

Concerns over Bus Access to Hospitals:

At a time of proposed closure of key hospital provision

A Review by Healthwatch Ealing prepared for the meeting of Ealing Council's Transport Scrutiny Panel to be held on Thursday 26th January 2017

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1 INTRODUCTION AND KEY ISSUES

Healthwatch Ealing welcomes the interest shown by the Transport Scrutiny Panel in bus access to the surrounding hospitals and hope that the comments and research set out below are of assistance.

Healthwatch Ealing also wishes to acknowledge its thanks to Alan Cook, one of its active members, who has energetically tested the reality of the bus journeys set out in Section 3 of this report and documented them on the attached maps, text and tables.

Importance of access to transport for patients, carers, family and friends

The ability of patients to access hospital based care is critical to their recovery. Not only as a means of ensuring their initial attendance but also facilitating their recovery and early discharge.

While the London Ambulance Service (LAS) is available to convey the most seriously ill patients to hospital, the majority of patients make their own travel arrangements. The mode of these alternative travel arrangements will vary according to the patients' circumstances and the hospital's accessibility.

Transport is also of immense importance to carers, family and friends. They will wish to accompany a patient during an initial incident, visit them during any hospital stay, and accompany the patient at follow-up clinic visits. The presence of these concerned "stakeholders" should assist in the comprehension and implementation of medical advice provided by the hospital staff, and thereby facilitate the early discharge and post-discharge recovery of the patient. In some circumstances these "stakeholders" will have childcare responsibilities which mean that they have to be accompanied by children.

It should also be noted that many of the patients who are initially conveyed to hospital by the ambulance service are often reliant on public transport for their homeward journey after discharge from either A&E, UCC or an Acute Ward.

Implications of deprivation on mode of travel

Where patients, their carers, family and friends live in areas of above average deprivation they are likely to place greater reliance on public transport as they may not have access to privately owned motor cars.

Small scale comparative studies by NHS NW London in 2014, which are summarised below, indicated that there is a materially lower use of private cars by patients accessing Ealing Hospital, when compared to those who access Hillingdon and West Middlesex Hospitals. This would be consistent with a greater reliance on public transport and especially the bus network. It also indicates that the

users of services at Ealing Hospital would expect to continue to access those services by bus if those services were transferred to other hospitals under the proposed NHS reconfiguration.

Percentage accessing hospital by private car on weekdays
(All interviewees – not just Ealing residents)

Ealing Hospital	38%
Northwick Park Hospital	53%
Hillingdon Hospital	62%
West Middlesex Hospital	76%

This suggests a potentially positive correlation between poverty and the use of buses to access hospitals.

Journey Times

The door-to-door time of journeys to and from hospitals is of major importance. At present Ealing Hospital is well served by a bus network across its patient catchment area. This means that the majority of patients, their carers, families and friends can access the hospital in a relatively short period of time.

A major concern is that NHS proposals to relocate healthcare currently delivered on the Ealing site to other locations will result in a major increase in travelling times.

This NHS initiated increase in travelling times is discussed in the existing and future concerns sections below and in sections 3.4, 3.5 and 3.6 of this report.

Multiple Bus Changes

The optimum bus journey for patients, carers, their families and friends is one which will enable travellers to use a single bus, or at most two buses, from their home to the hospital. Ideally the frequency of both buses should mean that there is minimal waiting time at the change between the buses. At present this requirement is largely met by the bus network serving Ealing Hospital.

An emerging concern is that the NHS proposed relocation of key healthcare provision away from the Ealing Hospital site will result in significantly increased journey times for those dependant on the bus network. This is discussed in detail in sections 3.4, 3.5 and 3.6 of this report

There could be a strong case for pressing the NHS not to make any changes to the location of the delivery of hospital provision where this would result in increased bus journey times and/or the use of multiple bus routes.

Concessionary Fares

With Ealing Hospital serving an area of above average deprivation, there would seem to be a compelling case for ascertaining the entitlement of patients, carers, family and friends to concessionary fares.

It is possible that some over 60's may have not have registered for '60+' or 'Freedom' passes, and will therefore not be entitled to free bus travel.

Similarly, carers, family and friends over school age and under 60 will not be entitled to free bus travel.

A further concern is that the Mayor's Hopper fare concession for fare paying passengers only applies to using two bus journeys within an hour. A benefit which is of little value to travellers from the Dominion Centre in Southall who will need three buses to reach either Northwick Park or Central Middlesex hospitals – neither of which can be reached within the 'Hopper' maximum of one hour.

