the needs of their client group. A list of the groups that contributed to this report can be found in the acknowledgements.

## Enter and View Visits

The use of the LINK's power to Enter and View proved to be an extremely useful resource to this investigation as it provided the opportunity to speak to patients at the point of arrival and departure from hospital. As there appeared to be more issues emerging that related to accessing Castle Hill Hospital, it was decided that this would be the best location to observe services and speak to patients. We therefore arranged for a visit to be made to the discharge lounge at Castle Hill Hospital in April 2010, by two of our approved Enter and View visitors. A total of **43 people** shared their experiences with our visitors during this visit.

## Engagement Events

On Friday 7<sup>th</sup> May 2010, members of the public were invited to attend an event to 'have their say' on local hospital transport and car parking. The event was held in Hull city centre with the community bus used as a focal point. The event drew a lot of media attention with interviews conducted with BBC Look North, BBC Radio Humberside and also a press release was published in the Yorkshire Post. **73 people** shared their views with us at this event.

## Our Investigation – What did we find out?

Hospital transport has proved to be a significant issue that affects many local people. A lot of people were keen to have their say, with over **370 people** completing our survey and many others contacting us direct with their views and experiences. We would like to thank all those that took the time to share their views and assist in our investigation.

For the purpose of this report we have grouped our findings in to the following areas:

- Current Services
- Accessibility
- NHS Patient Transport Service
- Hospital Car Parking
- Information/Awareness
- Other Issues

To help determine if there are gaps in service provision or disparity in access to hospitals from different parts of the city, we researched what services are actually available and considered the frequency and accessibility of these services. From this research we found the following four service types to be available locally.

### Community Transport

There are currently two main community transport providers, operating from different parts of the city.

**West Hull Community Transport (WHCT)** offers two services that can help people travel to hospitals – ‘**Dial-A-Ride**’ and ‘**Home-to Health**’. These services are for those that find it difficult getting to hospital or doctors appointments, for people that have mobility problems, and for those that do not have their own transport. WHCT does not have a set eligibility criteria for these services but instead are flexible in providing a service on a needs basis. The services operate on weekdays from 7:30am to 5:30pm at a cost to patients of £3 for a return journey or £1.50 for a single journey. Currently WHCT operates 14 vehicles, has 3000-4000 registered users on the scheme, and transports approximately 1000 patients per year.

**East Hull Community Transport (EHCT)** offers four different services that can assist people in getting to and from local hospitals. The ‘**H2H**’ (**Home to Hospital**) service is a partnership service with Hull City Council to help improve the transport provision for East Hull residents. This service collects patients from their door or other convenient pick up point and transports them as close as possible to their appointment or visit. The service is open to all East Hull residents and operates on weekdays from 6am to 5pm, with departures from local hospitals every two hours. The cost of this service to patients is £8 for a return journey or £4 if the patient is in possession of a Hull City Council bus pass. Family, friends or carers are also allowed to accompany patients on the transport at a standing charge of £4. Bookings can be made from 30 days in advance up to 1pm on the last working day prior to travel. EHCT currently operates 19 vehicles, and for 2009 had 2050 registered members on the scheme and made 3381 patient journeys.

EHCT’s ‘**Dial-A-Ride**’ service is also commissioned by Hull City Council and provides a door-to door wheelchair accessible transport service for individuals and families living in East Hull that find public transport provision difficult to use or access. Eligibility on to the scheme is for those with difficulty accessing public transport who require transport for medical, educational, recreational, religious or social welfare reasons. Eligibility is assessed by a registration form that asks for details about why they find public transport difficult to access, and details of any disabilities or other special requirements. The scheme operates on weekdays between 8am and 6pm and journeys can be anywhere within the city boundary. Journeys cost £8 per adult per return journey or £4 if the holder has a Hull City Concession Pass. For this scheme people book a ride and not a journey, and so their journey may have to be shared with other users.

The other two hospital services that ECHT provide are commissioned by NHS Hull and are managed on a day to day basis by hospital staff. The '**Rapid Response**' service is open to all Hull residents and is for those that are ready to vacate their hospital bed (at both Hull Royal Infirmary and Castle Hill Hospital) but do not have sufficient support available at home. This service transports the patient to a nursing home until support can be obtained. The service is available on weekdays between 8am and 9pm and on weekend between 12pm and 8pm with bookings being made by the Intermediate Care Nurses at the discharge lounges. The '**Hospital Response**' service is again open to all residents of Hull and provides transport to patients who have been discharged from hospital and have little or no means of getting home. The service is available between 9am and 9pm on weekdays and between 12pm and 8pm on weekends. Eligibility for this service is determined by the Hospital Discharge Manager, who also makes the bookings on behalf of the patients. There is no cost to the patient for either the Rapid Response or Hospital Response services.

### Non-Emergency Patient Transport Service

This service is currently provided by the Yorkshire Ambulance Service NHS Trust. The Patient Transport Service (PTS) is for people who are unable to use their own or public transport because of their medical condition. The service **provides non-emergency transport** between patients' homes, hospitals, community settings or other treatment centres for those that have been referred for consultations, treatments or procedures. The **eligibility criterion for this service is set by the Department of Health**, with eligible patients being those:

1. whose medical condition is such that they require the support of PTS staff and/or where it would be detrimental to the patient's condition if they were to travel by other means.
2. whose medical condition impacts on their mobility.
3. who need a parent or guardian where children are being conveyed.

The Yorkshire Ambulance Service NHS Trust currently provides non-emergency Patient Transport Services to 34 other NHS Trusts in the Yorkshire region. In many of these Trust localities, patients are assessed for their eligibility by a healthcare professional or other qualified member of staff, who then makes the booking on behalf of the patient and is also responsible for the ongoing re-assessment of their eligibility for future appointments. In other localities however, including Hull and East Yorkshire, it differs slightly in that patients are able to make bookings direct, with eligibility assessed over the telephone by Yorkshire Ambulance Service staff.

The service is contracted to operate Monday to Friday between 8am and 5pm. A skeleton service for hospital discharges also operates on a Saturday and Sunday between 9am and 5pm. There is no cost to the patient for the service and bookings can be made 7 days a week, with 48 hours notice required. Within Hull and East Yorkshire, **the service operates 39 PTS vehicles and 38 voluntary car service drivers**. In 2009, the PTS made **122,000 patient journeys** on behalf of the Hull & East Yorkshire Hospital Trust and the Humber Foundation Trust, which included conveying patients from other parts of Yorkshire to and from the hospitals as well as patients that reside in Hull.

Traditionally this service has been commissioned by the Hull & East Yorkshire Hospitals Trust, however in the last year the responsibility for commissioning patient transport has been transferred to the PCTs. In the local area, NHS Hull and NHS East Riding of Yorkshire (our local PCTs) are working together to jointly commission a new patient transport service. At the time of writing this report, the two PCTs were conducting a survey to find out the local community's views about the existing Patient Transport Service and how it might be improved. The findings of this survey will then inform the specification for the new service, that once awarded is due to commence in April 2011.

## Public Transport

Public transport in Hull is provided by two main operators; 'East Yorkshire Motor Services' and 'Stagecoach in Hull'.

