



11 September 2012

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(Consultation)
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Dear Sirs

Consultation on the Scottish Government's proposals for the integration of health and social care – SPT response

Strathclyde Partnership for Transport (SPT) recognises that this consultation is principally concerned with the governance arrangements around the integration and delivery of health and social care and for this reason we have not responded specifically to the questionnaire. Whilst we acknowledge the principal focus of the consultation is on governance, it will be important to consider, at an early stage, supporting services which have a vital role to play in ensuring a responsive and accessible health and social care service. Our response focuses on the role that transport plays in ensuring people have good physical access to health services and, given the proposed move towards greater home and locally-based care, on the implications this approach will have for future planning and coordination of public transport.

SPT is the Regional Transport Partnership (RTP) for the west of Scotland and our area covers twelve local authorities and includes all or part of three Health Board areas, Greater Glasgow & Clyde, Lanarkshire and Ayrshire and Arran. SPT plays an important role in coordinating the public transport network and we work closely with our partner councils, NHS Boards and public transport operators to ensure that people across Strathclyde have the best possible access to healthcare facilities and to a full range of activities including employment, education, leisure, shopping, visiting family and friends. SPT acts to promote active and healthy lifestyles through its travel planning service and walking and cycling investment programme. SPT administers, on behalf of its partner councils, the Strathclyde Concessionary Travel Scheme (SCTS) which provides discounted rail, ferry and subway travel for elderly and vulnerable people. SPT supports socially necessary bus services across the west of Scotland, including MyBus demand responsive bus services, which provides transport for those people who find difficulty in accessing mainstream bus services. Many people who use these services are vulnerable and rely on them to provide access to healthcare. Appendix 1 of this response provides more information on SPT access to healthcare initiatives.

The Transport Scotland Act¹ 2005 requires NHS Boards to pay due attention to the relevant Regional Transport Strategies which cover or part cover their areas. The Regional Transport Strategy for the West of Scotland has as a top priority the need to improve access to services including healthcare and we work with NHS Boards and our partner Councils through an

¹ Transport Scotland Act (2005), Section 8, Paragraph 2 requires NHS Boards to "perform those of its functions and activities which relate to or which affect or are affected by transport consistently with the transport strategy of the (or, as the case may be, each) Transport Partnership in relation to which it is specified. "

Access to Healthcare Working Group. A supporting action plan sets out a range of objectives to improve access to healthcare as follows:

- enhance accessibility for people from rural and remote areas
- ensure best use of the range of transport resources serving healthcare facilities to improve the quality and efficiency of transport provision
- promote improvements to transport (public and private) infrastructure and services
- promote awareness of travel choices
- provide accessible, accurate and timely transport information;
- promote travel plans and active travel; and
- take account of the inter-relationship between land-use planning strategies and access to healthcare facilities.

The SPT region covers a mix of rural and urban areas, with different needs and opportunities for accessing healthcare. The Isle of Arran, Argyll and the Lomond areas and much of rural Ayrshire and Lanarkshire present unique transport challenges. The centralisation of health services at major hospital sites over the last decade and recent moves to encourage greater independent living in the community present unique and challenging transport approaches.

Poverty and social exclusion are considered major contributors to poor health. The SPT area has some of Scotland's most deprived communities for whom travel choices are restricted. Predictions are that Scotland faces an increase in its older population. Levels of physical activity are lower among this group, while levels of limiting long-term illness and disability are higher. Improved transport therefore has the potential to have a beneficial effect not only on health, but also other issues such as congestion and the environment.

Despite assumptions of continually improving access to local healthcare facilities, access to GPs surgeries and dentists is also an issue. In recent years, emerging difficulties in registering with NHS service providers has required many people having to register with practitioners outwith their immediate community, resulting in increased travel distances.

