

# TRANSPORT TO HEALTH



**A report by the Transport to Health Working Group**

**within the Newark and Sherwood District**

**December 2008**

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# Report on **Transport to Health** in Newark and Sherwood

by the Transport to Health Working Group.

## **Background**

Newark and Sherwood is a predominantly rural area, with Newark to the southeast and Ollerton to the northwest, with numerous villages in between. Although Newark has a small hospital a great many medical appointments are held at hospitals in the surrounding towns and cities, Nottingham, Mansfield, Worksop, Lincoln, Grantham and Leicester. Patients who are elderly, have disabilities or are without a car can find it very difficult to access these facilities and local organisations have long been looking for solutions.

The Transport to Health Working Group arose from the remnants of the Transport to Health Sub Group which was part of the Transport Issue Group of the Newark and Sherwood Strategic Partnership. When the sub group disbanded in summer of 2007 a few members felt there was still a need to address the issue of hospital transport. A survey to establish the type of transport problems patients encounter had been created and handed out at King's Mill hospital some months previously, but results had not been analysed and were out of date. It was decided to form a working group with the express purpose of examining the type of problems patients suffer from when accessing health related services. See *Appendix (i)* for members of the working group.

## **1. Aims**

The group decided to reconsider the survey and start from scratch, the aim being to establish whether or not transport to medical appointments was an issue which needed addressing by statutory bodies, or whether most of the problems could be easily solved locally. Reports from organisations including Newark Older Peoples Forum, Ollerton and District Economic Forum and users of community car schemes all point to there being difficulties for many people, in particular the elderly and those with disabilities.

## **2. Method**

A survey website was used to create a questionnaire which asked the following:

- How often people attended hospitals.
- Which hospitals they attended.
- Where they travelled from (post code and village/town).
- Means of travel.
- Time taken.
- Level of difficulty.
- Specific problems.
- Whether appointment times affected travel.
- Whether appointments had been cancelled because of transport problems.
- Access to a car.
- Knowledge of where to find travel information.
- Whether people felt that travel was getting better or not.

It was decided not to ask a person's age as someone in their 30s with illness or disability could find travel as difficult as a relatively fit person in their 80s.

The questionnaire was kept as short and simple as possible, double sided A4, to ensure it was quick and easy to complete. In most cases people were given a choice of answers with the option of adding further comments as they felt necessary. See *Appendix (iii)* for additional comments made.

The first questionnaire was piloted at 'Warm Well and Wise' events at The Bridge Community Centre, Newark on 30<sup>th</sup> January 2008 and nearly 100 were completed. The results were analysed and amendments made to produce the final draft for the Working Group to agree. See *Appendix (ii)*

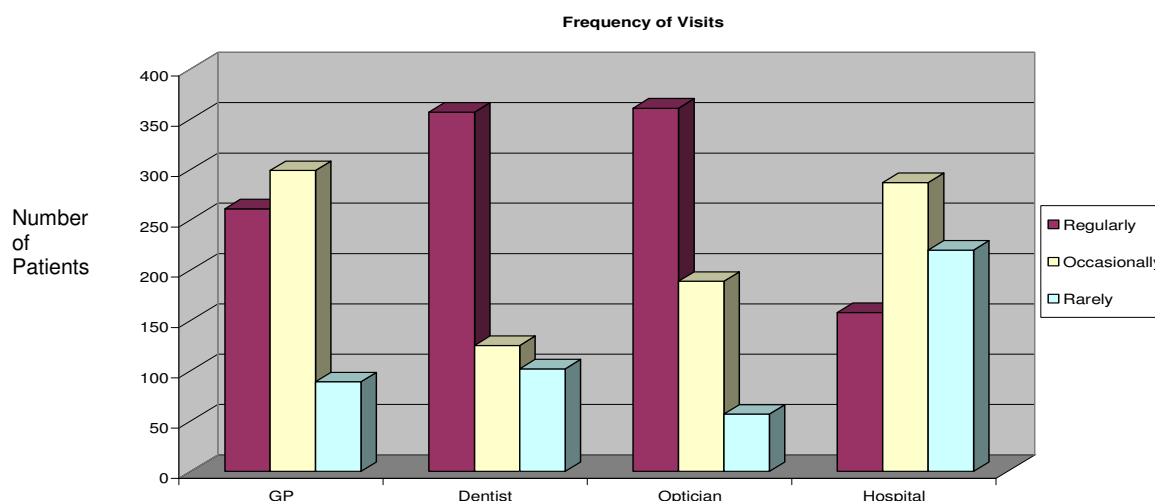
Initially the questionnaires were taken out to Warm Well and Wise events and people were asked to fill the forms in whilst there and return them before leaving: this ensured a good response. The Working Group meets once a month and at each meeting further suggestions have been made for acquiring information. *Appendix (iv)* gives details of where questionnaires have been distributed and links were also placed on the 'notts50plus' and ODEF websites.

The intention was to contact as many people as possible, to provide a balance of patients' type, age and Post Code.

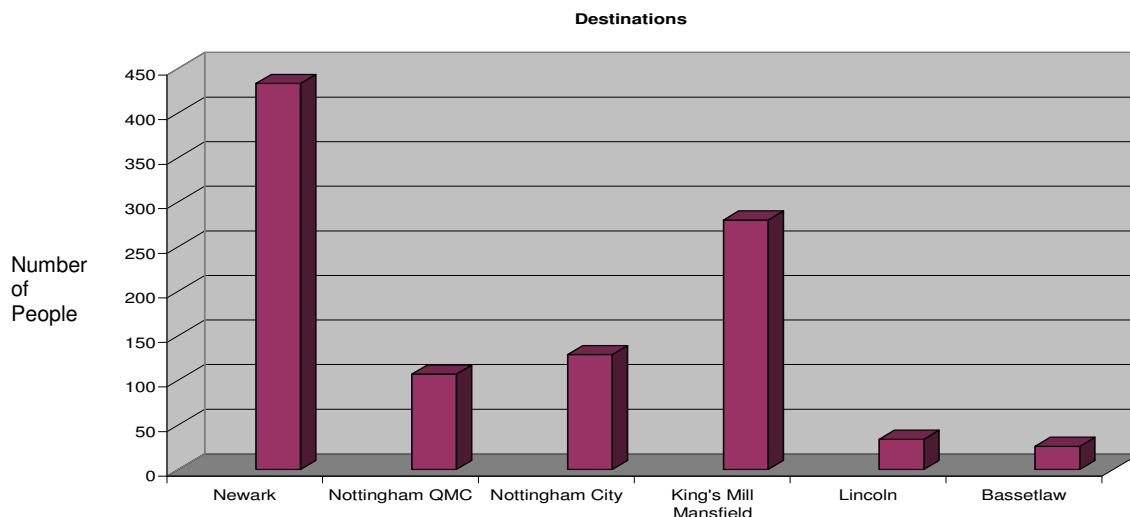
### 3. Responses

#### Frequency of health related visits and destinations.

The initial question asked people about the frequency of hospital and other health related visits. The chart below shows that out of 668 patient responders, two thirds attend hospital regularly or occasionally (67.1%), a quarter (23.7%) attends regularly.