**East Yorkshire Motor Service (EYMS)** operates buses throughout Hull and East Yorkshire. They have a number of bus routes in place with **hospital journeys in mind**; however these are operated commercially with limited subsidy from the local authorities. Over the last few years EYMS has **responded to increased demand** for both Hull Royal Infirmary and Castle Hill Hospital. Initially this involved joining up two existing services to provide a frequent cross city service (57) linking Hull Royal Infirmary with East and West Hull via the city centre. The most recent development has been the creation of a cross city circular (115/154) that links up two former routes to provide a combined basic 10 minute frequency between Castle Hill Hospital, Hull Royal Infirmary and the city centre, as well as serving large parts of West Hull. Significantly, this service also operates on Sundays and in the early evenings. In addition, the 64 service has been introduced to provide an hourly service from Castle Hill Hospital to the city centre via Hull Royal Infirmary, and also service 1C has been introduced to provide a service from North Hull to Hull Royal Infirmary and the city centre.

With these additional services, EYMS currently has **16 bus services that serve Hull Royal Infirmary** on Mondays to Saturdays and 7 services on a Sunday. There are also **6 services that serve Castle Hill Hospital** on Mondays to Saturdays and 4 services on a Sunday. Additionally, two of the buses (154 and 115) that service Castle Hill Hospital, now serve the full hospital site. The 154, 115 and also the 64 services also provide a direct link between Hull Royal Infirmary and Castle Hill Hospital. Despite this however, if travelling from the East of the city, there are only two direct services to Hull Royal Infirmary and no direct services connecting to Castle Hill Hospital. Additionally there is only one direct service (1C) to Hull Royal Infirmary from the North of the city, and one service (154) from the North of the city to Castle Hill Hospital. Services largely operate between the hours of 6am and 10pm and frequency varies depending on the service. A day ticket (Hull Day Rover) can be purchased for £2.70 which gives unlimited travel for a day throughout the greater Hull area including Cottingham. In terms of how many people use EYMS services for hospital journeys it is difficult to determine. However, in market research carried out by EYMS in 2008, **7% of people answered that medical/hospital visits** were the usual purpose of their journey when travelling by bus. Additionally, in the period of April 2009 to April 2010, the 'hospital travel' page of the EYMS website received 2212 separate views, suggesting that buses are used by a significant amount of people when travelling to hospital.

**Stagecoach** operates buses within Hull and Cottingham, with further connections available on to Leeds and Northern Lincolnshire. Stagecoach has **one frequent service** (2) that serves the West of the city and **Hull Royal Infirmary** via the city centre (7 days a week), and **two services** (1/110) that connects the city centre and West of the city with **Castle Hill Hospital** (Monday to Saturday). Additionally, service 1 operates close to Hull Royal Infirmary and operates as a circular with service 2. Three further services that Stagecoach provide connect Hull Royal Infirmary with: Leeds (7 days a week via the X62), Scunthorpe (Monday to Saturday via the 350 Humberlink service) and Grimsby and Cleethorpes which receives funding from NHS Hull & East Yorkshire Hospitals Trust (Monday to Saturday via the Humber Flyer). The Humberlink and Humber Flyer also connects Hull Royal Infirmary with parts of Boothferry Road, an area which otherwise would not be serviced. Unlimited travel day tickets for travel within Hull and Cottingham can be purchased for £2.50, with frequency of services varying across each service. Stagecoach also offers a city centre Hospital Hopper ticket for 20p. This is available for travel between the city centre, the interchange and Hull Royal Infirmary.

An alternative means of reaching Castle Hill Hospital is via train. Services operate from Hull throughout the day and evening at a cost of £4.10 return. Castle Hill Hospital is a 15 minute walk from the railway station, or alternatively the Stagecoach 110 service (which is funded by East Riding of Yorkshire Council) operates direct from Cottingham railway station to the hospital.

## Own Transport

When people first started presenting the area of hospital transport as an issue to the LINK, one of the most common concerns people had was with car parking at the hospital sites. To obtain a true and accurate picture of the current provision of parking, the LINK decided to use its legal power of a formal request for information to the Hull & East Yorkshire Hospital Trust. The response to this request provided the following information:

**Hull Royal Infirmary has 2069 parking spaces** and **Castle Hill Hospital has 1597 spaces**. The Trust has recently obtained approval for **200 further car parking spaces** to be created opposite Castle Hill Hospital. This provision will be for staff, therefore releasing those spaces within the hospital grounds for patient and visitor use. In terms of cost, the Trust does not charge disabled badge owners for parking, nor patients attending the Queens Centre. For patients or visitors who need to attend hospital for some time, they can apply for a monthly permit at a cost of £10 per month. For all other patients and visitors the cost of parking is £1.50 for up to an hour, £2.50 for up to two hours and £5 for over 2 hours.

The Trust is also working on various initiatives to assist in the reduction of cars by both staff and patients/visitors. The Trust works closely with East Yorkshire Motor Services to help ensure that visitors and patients are not affected by any changes in timetables, and also they are liaising with the Highways Agency regarding a feasibility study about influencing travel behaviours. In addition, the Trust also encourages staff to reduce car usage via a **Cycle to Work** incentive scheme and an **Assisted Rail Travel Scheme**.

## Transport used by respondents

As there is such a high demand for car parking at the two hospitals, we wanted to know to what extent people use these other services that are available. When asked in our survey what is the main form of transport that patients and visitors use to get to hospital, the responses were as follows:

Mode of Transport	%
Car/Own	58
Bus	20
Taxi	9
NHS Patient Transport Service	6
Community Transport	2
Cycle	1
Other	1
NHS Patient Transport Service or other*	3

\*We have listed 'NHS Patient Transport Service or other' separately as some people responded that they travel by the Patient Transport Service and/or by car or bus, demonstrating that if these patients have the mobility to travel by other means or are not in need of support from PTS staff, they may not meet the criteria for the Patient Transport Service.

We also asked why people didn't use the other modes of transport available. For those that travel by bus, people commented:

*"I am very fortunate to live on a very good bus route."*

*"I am mobile and have a decent bus service."*

*"(Bus) most convenient for me."*

*"Very good bus route. The bus stops outside the hospital. However with one bus stop for all routes means huge queues."*

Many also praised the concessionary bus pass scheme and attributed this to why they use this form of transport above any other to travel to hospitals. However some did state that it could restrict a person's ability to attend morning appointments:

*"Can only use concessionary bus pass after 9am."*

There were other respondents who were not so happy with the bus service and so favoured other forms of transport:

*"Wouldn't use the bus as there isn't a direct service."*

*“(use car as) from where we live we would have to catch 2 buses.”*

*“Bus - long way and takes ages.”*

*“There were no buses home which coincided with the evening visiting hours.”*

*“Bus timetables/services do not match visiting times, particularly at the weekend.”*

For those that travel by car, the majority replied that they did so due to convenience and time. A number of other people stated that they use their car due to mobility reasons:

*“I am a wheelchair user and my vehicle is suitable for my needs.”*

*“Not able to use buses due to pain. Very expensive to use taxi's. Long term not eligible for NHS transport.”*

