

## A PICTURE OF HEALTH

### ASSESSING THE IMPACT ON TRANSPORT AND TRAVEL

#### INTRODUCTION

1. A Picture of Health sets out a vision for strengthening health services in Lanarkshire involving changes in where some services will be provided. In the main, these will provide greater opportunities for people to receive care and treatment closer to home. Such changes include
  - Increasing the number of minor injury and illness treatment centres locally (including Cumbernauld and Lanark) thus avoiding the need to attend more distant Accident and Emergency Departments
  - developing more systematic long term conditions management through primary care teams supporting people at home, thus reducing both the risk of emergency hospitalisation and lengths of stay in hospital
  - developing more community-based support and treatment for people with mental health problems as an alternative to hospital admission for some people
  - speeding up the diagnosis, treatment and rehabilitation of older patients, thus more rapidly returning them home with the right local support
  - expanding the capability of local community pharmacies to advise on an increasing range of health matters, to prescribe medicines for some common conditions and to help support people on long term medication without them having to see a doctor as frequently as they do now
2. These changes, and others, will all strengthen local health services and reduce the need for patients and visitors to travel to hospital. They also reflect the fact that over 90% of all NHS contacts with people are in the community and primary care, not in hospital.
3. For those who require more specialised care and attention, changes proposed for the hospital sector are designed to ensure that the right care is delivered in a sustainable way quickly and to the highest quality so that outcomes for the patient are the best they can be. This means that some people will have to travel further than their immediately local hospital to receive these improved, specialised services.
4. Some experiences elsewhere (England and the United States) suggest that the changes exemplified in 1. above, are likely to reduce the number of occupied hospital bed days and visits to the doctor for the patients involved. Changes within Lanarkshire will be evaluated to quantify any such reductions locally.
5. For patients described at 3. above, this paper attempts to estimate the impact for those who are likely to have to travel further to access specialist hospital services in the future, and to set out actions proposed to ameliorate that impact.

## CURRENT SERVICES

6. NHS Lanarkshire covers a large geographic area, a total of 883 square miles, from Crawford in the south to Kilsyth in the north and from East Kilbride in the west to Shotts and Biggar in the east. The population is over 550,000 with the vast majority living in large urban towns.
  
7. Acute hospital services are provided on three sites in Lanarkshire; at Monklands, Hairmyres and Wishaw. Each hospital has a wide range of services and there are some specialist services concentrated on one or two sites, as a result of which inpatients and their visitors already travel to what is not necessarily their nearest hospital. Patients and visitors generally use car, taxi, or bus to get to hospitals and at present there are no dedicated public transport arrangements in place to assist people who are required to visit a hospital that is not local to them for a specialist service. The services currently concentrated on a particular site but serving the whole of Lanarkshire are detailed in the table below.

| <b>Current Inpatient Services Provided from one or two sites</b> | <b>Hairmyres</b> | <b>Monklands</b> | <b>Wishaw</b> |
|--|------------------|------------------|---------------|
| <b>Emergency Services</b>  |                  |                  |               |
| Major Paediatric Emergencies                                     |                  |                  | ✓             |
| <b>Diagnostic and Treatment</b>                                  |                  |                  |               |
| MRI scanner  | ✓                |                  | ✓             |
| Renal  |                  | ✓                |               |
| Cardiac Catheterisation  | ✓                |                  |               |
| <b>Inpatients</b>  |                  |                  |               |
| Ophthalmology  | ✓                |                  |               |
| Ear, Nose and Throat   |                  | ✓                |               |
| Maternity  |                  |                  | ✓             |
| Oral Surgery   |                  | ✓                |               |
| Children   |                  |                  | ✓             |
| Renal  |                  | ✓                |               |
| Interventional Cardiology  | ✓                |                  |               |
| Dermatology  |                  | ✓                |               |
| Communicable Diseases  |                  | ✓                |               |
| Urology  |                  | ✓                | ✓             |
| Gynaecology  |                  |                  |               |
| Thoracic Surgery   | ✓                |                  |               |

Table 1: Lanarkshire wide services provided from one or two sites

*Note: Thoracic surgical services are currently provided at Hairmyres Hospital and following a separate consultation in 2005 are planned to move to a West of Scotland Cardiothoracic Centre at the Golden Jubilee National Hospital*

8. During the pre-consultation stages of 'A Picture of Health' the majority of public responses said they would be prepared to travel beyond their local hospital for their procedure or operation if that meant the best quality of care and shorter waiting times. These are the intentions behind separating the organisation of planned from emergency inpatient care, and concentrating planned operations in ways which will deliver the best outcomes for patients.