If the NHS reconfiguration of hospital based healthcare is to go ahead, there is a pressing case for the 'Hopper' concession to be extended to three buses and to one and a half hours – so that these complex journeys to and from hospital can be completed. Details of the 'Hopper' scheme are at: <https://tfl.gov.uk/campaign/hopper-fare>

Time of day

In assessing the demand for transport services, and especially bus services, it is important to consider the varying pattern and level of service at all times of the day and night, both for the inward journey to hospitals and the return journey to the homes of patients, their carers, family and friends.

In many instances bus routes are adversely affected by peak hour traffic flows and overnight service reductions. Any reduction in the bus service during the day or night disproportionately disadvantages those living in circumstances of the greatest hardship with the least access to private motor vehicles.

Existing Concerns

Ealing Hospital is well served by bus routes which connect it to its patient catchment area and in particular those areas of high deprivation within the patient catchment area. The majority of patients, along with their carers, family and friends, can reach the hospital by either a single direct bus route or at most two bus routes with a single change.

This highly effective and well established pattern of bus access to Ealing Hospital has been ignored by the following changes to and withdrawal of healthcare provision on the Ealing Hospital site:

- The “takeover” of Ealing Hospital by the trust which runs Northwick Park Hospital means that some patients, many of whom will be elderly, who would have previously visited clinics on the Ealing site have been required to attend clinics at Northwick Park with the associated travel challenges. We are unable to quantify the numbers of patients and medical specialities involved - but have been provided with examples. It is possible that this relocation of clinics could be a reluctance on the part of more experienced Northwick Park medical staff to travel to and staff clinics on the Ealing site. Anecdotal comments at a recent North West London Healthcare Trust board meeting suggests that this might be the case.
- We are also hearing anecdotal accounts that the North West London Healthcare Trust is already relocating some elective day surgery from the Ealing site to the Central Middlesex Hospital in Park Royal. A change of location which will inflict significant travel challenges for patients who live to the west of Ealing Hospital and will almost certainly result in journey necessitating three separate buses and two exposed changes in each direction.
- The closure of Maternity provision in 2015 and Paediatric A&E and In-patient provision in 2016 on the Ealing Hospital site has resulted in extended journeys by patients, carers, family and friends to alternative hospital sites located outside LB Ealing.

Future Concerns

The proposed reconfiguration of Ealing Hospital will result in the closure of key facilities including Adult A&E and all Acute Wards. This will mean that patients will need to be treated by and admitted to hospitals outside LB Ealing.

This will involve patients, carers, family and friends in significantly longer and more complex journeys to the alternative hospitals than it currently takes them to travel to Ealing Hospital. The research contained in Section 3.6 gives an indication of some of the multiples of these extended travel times.

‘Shaping a Healthier Future’ (SaHF), the ‘NW London Sustainability Plan’ (STP) and the ‘Outer NW London Interim Business Case’ (ImBC-SOC1) are founded on the premise that the reconfiguration of

hospital based healthcare care across NW London will result in both a reduction in the number of hospital admissions and also a reduction in the duration of the residual hospital admissions.

At the same time, page 27 of the STP states that out-of-borough patients stay in hospital is 2.9 days longer than patients who reside within the CCG where a hospital is located. There therefore seems to be a disconnect between the NHS aspiration to reduce in-patient 'hospital days' and the proposal to close the acute wards at Ealing Hospital and to require these patients to be admitted to hospitals located in other CCG's.

As the duration of, and discharge from, an acute hospital stay is to some extent a consequence of the patient's domestic support arrangements – the ease with which the patient's carers, family and friends can visit them while they are in hospital must be a key factor in facilitating their early discharge.

It is therefore essential that considerable care is given to ensuring that carers, family and friends are able to visit patients while they are in hospital and engage with the medical staff as to the patient's post discharge care. The proposed relocation of Ealing Hospital patients to 'out-of-borough' acute hospitals, with their poor bus connectivity to Ealing, places significant challenges to the continuum of care for those acute patients whose carers, families and friends are reliant on public transport.