*“I have a fairly long walk to get to a bus stop; I can't always do that as I am suffering with back & hip problems.”*

A lot of people also reported that they only used a particular type of transport as they were not aware of any alternatives:

*“(I go by bus) as I don't have a car and community transport and NHS transport have never been suggested.”*

*“(I use taxis) as I don't know how to book any other transport.”*

*“Not fully familiar with timetables/availability.”*

*“Wasn't aware what other services were available.”*

A significant number of people also reported that due to problems experienced with the NHS Patient Transport Service in the past, they have now resorted to finding alternative means of travel:

*“Problems booking NHS service, quicker and easier to get a taxi.”*

*“NHS service takes too long both pick up and take home.”*

*“Have had issues with transport not turning up.”*

*“NHS Service - couldn't get through on phone, spent 30 minutes trying switchboard to book service, on hold for 30 minutes so gave up.”*

*“Wouldn't use NHS transport due to long delays getting to and from hospital, I find it stressful.”*

In addition, the reasons people gave for using the Patient Transport Service did not always fit within the eligibility criteria for using the service:

*“(PTS is) easier, more convenient.”*

*“A car not always an option, public transport too far and too long.”*

*“Does not have a car, presently taking driving lessons then will become independent.”*

*“When I go to Hull Royal Infirmary I can use the bus service, when going to Castle Hill Hospital I need the NHS Transport because it’s too far.”*





People travelling from East Hull find it significantly easier travelling to Hull Royal Infirmary. This was largely attributed to better access to public transport at this hospital:

*“No trouble at all as there are plenty of buses that pass the hospital.”*

*“I still have 2 buses to catch, but the distance is shorter for me.”*

## West Hull

When asked if they found it convenient getting to **Castle Hill Hospital**, **48%** responded that they **did find it convenient**, compared to **42%** who **did not find it convenient** (the remaining 10% had not had an appointment at this hospital). In terms of getting to **Hull Royal Infirmary**, **78%** responded that **they did find it convenient**, compared to **16% who didn't** (the remaining 6% had not had an appointment at this hospital).

Again, people from this part of the city expressed that they did not find it easy to get to Castle Hill Hospital by public transport:

*“I must set off with enough time to get there by bus - this could take up to and over an hour as there is only one service I know of.”*

*“As my local bus service to Castle Hill Hospital is only once per hour, I have to use a taxi and I return home again by bus via the town interchange and then out again.”*

*“Infrequent bus service, bus stop a long way to walk for someone with walking difficulties.”*

Unlike East Hull, there were some people in West Hull that were able to find suitable public transport:

*“115 bus is a good service.”*

*“Bus 154 at top of road excellent service.”*

With regards to Hull Royal Infirmary, residents of West Hull found travelling to this hospital much more accessible:

*“Convenient by bus, easier to get to by public transport.”*

*“Much easier, car or bus.”*

*“Excellent straight there.”*

*‘bus stop a long way to walk for someone with walking difficulties’*

*Comment from a service user*

## North Hull

Out of the three localities, North Hull was the only area that had a greater number of people stating they found it convenient to access **Castle Hill Hospital**. **60%** responded that they **found it convenient**, compared to **33%** who **did not find it convenient** (the remaining 7% had not had an appointment at this hospital). With regards to **Hull Royal Infirmary**, **72%** responded that they **did find it convenient**, compared to **19%** who **didn't find it convenient**, and 9% had not had an appointment at there.

Despite more respondents from this locality stating they find it easier to access Castle Hill Hospital, there were still mixed comments from people in this area:

*"Public transport is difficult from my address."*

*"I find it a lot better to attend Castle Hill Hospital and the waiting time is a lot better for appointments."*

*"If there is a bus on time (115) bus goes past my house."*

*"I think the bus service is very good."*

*"2 buses and a long walk."*

*"OK if you go in car, otherwise 2 buses."*

## East Yorkshire

63 people that completed our survey reside in the East Riding of Yorkshire. Nearly all of the respondents from this area stated that they travel to local hospitals via car. When travelling to **Castle Hill Hospital** **68%** found it convenient, **27%** did not find it convenient and 5% had not had an appointment at this hospital. When travelling to **Hull Royal Infirmary**, **60%** found it convenient, **27%** did not find it convenient and 13% had not had an appointment there.

As most of the respondents from this area travelled by car, the main problems that were expressed were in relation to car parking at the hospital sites. Others did however comment on the use of park and ride facilities, which was something that did not appear to be raised by people living within the Hull boundary:

*"Park & Ride stops at Eye Hospital entrance."*

*"The best way in my view is to use the park and ride schemes."*

*"Use park and ride at Walton Street."*

One of the most prominent areas to emerge from our investigation was in relation to the **NHS Patient Transport Service**. A significant amount of people made reference to the Service in their feedback, with some having much praise for the service:

*“This is my first appointment using NHS transport and so far it has been faultless.”*

*“NHS transport service very good.”*

*“NHS service - had a good service when used transport service.”*

*“Excellent when everything goes to plan.”*

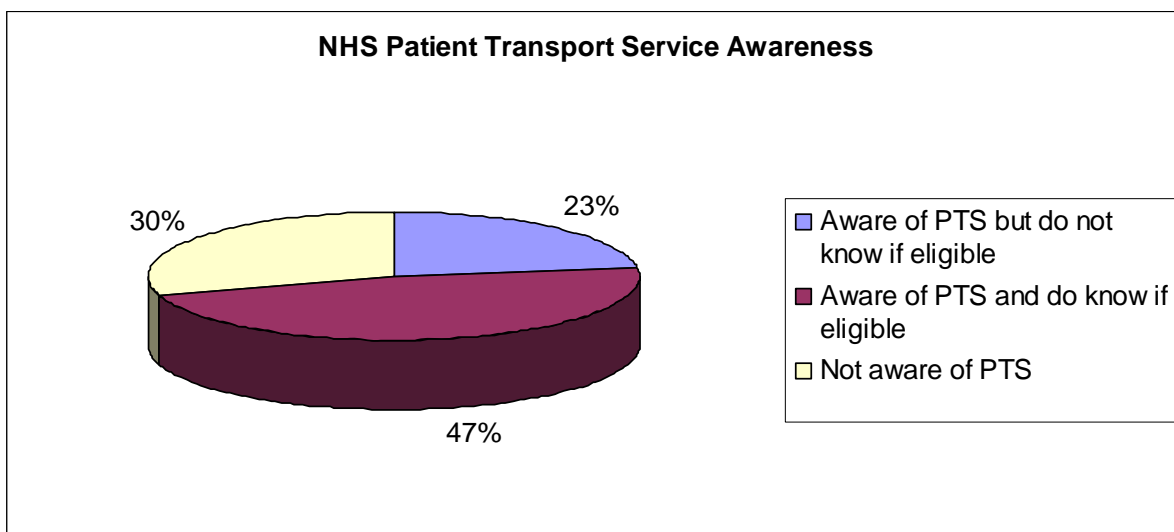
However there were also a number of issues reported, by both patients and health workers. These issues related to various aspects of the service, which we have grouped as following:

- Eligibility
- Booking system
- Waiting times
- Delays and Missed Appointments
- General Service
- Suggestions for Improvements

## Eligibility

In initial feedback received, people highlighted to us that they were not always sure who was eligible for the Patient Transport Service and suggested that some people may be using the service who are not eligible. It was for this reason that as part of our survey we asked if people were aware of the service, and if so, whether they knew they were eligible to use this service.