The proposals in the action plan, both to press for improvements in public transport as well as to develop personal transport plans for patients at the time they receive their hospital appointment, are designed to help people in these circumstances

9. Although there is likely to be further concentration of planned (elective) inpatient services in the future, this is expected to affect relatively few people. The main impact under consideration in this paper is on the emergency inpatients, their visitors and staff. The proposal is that between 2009 and 2011 all emergency inpatient care is concentrated at two hospitals, either Wishaw and Monklands, or Wishaw and Hairmyres, instead of at all three hospitals. Once a decision has been made, services will be expanded at the two emergency hospitals to provide the capacity required to serve the whole of Lanarkshire between them. This will also include additional car parking.
10. Travel distances and times by car from current hospital catchment areas likely to be affected (Monklands or Hairmyres) were detailed in the report “Modelling the Impact of Hospital Reconfiguration on Cross Boundary Patient Flows for Emergency Inpatient Care between Lanarkshire, Glasgow and Forth Valley”, published by NHS Lanarkshire in April 2006.
11. Further analysis of those data on Appendices 1 and 2 shows that the average travelling time to get to Hairmyres from the townships within its main catchment areas is about 14 minutes, ranging from 5-27 minutes. The average travelling time to reach Monklands currently is 10 minutes, within a range of 5-25 minutes. These times are to the hospital entrance and do not take into account the time taken to park the vehicle.
12. Taking each option in turn, the average time taken for people living within the Hairmyres catchment area to reach the alternative, in the event that Hairmyres is developed as the planned hospital, rises from the current 14 minutes to 21 minutes, within a range of 12 to 29 minutes. Alternatively, the average time for people within the Monklands catchment area to reach the alternative, in the event that Monklands is developed as the planned hospital, rises from the current 10 minutes to 19 minutes, within a range of 12 to 24 minutes.
13. Almost all patients arriving at hospital A&E departments, who are admitted as emergency inpatients, travel to the hospital by ambulance or car. This analysis shows that the average driving times by car increase under either option, but remain within half an hour.

#### **PUBLIC TRANSPORT**

14. Access times to hospital by public transport are longer than by car. While the majority of patients, visitors and staff currently use car, taxi or ambulance to access hospital, a number of visitors and staff in particular use public transport.
15. Detailed survey work is being carried out in June 2006 to inform a more comprehensive travel profile and further detailed work will be undertaken once the Board has decided on the future acute hospital configuration to be incorporated into the Transport Impact Assessment required at the Business Case stage of planning.

16. However, much is already known about the public transport arrangements throughout Lanarkshire, from work carried out by the Board Jointly with the former Strathclyde Passenger Transport Executive, with North and South Lanarkshire Councils, and with voluntary organisations. This includes an 87-page “mystery traveller project” report by Better Government for Older People, surveys of bus services from information gathered from bus companies and Strathclyde Passenger Transport and access times by bus from all townships in Lanarkshire to all acute hospitals.
17. Appendices 3 and 4 set out typical travel times by bus from principal areas or townships to current local hospitals under each option. An indication is also given in these appendices of census data (from 2001) covering the proportion of the population having access to a car, and those self-reporting as suffering from one or more limiting long term illness. The proportion of the population over 65 years of age is also shown.
18. In terms of the selected aspects of the population affecting mobility, the area currently served by Hairmyres has a more elderly population (12% older than Monklands) although the Monklands population reports a greater incidence of limiting long term illness (7% higher than Hairmyres) and lower access to a car (6% lower than Hairmyres).
19. Appendices 3 and 4 illustrate that journey times will, on average, be longer for most people affected under either option. If Hairmyres is the planned hospital, average bus journey times for people within the current catchment area would rise from 35 minutes to 57 minutes. If Monklands becomes the planned hospital, an average journey time currently of 27 minutes would rise to 48 minutes to access an alternative hospital. None of these journey times takes account of walking to and from bus stops, or waiting time.
20. Frequency of bus services and operating hours differ widely, with some services stopping around 18.00hrs and with limited weekend services. This limits access to hospital at evening visiting times. However, a survey undertaken by “Better Government for Older People” concluded that generally public transport in Lanarkshire was good and it was possible to get from any area to any area, albeit this could be a lengthy process.
21. In addition to the conventional bus services, there is a “Ring’n’ride” service, which covers Clydesdale, North Lanarkshire, and the Three Valleys area (Lesmahagow, Douglas, Strathaven area). This service enables any member of the public who lives in a rural area that is not on a bus route to phone and book a bus to take them to the main population centres, and hospitals, in their area.
22. Lanarkshire is also served by a “Dial-a-Bus” service. This is a service available to people who are over 80; registered blind or in receipt of Attendance Allowance, Disability Living Allowance or War Pensioners’ Mobility Supplement. Once registered as a “Dial-a-Bus user people can phone up and book a bus journey; it is possible to book a journey to hospital for visiting.
23. A number of patients and their escorts are eligible for the Hospital Travel Costs Scheme, which entitles them to have their travel expenses reimbursed under certain circumstances. These include those who are:

- on Income Support;
  - on income-based Job Seeker's Allowance
  - on Guarantee Pension Credit
  - on Child Tax Credit
  - on Working Tax Credits with the disability or severe disability element
  - earning less than £15,050
24. Although there are many rail links and railway stations in Lanarkshire, they are not of significant benefit to Lanarkshire patients travelling to Lanarkshire hospitals. Monklands is close to Coatdyke station, which is of benefit to the close populations of Coatbridge and Airdrie only. There is a railway station at Hairmyres but it links into Glasgow rather than Lanarkshire.
25. Lanarkshire has good road links, particularly in the urban areas and this is reflected in relatively short journey times by car. Whichever option the Board decides upon, well over 90% of people in the areas affected will still be within 30 minutes of an emergency inpatient hospital.
26. Although public transport providers offer routes across and throughout Lanarkshire, journeys can be lengthy and involve sometimes multiple changes of bus. Information on frequency and timetable is often not available at bus stops. Lanarkshire is, in places, much better served by routes into Glasgow, rather than between towns across Lanarkshire (this is particularly the case with the railways). This is unhelpful in the context of acute hospital reconfiguration, and must be properly addressed before the major changes take place, probably around 2010/11.

## **ACTION PLAN**

27. This report and the background papers and reports to which it refers, will be used as evidence of the need for improvements to be made to public transport arrangements in Lanarkshire, in order to address
- issues of equity with particular reference to areas of deprivation, health need and low car ownership;
  - access to a changing profile of hospital services required to ensure clinical sustainability and to improve the health of the population
28. The Board will play an active part in the new West of Scotland Transport Partnership, to ensure that the Partnership's strategy takes into account the changing access requirements in relation to Lanarkshire health services.
29. It is essential that the Board and its partners manage the effects of change in such a way as to minimise adverse impact on patients, carers and families, and to maximise opportunities for improved health and wellbeing. It is believed that the affects of either hospital option can be successfully managed.

30. A solution to the challenges for public transport created by hospital reconfiguration involves the provision of limited stop shuttle buses plying between the three acute hospitals in Lanarkshire, but the wider limitations of existing bus routes, infrequency and limited operating hours is a problem now which needs to be addressed by the Transport Partnership. It is believed that the best solutions can be found by doing so in ways which look to the future, and recognise the timing of hospital changes. This is the challenge for the new Transport Partnership's Strategy, required for early 2007.
31. Options for a shuttle bus service between the hospitals have been modelled and costs identified, and are under discussion in the first instance with the new Transport Partnership. The benefit for users would be that they would only need to get to their local acute hospital, to have universal access to the others within a journey time of about 45 minutes.
32. It is also intended to develop personal transport plans that would be issued to every household indicating routes, timings, etc. to each of the acute hospitals. These would make clear the hospital designated to provide emergency inpatient care to people in that household, along with maps and transport details to other hospitals across NHS Lanarkshire. Those patients receiving an appointment for a planned procedure at a hospital which is not their local one, would also receive suggested bus times and routings from their home locality to suit, along with the notice of their appointment date and time.
33. Detailed planning in liaison with the Scottish Ambulance Service is identifying the additional ambulance journeys required under each hospital option, and the consequential costs for additional crews and vehicles. Further detail on this will be referred to in the Financial Report for 'A Picture of Health'.
34. A more detailed and technical transport impact assessment, involving the likely impact of hospital developments on roads, junctions and car parking will be undertaken as a required part of the Business Case, once the Board has decided on the option to pursue.

