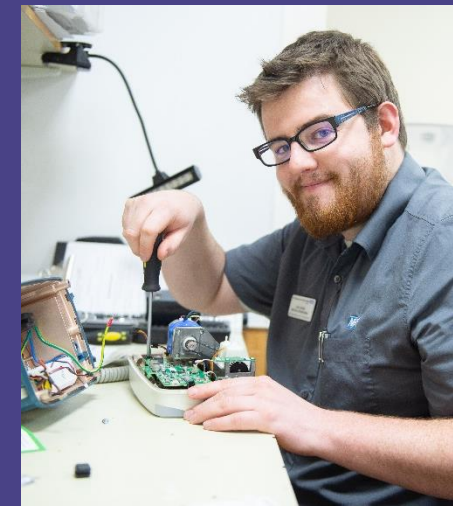
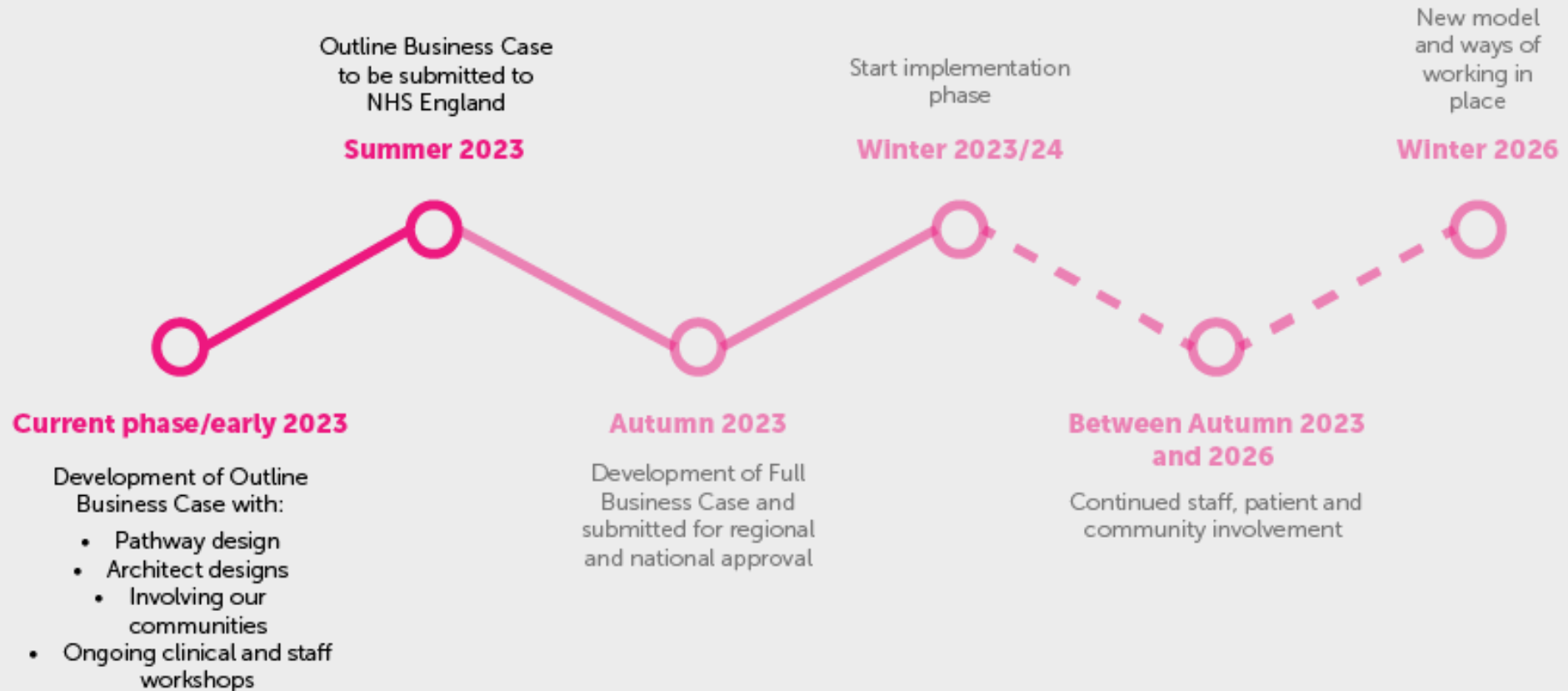


Hospitals Transformation Programme: Travel and Transport Focus Group

17 November 2023



Where are we in the process?