As the following chart demonstrates, roughly half of respondents were aware of the service and said they know of their eligibility:



When asked **how they knew they were eligible for the service**, 51% stated that they were informed by **medical staff**. The remainder of people found out by **word of mouth (22%)**, from **information leaflets (9%)**, through **work (7%)**, and the remaining 11% simply **presumed** they wouldn't be eligible.

For those that were not sure if they were eligible for the service, the comments received suggested that **more needs to be done to inform people of their eligibility**:

*"Don't know if eligible, not well advertised."*

*"Have no idea if eligible, or how to find out."*

*"What is the eligibility criteria to access the hospital transport - who knows this? Unless you specifically ask you would never know."*

Others comments suggest there may be people who are eligible for the service but are not accessing it due to not being informed or **wrongly presuming** they would be ineligible:

*"My wife is disabled; our car is the only convenient transport."*

*"My husband has never been offered it. He is partially sighted and I am his full time carer. Would I be able to travel with him?"*

*"Not on benefits – not eligible."*

Whereas other comments from both patients and health workers **highlighted grievances** with people using the service who are not eligible:

*"PTS (is being) used by patients who can use bus or are receiving benefits."*

*"PTS should not be used by all and sundry. Should only be used by patients who can't get to hospital any other way."*

*"Eligibility criteria is so confusing for NHS staff that ineligible service users are slipping through the gaps."*

*"The NHS are paying a fortune on taxis and specialised ambulances for people who are able to use other forms of transport."*

## Booking System

Many people expressed **problems** with actually **booking the transport service**:

*"Difficult to get through on the phone to book NHS transport."*

*"Takes a long time to get through on telephone when booking NHS transport."*

*"I hung on for 1 hour and 42 seconds and I was cut off, then I rang back and was immediately put back on hold."*

These difficulties have also had an **impact on hospital** and other support staff when they have tried to make bookings on behalf of patients:

*“I can be waiting one and half hours on the phone.”*

*“Nursing staff spend up to 45 minutes trying to get through to Transport.”*

*“After 5pm there is absolutely no way of contacting them, so this makes it very difficult for correct information to be given to patients therefore making staff and the Trust look inefficient.”*

*“I tried getting through to transport for 2 weeks, to no avail, the telephone was constantly engaged. Therefore the resident had to get a taxi to Castle Hill Hospital at a cost of £35 for both directions. As a support worker I feel this is unacceptable.”*

## Waiting Times

A lot of people commented about the **long waiting times**, both for being picked up from home, and for transport to arrive to return them home after their appointment:

*“NHS service takes too long pick up and take home. It takes a whole day.”*

*“NHS Service long waits to go home, once up to 3 hours.”*

*“Having to wait for transport home, after 4 hours on dialysis we sometimes have to wait up to 2 hours for transport home.”*

This was also echoed by hospital and support staff, who also raised concerns regarding the **impact** that long waiting times can have **on a patients’ health**:

*“The time they get picked is usually well before their appointment and having to wait a long time after appointment. Bearing in mind the bulk of clients I deal with are elderly, infirm, incontinent, or diabetic.”*

*“Hospital transport can be a very long day from pickup to going home even though their appointment may be short. Sometimes this can be too much for them.”*

*“Waiting 5 hours sometimes. This is a problem with elderly, disabled, diabetics or patients on regular medications.”*

*“Very unsatisfactory, very frequent delays for patient collection. Long waiting times. Patients often very frail (particularly wheelchair patients) waiting from 1 hour up to 3 hours.”*

**‘after 4 hours on dialysis we sometimes have to wait for up to 2 hours for transport home’**

*Comment from a service user*

Other health workers demonstrated how patient waiting times can **impact on staff working arrangements**:

*“Patients having to wait hours for transport. Staff doing a full day are having to wait a few more hours after their time with patients.”*

*“The staff in the department ensure that they have food and drinks but what the patient really wants is to go home.”*

*“Some patients have to wait a long time to go home. We can spend a long time trying to contact them on the phone.”*

*“Late transport has a high impact on staff who are having to wait for patients.”*

## Delays and Missed Appointments

A number of people reported that transport was **often late in collecting them** from their homes and as a result they had missed their appointment:

*“Sometimes good; in past have been late and so missed appointment and treatment. I had been waiting 10 weeks for the appointment.”*

*“The NHS Transport never seems to be able to find where I live. This often makes me late for my appointment.”*

*“My mum who is 84 years young was asked to be ready for her last appointment for 12pm, was actually collected at 13.30pm, but by time she reached her destination was two hours late for her appointment. She was seen which took two hours then was waiting a further two hours before she was taken home.”*

*“(The PTS staff) are very apologetic when late and feel that they do not have any say in the picking up order although they are aware that people are going to be late at the appointment and even later getting home.”*

Health workers and volunteers also reported a number of occasions when **patients had missed their appointments**. Sometimes patients had been so late arriving that the clinic had actually closed or the practitioners had left:

*“Patients can wait up to 3 hours to get here, the doctors might have gone. Then they can wait up to 6 hours to get home.”*

Many health workers also expressed that such delays and the fear of missing appointments can cause a **high level of distress** for patients:

*“You may fail to get to your appointment through no fault of your own. People are worried that they will be seen as ‘time wasters’. Our elderly clients are so keen not to ‘waste peoples’ time’ that they actually underplay their own problems.”*

In addition, some voluntary and community groups reported that to prevent clients getting distressed at the prospect of missing appointments due to transport not arriving on time, staff and volunteers from the groups have been providing transport to clients. This has been at short notice and at a cost to the groups for which they are not able to get reimbursement.

## General Service

Both patients and health workers made a number of comments in relation to the overall service. Health workers largely expressed frustrations about **not being able to contact the Service after 5pm:**

*“The transport service doesn't reflect the hours that clinics are opened. After 5pm it is impossible to contact anyone.”*

*“After 5pm there is no way of contacting the Patient Transport and our department closes at 6pm, so staff either have to trust that patient transport will come (and in the past they have not arrived) or we order a contract car (at extra cost to the department).”*

*“Not available after 5pm. Not good when some clinics run till 6pm.”*

*“Not letting us ring after 5pm as our clinic can run late.”*

Other comments demonstrate that there is **not always enough communication** with patients or hospital staff:

*“Regarding the NHS service they have occasionally forgotten him.”*

*“Used NHS transport but stopped because twice I got left there. No reason given. Tried to complain but no one answered. One time the receptionist gave me a lift; the other time I got a bus.”*

*“Not informed when weather is bad that some (services have been) cancelled.”*

*“You are never informed what is going on, you are told to be available 2 hours before appointment but you can still arrive 30 minutes after.”*

*“It is rubbish, ringing time and time again for 1-2 hours when you do get through the person at the other end does not know the area at all.”*

Some observations were also made with regards to the **practicality of some systems** and processes:

*“My appointment time ran over by 1 hour to allow 3 other people using hospital transport with appointments after mine to be seen earlier to get back on the transport.”*

*“Travel to York - transport available going back to Hull, but wasn't allowed to use it, that transport went back empty, and I had to wait 4 hours for next transport.”*

## Suggestions for Improvements

When asked how local patient transport services could be improved, many people responded that a locally managed service would be key:

*“Local transport officer on out-patients desk who knows patients needs and keeps focused on waiting times.”*

*“To be run by local hospitals as staff know the area. Not from Wakefield.”*

*“Each hospital to have a transport desk to keep an eye on the situation.”*

*“If the city had a patient transport network of small buses which ran once an hour - everyone could access this - then we wouldn't have the parking problem either!”*

Others suggested that **more frequent, wheelchair accessible vehicles** are needed as this can cause delays in some clinics where there are many patients with wheelchairs needing transport. It was also suggested that if vehicles were **allocated shorter journeys**, this too could help minimise delays.