TfL Buses Issues

A major constraint of the existing bus network in NW London is that it has evolved on a radial, rather than orbital basis. This means that there are only limited north-south bus routes - and those which exist fail to provide residents with direct through routes to the acute hospitals, such as Northwick Park or West Middlesex. Even the radial east-west main road bus route to Uxbridge fails to connect with Hillingdon Hospital.

Healthwatch Ealing has engaged with senior managers at TfL Buses at numerous times on the subject of bus route connectivity from LB Ealing to the surrounding hospitals. A number of key factors have emerged from these discussions:

- Firstly, TfL Buses are subject to severe budget constraints and lack the funds to enhance the existing bus network.
- Secondly, in these circumstances enhancements to the bus network need to be self-financing, i.e. they need to attract sufficient additional passengers to pay for the service changes.
- Thirdly, extending a bus route to a hospital does not generate sufficient additional passengers.
- Fourthly, TfL Buses are extremely reluctant to extend what they consider to be longer routes. This also has a bearing on extending existing routes to or via hospitals and the extent of the patient catchment area of the route.

- Fifthly, the TfL Bus planners periodically experience requests from the NHS to modify bus routes following an NHS capital expenditure decision to construct a facility, such as a large health centre/hub, on an NHS owned site which is poorly served by the bus network. There is some disappointment on the part of TfL Buses that the NHS appear to ignore bus connectivity when planning new facilities – especially when the new NHS facility will be incapable of generating sufficient additional passenger movements to fund changes to the bus network. It appears that the NHS can become distracted by developing the sites which it owns, even if these have poor bus network connectivity and therefore patient accessibility.

The first four matters were explored in some detail with TfL Buses by Ealing Council's then Transport Scrutiny Panel at its meeting on 11th February 2014. The papers and minutes can be found at: <http://ealing.cmis.uk.com/ealing/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/118/Committee/37/Default.aspx>

There have been two modifications to local bus routes which may be represented as improving access to hospitals. In both cases the benefit for LB Ealing residents attending the hospitals concerned has been minimal or non-existent. Both modifications are summarised below and discussed in greater detail in sections 3.8 and 3.9.

- The former 83 route from Ealing Hospital to Golders Green was split into two routes. The western section, which starts at Ealing Hospital, was renumbered 483 and followed a circuitous route from Alperton to Harrow. The purpose of the change was to connect the new residential developments in Alperton and South East Harrow to Harrow town centre. While this bus passes Northwick Park Hospital, it does not provide any direct connectivity to the residents and patients of Central Southall, something a relocation of the western end of the route to Southall Station would have achieved. As it is the residents of Southall still have to make their way to the Ealing Hospital site before they can board the 483 and then experience an extremely circuitous and therefore lengthy journey before they reach Northwick Park.
- The other route change is the extension of the E8, which starts at Ealing Broadway, from Brentford to Hounslow town centre. Unfortunately, TfL Buses have abandoned their original intention that this route extension would pass the entrance of the West Middlesex Hospital. Apparently, this is due to three mature trees in Amhurst Gardens on the proposed route. A further disappointment is that TfL buses chose to extend the shorter E8 route rather than the E2 which starts at Greenford Broadway and would therefore provide a far greater catchment area for patients travelling to West Middlesex. The TfL buses planning imperative of keeping routes short appears to have outweighed the utility of ensuring that they facilitate the direct access to hospital facilities of the maximum number of patients, carers, their families and friends.

Concerns over Bus Access to Hospitals

Ref	Issue	Importance	Recommendation	Who
	<p><u>Journey Times</u></p> <p>The research contained in this report reveals that bus journeys to alternative hospitals will take significantly longer than the bus journey to Ealing Hospital. This cannot benefit fragile elderly out-patients attending clinics and will also reduce visits by the patients support network, i.e. carers, family and friends – whose active participation is needed to facilitate early discharge and recovery.</p>		<p>The NHS should defer ‘reconfigurations’ of hospital based provision where these will involve a significant increase in bus journey times over the time it takes to access existing healthcare provision on the Ealing Hospital site.</p>	NHS
	<p><u>Multiple Bus Changes</u></p> <p>Alternative hospital provision will require multiple changes of bus.</p>		<p>The NHS should ensure that all key bus journeys to and from hospital should either be direct or involve only one change.</p> <p>NHS “reconfigurations” which will necessitate patients, carers, their families and friends, making more than one bus change should be deferred until the NHS has negotiated and secured funding for bus route improvements with TfL.</p>	<p>NHS</p> <p>NHS</p>