The clinically led changes will deliver...

TELFORD
SPECIALISING IN PLANNED CARE

SHREWSBURY
SPECIALISING IN EMERGENCY CARE

ONE HOSPITAL, TWO SITES

BOTH SITES WILL PROVIDE

PLANNED SURGERY: PROCEDURES, DAYCARE SURGERY,
NON-COMPLEX INPATIENT SURGERY

A&E LOCAL MODEL

INPATIENT MEDICAL CARE

GENERAL SURGERY

UROLOGY

ORTHOPAEDICS

GYNAECOLOGY

WEIGHT LOSS SURGERY

BREAST SURGERY

REHABILITATION

24-HOUR URGENT CARE CENTRES

DIAGNOSTICS

OUTPATIENT ADULT

OUTPATIENT CHILDREN

MIDWIFE-LED MATERNITY SERVICES

FRAIL AND ELDERLY CARE SERVICES

DIAGNOSTIC ENDOSCOPY

DAY CASE CHEMOTHERAPY

EMERGENCY DEPARTMENT

CRITICAL CARE UNIT

CONSULTANT-LED MATERNITY CARE

CHILDREN'S INPATIENT SERVICES

EMERGENCY SURGERY

COMPLEX PLANNED AND CHILDREN'S SURGERY

EMERGENCY MEDICINE INCLUDING CARDIOLOGY,
STROKE, RESPIRATORY, AND ACUTE MEDICINE

CHILDREN'S ASSESSMENT UNIT

CONSULTANT NEONATAL SERVICES

RADIOTHERAPY AND INPATIENT CANCER CARE

HEAD AND NECK INPATIENT SERVICES

Introduction

- Welcome to this Princess Royal Hospital travel and transport focus group.
- This is the second of several planned focus group sessions on travel and transport. The first session held in September focused on Royal Shrewsbury Hospital.
- Further sessions are expected to be organised, focusing in more detail on significant issues.



Objectives

- The primary objective of today's session is to better understand the travel and transport matters in respect of the PRH site and identify possible next steps to address these.
- The aim of this session is to review all transport modes to our sites and the uses of site transport infrastructure. All modes will be considered i.e., bus, rail, walking, cycling, and parking.
- SATH has the ability to implement solutions on its site. Off site we cannot directly affect change but by working together with stakeholders, such as local authorities, we can improve the patient and community experience of visiting our sites.



What will we cover today?

- Introduction
- Actions and log from previous meeting
- Existing travel and transport conditions:
 - On Site Parking
 - Pedestrian and Cycling Access
 - Bus Access
 - Rail Access
- Next Steps and Actions

Feedback from the Royal Shrewsbury Travel and Transport focus group (28 September) will be shared via our website and in the next travel and transport group session.



Princess Royal Hospital dedicated planned care hub – aligned with HTP

Work is progressing on our £24million Planned Care Hub at PRH with the first beds expected to open to patients in early 2024. This purpose-built facility will consist of four theatres and a dedicated recovery area for elective care



The hub will enable us to deliver day case operations all year round which means that:

- Our patients will face **fewer delays** for treatment, improving outcomes
- We are not likely to **postpone procedures** due to winter and bed pressures

The hub is a key part of our long-term plans to deliver improvements in care for the population and create two thriving hospitals.



Front entrance investment



Before



Front entrance at PRH

Work is also progressing on the multi-million-pound transformation of the main entrance at PRH. The first phase of a multi-million-pound investment at Princess Royal Hospital in Telford is close to completion and will have new hospitality offer for visitors.

As well as a community diagnostic centre, which opened in October 2023 and will support our goals of reducing waiting times and ultimately improve care to the communities we serve. A total of 2,230 blood tests and 1,045 scans were carried out at the CDC in the first four weeks.