A number of people also suggested that more information was needed, both in terms of whether someone is eligible for the service and how they go about booking it, and also more information relating to their booking once transport has been arranged:

*“I suggest when a patient is discharged from a stay in hospital they could be given a leaflet with their discharge form about the NHS transport service and if you're eligible to use it.”*

*“Have a card to give to patients when dropped off with contact number, name of person to ask for and time of pick up if applicable.”*

*“Better communication between patient transport and the department. Hospital staff should be given more details, not just ‘they have been allocated’. When and how are these patients actually going to get home.”*

*“If for any reason transport is likely to be late I feel that contact should be made with the patient no less than an hour before planned pick up – this way the client is aware of the situation and can contact the relevant ward to inform of a late arrival.”*

Health workers also suggested that **more stringent management** of the booking system was required as ineligible patients were being able to book the service. In addition, an out of hours service or later cut off time was deemed as being beneficial by many staff.

Finally some health workers suggested that **having porters in place** to provide general support when patients arrive could help minimise delays and provide a more efficient service. This is a suggestion that is supported by the Yorkshire Ambulance Trust that currently provides the Patient Transport Service. They have documented problems across the region as a result of PTS staff having to provide more portering duties, which is ultimately increasing turnaround times.

Another prominent area to come out of our investigation was **hospital car parking**. Over **350 separate comments** were made to us in relation to car parking, with the vast majority of comments being in relation to the lack of car parking spaces. In initial feedback, many people reported problems at Castle Hill Hospital; however during our investigation a significant number of people reported problems with the parking at Hull Royal Infirmary also.

With regards to Hull Royal Infirmary, the main issues people raised were the lack of spaces and also the **distance from the car park to the clinics**:

*"I find it difficult to use my car for appointments due to restricted parking spaces."*

*"Car park in need of repair, often no available parking spaces."*

*"Parking usually involves a long walk from Argyle Street."*

*"Parking terrible - too far from building."*

*"The car park is a long distance from parts of the hospital when not in full health."*

A number of people also felt that there was **not enough disabled car parking bays**:

*"Not enough room in disabled car park."*

*"Have difficulty getting a disabled parking bay when I get there."*

*"Although easier than Castle Hill Hospital, there is still considerable difficulty with disabled car parking and there seems to be an assumption that any disabled person visiting will have someone with them, this is not the case."*

At Castle Hill Hospital, the main problem that people raised was an **overall lack of parking**. The following comments demonstrate a theme shared by many:

*"Had to drop wife off then go to appointment, then had to drive around for 15 minutes to find a space."*

*"Once it took my husband 25 minutes to find a parking space at Castle Hill Hospital and therefore he was not there to accompany me when I saw the Oncologist."*

Like Hull Royal Infirmary, patients also reported that there was a **lack of disabled parking spaces** and that the parking spaces were a long walk to the departments:

*"It is not always possible to access a disabled bay as often they are occupied by able bodied car users. Also depending where and in which department you are attending, the distance you have to walk can result in you arriving in a bit of a state."*

*"Castle Hill not enough disabled parking spaces. Have to park further away and walk further to hospital, a problem due to disability."*

Some patients also highlighted the anxiety caused by **potentially missing appointments** due to not being able to get parked:

*“I have missed appointments at Castle Hill Hospital in the past because you can NEVER find a space to put your car.”*

*“Parking disgusting - no room usually takes at least 30 minutes – have had to change appointment from car.”*

*“Although it is easy to get to and from the hospital by car, the parking situation is VERY stressful. Especially when you have an appointment to get to.”*

*“Was late for appointment because couldn’t find a parking space.”*

For both hospitals people reported that they found the **car parks confusing**, unclear and sometimes unsafe:

*“Castle Hill Hospital - “In order to try and get a parking space, I always have to arrive 30 minutes before my appointments. Even then, it is very hard to find where it’s ok to park, and where its not.”*

*“Castle Hill Hospital - inconvenience and danger caused by too many people travelling by car and manoeuvring into overcrowded parking areas.”*

*“Castle Hill Hospital - Blue badge parking needs better signposting.”*

*“Hull Royal Infirmary - The areas were not very well marked and they did not seem to be any way of identifying the places.”*

*“Hull Royal Infirmary road quality and markings were poor in car park.”*

*“In Castle Hill Hospital I parked incorrectly as the disabled car parking spaces weren’t clearly marked.”*

*“Castle Hill Hospital - Cars are now parked almost anywhere, even on the yellow lines.”*

*“The situation at the front of the Oncology Unit at Castle Hill Hospital is awful, never any spaces, cars parked on the approach road to the unit making access difficult.”*



Another concern that was common across both hospitals was in relation to the **cost of parking**. Some people felt the charges were too high whereas others felt that there should not be a charge at all. For many people the concern was not so much having to pay, but knowing how much to pay:

*"I have transport although the cost of parking and worry about time on the meter stresses me out as I have difficulty with mobility."*

*"The last thing you want on your mind is to keep looking at your watch".*

*"Expensive if for more than a couple of hours, running out to pay the extra for over running."*

*"The cost of parking at both hospitals is quite expensive especially when patients don't know how long their appointments will be."*

Each of these areas of concern relating to car parking that were raised by patients, were also echoed by health workers:

*"There isn't enough space; elderly clients have difficulty walking from car park to hospital. Often all wheelchairs have been taken from reception. Long walk to outpatients causes problems."*

*"The car parks are always full and especially the disabled bays, therefore our service users have to walk (in some cases quite a way). They have other medical and disability problems in a lot of cases."*

*"Patients come late and upset because can't find a parking space."*

*"Patients get anxious if running late in clinic as they have a fear of being clamped."*

*"Some visits (patients are) unable to park at all - returned home without visiting."*

*"Patients have problems parking due to shortage of spaces. Patients have gone home without being seen due to not being able to park."*

*"This is a problem especially at visiting times. It can be awful. Visiting times are only 1 hour and if you spend half an hour trying to find somewhere to park the car, your visiting time gets cut in half."*