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**MODERNISATION DIRECTOR**  
**17<sup>th</sup> May 2006**

**EMERGENCY INPATIENT ADMISSIONS IN 2004/5 AVERAGE DISTANCES AND TRAVEL TIMES  
BY CAR FROM THE PRINCIPAL AREAS SERVED BY HAIRMYRES HOSPITAL**

| <b>Area or Township</b>  | <b>inpatient Admissions</b> |           |       | <b>to Hairmyres</b>      |                                | <b>to alternative hospital</b> |                          |                                |
|--|-----------------------------|-----------|-------|--------------------------|--------------------------------|--------------------------------|--------------------------|--------------------------------|
|  | total                       | ambulance | car   | average distance (miles) | average driving time (minutes) | Hospital                       | average distance (miles) | average driving time (minutes) |
| Blantyre<br>G72 0, G72 9   | 1,724                       | 395       | 1,329 | 6                        | 14                             | Monklands                      | 9                        | 18                             |
| Uddingston/Bothwell<br>G71 7, G71 8  | 286                         | 55        | 231   | 10                       | 20                             | Monklands                      | 7                        | 13                             |
| East Kilbride<br>G72 8, G73 4, G73 5,<br>G74 1, G74 2, G74 3,<br>G74 4, G74 5, G75 0,<br>G75 8, G75 9, G76 8,<br>G76 9 | 7,156                       | 1,721     | 5,435 | 0-7                      | 5-15                           | Monklands                      | 11-16                    | 22-29                          |
| Strathaven<br>ML10 6   | 570                         | 146       | 424   | 13                       | 23                             | Wishaw                         | 15                       | 25                             |
| Hamilton<br>ML3 0, ML3 6, ML3 7<br>ML3 8, ML3 9  | 3,900                       | 1,004     | 2,896 | 7-10                     | 15-19                          | Wishaw                         | 5-8                      | 12-19                          |
| Larkhall/Stonehouse<br>ML9 1, ML9 2, ML9 3   | 462                         | 87        | 375   | 13-18                    | 26-27                          | Wishaw                         | 6-8                      | 12-18                          |
| Average driving times  |                             |           |       |                          | 14 minutes                     |                                |                          | 21 minutes                     |

- Notes: 1. Postcode sector data were derived from actual attendances at Hairmyres A&E Department during the year April 2004 to March 2005  
2. Patient activity data based on Unscheduled Care Collaborative Programme flow groups 2, 3 and 4 – acute assessment, medical and surgical admission  
3. Driving distances and times taken from a combination of Microsoft/AA Autoroute software and direct observation through survey, March 2006  
4. Driving times are average, at off-peak times, which is when the majority of emergency admissions currently arrive at hospitals  
5. Data excludes admissions from postcodes which lie principally within the catchment areas of Monklands or Wishaw or to hospitals outwith NHS Lanarkshire

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BY CAR FROM THE PRINCIPAL AREAS SERVED BY MONKLANDS HOSPITAL**

| <u>Area or Township</u>                                    | <u>inpatient Admissions</u> |           |       | <u>to Monklands</u>      |                                | <u>to alternative hospital</u> |                          |                                |
|--|-----------------------------|-----------|-------|--------------------------|--------------------------------|--------------------------------|--------------------------|--------------------------------|
|  | total                       | ambulance | car   | average distance (miles) | average driving time (minutes) | Hospital                       | average distance (miles) | average driving time (minutes) |
| Kilsyth<br>G65 0, G65 9                                    | 343                         | 103       | 240   | 14                       | 25                             | Larbert                        | 11                       | 18                             |
| Cumbernauld<br>G67 1, G67 2, G67 3,<br>G67 4, G68 0, G68 9 | 2,799                       | 657       | 2,142 | 6-11                     | 12-18                          | Larbert                        | 9-12                     | 12-17                          |
| Viewpark<br>G71 5, G71 6                                   | 1,039                       | 224       | 815   | 6                        | 12                             | Hairmyres                      | 11                       | 18                             |
| Uddingston/Bothwell<br>G71 7, G71 8                        | 511                         | 129       | 382   | 7                        | 13                             | Hairmyres                      | 10                       | 20                             |
| Bellshill<br>M11 4, ML4 1, ML4 2,<br>ML4 3                 | 1,483                       | 365       | 1,118 | 4-6                      | 10-13                          | Wishaw                         | 5-7                      | 12-16                          |
| Coatbridge<br>ML5 1, ML5 2, ML5 3,<br>ML5 4, ML5 5         | 4,779                       | 1,015     | 3,764 | 1-4                      | 4-9                            | Wishaw                         | 10-13                    | 19-23                          |
| Airdrie<br>ML6 0, ML6 6, ML6 7,<br>ML6 8, ML6 9            | 5,245                       | 922       | 4,323 | 1-5                      | 5-13                           | Wishaw                         | 7-15                     | 16-24                          |
| Shotts<br>ML7 4, ML7 5                                     | 175                         | 43        | 132   | 10                       | 15                             | Wishaw                         | 10                       | 16                             |
| Average driving times                                      |                             |           |       |                          | 10 minutes                     |                                |                          | 19 minutes                     |