The following chart shows the destinations most visited by patients in Newark & Sherwood. By far the largest number attends Newark (66.1%) and King's Mill (42.9%) hospitals, followed by Nottingham City (19.5%) and QMC (16.2%). A number of patients attend more than one hospital.



In addition to the above the following hospitals were visited:

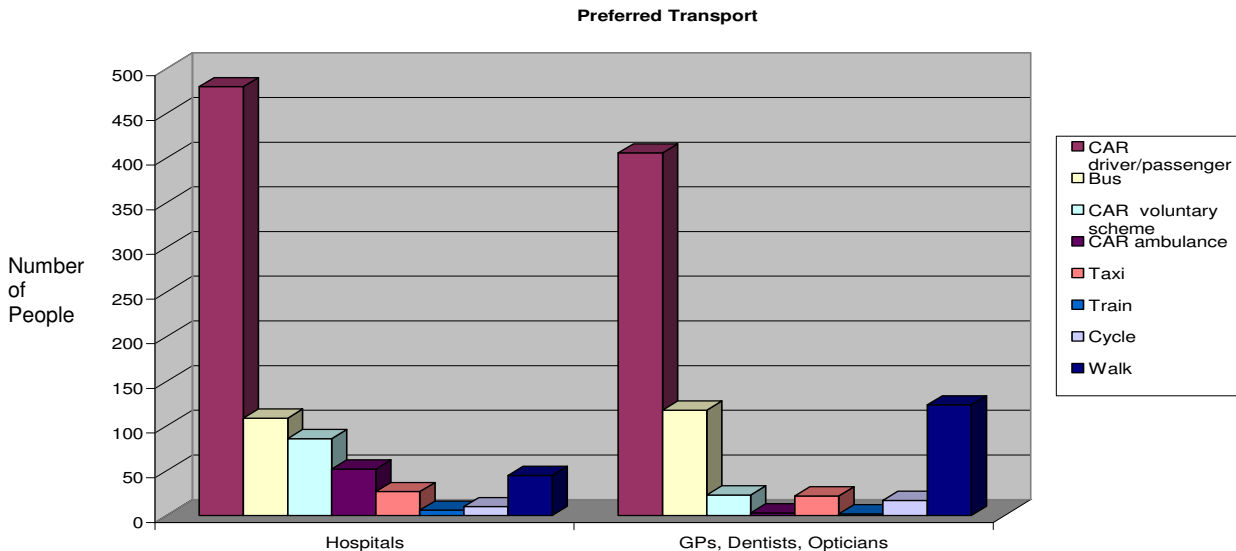
- Grantham
- Derby
- Sutton in Ashfield
- Leicester
- Boston
- Retford
- Doncaster

Generally speaking people attend hospitals in their geographic area, with people in Collingham travelling to Lincoln and Newark, but rarely going to King's Mill. People in Ollerton and the north of the district are more likely to attend Bassetlaw, Doncaster and Retford and less likely to go to Queen's Medical Centre.

### Car Access and Usage

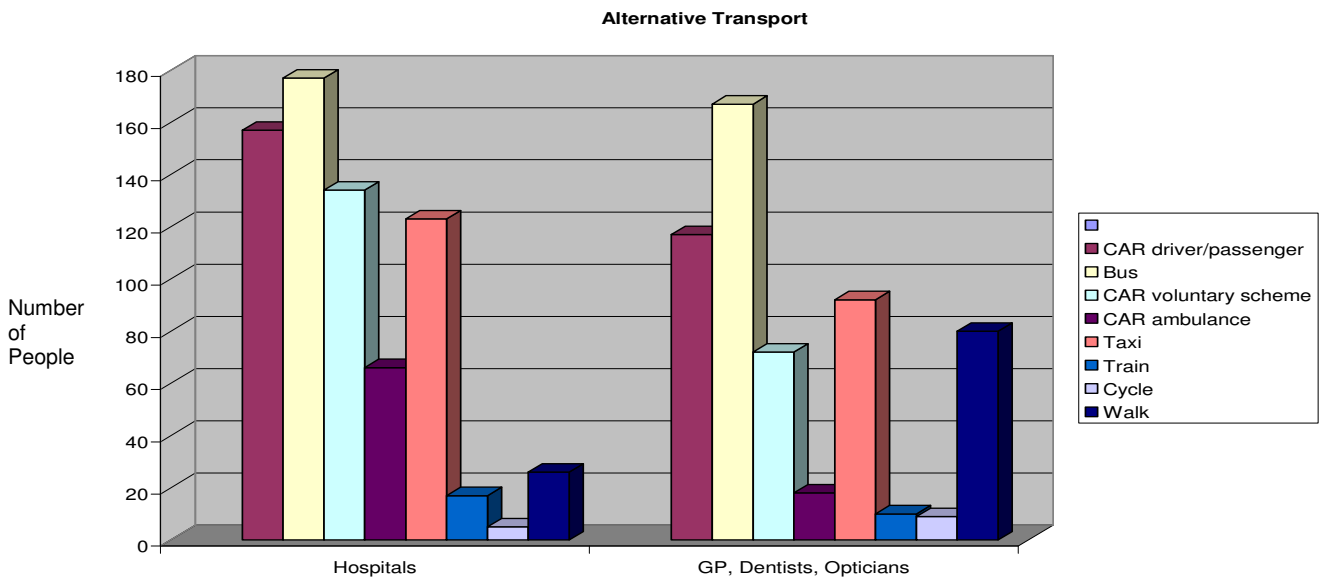
The majority of people surveyed have access to a car, as a driver (58.9%) or as a passenger (31.2%), but 19.4% do not. A number of people commented that although they found transport to hospital easy as long as they were driving, they felt that they would have problems if they could no longer drive. Other factors affect a person's ability to use their car for hospital visits. Some people are happy driving to Newark or King's Mill but would be reluctant to face traffic in Nottingham to get to QMC or the City Hospital. Another person mentioned that the nature of the treatment received at hospital might mean that driving would be inadvisable.

Given the extent of car ownership it is not surprising that the majority of patients choose to travel to hospital appointments by car and the following chart illustrates this.