Community Diagnostic Centre located at Hollinswood House



Action log from Travel and Transport focus group previous meeting – 28 September 2023

Date of meeting	Action	Comment/ Feedback	Status
28/09/2023	To review the feasibility of holding discussions with local hotels around hotel accommodation rates for patients/visitors.	To review the feasibility of holding discussions with local hotels around accommodation rates for patients/visitors	IN PROGRESS
28/09/2023	To establish the current parking arrangements for community transport drivers when taking patients to appointments and feedback.	To establish the current parking arrangements for community transport drivers when taking patients to appointments and feedback.	IN PROGRESS
28/09/2023	Liaise with the highway authority as part of the proposed Travel Plan Liaison Group to consider what can be done to improve signage, wayfinding and access for mobility impaired people at Shrewsbury bus station.	Travel Plan Co-ordinator to link with Shropshire Council to give feedback around signage and accessibility at Shrewsbury bus station	IN PROGRESS
28/09/2023	Discuss transport access issues to both hospital sites with local authorities.	Ongoing.	IN PROGRESS
28/09/2023	In addition to existing and planned incentives, consider further incentives for staff to cycle to work.	Ongoing.	IN PROGRESS



Action log from Travel and Transport focus group previous meeting – 28 September 2023

Date of meeting	Action	Comment/ Feedback	Status
28/09/2023	Provide a breakdown of parking utilisation in both staff and patient / visitor car parks.	Ongoing.	IN PROGRESS
28/09/2023	Focus group attendee to review plans around site accessibility so that there is a patient perspective and if anybody else is interested in this or know of others who would be, please email, sath.engagement@nhs.net.	Ongoing.	IN PROGRESS
28/09/2023	To raise bus service reliability issues with the Highway authority and other stakeholders.	Ongoing.	IN PROGRESS
28/09/2023	To consider and assess options for improving bus connectivity between the PRH and RSH sites.	Ongoing.	IN PROGRESS
28/09/2023	Raise the suggestion of Minibuses to pick up patients to take them to Hospital based on location with ICB colleagues responsible for non-emergency patient services	Ongoing.	IN PROGRESS
28/09/2023	To link with HealthWatch re current criteria for non-emergency patient transport, which is nationally set (https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/)	Email sent to Shropshire and Telford &Wrekin Chief Officers 25/10/23	COMPLETED
28/09/2023	To arrange PRH-focused Travel & Transport focus group	Arranged for 17 November 10am-12noon MS Teams invite to be issued	COMPLETED



Existing travel and transport conditions – Walking and Cycling Access

Internal access

- Dropped kerbs and tactile paving is in place at the majority of road crossing points, especially where there is high pedestrian footfall and the need to facilitate safe and convenient access for all users. The site is well lit.
- There are multiple zebra crossings to facilitate crossing of the internal highways, especially from the routes connecting the car parks with the hospital facilities. However, walkways are not continuous and there is further scope to improve wayfinding.
- On site cycle parking provision is scattered across the site to provide capacity for up to 84 cycles to park on site, approximately half of which are secure shelters. Scope for further capacity improvements following staff requests.

External access

- The site is surrounded by walking and cycling routes.
 - To the north Silkin Way is a local walking and cycling route that stretches across Telford and provides access to the PRH site from surrounding suburbs and central Telford.
 - To the south and east there is an off road PRow which extends from the main entrance on Granger drive through residential areas to Leegomery Drive. From there it is a 3 minute cycle road / 10 minute walk to Wellington Station. Grainger Drive has footpaths on both sides of the highway and there is a toucan crossing outside the main entrance.
 - To the west there is an off road shared cycling footway along the A5223 Whitchurch Drive.



Existing travel and transport conditions – Walking and Cycling Access



Existing travel and transport conditions

– Bus Access

- Services 4, 99, 100, 101, 102 & 104 **directly** access the PRH site & drop off approximately 50m from the PRH main entrance.
- Most frequent route is Service 4 from Leegomery to Madeley – up to every 10 minutes Monday to Friday. Services also operate on Saturdays & Sundays.
- Services 4, 99, 100, 101, 102, 104 & X10A drop off / pick up at nearby Wellington bus station (adjacent to Wellington train station) – journey time & distance of 6 minutes and 1 mile respectively by bus.
- Services 4, 99, X10, X10A drop off / pick up at Telford Bus station.
- Major changes to Telford & Shropshire bus routes & services introduced in September 2023.
 - Ten services stopped including 15 (Telford to Arleston) & 16 (Telford to High Ercall) both of which previously stopped at PRH.
 - Service 4 changes – more buses throughout the day but evening services reduced.
 - New route 99 introduced to cover some of the areas impacted by the loss of other routes.
 - Service 10 replaced by X10 / X10A (Telford to Shrewsbury) – more fast & direct connections between both towns. Services do not access PRH.