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3. Driving distances and times taken from a combination of Microsoft/AA Autoroute software and direct observation through survey, March 2006
4. Driving times are average, at off-peak times, which is when the majority of emergency admissions currently arrive at hospitals
5. Data excludes admissions from postcodes which lie principally within the catchment areas of Hairmyres or Wishaw or to hospitals outwith NHS Lanarkshire

**SELECTED ASPECTS AFFECTING THE MOBILITY OF LOCAL POPULATIONS SERVED BY HAIRMYRES HOSPITAL AND  
AVERAGE TRAVEL TIMES BY PUBLIC TRANSPORT (BUS) TO HAIRMYRES AND ALTERNATIVE HOSPITALS**

| <u>Area or Township</u> | <u>Populations</u> |           |                       |                   | <u>Typical travel times by public transport</u> |               |                         |              |               |
|-------------------------|--------------------|-----------|-----------------------|-------------------|---|---------------|-------------------------|--------------|---------------|
|                         | total              | % over 65 | % limiting LT illness | % access to a car | to Hairmyres (hrs:mins)                         | no of changes | To alternative hospital |              |               |
|                         |                    |           |                       |                   |   |               | hospital                | hrs:mins     | no of changes |
| Blantyre                | 18,864             | 12.9      | 25.5                  | 58.3              | 0:25  | 0-1           | Monklands               | 0:59         | 0             |
| Uddingston/Bothwell     | 12,519             | 16.5      | 19.3                  | 75.7              | 1:00  | 1             | Monklands               | 0:50         | 1-2           |
| East Kilbride           | 76,191             | 15.7      | 18.2                  | 70.2              | 0:20  | 0             | Monklands               | 1:20         | 0-1           |
| Strathaven              | 10,582             | 15.8      | 16.9                  | 83.4              | 0:50  | 1             | Wishaw                  | 1:00         | 1-2           |
| Hamilton                | 49,877             | 15.6      | 23.1                  | 64.3              | 0:40  | 0             | Wishaw                  | 0:25         | 0-1           |
| Larkhall/Stonehouse     | 23,525             | 15.7      | 24.5                  | 68.7              | 1:00  | 0-1           | Wishaw                  | 0:54         | 1-2           |
| totals                  | 191,558            | 15.5      | 21.0                  | 68.4              | average 0:35                                    |               |                         | Average 0:57 |               |

**SELECTED ASPECTS AFFECTING THE MOBILITY OF LOCAL POPULATIONS SERVED BY MONKLANDS HOSPITAL, AND  
AVERAGE TRAVEL TIMES BY PUBLIC TRANSPORT (BUS) TO MONKLANDS AND ALTERNATIVE HOSPITALS**

| <b>Area or Township</b> | <b>Populations</b> |           |                       |                   | <b>Typical travel times by public transport</b> |               |                         |              |               |
|-------------------------|--------------------|-----------|-----------------------|-------------------|---|---------------|-------------------------|--------------|---------------|
|                         | total              | % over 65 | % limiting LT illness | % access to a car | to Monklands (hrs:mins)                         | no of changes | To alternative hospital |              |               |
|                         |                    |           |                       |                   |   |               | hospital                | hrs:mins     | no of changes |
| Kilsyth                 | 12,295             | 16.2      | 23.7                  | 61.4              | 1:20  | 1-3           | Larbert                 | 0:28         | 0             |
| Cumbernauld             | 53,134             | 11.5      | 18.4                  | 70.2              | 0:30  | 0-2           | Larbert                 | 0:36         | 0             |
| Viewpark                | 15,036             | 12.7      | 22.0                  | 65.6              | 0:32  | 1             | Hairmyres               | 1:10         | 1-2           |
| Uddingston/Bothwell     | 12,519             | 16.5      | 19.3                  | 75.7              | 0:50  | 1-2           | Hairmyres               | 1:00         | 1             |
| Bellshill               | 34,076             | 13.4      | 23.4                  | 60.8              | 0:24  | 0             | Wishaw                  | 0:40         | 0-1           |
| Coatbridge              | 47,290             | 14.5      | 25.4                  | 57.3              | 0:13  | 0-1           | Wishaw                  | 0:50         | 1             |
| Airdrie                 | 52,441             | 14.0      | 23.0                  | 65.2              | 0:5   | 0             | Wishaw                  | 1:00         | 1             |
| Shotts                  | 14,131             | 15.3      | 27.6                  | 63.6              | 1:20  | 1-2           | Wishaw                  | 0:45         | 0-1           |
| totals                  | 240,922            | 13.7      | 22.6                  | 64.4              | average 0:27                                    |               |                         | average 0:48 |               |