When the first choice of transport isn't available, patients tend to use a variety of alternatives as shown below. Of the 125 people who said they would have to use a taxi, 37.4% visit King's Mill hospital and 40.7% visit Nottingham hospitals. This is very expensive from anywhere in Newark & Sherwood District.

A larger than average number, 74.8%, of these patients did not know where to get information or help with transport difficulties. Of the total respondents 61.5% did not know where to get this information and this is of major concern



49 respondents added comments, most of which concerned their inability to attend at all because of isolation or disability.

## Time and Ease of Journey

The next two questions related to the length of time of a particular journey and the level of difficulty.

**Newark** hospital – the most popular destination - is by far the easiest to get to with 96.3% of patients finding it either fairly or very easy. The reasons for 3.7% of patients finding the journey either fairly, or very difficult tended to vary and the results are shown below. (People could tick more than one reason).

There are difficulties finding a convenient car parking space when I arrive.	49.5%
I have to change buses/trains to get there.	48.5%
The frequency of public transport is poor and I am unable to arrive in time for my appointment.	46%
Generally, I have difficulties traveling around by public transport.	35%
There is a long walk to/from the bus stop.	32%
I do not like driving on busy or unfamiliar roads.	9%
The cost of travel is too expensive.	6%

Patients in this category were traveling from all over the District; from Ollerton, Bilsthorpe, Lowdham, Collingham, Southwell and Newark itself. This could be a reason for the number of difficulties being related to frequency and convenience of public transport. Parking, as usual, is a major problem.

Of the 3.7% patients finding the journey to Newark fairly or very difficult the following criterion also applied:

- 67% - had no idea where to get information about transport.
- 55% - thought that the time of their appointment complicated their journey.
- 45% - had no access to a car.
- 30% - of patients had had to miss an appointment at some time because of transport difficulties.
- 3.8% - thought transport was getting easier.

**King's Mill Hospital**, the second most popular destination for people in the District, is considered easy or fairly easy by 50.6% of patients. Of the 49.4% of patients finding the journey fairly, or very, difficult, 82% said their journey took longer than 30 minutes. Patients finding the journey difficult tended to come from the south east and east of the district but were also quite well spread.

Collingham have their own community car scheme and those from Collingham who commented tended to be car drivers, who found the busy roads and parking the main problems.

*The table below gives the reasons patients found travel to King’s Mill fairly or very difficult.*

There are difficulties finding a convenient car parking space when I arrive.	61.5%
I have to change buses/trains to get there.	45%
The frequency of public transport is poor and I am unable to arrive in time for my appointment.	43.5%
I do not like driving on busy or unfamiliar roads.	25%
The cost of travel is too expensive.	25%
Generally, I have difficulties traveling around by public transport.	23%
There is a long walk to/from the bus stop.	17%

Parking again is the main problem, followed by a lack of convenient public transport. Other comments included the lack of a direct bus service from Newark to King’s Mill, a lack of adequate signposting to the hospital, early or late appointments adding to travel problems and traffic congestion. Some patients have health related problems which make any journey difficult.

In addition to the problems above, those patients having difficulty getting to King’s Mill also answered other questions as follows:

- 66.5% - had no idea where to get information about transport.
- 41% - thought that the time of their appointment complicated their journey.
- 27% - of patients had had to miss an appointment at some time because of transport difficulties.
- 26.5% - had no access to a car.
- 9% - thought transport was getting easier.

It was intended that people would only provide answers for the trips that they had taken but it was found that many patients entered a time and level of difficulty for all hospitals, regardless of whether they had attended them. This may mean that some hospitals, especially those in Nottingham, are perceived to be difficult to access and patients are therefore reluctant to attempt to get there themselves, preferring to rely on someone else.

### **Queen’s Medical Centre & Nottingham City Hospital**

Nearly 20% of patients surveyed visit each of the two main Nottingham hospitals.

89% of patients visiting the City hospital say that the journey takes more than 30 minutes and 59.8% of them find the journey fairly, or very, difficult, Those visiting QMC find the journey longer with 96.6% taking over 30minutes and 46.9% taking over 1 hour. 72.2% find the journey fairly, or very, difficult.

*The table below gives the reasons patients find travelling to Nottingham City Hospital and Queen's Medical Centre fairly or very difficult.*

	QMC	Nott City
There are difficulties finding a convenient car parking space when I arrive.	65.5%	74%
I have to change buses/trains to get there.	33.9%	38%
The frequency of public transport is poor and I am unable to arrive in time for my appointment.	32.1%	40.2%
I do not like driving on busy or unfamiliar roads.	30.1%	27.4%
The cost of travel is too expensive.	20%	27.4%
Generally, I have difficulties traveling around by public transport.	19%	24.3%
There is a long walk to/from the bus stop.	13.8%	15.5%

Parking again is a key issue with traffic congestion and poor public transport highlighted by patients.

*In addition to the problems above, those patients having difficulty getting to Nottingham Hospitals also answered other questions as follows:*

	QMC	Nott City
No idea where to get information about transport.	67.9%	69.4%
Thought that the time of their appointment complicated their journey.	44.2%	42.2%
No access to a car.	30.8%	20.8%
Had to miss an appointment because of travel difficulties.	27%	29.7%
Thought transport was getting easier.	9.8%	7.8%

Apart from access to a car there is little difference between the two hospitals but by comparison with other hospitals in this survey more appointments are missed because of travel problems. More people consider the time of their appointment makes travelling a problem, possibly because of the congestion at rush hour in Nottingham. A slightly higher number of people did not know where to get travel information and fewer people thought that transport was getting easier.

### **Lincoln**

5.2% of people surveyed attend Lincoln hospital with 71% of those travelling for over 30 minutes, 12.9% travelling for over 1 hour. Those with access to a car were 73.5% and others tended to use the bus or community car schemes. Despite the length of the journey only 21% found it fairly difficult with 3.1% finding it very difficult. Parking and public transport problems all featured highly amongst comments and the cost was considered a particular problem with visitors to Lincoln (30.8%)

