

# LINK in Action: Hospital Transport



August 2010

This briefing brings you up to date on progress with the LINK's work on hospital transport. Our report of July 2010 made a number of recommendations to improve services, based on feedback from nearly 400 individuals and groups.

Under the LINK's legal powers, services have to respond to recommendations we make. This is a summary of how local services have responded.

## Our report...

Our investigation involved consultation with people and groups about their experiences of the NHS Patient Transport Service, hospital car parking, accessibility to local hospitals, and awareness of other transport options. Based on what local people told us, we made recommendations for services to:

- Improve public transport provision to local hospitals.
- Review car parking at local hospitals to free up more spaces for those with no other means of travel.
- The Patient Transport Service to deliver improvements in waiting times for collection and drop off, and reduce call waiting times for bookings.
- Provide patients with more detailed and easier access to information regarding alternative available travel options.

## The Response...

### Patient Transport Service

NHS Hull and the Yorkshire Ambulance Service are now taking measures to reduce delays. These measures include: new screening questions to ensure only eligible patients are using the service, a new system that allows hospital staff to book transport for patients as soon as they complete their appointment, and a new booking system with separate telephone



lines for staff, patients and cancellations. Already the average waiting time to connect to the booking system has been reduced from over 13 minutes to under 30 seconds.

### Car Parking

Castle Hill Hospital will generate 200 extra car parking spaces and Hull Royal Infirmary will create at least 20 short term parking bays. Castle Hill Hospital will also look to provide a similar short term provision once the extra 200 spaces have been created. The hospital trust has also pledged to conduct an audit of the disabled parking provision with a view to increasing and upgrading it as necessary.



### Information

The hospital trust has already updated their website to include all necessary transport information as recommended in the LINK report, and the council and ambulance service have pledged to provide better information on their websites also. The local NHS Trusts are also developing an information resource that will provide patients with full details of available transport options along with their costs and eligibility criteria.

Hull LINK will monitor progress on all recommendations and will keep members informed of developments.

[www.hull-link.org.uk](http://www.hull-link.org.uk)

