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**Secretariat memorandum**

Author : Vincent Stops

Agenda item : 7

AT005

Drafted : 24 June 2009

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**Hospital surveys – batch three**

**1 Purpose of report**

- 1.1 To report to members on the third batch of surveys of accessibility of health care facilities sites undertaken by the Secretariat.

**2 Recommendations**

- 2.1. That, as part of its ongoing access to hospitals work, the Secretariat writes to either the hospital authority, the local Highway Authority or TfL to progress the identified deficiencies.

**3 Background**

- 3.1. As part of the ongoing remit of this Committee, the Secretariat gathers information on sites that have come to its attention via the Casework team.

**4 Methodology**

- 4.1. This was simply to travel to the facility on public transport and walk around and through the site. We particularly looked at :
- How well located bus stops are to the hospital
  - The permeability of the site and the continuity of footways around the site
  - Routes to and pedestrian crossing facilities around the site
  - Information provision
- 4.2. We also requested from each health care facility its 'Travel Plan'.

**5 Survey results**

- 5.1. Barnet General Hospital

- 5.1.1. General

This is a new hospital located on the same site as a previous hospital. It is located adjacent to two bus routes (263, 384), one of which (263) terminates at bus stands on the edge of the grounds. The 307, 107 and 184 pass or terminate nearby.

There is a large car park which is full, resulting in unplanned parking, with for example, cars being parked on verges.

#### 5.1.2. Footways and permeability

The hospital benefits from continuous and level footways around the entire site. Only one route (between the main entrance and the east entrance) was not step free. This route appears to have been overlooked. A step free path could be accommodated.

#### 5.1.3. Bus stops and stands

Bus stops and stands are located directly outside site with step free routes to the site. The stop on the public highway outside of the entrance would benefit from the implementation of a bus stop clearway, although the topography of the road naturally inhibits parking.

#### 5.1.4. Information

There is the excellent Transport for London (TfL) bus and local map poster at the main entrance and the associated leaflet dispenser was full. However, there are three receptions. We asked TfL to investigate locating further posters and leaflet dispensers other reception areas in addition to the main entrance.

#### 5.1.5. Parking

There is a very large car park with a £4 flat car parking charge, which mitigates efficient turnover of spaces. The car park was full with evidence of fly parking.

#### 5.1.6. Conclusions

This is a good example of a hospital site.

### 5.2. St Georges Hospital

#### 5.2.1. General

This is a very large hospital with numerous buildings, entrances and receptions on a single site. It has a one-way road around the perimeter that buses use. It is an overcrowded site with cars everywhere and motorcycles on the footways. It is about 1/3 of a mile from Tooting Broadway station.

#### 5.2.2. Footways and permeability

Pedestrian access is from all sides. There are generally continuous and level footways, although as the site is so sprawling there may be some issues of step free access and a more thorough survey would need to be undertaken to see the full extent of this.

We noted one possible improvement from bus stop HD towards the main entrance. Signage seems to be adequate, but again a thorough survey would

be required to ensure this is the case. Routes to and from Tooting Broadway should be signed (the best route needs to be decided) and the footways improved if necessary.

#### 5.2.3. Bus stops and stands

Stops and stands are located on the one-way circular road and on nearby streets. We understand that signs from the surrounding area into the site are to be improved. It is hoped that this will include signs from the bus stops on the external streets

#### 5.2.4. Information

There are numerous receptions throughout the buildings. Two receptions had leaflets, but not the very evident TfL poster and leaflet dispensers. Apparently there had been one of these in the main entrance before recent renovation. A map of the local area including Tooting Broadway would clearly help.

#### 5.2.5. Parking

Parking is clearly a problem on the site. All around the perimeter road every last space has been used for parking. This slows the buses and leads to an unpleasant local environment. Parking is £2 an hour and a pound for each subsequent half hour - £12 for over four hours.

#### 5.2.6. Conclusions

The issues for London TravelWatch are :

- i) There should be a thorough audit of the site to ensure there is a continuous and level footway and that signs internally and externally are sufficient
  
- ii) Each reception should have a TfL spider map poster and local map to include Tooting Broadway station, and the route to Tooting Broadway station should be signed and improved.

### 5.3. Darent Valley Hospital

#### 5.3.1. General

This is a new and very large hospital outside of London, serving residents in south-east London. It is primarily historic casework because elderly users were unable to use their Freedom Passes to get to the hospital. This has largely been resolved now that Freedom Passes operate beyond the London boundary. There is also an issue of bus route 96 passing nearby the site on its way to Bluewater, but not entering the site.

#### 5.3.2. Footways and permeability

Footways to the main entrance and around the site are continuous and level

#### 5.3.3. Bus stops and stands

There are bus stops and stands well located on the site near the main hospital entrance.

#### 5.3.4. Information

This is not a London Hospital and as such does not have a TfL leaflet; however there is some bus timetable information inside the hospital reception and at the stops. More could be done to promote bus services; for example, the main site map omits the bus stop locations.

#### 5.3.5. Parking

The car park is huge and full.

#### 5.3.6. Conclusions

Our main concern would be to encourage the hospital to promote bus services. The hospital, county council, or the transport authority, could produce a similar hospital travel leaflet to those produced for London hospitals.

## 6 Equalities and inclusion implications

- 6.1. Access to hospitals and major healthcare centres is a key equality issue, recognised by the Government's Social Inclusion Unit report: 'Making the Connections' and the National Institute for Health and Clinical Excellence. Adopting the recommendations made in this report will contribute to promoting equality of access to NHS services.

## 7 Legal powers

- 7.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

## 8 Financial implications

- 8.1. Provision has been made in London TravelWatch's budget for the ongoing costs of this work.