### **Bassetlaw**

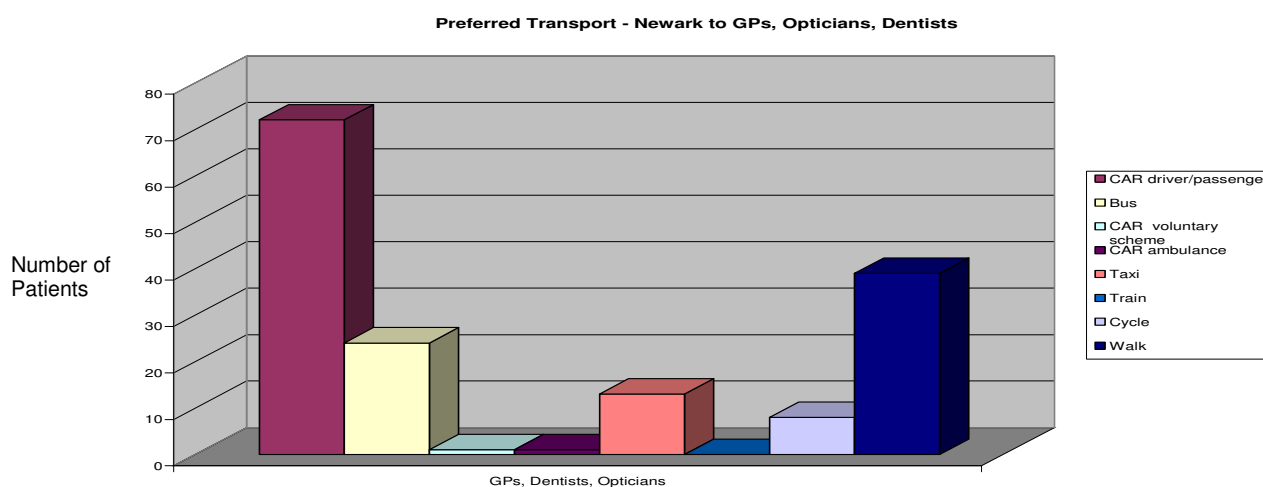
Only 4.1% of patients surveyed attend Bassetlaw hospital and patients were generally more satisfied with transport arrangements. 77.8% of patients had access to a car and 55.6% said that their journey took over 30 minutes; no journeys took longer than 1 hour. Of the 18.5% finding the journey fairly difficult (3.7 finding it very difficult), parking was by far the greatest problem with 78.9% finding it difficult. Although public transport was considered a problem it only accounted for 36.8% of comments and the cost of transport was hardly considered a problem at all.

## Transport to GPs, Dentists and Opticians

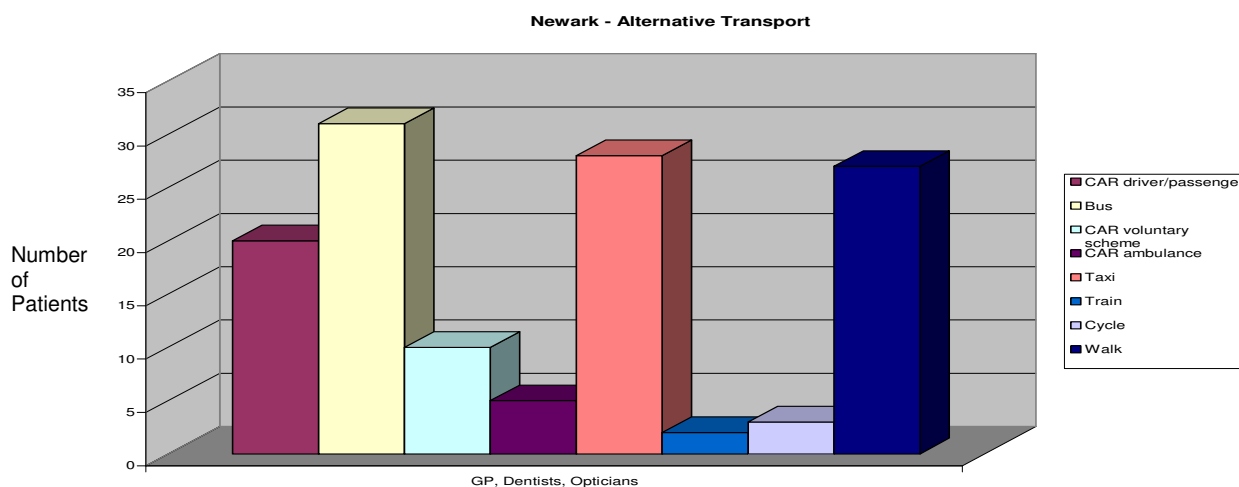
The survey did not differentiate between GPs, dentists and opticians as it was thought this would make it too complicated. It was pointed out by a number of respondents that whereas a GP’s surgery might be local and therefore easily accessible, an opticians or dentists might be some distance away in a town or city and not so easy to reach. This fact should be taken into account.

The chart on page 3 shows that all three health facilities are visited on a fairly regular basis. The preferred mode of transport by far is, unsurprisingly, the car. If a car isn’t available many people opt for the bus, followed by taxi, voluntary car and walking.

The following charts illustrate how people in **Newark** access these health facilities and again the car is preferred, but a fairly high number of respondents would choose to walk or use the bus.

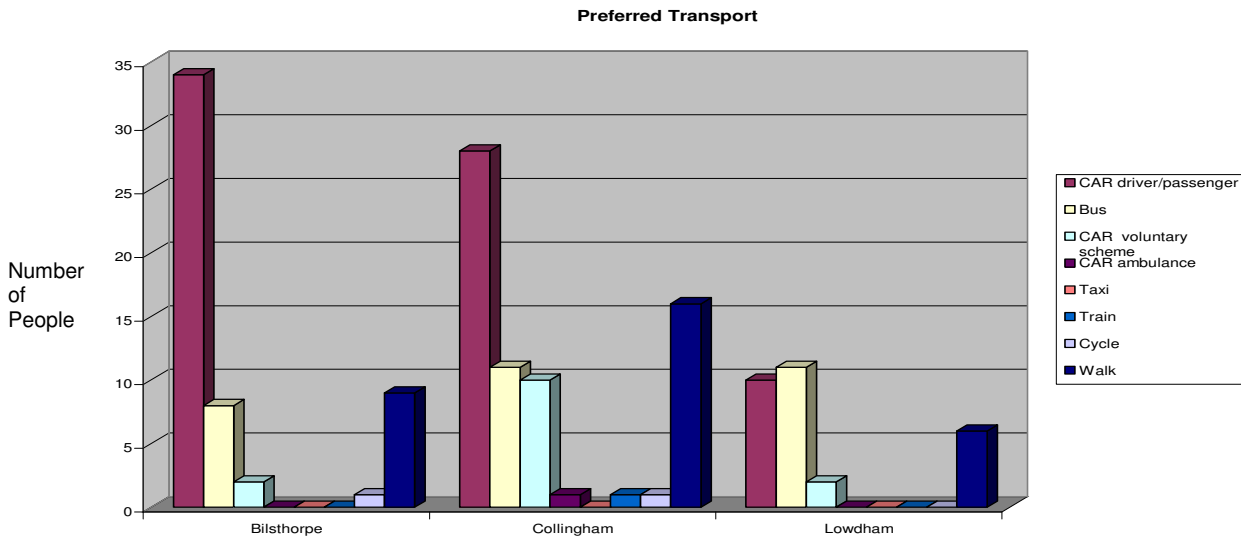


The alternatives when a car may not be available is spread fairly evenly between buses, taxis, and walking as the chart below shows. Presuming the majority of people use local facilities, this, along with buses and taxis, would provide reasonable alternatives.