SPT's responsibilities cover a range of services and projects which have a direct impact on people's ability to access health and social services whether these are at larger hospital sites or in the local community, including:

- Supporting socially necessary bus services many of which are scheduled to call at health facilities;
- The operation of the MyBus service which provides demand responsive door-to-door bus services for elderly and vulnerable people across the area and for those who live in remote rural areas and do not have access to a car;
- Administering on behalf of our partner councils the Strathclyde Concessionary Travel Scheme which provides discounted travel on Subway, rail and ferry for vulnerable users;
- Supporting Community Transport including investment in new vehicles to support a range of community groups;
- Investment in improved public transport infrastructure include interchanges at healthcare facilities; and
- Investment in active travel including walking and cycling projects.

In addition to providing a range of supported bus services providing direct access to hospital and healthcare sites, SPT works closely with its partner councils to maximise the efficient use of demand responsive, community and social transport fleets. SPT's MyBus service provides transport for people who find it challenging to access mainstream transport services. MyBus customers make advance journey bookings which provide access to a range of activities through a door-to-door bus service such as shopping, visiting family and friends, accessing leisure opportunities and attending local health centres. However, there are major challenges to be faced in delivering transport solutions. For example, patronage on SPT's MyBus services is growing at approximately 4% annually, and changing demographics make it likely that the

requirement for Demand Responsive Transport (DRT) services will become increasingly important, particularly given moves to promote independent living into later life.

To ensure sustainability of transport services and meet increasing future demand, funding streams (including eligibility for payment such as the s Service Operators Grant (BSOG)² should be coordinated to promote a shared service approach by local authorities, NHS, Scottish Ambulance Service and community transport providers. Through a centrally-coordinated resource (either locally or nationally), combined vehicle assets can deliver greater journey opportunities at lower unit cost.

SPT has led in this area and has developed state-of-the-art bus scheduling and rostering via its Contact Centre which covers the SPT area and has the potential to serve all Scotland. Through this facility, SPT has achieved substantial cost per passenger journey savings. Making use of this system, and utilising adaptable buses, SPT has delivered savings of 42% for Glasgow City Council's Social Work transport fleet which provide transport services for many community groups. SPT is currently working with five local authorities, East Dunbartonshire, West Dunbartonshire, Inverclyde, East Renfrewshire and North Lanarkshire to identify potential resource savings and efficiencies for each council through the scheduling of their current transport for Social Work and Assisted Special Needs Education transport. Other initiatives which SPT has taken forward include:

- **Personalised Journey Plan scheme** - SPT has developed and made available for use via other RTP's / NHS Trust hospital appointment / journey planning solution to encourage patients to attend hospital appointment by providing tailored transport information as part of the appointment system .
- **West of Scotland Community Transport Network** - SPT recognises the potential to make greater and more efficient use of Community Transport services and has established a West of Scotland Network to assist this sector to develop the competencies necessary to deliver bus and patient transport services.

SPT is keen to explore further opportunities to maximise the efficient use of vehicles including those for NHS non-emergency transport.

All of this is very much in line with the findings of the Arbuthnott report³ on shared services across the Clyde Valley and the Christie Commission⁴ into the future delivery of public services. The former emphasised the need for closer working between local authorities and health boards to create an integrated health and community care service, while the latter stated that unless Scotland embraces a radical, new, collaborative culture throughout its public services, both budgets and provision will buckle under the strain and that the public services are often fragmented, complex and opaque, hampering the joint working between organisations.

The recent Audit Scotland report, Transport for Health⁵, emphasised the need for greater cooperation between all partners to ensure effective transport provision for those accessing healthcare. In particular, Audit Scotland cited poor information about services and uncoordinated arrangements mean there is a risk people in Scotland are not getting the health and social care transport services they need. Audit Scotland outlined that badly planned

² The Bus Services Operator Grant scheme is administered by the Scottish Government and grants are paid to Commercial and Community Bus operators. The aim of BSOG is principally to benefit passengers by helping operators to keep fares down and run services that might not otherwise be commercially viable. It also contributes to the operation of Community Transport organisations allowing people who cannot make use of conventional bus services to access local services. Demand Responsive Transport services which are registered with the Traffic Commissioner have recently been made eligible for BSOG.

³ Arbuthnott Report on Shared Services in the Clyde Valley, 2010

⁴ Christie Commission on the Future Delivery of Public Services, 2011

⁵ Audit Scotland, Transport for Health and Social Care, 2011

transport results in unnecessary journeys, missed or late appointments, people staying in hospital longer than they need to and reliance on unplanned options such as taxis.