*"Cost - not knowing how long you'll be there and how much to put in meter."*

*'Patients come late and upset because can't find a parking space'*

*Comment from a health worker*

In response to our survey and interviews, both patients and health workers presented a number of possibilities that could **help alleviate the car parking problems** at the two hospitals:

*“Create a park and ride for some 2,000 plus vehicles if necessary for all visitors and patients, with staff only allowed to park in the hospital grounds.”*

*“Create a park and ride service for the middle of the day during peak times.”*

*“Many of our patients are on limited benefits and cannot afford to improve their health. Could patients be given travel tokens or similar when attending these appointments as an incentive?”*

*“It would be useful to have the ‘Therapies Patients Only’ sign put back onto the non disabled parking bays at Castle Hill Hospital so that there is a short distance to travel. Also if there were some made available at Hull Royal Infirmary then that would help those without a blue badge who need a short walking distance.”*

*“Let more people know about alternative forms of transport such as community transport when they receive their appointment letters. This could ease the strain on the NHS transport service and also hospital car parking. Or offer further advice on transport issues during appointments.”*

*“I can’t make public transport work for me as I live in Sutton and work in the town centre. The hospitals know the times when patients are arriving for appointments so could they reserve spaces for these patients? I would be happy to still pay.”*

*“Staff should be encouraged to not travel by car, reward people who walk/cycle etc. Encourage car sharing & lift sharing for NHS staff. Sustainable travel, walking would also help NHS meet healthy lifestyle goals. ‘Lead by example’.”*

*“Why do we have to pay before parking - wouldn’t it be more user-friendly and less worrying about time needed to be paid for if the car parks were like the ones in multi-storey car parks where you take a ticket and pay for the time used.”*

*“Staff should encourage people who can use other transport to do so.”*

*“There needs to be a greater number of spaces or spaces for short period parking.”*

*“More 20 minute drop off spaces would help - although in the past I have been told to park in one of these spaces for the entire appointment - so they are usually full too. Possibly staggered visiting times for the wards would help ease the mid afternoon congestion.”*

The *Current Services* section of this report demonstrates that information about other local travel alternatives is available. Despite this however, people are still reporting that they are **not aware of alternatives**, suggesting that information about other forms of transport might not be that easily accessible for patients and visitors:

*“Didn’t know about NHS or Community Transport”*

*“Are there timetables available just for hospitals? Publicity given for buses to and from...?”*

When asked in our survey what is the main form of transport that people tend to use, only **2% reported that they use Community Transport**. For those that did use this form of transport however, the majority spoke positively about the service:

*“East Hull Community Transport working well. If they didn’t have that there would be issues for clients.”*

*“(I) find Community Transport useful/efficient.”*

A number of people reported that they did not specifically know of Community Transport, suggesting that this service may be under utilised due to a lack of awareness of the service.

*“I was unaware of other forms of transport including community transport.”*

The *Patient Transport Services* section of this report demonstrates that half of the people surveyed were aware of their eligibility for the service; however there were still others that were not aware. A high number of people reported problems with their mobility, stating that they need to use their own car because of their disability or they expressed that they find it difficult walking the distance of the hospital sites. Patients such as this would benefit from knowing about Community or NHS Transport schemes and being informed of their eligibility for such schemes.

Other comments made suggested that **not enough information** is provided to patients and visitors about the **monthly parking permit** that the Hull and East Yorkshire Hospital Trust operates:

*“The cost of parking was high if you were staying in hospital for a long time. In my case, my child was on admission and I had to stay with her for most part of the day.”*

*“There shouldn’t be a charge for long term patients.”*

*“Don’t publicise monthly parking fees enough.”*

Also with regards to cost, comments suggested that more information is needed in terms of who is entitled to **reimbursement of hospital travel costs**:

*“I used a taxi, but did not get money back from hospital. They would not give me that money back.”*

*“A parent visiting a premature baby (up to 4 times a day to feed the baby that has remained in hospital) who was, at the time, in receipt of benefit and yet there was no assistance towards payment of the parking fee.”*



During our investigation, some other issues were raised by respondents. Although not highlighted by a high number of people, they should be documented as part of this report.

### Cycle Parking

Some people expressed that they would rather cycle to the local hospitals but felt they were **restricted by both a lack of cycle parking** and also concerns over security of cycle parking facilities:

*“Hull Royal Infirmary hospital cycle parking - exposed locations and not covered by CCTV - easy for bike thieves. Lack of facilities - none at Children's Hospital. It is not encouraging people to cycle.”*

*“Area around hospital is congested, vast areas are car parks, yet cycle parking is poorly provided for both staff and visitors. No cycle parking facilities outside Women & Children's unit or many other buildings.”*

### Signage

There were also some reports with regards to the **adequacy of signage** within both the hospital buildings and the grounds:

*“Signposting to wards at Castle Hill Hospital is very poor indeed. The front of Hull Royal Infirmary seems to be a permanent building site.”*

*“Not enough direction boards in hospital/grounds, sign boards poorly informative anyway.”*

### Appointments

References were made to **some clinics not always running on time**. The following comments may well be isolated cases, but due to so many people saying they have been later for or missed appointments due to transport or parking, these are worth highlighting all the same:

*“Eye clinic - always late with appointments.”*

*“Oncology appointments are often stressful so it important to minimise travelling and waiting times. In my experience, apart from MRI it seems the majority of clinics run late.”*

### Other Clinics

When asked in our survey if there were any other clinics or sites that people had difficulty travelling to and from, **the NHS Centre on Westbourne Avenue** emerged as somewhere many had difficulties with. Both patients and health workers reported problems with parking and others stated that it was a long distance to walk from the nearest bus stop.

## What did we learn from producing this report?

Hospital Transport is a huge issue affecting many local people, and due to the thousands of people that need to visit hospital each year, this volume will undoubtedly sometimes lead to problems. The Local Transport Plan (2006 – 2011) acknowledges many of these problems and sets out a number of measures to help resolve these issues, for which some solutions have now been implemented. There are some problems however which this report demonstrates are still significant issues. The LINK recognises that recent key changes including the opening of the Queens Centre at Castle Hill Hospital and the transfer of some services to Castle Hill Hospital have hindered the resolution of some problems, due to the time needed for local services, infrastructure and patients to adapt to these changes. The LINK also recognises that moving forward, as some services will move back into the community, any solutions that are implemented now, may not necessarily be the most appropriate for future service delivery arrangements. Despite this however, patients should not be unreasonably affected or experience such difficulties in accessing services due to service provision, planned or implemented changes or local infrastructures. In summary, the main issues affecting local hospital transport are:

### **Services**

There are a number of transport services available that meet different needs, yet despite this a significant number of people still choose to use their own car as their main form of hospital transport. People attribute this largely to convenience but also to mobility reasons, a lack of awareness of other services and problems experienced in the past with other services.

### **Accessibility**

Unless travelling by car or taxi, the location of Castle Hill Hospital presents problems to people travelling from each of the three localities of the city. On the whole people across the city find accessing Hull Royal Infirmary much easier to access, however there are still parts of the city for which there is not a direct service to this hospital either. For those that do have access to a direct public transport link there is much praise for the service. However this level of service is not consistent across the city which presents a timely journey for many by having to take two bus routes or make a long walk. As a result more people are opting to travel by car.