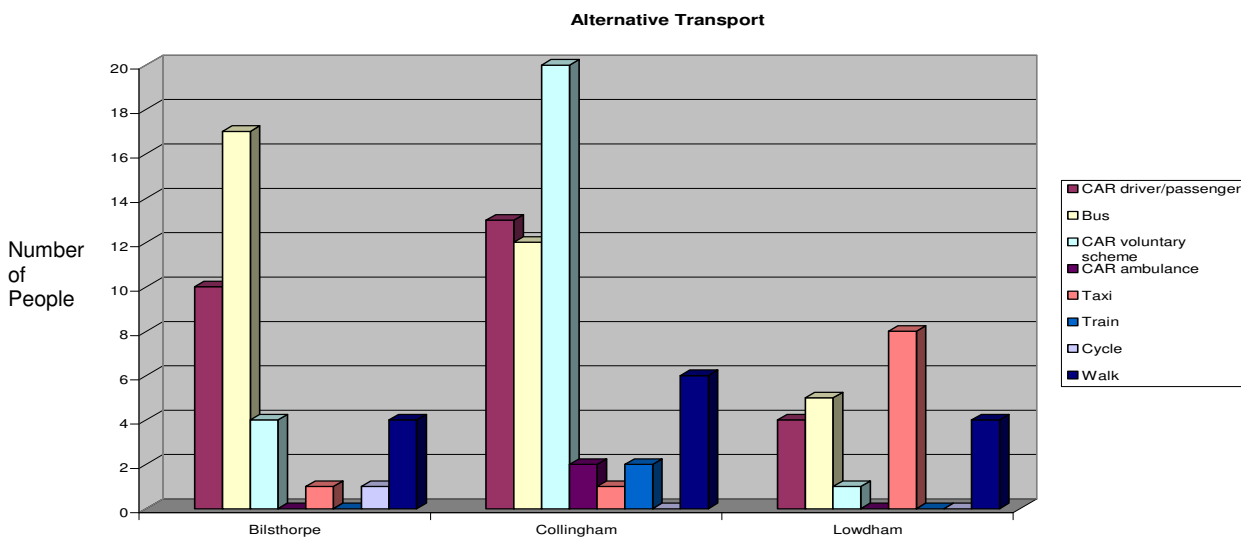
It is useful to look at how people in more rural parts of the district access similar health facilities and **Bilsthorpe, Collingham** and **Lowdham** were chosen as there were a high number of respondents from these villages and they represent different geographic areas. Each village has a GP's surgery and it may be assumed that the majority of residents are registered there. Access to opticians and dentists can be more difficult as they tend to be located in the nearest towns.

*The following charts compare preferred and alternative transport.*



Whilst the car is still the preferred choice for those in Bilsthorpe and Collingham, more people in Lowdham actually use the bus. By comparison, far fewer people in Bilsthorpe use the bus as a first choice and while this may be because of the infrequency and inconvenience of bus services in Bilsthorpe and a better service in Lowdham, the results for alternative transport don't necessarily support this. People in Collingham also use the village's voluntary car scheme which is mentioned by many as being of invaluable help.

The chart below shows quite a dramatic shift when usual modes of transport are unavailable.



People in Bilsthorpe seem quite able to use the bus as an alternative but wouldn't have it as a first choice. A number would still use a car and others would walk or use a voluntary car scheme.

In Collingham far more people would turn to the village car scheme and some would use a bus. A large number would still use a car if possible. Collingham is the only village of the three that seems to make use of the ambulance car service.

People in Lowdham seem to rely on taxis more than in any other area but as Lowdham doesn't have a taxi company the cost of a visit to the doctors is disproportionately high.

A number of comments were made by people visiting GPs and included -

- Being able to use a mobility scooter for local visits but not for journeys further a field
- Needing an ambulance
- Needing home visits

#### 4. Survey Key Results

Specific questions were answered as follows:

*Do you find that the time of your appointment complicates your journey?*

**Yes.....30.9%**                      **No .....69.1%**

*How often have you had to miss a health related appointment because of travel difficulties?*

**Frequently .....0.8%**      **Occasionally..... 16.2%**      **Never .....83%**

*Do you know where you can get advice about travelling to health facilities?*

**Yes .....38.5%**                      **No .....61.5%**

*Do you think that getting to hospital now is .....*

**Easier.....16.5%**                      **More difficult.....31.9%**                      **The same ...51.9%**

## **5. Conclusions**

1. The most significant outcome from the analysis of this report is the unacceptably high number of patients (61.5%) who say that they do NOT know where to obtain information if they have any transport difficulties. The number is higher among those who are not regular service users.
2. Appointment times seem to exaggerate the problem for many patients who have accessibility issues and for those living any great distance from the point of treatment.
3. There is an inadequacy of public transport in certain isolated communities and areas where transport provision is poor.
4. There are difficulties in finding suitable parking spaces and 'drop-off' and 'escort' facilities, particularly for those with accessibility issues.

## **6. Recommendations**

1. There has to be an improvement in the availability of information about help with transport. There are a number of schemes around the area that are available to patients but the report highlights a failure to properly make this information available to service users.
2. Consideration should be given to avoid early or late appointment times for patients with accessibility issues and those living some distance from the point of treatment.
3. Consider the provision of public transport in isolated areas.
4. There is need for a strategy to improve parking facilities and 'drop-off' points at ALL hospitals and GP surgeries.
5. Front line staff at all health facilities should receive training in travel awareness and transport options

December 2008

## 7. Appendices

### **Appendix (i)            Working Group Members**

Mike    MANNING (Chair) - Ollerton and District Economic Forum

Judy    BYROM - Newark and Sherwood Voluntary Transport Scheme

Tracy   BRASSINGTON - Sherwood Forest Hospital Trust, PALS Manager

Adrian HARTLEY - S/Forest Hospital Trust, Newark Hospital Patients Reference Group.