Existing travel and transport conditions

– Bus Access

Bus service provision

Route	Operator	Operational hours	Daytime Frequency (each direction)	Evening Services
4 Leegomery – Madeley Centre	Arriva	Mon–Sat – 05:45–22:03 Sun – 08:51-19:03	Mon-Fri - up to 6 phr. Sat – up to 5 phr Sun – 2 phr	Mon – Sat - every 30 minutes, last service from PRH 21:24. Sun – no evening services.
99 A/C - Telford Bus Station-Wellington	Arriva	Mon–Sat 05:35-19:10 Sun – no services	Weekdays - 10 services per day Sat - 8 services per day	No evening services
100 Wellington to Sutton Hill	Travel Telford Bus	Mon-Sun 04:50-23:30	Up to 1 phr & 17 services per day	One phr. Last service from PRH 22:40
101 Madeley centre - PRH	Select Bus Services	Mon – Sat 06:50 – 20:01 Sun – no services	8 services per day	Last service from PRH - 19:10
102 Newport-Wellington	Telford Travel Bus	Mon–Fri – 06:15-18:48 Sat-Sun – no services	7 services per day	No evening services
104 Wellington - Ellerdine	Telford Travel Bus	School days only Inbound - 07:45-08:20 Outbound -15:30 – 16:09	Mon – Fri 2 phr then 1 phr after 10:00 hrs Sat -1 phr	No evening services
X10 / X10A Shrewsbury Bus Station to Madeley Centre (not via PRH)	Arriva	Mon-Fri 07:20-18:05 Sat (X10 only) 09:05-17:55 Sun – no service	At least every hour	No evening services