### **Patient Transport Service**

Although there is praise by some users, there is clearly a strain on the current service with a number of issues raised by both patients and health workers that relate to various areas of the service. As a result some people have decided to no longer use the service, whereas others have dismissed using the service due to what they have heard from other users. Quite worryingly these problems are having an impact on staff, appointments, and at times on patients' health. In addition, there appears to be some ineligible patients accessing the service, which is also preventing the service from working as effectively as it could be.

The comments received suggest that there is a need for clearer eligibility criteria, a review of the call handling system to minimise booking delays, more appropriate journey planning, and protocols implemented for informing patients and clinicians if transport is going to be late.

## **Hospital Car Parking**

Car parking is heavily oversubscribed at both Castle Hill Hospital and Hull Royal Infirmary. There are concerns over the general car park management in terms of spaces and general areas being misused, the quantity and location of disabled parking, and the lack of provision of shorter term parking. The system for paying for parking is also frustrating many patients and visitors. The management of the current car parking arrangements is not only causing frustration and anxiety for patients and visitors, but also it is affecting staff and the running of clinics due to patients arriving in a distressed state and being late for or even missing appointments.

## **Information and Awareness**

Although measures have been taken to inform patients and visitors of the different ways to get to local hospitals, there are still many that are not aware of the full services available, and there is also confusion as to the eligibility for certain services. As a result people are missing out on or are dismissing certain options as they are not aware of the service or of their eligibility, whilst others that are not eligible for certain service are gaining access.

It would be easy to argue that for ad hoc journeys such as hospital appointments many people will invariably favour using their own transport as it provides them with the extra control over being able to get to appointments on time. However the inconsistent level of service in other transport options and the lack of awareness of these services will not encourage people to seek alternatives.

## What do we want to see happen as a result of this report?

Hull LINK makes the following recommendations under its legal powers:

1. Hull City Council to review the mapping exercise conducted in 2006 that outlines accessibility and journey times by bus and rail from various parts of the city to the local hospitals. This information to assist in a needs analysis of under-serviced areas and inform the feasibility of implementing additional bus services. If for some areas additional bus services are not commercially viable, Hull City Council to discuss with NHS Hull and Hull & East Yorkshire NHS Hospital Trust the potential for joint funding of additional services where they are most needed.
2. Hull LINK welcomes the measures that Hull City Council has taken to support community transport schemes and recognises that this form of transport helps meet the needs of those that are not eligible for PTS and do not have access to a private car but reside in an area with little or no public transport. We would welcome more activity to promote these schemes including greater use of Council communication channels such as Hull in Print, the Council website and customer service centres.
3. As part of the specification for the forthcoming tender for patient transport services, NHS Hull to consider the comments and suggestions made by service users in this report in line with the findings from their own survey. Particular attention should be paid to other considerations that could help support the service, including hospital porters, appointment scheduling, an increased quantity of PTS cars and wheelchair accessible vehicles, and a local coordination base. NHS Hull should also consult widely with hospital staff as well as patients, to determine the extent of the problems they have experienced with current services so that solutions to these can also be specified in the tender.
4. Yorkshire Ambulance Service NHS Trust to respond to the report with an assessment of actions in place or being planned to deliver improvements in the following main areas highlighted in this report: eligibility, booking system, waiting times for collection, and delays in drop off.
5. Hull LINK supports the steps taken by Hull and East Yorkshire Hospital Trust to alleviate the parking problems at both hospitals, particularly at Castle Hill Hospital. However we recommend that:
  - a) A study be conducted to assess when the greatest number of out of town patients are attending the hospitals, and determine the feasibility of staggering visiting times to alleviate parking pressures at peak times.
  - b) An audit be conducted to assess whether the current provision of disabled car parking bays meets the demand.
  - c) An assessment is made of the security and provision of cycle parking.
  - d) With the support of relevant disability groups, an assessment is made of the suitability of signing and bay markings within the car parks.
  - e) A feasibility study be conducted into the provision of short term parking areas and the implementation of a 'pay as you leave' system for payment.

6. Hull and East Yorkshire Hospitals NHS Trust to create an information booklet that outlines and positively promotes the different modes of transport available for travel to hospital, with details of cost, frequency, eligibility and how to book. This information should also encompass information about local park and ride schemes, the monthly parking permit for patients/visitors with long term needs, and also the healthcare travel cost scheme. The information should be regularly updated and stocked in health service premises and other public places. The booklet could also be used as a tool by clinicians and health workers in helping them to inform and signpost patients. The LINK is prepared to assist with this work.
7. Hull City Council, Hull and East Yorkshire Hospitals NHS Trust and Yorkshire Ambulance Service NHS Trust to provide more comprehensive information regarding hospital transport on their websites. The website for Hull City Council and the Hull and East Yorkshire Hospital Trust should have a dedicated page to hospital transport that can be easily located and navigated. The web pages should include details of all transport options with information relating to cost, frequency eligibility, how to book and where to find out further information. The website for the Yorkshire Ambulance Trust should have a page providing more details regarding the eligibility for Patient Transport Services, how to book the service and signposting to other transport options for those not eligible for the service.

Hull LINK will monitor the responses to our recommendations and keep our members and stakeholders informed on progress and action taken to implement them. We will also provide copies of this report for information purposes to local public transport providers so that they too are aware of the feedback received regarding local services.

Hull LINK would like to thank all those that contributed to our investigation:

Everyone involved with Hull LINK who completed our survey.

Everyone who took part in our event on 7<sup>th</sup> May 2010.

Hull LINK's Enter and View Visitors.

### **The staff, volunteers and users of Age Concern Hull**

Age Concern Hull is dedicated to improving older people's lives and provides services including its Ageing Well and Falls project, Locked Out project, and Advocacy and Befriending Project. They have a Healthy Living Centre in Hull and offer a range of products and services for older people.

[www.ageconcernhull.org](http://www.ageconcernhull.org)

Telephone 01482 324644

### **The staff, volunteers and users of Bilton Grange Community Association**

Bilton Grange Community Association provides member-led development projects to the community. It provides services to all ages (with an emphasis on intergenerational work) creating opportunities such as formal and informal learning, volunteering in a range of vocationally-related roles, and other activities such as health improvement initiatives that benefit people from the local community.

<http://www.bgca.org.uk>

Telephone 01482 781863

### **The staff, volunteers and users of Bodmin Road Church**

Bodmin Road Church in Bransholme has a long history of community engagement and provides a number of activities and programmes which are open to all, regardless of faith or culture. These include a carers' service, a community café, and activity for teens.

[www.bodminroadchurch.com](http://www.bodminroadchurch.com)

Telephone 01482 834417

### **The staff, volunteers and users of Carers' Centre Hull**

Carers' Centre Hull is dedicated to supporting carers. Among their services are an information service, listening ear and support, Oasis short break service, outreach service, Caring at Work project and Caring with Confidence skills and knowledge programme.