Andrew BURT - Newark and Sherwood District Council

Rachael JOHNSON - NCC Community Development Project

John    TINSLEY - Former GP and member of previous group

**Appendix (ii)**

**Questionnaire**



<b>Key</b>	- <b>PURPLE COMMENTS ARE POSITIVE. BLUE APPLIES TO PARKING RED APPLIES TO SPECIFIC PROBLEMS.</b>
	Very happy - our voluntary cars are good.
	Newark hospital and QMC are most convenient, especially for old folk.
	Newark hospital very easy.
	Could be a lot better, not everyone has a car.
	Newark hospital is within walking distance if fit. Mansfield, if unable to take one's own car, can be difficult depending on reason for visit.
	Negotiations to avoid wasting time by 'block booking' of appointments ie. all arrive at 7am and wait until 5pm to see appropriate 'helper'.
	I have just had the experience of having to be admitted to hospital at 8.00am, no transport arrived and I had to get a neighbour to take me.
	A regular bus service to Newark would be appreciated.
	I am disabled and have a mobility car.
	No public transport from Bilsthorpe is able to take wheelchairs etc. All old buses are used on the Bilsthorpe services.
	We live 3 quarters of a mile from nearest bus stop. More parking spaces at KingsMill would be useful.
	So far no complaint or anxieties.
	Journey by car is quick and easy, by bus long and difficult.
	As we get older travel is becoming more difficult.
	Perhaps a subsidised 'park and ride' scheme could be implemented to reduce parking numbers in and around hospitals.
	I'll have you know I'm a fine, strapping fellow and if the good lord sees fit to strike me down with illness I shall bear it in good part and jog to the hospital. Anyway, here in Maythorne we form a line and pass our sick and injured overhead to the bus stop.
	Travel is more difficult since the Mansfield-Newark Stagecoach service stopped using Lower Kirklington Rd. by Maythorne Ln.
	Newark is manageable, everywhere else is difficult
	OK if you have a car/driver. Difficult for public transport hospital travel if you have to wait around to be taken home after appointments
	Difficult to get a blue badge. Find it difficult to walk long distances.
	Free car parking ticket sent with hospital appointment (Bassetlaw?)
	Better parking?
	It is not a problem getting to the hospital. The problem is parking when you get there.
	No public transport available
	No parking at Kings Mill. Have to park at Morrisons
	If an appointment is out of Newark eg. 2 buses to Kings Mill and Nottingham hospitals, plus appointment time it becomes a problem.
	Why are you sent out of Newark when equipment is in Newark hospital?
	Why should I have to travel to other districts for treatment when Newark has a general hospital?
	If I had to travel out of Newark to any other hospital I would not go. The journey is not good.
	Cuts in services results in having to travel to hospitals further away. Comprehensive local services are necessary.
	Transport facilities are very good in Collingham
	I am very lucky to drive or have family take me, but I should think it very difficult for people without their own transport to get to City or Kings Mill.
	Since using Collingham Village Care, transport is extremely quicker and easier, thank you.
	Since using Collingham Village Care traveling is easier.

I think it would be a good idea to have a mini bus from Newark hospital to Kings Mill or from Newark bus station to Kings Mill.
Traveling a long way - Kings Mill or Nottingham then no car parking places when we arrive.
We are fortunate to have Village Care transport.
GP, Dentist and Optician are far apart so only one form of transport doesn't apply.
Why put GPs Dentists and Opticians all together when they can be widely apart.
Would need a much bigger improvement in public transport.
Parking at Kings Mill is not good and there is a long walk from the bus stop.
Not a problem for car users, but without a car I don't know.
As I live on my own I have to rely on the good nature of friends. But thanks be to god up to yet I have managed to keep clear of them mainly up to yet.
As a carer, I find which ever hospital we go to the main problem is parking - specially disabled places.
At the moment no problems, taking age into consideration there may be difficulties in the future.
I find everyone very helpful.
Hospital visits to Derby with Hand finished in March after 2 yrs. No other visits.
I rarely use the service at the moment.
Taken to hospital by my daughter, would find it difficult if for some reason she could not take me.
Only easier because of the fabulous voluntary drivers.
Up to yet my hospital visits have been few and far between. Thankfully.
Expand and improve car parking.
My husband is disabled. He is able to drive, but cannot transport himself due to lack of parking for disabled drivers. I therefore have to take him and leave him to fend for himself until I can find somewhere to park. Very unsatisfactory! Very stressful for both of us.
To go to City Hospital the voluntary car service are not keen, as it means the car is needed for around 2 and a half hours and drivers aren't keen to do the journey.
Cost and availability of parking are difficult in both Newark and QMC
Improve car parking at all hospitals!!
Parking should be free and more of it. Not a means to making money.
QMC is difficult if times clash with rush hour. If you don't leave home before 8.00am it's useless. Parking is a nightmare and expensive.
Apart from Newark hospital all hospitals cost a great deal of time and money to reach to keep appointments.
As previously stated I live close to all services and at this moment am able to walk.
Would not be able to get to hospital without specialised wheelchair accessible transport.
The car and ambulance drivers are always very kind and helpful.
Unable to use any other form of transport other than 2 man ambulance. Needed special eye tests at diabetic clinic but was unable to keep appointments due to transport problems.
Cannot walk very far as I have a bad back and a bad hip.
Recently I had to go into hospital for an operation. I had to be there for 6.30am and was told not to drive. I asked if I could have transport (I'm 68 years old) but was told they don't collect people that early in the morning. The only other way was a taxi at huge cost.
I think you should send a smart card each appt. This would be timed for 30 minutes B4 and 30 after Apt. The customer swipes the card thro the parking ticket machine on arrival and gets free parking. The card would not work at any other time so could not be abused.
Parking at Kings Mill is always a problem even when my appointment is late in the morning, or also late in the afternoon, i.e. 11:30am & 4:35pm afternoon (to diabetic centre).
Am fortunate to have the use of a car, but I think general car parking in hospitals are