In particular, Audit Scotland found that:

"Joint working across the public sector and with voluntary and private providers is crucial for the successful and sustainable development of transport for health and social care. Improved joint planning could lead to more efficient services. There is scope to save money by better planning and management of transport for health and social care without affecting quality. Pilot projects show scope for efficiencies but these lessons have not been applied across Scotland."

And called on stakeholders to:

"Integrate or share services where this represents more efficient use of resources and better services for users, including considering an integrated scheduling system."

Some time before the Audit Scotland Report, a Short Life Working Group involving the NHS, Regional Transport Partnerships, local authorities and others had been set up to consider ways to improve the situation and these current proposals for the integration of health and social care will provide further impetus to join up services and budgets including those for transport.

SPT will continue to work closely with the Scottish Government, Transport Scotland, NHS, the Ambulance Service, local authorities and Community Transport groups to make access to healthcare as joined-up and responsive as possible. SPT has the expertise to deliver improved coordination of transport for healthcare services and our investment in modern adaptable buses and call centre facilities which can meet the needs of non-emergency patients as well as daily commuters, is a model of flexible working and a shared service approach.

SPT continues to deliver effective public transport solutions to ensure that patients, staff and visitors can continue to access our hospitals. We are also working to deliver future transport solutions through projects such as the Fastlink bus based transport system to the New South Glasgow Hospital. However, we are aware that the current proposals for integration of health and social care will foster more independent living and local care and that this brings its own challenges in terms of more localised transport solutions in addition to mainstream transport investment.

It is vital to recognise the transport implications of this consultation proposal. Transport, including public transport, plays a vital role in ensuring that people live active and healthy lives, are connected to their family, friends and communities and to the services they need, including education, employment, leisure, training and healthcare. SPT would therefore urge that a key outcome from this consultation process is a recognition (including through Equality Impact Assessment) of the role of transport and the need to build on Scottish Government policy, eliminate unnecessary duplication, simplify service delivery, reinforce best practice and encourage closer partnership working between the NHS, RTPs and local authorities to ensure effective, responsive and coordinated transport for healthcare.

SPT would welcome an opportunity to expand on these points and any role that we can play in helping to promote service delivery.

Should you have any questions about SPT's response then please contact John Binning, Principal Policy Officer, on extension 0141 333 3248 or by e mail at john.binning@spt.co.uk.

Yours sincerely



Gordon MacLennan
Chief Executive

Appendix 1

SPT Access to Healthcare Progress Update

The information below provides a summary of progress by SPT in improving access to Healthcare.

Access to Healthcare Working Group

SPT Access to Healthcare Working Group is made up of representatives from the NHS Greater Glasgow and Clyde, Lanarkshire, Ayrshire and Arran, member Councils and SPT and oversees the delivery of the SPT Access to Healthcare Action Plan, developed as part of the Regional Transport Strategy. The successes in improving access to Healthcare facilities are noted below:

Transport initiatives

SPT takes forward local initiatives to ensure all members of society can access healthcare facilities in their area. Examples include:

- Providing support for vital bus services linking communities to healthcare facilities, where a commercial service is not viable
- Introducing 'H' branding on bus timetables, services and stops to facilitate the development of a co-ordinated transport network to healthcare facilities and improve the public's understanding of options for accessing facilities by public transport

Infrastructure/information provision

- SPT has developed a capital investment programme to introduce/replace bus shelters, install bus stops at new locations, install boarders (high access kerbs), include/update passenger information and introduce cycle shelters across a number of hospitals and healthcare facilities throughout the Strathclyde area.
- Hospitals where work to bus facilities has been completed are: Monklands, Stobhill, Gartnavel, Vale of Leven, Ayr, Ayrshire Central, Crosshouse, Southern General, Royal Infirmary and Hairmyres, with further work planned to be undertaken in this financial year.
- SPT has also invested in technology to enable scheduled localised bus timetable information to be displayed on NHS public health screens located at sites across NHS Greater Glasgow and Clyde, Lanarkshire, and Ayrshire and Arran facilities.
- SPT provides 'Travel Points' which stock a range of timetables and public transport information leaflets relating to the local area at the following hospital locations:
 - Glasgow Royal Infirmary
 - Stobhill Hospital
 - Southern General Hospital
 - Victoria Infirmary Hospital
 - Gartnavel Hospital
 - Western Infirmary Hospital
 - Yorkhill Hospital
 - Inverclyde Royal Hospital, Greenock
 - Royal Alexandra Hospital
 - Golden Jubilee Hospital
 - Vale of Leven Hospital