Existing travel and transport conditions

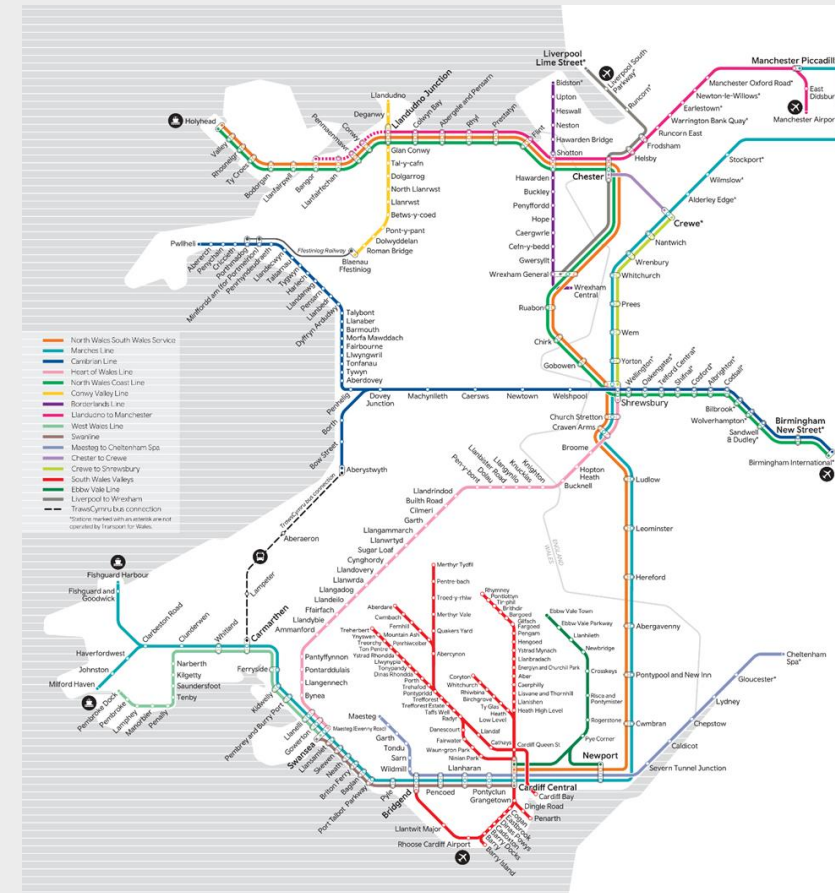
– Rail Access



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- Wellington train station is the nearest train station to the PRH site.
 - Onward bus journey time & distance of 6 minutes and circa 1 mile respectively by bus from the adjacent bus station.
 - Onward cycle journey time of 8 minutes and 20 minutes on foot.
- Shrewsbury to Birmingham Line is the only rail line accessing Telford and Wellington. Passengers can interchange at Shrewsbury for onward services across Shropshire, Wales and beyond.
- Within Telford, stations are located at Wellington, Oakengates & Telford Central.
- Shrewsbury to Wellington services: Mon – Sun 2 phr in each direction with a journey time of 13 minutes, (Mon – Fri – 3 phr in peaks).
- Services run from approximately 06:00 – 01:00 hours.
- Wellington train station has 111 free parking bays (7 accessible). The station also has parking for 18 cycles.



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Existing travel and transport conditions

– Onsite parking



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- Major car parks surround the hospital facilities on all sides with access via the internal orbital road.
- All on-site parking is surface level.
- Staff parking capacity, circa 900 spaces and patient / visitor parking, circa 500 spaces.
- Drop off & pick up, with limited 20-minute wait time, provided outside the A&E Department, Fracture Clinic / Women's & Children's Dept.
- There are 36 blue badge parking spaces on site.
- Parking charges in place for patients and visitors.
- Neighbouring residential roads have double yellow lines in place to restrict off site parking.



**HOSPITALS
TRANSFORMATION
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BETTER
ACCESS



A GREAT PLACE
TO WORK

Existing travel and transport conditions

– Onsite parking

Potential solutions to shortage of parking capacity issues

- Main issue is a shortage of parking capacity.
- Potential solutions under investigation include:
 - Additional on site parking; &
 - Additional off site park and bus ride scheme.
- On-going solution - Travel Plan measures to encourage more staff, patients & visitors to access the PRH site by public transport, walking, cycling and car sharing.





The Shrewsbury and
Telford Hospital
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How can you get involved?



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HTP Focus groups

We are entering an exciting phase for the programme as we design the detailed patient pathways. We are committed to engaging and working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve.

We are also identifying opportunities to involve our wider communities and those directly identified following the EQHIA process. If you would like us to attend an existing meeting or join you at an event, please email:

sath.engagement@nhs.net

Upcoming focus groups:

**Medicine, Emergency Care, Surgery, Anaesthetics,
Cancer Focus Group**

Tuesday 5 December, 10am – 12pm, MS teams

Womens and Children's Focus Group
Thursday 7 December, 10am – 12pm, MS teams

The next About Health event will be held on 30 January 2024, 6.30pm – 7.30pm, via Microsoft teams.



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CARE



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SHORTER
WAITING TIMES

Get involved

- There will be a range of ways to get involved over the next few years
- You can help us develop these plans in the best way for the future of local healthcare services
- Talk to your colleagues, friends and family about the programme
- Let us know your thoughts on our plans
- Take part in future sessions and workshops – help us to design services that better meet local needs
- We need to understand your perspectives
- We want to ensure that anyone who is interested can get involved in some way.
- If you would like us to attend a meeting to update your group/organisation or to register for a focus group, email us on sath.engagement@nhs.net
- Keep looking at our website for more information: www.sath.nhs.uk/about-us/hospitals-transformation-programme/

If you want to hear more about what's happening at our hospitals and how to get involved, email sath.engagement@nhs.net



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WAITING TIMES

Thank you for joining us...

- We will upload the presentation and Q&As on our website: www.sath.nhs.uk
- If you sign up to become a community member sath.engagement@nhs.net we will keep you updated on how you can get involved and updated on the programme through our monthly update.
- Any further questions, please email: sath.engagement@nhs.net



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Questions?



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Thank you



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