<a href="#">inadequate and the charge excessive.</a>
I have a good family who provide for our every care. <a href="#">Car parking is totally inadequate at Newark and Mansfield.</a>
Few buses visit Westborough - none on Sundays, my G.P is not Long Bennington. Westborough and Long Bennington have very infrequent bus links.
It's easier now for people to get transport to hospitals.
Traffic much worse.
One car owner, which wife uses frequently. Cost of petrol, and proposed new car tax causing concern, when on fixed income as a senior citizen.
Would much rather travel to Newark hospital, than have to travel to Kings Mill, when your elderly its nerve racking.
I only have my son or health transport if it's only to another hospital or if I'm too poorly to drive myself as I have osteoarthritis and rheumatoid arthritis.
From Southwell to Q.M.C by bus is difficult because you have to change buses. Visiting relatives in hospital is difficult.
<a href="#">I find the voluntary car scheme invaluable.</a>
<a href="#">Timetables would be helpful.</a>
Lincoln is far easier than Q.M.C
Since I do not need regular appointments, my comments are scarcely valid, but I feel sympathy for people I know who need regular appointments at Nottingham are Mansfield,
<a href="#">Letterheads need to be much clearer, as I have heard of several cases of Newark people assuming their appointments were at Newark when in fact they were at Kings Mill or elsewhere. Also people need to be offered advice on travel if they do not drive. I have also heard of elderly patients with no transport who don't know where to go for help.</a>
<a href="#">As I am 85 years old age and have great difficulty in walking legs and spinal problems. The help I have received in getting me to the hospital has been wonderful. It is a god send thank you.</a>
<a href="#">When visiting Newark Hospital we find it very difficult to park.</a>
If people need to sort their transport and appointment time before they go to the hospital and then made sure the transport was sorted for the trip and then get yourself sorted and ready for the hospital it only takes a few minutes.
<a href="#">Insufficient car parking space at Newark hospital.</a>
GP can use the bus. But if we give up on cars due to age - problems then!
<a href="#">I am lucky that I can afford to pay a friend to take me to hospital appointment, which does save time.</a>
<a href="#">I feel that parking should be free or reduced for patients.</a>
<a href="#">Parking is always difficult - you often have to wait a long time to see the consultant.</a>
As a driver I think few problems apart from parking. If I were dependent on public transport, my answers is these questions would be very different. In spite of community transport villages in our area are poorly serviced. There are also grave problems in relatives who wish to visit those who are in hospital.
<a href="#">So infrequent little problem with travel - just we find it difficult to park, feel the charges are high.</a>
I go to the endoscopy at the city hospital. Wonderful doctors and nurses. I've been going a few years now, I'm 79 in august.
<a href="#">Ideally I would like to see more treatment facilities at Newark Hospitals. This would benefit both patients and family.</a>
<a href="#">When you do have hospital transport the time you have to wait to get home can be extremely long.</a>
I won't always have a car and worry when the time comes when I won't. I dread thinking about buses.

We only have one car. Cost of petrol and parking causing concern when on a fixed income.
Thanks to the volunteering driver service it is easy.
More car parking at hospitals and No charge for parking.
Finding a parking space when taken by staff (although do feel more needing to park).
The traffic is worse than it used to be.
To know who to call when help is needed.
Some hospitals would get more difficult should we ever have to give up the car.
More facilities, e.g. assessments in particular to be available at Newark Hospital. Distance for people of my age, 83 years, find it difficult to cope with longer journeys, either to drive or being able to book village transport.
I find more difficult as I only drive very short distances and have to rely on other people.
Hope car parking will get better when Kings Mill is finished, at the moment it is appalling
Luckily, my family usually takes me to appointments, but Collingham has a very good voluntary car scheme and up to now, I can afford what they have to charge.
How do I get to king Mill Hospital? Where is a map? As a blue badge holder I dare not drive to hospital appointments because of the parking and long walk situation.
If my wife was not able to drive it would be very difficult to get to Kings Mill Hospital - train is complicated and involves changes. Bus is better, but problems with travel sickness. I can see why patients in Kings Mill who come from Newark often get no visitors.
Journeys to appointments are only relatively easy if appointments take place in Newark, not for other Hospitals. If car drivers not available there is very little suitable public transport to fit in with appointments other than in Newark.
At the moment I am active to walk and drive but should any thing happen to my mobility the bus route is none existent, it would be hard then.
Expensive and difficult parking at QMC.
My birth date 13/9/23 makes me a VOAP. There is no bus service.
Need more car parking space and cycle racks at Newark hospital.
At 82 years of age I prefer not to drive out of Newark.
The problem is not the transport but the parking facilities, and cost of parking
If I have to travel my surgery are very helpful and arrange transport which I pay for, this is a very valuable service and one I could not do with out if I had to travel out of Newark.
With husband driving travel not a real problem but, as Parkinson's disease patient, it could become difficult if he could not take me.
Kings Mill becomes difficult through no direct bus link. Visiting in patients is difficult for same reason, plus no hotel facility, Lincoln would be quicker and easier.
My in-laws are in their 80's. They need an ambulance to get to Kings Mill. They have frequently had no transport arrive. This is in spite of checking 3 days prior to date of appointment. Very distressing!
The nursing care and help is excellent at Newark Hospital.
Occasionally I have to have drops in my eyes after which I cannot drive, this would be helped by assisted transport especially as I grow older.
Whilst there are no personal problems in me accessing transport I feel that in my job (CPN) I find that accessing transport for people with mental health problems can be very difficult, sometimes impossible.
I would find it difficult to get to Nottingham. But I'm lucky and my daughter lives near by and takes me in her car.
It would be more difficult to access hospitals like Kings Mill or QMC if I had alter way.
At some hospitals is easier and when getting there by own care its finding a parking place. Newark hospital is very small and when visiting or being patient can be stressful.
We may have to give up our car, due to age, then things may change.
Due to my age I do not like to drive on unfamiliar roads

I appreciate the transport provided for me to attend Nottingham City Hospital.
I am trying to maintain my driving.
Due to my age I rely on the car voluntary scheme.
Newark hospital has been very kind and helpful towards me since my dear husband died.
Very difficult for over 80's who have no family living near by. Better if we could use Newark Hospital.
It is very difficult, for visitors if they are elderly to visit there relatives, if they are in a hospital over 20 miles away.
Transport should be provided between related hospitals for patients and staff and visitors at reasonable cost. I am an O.A.P
Easier when it is Newark hosp. Very time consuming to QMC and petrol costs are an issue.
We need more public transport to hospitals.
Parking facilities at most hospitals are generally very poor and expensive.
Hospital parking is usually quite difficult and very expensive if treatment is prolonged.
Difficult and costly for hospital visitors to have to go out of town for regular hospital visiting hours.
If I am going to Newark Hospital to see eye consultant, I am told not to drive, so taxi to hospital and back £5.50 usually each way.
Parking at QMC is expensive and difficult so we drive to Colwick and park and ride catching a bus from the city centre to QMC. Parking at the city hospital was easier, but Kings Mill and Newark was hard.
Parking, particularly at Newark Hospital is difficult due to the car park not being large enough to accommodate all staff and visitors vehicles. I also object strongly at having to pay to park.
I just find travel costs/fuel so expensive as I am not working fulltime.
I live 150yds from bus stop - Newark - Nottingham - Mansfield
Local hospitals make life more practical.
Above answers will continue to apply provided existing health related problems remain stable, which is more than likely
We all have to travel further away as our local hospital no longer treats certain conditions.
Problems with parking
Parking is the main problem
If car was unavailable Newark and Kings Mill would be very difficult to reach.
Very difficult for relatives who do not drive to get or visit hospitals. Especially older people
Without a vehicle, it would be difficult and time consuming to visit any of the hospitals on your list. Has improved since choice was given as, for me, Newark is easily reached; parking is relatively easy too.
Increased volume of traffic
The village where I live is not far from Lincolnshire so it is much easier to attend Lincoln.
Local hospital would be easier for all appointments although I realise this is not always possible
Car parks at hospitals should always be Pay as you Leave, it is simply not judgeable the time you spend in the hospital waiting to be seen.
Queens Medical/City Hospital/Kings Mill/Lincoln are difficult for transport
I live on the same road as Newark Hospital!
Getting to Kings Mill is difficult and if the appointments are late I am unable to get home on public transport
Had 2 ops in QMC found it a little difficult to get to Newark, did some pre meds for me much appreciated - drove to QMC once never again
Parking would be very expensive if I didn't have a blue badge

