

South Tees Community Hospital – Transport Survey Results

Throughout the month of February 2015, South Tees CCG carried out a survey of people attending community hospitals and some out-patient clinics at James Cook University Hospitals. The purpose was to identify how people travel to community hospitals now and in the future as the CCG is looking to deliver more treatments in community venues.

We received 330 completed surveys and the responses from all venues indicated that a significant majority of people travelled to the hospitals by car, either in their own car or with family and friends.

The answers to the question *'Please tell us how you travelled to the hospital?'* are indicated below:

Responses from Carter Bequest Hospital:

By car	By Bus	Walk/Cycle	Other (Taxi/PTS)
30 (68%)	10 (23%)	1 (2%)	3 (7%)

Responses from East Cleveland Hospital:

By car	By Bus	Walk/Cycle	Other (Taxi/PTS)
40 (71%)	12 (21%)	4 (7%)	0

Responses from Guisborough Hospital:

By car	By Bus	Walk/Cycle	Other (Taxi/PTS)
59 (78%)	6 (8%)	8 (10%)	3 (4%)

Responses from Redcar Hospital:

By car	By Bus	Walk/Cycle	Other (Taxi/PTS)
60 (81%)	6 (8%)	3 (4%)	5 (7%)

Responses from James Cook University Hospital (Diabetes and Rheumatology Clinics and Marton Day Unit):

By car	By Bus	Walk/Cycle	Other (Taxi/PTS)
61 (76%)	7 (9%)	0	12 (15%)

Similarly, the responses (where given) to the question *'If you had to travel for a hospital appointment or as a visitor to the following hospitals, please tell us how you would most likely travel to them'* indicated that most people would travel to any venue by private car.

How people would travel to which venue:	By car	By Bus	Other
East Cleveland Hospital	167	26	23
Guisborough Hospital	143	32	9
Redcar Hospital	148	35	17
James Cook University Hospital	157	39	16

We asked people why they hadn't used public transport to get to the hospital and certain points were raised several times by respondents. These are summarised below:-

- ❖ The bus does not stop close enough to East Cleveland Hospital and as it is sited on a hill it is difficult to walk up and down to it if you have limited mobility.
- ❖ It's just more convenient and quicker to use the car
- ❖ It would take too many buses to get there and they are not always reliable.
- ❖ There is no direct bus from Guisborough to Redcar Hospital
- ❖ Changes to the number 37 bus route means it doesn't now stop near patients' houses

Future plans:

The results of this survey indicate that the majority of people do and would travel by private car to all the community hospitals and to James Cook University Hospital. However, the CCG and local authority partners have met to discuss the complete findings of the survey and future changes to health venues with public transport providers in order to try to influence future travel plans.