Community transport

SPT manages the grant funding of community transport projects on behalf of member councils and has provided support to a number of initiatives to provide access to healthcare facilities including:

- providing a vehicle (including first year's running costs) to the Barrhead based community transport organisation to provide a flexible journey service for vulnerable people to attend GP, clinic and hospital appointments
- providing financial support for the British Red Cross on the Isle of Arran to provide a MyBus Service that will cover health centre appointments as well as other journeys, through a vehicle supply and lease contract for a new low floor, wheelchair accessible bus

Fastlink

SPT is the project sponsor for this project to provide a modern bus based transport system linking Glasgow city centre and the New South Glasgow Hospital

Innovation

SPT has engaged in effective partnership working to develop innovative solutions that benefit the travelling public to access their chosen healthcare destination. These include:

- **Glasgow Evening Hospital Visitor Service** - This free service is open to people who experience difficulty getting to hospitals by public transport in the evenings (partners include Greater Glasgow & Clyde, Glasgow City Council, Renfrewshire Council, East Dunbartonshire Council and Community Transport Glasgow)
- The launch of a **personalised Journey Plan scheme** in conjunction with NHS Greater Glasgow & Clyde and Traveline Scotland. to allow hospitals to issue a personalised journey plan alongside the patient's usual appointment letter that gives detailed instructions on how to get from the patient's home to the hospital, by using public transport and/or walking
- SPT has provided scheduling and management services for Glasgow City Council's Social Work Department Voluntary Club Transport Project since April 2010. This has led to a saving of £208,000 through reviewing all the services that are provided by various organisations, more efficient scheduling and seeking to reduce duplication and improve joint working between partners.

Planning applications

SPT engages with Health Boards and member councils to ensure that redevelopment/relocation and consolidation plans take account of sustainable access options, including:

The New South Glasgow Hospital

A Steering and Working Group has been established to co-ordinate the transport planning implications for the new south Glasgow hospital complex and delivery of agreed initiatives. Key areas of success are:

- Development of the detailed design of the public transport hub,
- Improvements at Govan interchange to improve the public transport interchange experience of staff and patients accessing the hospital
- Working with Glasgow City Council on mini interchange and active travel options

Sustainable travel initiatives

SPT supports the travel plan coordinator or person responsible for developing travel plans at each of the three health boards providing them with travel plan information, advice and support as required.

Sustainable Travel Group (STG) meetings

NHS Greater Glasgow and Clyde, NHS Lanarkshire and NHS Ayrshire & Arran are invited to attend SPT's STG meetings which are held on a 6 monthly basis. The meetings provide sustainable and active travel information, updates and advice and are attended by a growing network of public and private sector organisations

SPT JourneyShare

All three Health Boards are members of SPT JourneyShare. Each health board has its own JourneyShare site to encourage their staff to car share. SPT provides each of the Health Boards with ongoing support to help with the promotion and development of their JourneyShare schemes.

Travel plan development and implementation

SPT has helped each of the health boards with the development and implementation of their travel plans. Through the SPT Sustainable Travel Grant Scheme (STGS) NHS Greater Glasgow and Clyde and NHS Lanarkshire have received funding assist with staff and patient travel surveys.

- NHS Ayrshire & Arran and NHS Lanarkshire have received funding towards the design and printing cost for their staff pocket travel guides.
- NHS Ayrshire and Arran have received funding towards the cost of three bicycle shelters for their staff.
- NHS Lanarkshire and NHS Ayrshire and Arran have received funding towards the cost of travel plan promotional items