Where we live there are no public transport facilities, other than that, parking is usually the problem.
I know that elderly non drivers in my village rely on lifts or have to use 2 buses
Busy roads are the worst problem
Inexpensive on site parking for patients or their drivers in my opinion is essential, most people would benefit from this. Cheap taxi services would also be useful.
For an appointment at Kings Mill it would take at least 6 hours. I had to decline appt of 1 1/2 hours
I think it would be good if there was a direct facility for patients from Newark Hospital to Kings Mill Hospital
Too much traffic on the roads. Parking facilities at all hospitals is a big problem
Parking is always a problem
A dialysis machine at Newark Hospital would save a lot of time traveling to Nottm City, Kings Mill and Lincoln for patients in this area
It would be nice to get a bus from Collingham to Newark hospital for appointments and visiting
Am unable to use buses/trams.
When going to casualty the other week with my right leg I was not happy with treatment given. I was disgusted.
Newark Hospital presents no problem but further away presents many.
The bus services finish to early to enable one to return home except by leaving early in the afternoon.
When my friend is available I need to make my doctors appointment to coincide. Sometimes taxi isn't available.
I used to have voluntary transport provided by Kings Mill, now I don't and going by taxi is very expensive on pensions.
Hospital transport is usually very good. The waiting time to be brought home again is sometimes a bit long.
Parking is problematic at Kings Mill Hospital - it may improve when refurbishment is completed.
Wonderful care and attention given to me over these last years, coming to City for radium treatment.
I have no problems getting to Newark Hospital but any of the others would be a pain.
Parking
Fuel and parking
At this time I have access to a car but when it is not available I find it difficult to attend.
Would like more access to ambulance.
I would like more concern to be given to patients traveling to other hospitals.
I'm fortunate in that I have a car and also free bus travel. I'm also able to walk to the doctors.
There should be no car parking fees at hospitals
Hand + arm not too good. Parkinson's disease mild form. 6 month visits.
Parking at Kings Mill
Hospital provided transport would be a great help and would be the answer to my problem.
Parking fees are expensive. Difficulty finding parking spaces at Kings Mill
Parking fees. Parking at Kings Mill difficult.
Finding parking space. Paying for parking when you do not know how long you will be?
The major problem is car parking.
I mainly dial a trip and they have been very reliable.
Free bus travel is only available after 9 30. Pensioners using this form of transport can not keep early appointments.

Parking
I do not drive and have to rely on friends
If I didn't have friends or family willing to take me I don't know what I would do. Bouncing around in the transport ambulance for hrs before your appointment is impossible when ill and in pain. there is nowhere to lie down when waiting at the hospital.
Need to leave extra 30-45 mins to finding parking at City Hospital.
Parking
I am fortunate having good health and rarely need hospital but as I grow older I am far more worried about getting to major hospitals - the drives are challenging and public transport is difficult.
Car parking at casualty
Congestion on the roads makes travel difficult and parking at hospitals is difficult and costly.
If there is no car in family it's extremely difficult to get to hospitals.
Distance from car park to treatment is very difficult
Depends on which hospital
I would not be able to go to any health facility without either taxi or volunteer driver.
The cost of parking is an issue - especially when you have to pre-pay but don't know how long you will have to wait.
I do not think that there is a satisfactory solution with living in a village 8 miles from the nearest town.
I have no idea how I would get to a hospital if I had no access to a car. General info not readily available. Ok upgrading hospitals but if car spaces not increased this adds stress to your appointment.
Before obtaining a disabled parking permit I found Newark parking space availability is a problem and QMC park and ride is an excellent service/alternative
Finding parking at QMC is a nightmare. Charging at any hospital is morally wrong. Never know how long you'll be there. Should be free at the point of delivery.
I am appalled at the cost of parking at the hospital and also difficult finding a space.
Parking: hard to find a space at Newark.
I am very happy with all the help I get.
I have really valued the offer of voluntary car ambulance when called to attend QMC otherwise I would not have made the appointment times.
It's a good job I had a daughter and son-in-law close.
No buses to Rope Walk and its up a very steep hill. Park and ride at race course could do to be linked with transport to QMC + City
Two hills to climb to get home
I have to attend The Hearing Services regularly; I can get to Nottingham when the bus turns up but then have a long up hill walk.
Parking difficulties for City Hospital + long distance to walk to department

**Appendix (iv)      Area and Scope of Distribution**

Community Groups in the following villages:

Kneesall	Maplebeck	Bilsthorpe
Maythorne	Rolleston	Blidworth
Kersall	Egmanton	Lowdham
Kirklington	Collingham	Southwell
Ravenshead	Clipstone	

Sherwood Forest Hospital Trust  
Bishop Alexander Court (Newark)  
De Lacey Court (Ollerton)  
Bridge Community Centre (Newark)  
Eden Supported Housing  
Friary Fields RH (Newark)  
South Collingham NH  
Sure Start Children's Centre (Newark)  
Sure Start Children's Centre (Ollerton)  
Unique Social Enterprise (Newark)  
ODEF website  
Notts50plus website

## Appendix (v)

### **Report Recipients**

- Sherwood Forest Hospital Trust.
- PCT (Local Engagement Group).
- NCC Strategic Transport and N.E.T. Team.
- NCC Nottinghamshire Transport Services ( N.T.S.)
- ALL hospitals include in the questionnaire.
- Stronger Communities.
- Older Persons Forum.
- N.H.S. Nottinghamshire County
- East Midlands Ambulance Service (E.M.A.S.)
- Local Involvement Forum. (LINK)
- N+S District Council.
- Mansfield D.C.
- Ashfield D.C.
- Bassetlaw D.C.
- Community Matrons.
- Health Centres.
- G.P. Surgeries
- Surestart.
- All the Housing Complexes that responded.
- All Community groups that responded.

## Contacts

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