[www.carerscentrehull.org.uk](http://www.carerscentrehull.org.uk)

Telephone 01482 225078

### **Adam Fowler at the City of Hull Environment Forum**

The City of Hull & Humber Environment is a charity that works to promote community engagement and specifically sustainable transport opportunities. It has a wide range of experience from commissioning new services to public information and distribution. They arrange regular consultation events from travel forums to surgeries and engage a wide range of stakeholders.

[www.hullenvironmentforum.org.uk](http://www.hullenvironmentforum.org.uk)

Telephone 01482 324223

## **The staff, volunteers and users of DOC (Developing Our Communities)**

DOC is an Independent Community Development Company, which works throughout the Hull and the East Riding of Yorkshire with individuals and groups to encourage sustainable development of local communities.

[www.developingourcommunities.org](http://www.developingourcommunities.org)

Telephone 01482 441002

## **The staff and users of Dove House Hospice**

Dove House Hospice provides a number of services to help people who have been diagnosed with a non-curable life limiting illness. They have an in-patient unit and a day therapy unit and provide family support, drop-in, respite care and education.

[www.dovehouse.org.uk](http://www.dovehouse.org.uk)

Telephone 01482 784343

## **East Hull Community Transport**

East Hull Community Transport supplies a Dial a Ride service for people in East Hull who have difficulty accessing public Transport. They run the H2H Home to Hospital service which is open to all and supplies vehicles for non-profit making groups and organisations either with driver or on a self-drive basis. It was established in 2001 and now employs 21 staff and runs 17 vehicles. It is a Limited Company, Social Enterprise and a Registered Charity.

[www.ehct.co.uk](http://www.ehct.co.uk)

Telephone 01482 719600

## **East Riding of Yorkshire LINK**

This is Hull LINK's counterpart operating in the East Riding of Yorkshire. Like all LINKs, ERYLINK gives people a stronger voice and influence in local health and social care services.

<http://erylink.org.uk>

Telephone 01377 232135

## **East Yorkshire Motor Services (EYMS)**

EYMS runs bus services throughout Hull and East Yorkshire and into North Yorkshire, including links to Hull Royal Infirmary and Castle Hill Hospital. EYMS's buses, many of which are easily accessible due to special low floors, are popular with hospital patients, visitors and staff. As a long established local company EYMS are committed to investing in new buses to make travel easier and more pleasant for passengers.

[www.eyms.co.uk](http://www.eyms.co.uk)

Telephone 01482 222222 (BusCall for local bus information, 8am-8pm 7 days a week)

## **The staff, volunteers and users of HANA (Humber All Nations Alliance)**

Humber All Nations Alliance is an umbrella organisation that promotes the well being of BME communities in the Humber sub-region, by providing a voice and advocating on their behalf, and by representing their interests in a range of influential or decision-making contexts.

<http://www.hanaonline.org.uk>

Telephone 01482 491177

## **The staff, volunteers and users of Homestart**

Home-Start is a voluntary organisation which is committed to promoting the welfare of families with at least one child under five years of age. Volunteers offer regular support, friendship and practical help to families under stress in their own homes helping to prevent family crisis and breakdown.

[www.homestarthull.org.uk](http://www.homestarthull.org.uk)

Telephone 01482 324063

## **The staff, volunteers and users of Hull and East Riding Institute for the Blind**

HERIB helps and supports the changing need of people with sight loss in the Hull and East Riding area. They provide a number of services to visually impaired people, including events, training, home visits, resource services and support work.

[www.herib.co.uk](http://www.herib.co.uk)

Telephone 01482 342297

## **The staff, volunteers and users of Hull Churches Home from Hospital Service**

Hull Churches Home From Hospital Service helps vulnerable people to continue in their homes through convalescence. They provide an Adult Service, a Carers' Support Scheme and a Telecare/Telehealth Service.

[www.hchfh.wordpress.com](http://www.hchfh.wordpress.com)

Telephone 01482 447673

## **The staff and residents of Hull Churches Housing Association**

Hull Churches is an independent, locally based charitable Housing Association working solely in the city of Hull. They have 353 homes in Hull, for older people, single people, families and those with special needs to whom they can offer support.

[www.housingnet.co.uk/housingnet-html/Hull\\_Churches\\_Housing\\_Association\\_Ltd\\_HCHA\\_.html](http://www.housingnet.co.uk/housingnet-html/Hull_Churches_Housing_Association_Ltd_HCHA_.html)

Telephone 01482 210842

## **The staff and students of Hull College**

Hull College has campuses in Hull and Harrogate and is one of the largest providers of Higher Education within the Further Education Sector, offering a wide range of Foundation Degrees and BA Hons Degrees in many specialist subjects.

[www.hull-college.ac.uk](http://www.hull-college.ac.uk)

Telephone 01482 598744

## **The staff, volunteers and users of the Ings Resource Centre**

The Ings Resource Centre is a non-profit organisation that provides a variety of services and resources to the local community, ranging from a community café and garden, a youth club, childcare services, and employment advice and support.

[www.ingsresourcecentre.co.uk](http://www.ingsresourcecentre.co.uk)

Telephone 01482 795700

## **The staff, volunteers and users of the Lemon Tree Children's Centre**

The centre on North Bransholme offers a number of services to parents and carers including health advice, childcare, parenting and family support, playgroups and activities.

[www.hullcc.gov.uk](http://www.hullcc.gov.uk) (search for Children's Centres)

Telephone 01482 828901

## **The staff and residents of Pickering and Ferens Homes**

Pickering and Ferens Homes is an independent housing association. The Association provides high quality housing accommodation for people aged over 60, within Hull and the East Riding of Yorkshire.

[www.pfh.org.uk](http://www.pfh.org.uk)

Telephone 01482 223783

## **The staff, volunteers and users of Unity in Community**

Unity in Community supports various groups within the Northern area; two of these are Hull Northern Social Club and Looking Good Feeling Good in North Hull. They are very active in supporting health and wellbeing and are a good example of inclusion and engagement with the community. They have supported the development of other groups within the city promoting and raising health issues.

[www.unityincommunity.co.uk](http://www.unityincommunity.co.uk)

Telephone 01482 852292

## **The staff and students of the University of Hull**

With campuses in Hull and Scarborough, the University of Hull offers over 2000 courses a year to a population of 20,000 students.

[www.hull.ac.uk](http://www.hull.ac.uk)

Telephone 01482 346311

## **West Hull Community Transport**

West Hull Community Transport is a community based project managed and led by Goodwin Development Trust in partnership with Hull City Council. It provides services that enable residents of whatever age or disability additional and improved access to facilities and locations throughout the City of Hull.

<http://whct.goodwintrust.org>

Telephone 01482 217006







The Strand  
75 Beverley Road  
Hull  
HU3 1XL

tel: 01482 324474  
fax: 01482 580565  
email: [link@hull-cvs.co.uk](mailto:link@hull-cvs.co.uk)  
website: [www.hull-link.org.uk](http://www.hull-link.org.uk)

Hull CVS is the host organisation for the Hull LINK



**Hull CVS**  
*'community and voluntary services'*

**Hull Community and Voluntary Services Ltd.**

Registered in England No. 1570120 Registered Charity No. 514311

Registered Address The Strand 75 Beverley Road Hull HU3 1XL Tel: 01482 324474