Concerns over Bus Access to Hospitals

Ref	Issue	Importance	Recommendation	Who
	<p><u>Bus Change Facilities & Support</u></p> <p>The facilities at bus changes are variable with some lacking bus shelters and safe pedestrian crossings</p>		<p>There needs to be a survey of all changes on key bus routes to and from hospitals and the proposed Out-of-Hospital Hubs. This should include a written and photographic record of each change location together with notes as to what improvements are needed, e.g. additional bus shelters and pedestrian crossings.</p> <p>Particular consideration will need to be given to patients, carers, family members and friends who have mobility needs and may be accompanied by young children.</p> <p>The use of illustrated patient journey guides, with bus change information, should be tested on the most populous routes.</p>	LB Ealing, TfL, NHS, Healthwatch Ealing
	<p><u>Waiting Times</u></p> <p>Many waiting times are excessive and in some instances are associated with inadequate shelters and seating at interchange bus stops.</p>	High High	<p>Review waiting times, especially in exposed locations.</p> <p>Identify a maximum acceptable waiting time for buses on routes to and from Hospitals and the proposed Out-of-Hospital Hubs.</p>	LB Ealing, TfL, NHS, Healthwatch Ealing

Concerns over Bus Access to Hospitals

Ref	Issue	Importance	Recommendation	Who
	<p><u>Bus Route Extensions</u></p> <p>It would be immensely beneficial if key bus routes could be extended to Hospitals and the forthcoming Out-of-Hospital Hubs.</p>	<p>High</p> <p>Medium</p> <p>High</p>	<p>The NHS and TfL Buses identify ways in which funding can be found to improve bus access to key hospitals and Out-of-Hospital Hubs.</p> <p>TfL Buses to consider relaxing their financial thresholds for extending bus routes in the case of access to hospitals</p> <p>TfL reinstate their original proposal that the E8 bus should be routed via West Middlesex Hospital, and that if Amhurst Road is considered unusable that the E8 use another of the connecting roads between Twickenham Road and London Road</p>	<p>NHS and TfL</p> <p>TfL</p> <p>TfL</p>
	<p><u>Capacity and Frequency</u></p> <p>There are capacity and frequency concerns have been observed over buses serving some hospital sites.</p> <p>In recent weeks problems have been observed with the 226, which connects Ealing Broadway with the Central Middlesex and the 267 which connects Brentford with the West Middlesex Hospital. In the case of the latter there are no westbound bus shelters in Brentford High Street, so an increase in frequency of the westbound 267 would be of immense assistance for southbound passengers transferring from the E2, E8 and 195.</p>		<p>A review of key buses serving all hospital sites should be carried out.</p>	<p>TfL, LB Ealing, NHS, Healthwatch Ealing,</p>

Concerns over Bus Access to Hospitals

Ref	Issue	Importance	Recommendation	Who
	<p><u>Concessionary Fares</u></p> <p>How can we be certain that all the older residents who need to use buses and other public transport have '60+' or 'Freedom' passes?</p> <p>Younger adults will need to pay full fare when visiting Hospitals and the proposed Out-of-Hospital Hubs. While The Mayor's Hopper fare will assist with bus journeys to the Ealing Hospital site, it will be inadequate for journeys to Northwick Park or Central Middlesex Hospital, which involve three buses and c take longer.</p>	<p>High</p> <p>High</p>	<p>Is there some way in which this information can be added to the patient's medical record?</p> <p>Arrange for the 'Hopper' fare to be extended to three, rather than two, buses and the journey time extended to one and a half hours, rather than one hour.</p>	<p>NHS</p> <p>Deputy Mayor for Transport, TfL, NHS</p>
	<p><u>Off-peak and Night Bus services</u></p> <p>The Off-peak and Night Bus access from LB Ealing to alternative hospitals needs to be reviewed before any services are transferred from the Ealing Hospital site.</p>	<p>High</p>	<p>A multidisciplinary review is carried out of off-peak and night bus access to acute hospitals in NW London.</p>	<p>LB Ealing, TfL, NHS, Healthwatch Ealing.</p>
	<p><u>TfL Bus Information</u></p> <p>The report identifies concerns over the clarity of information available on the TfL Bus Planner.</p>	<p>Medium</p>	<p>Review TfL Bus Planner and identify possible enhancements.</p>	<p>TfL, Healthwatch Ealing, NHS.</p>

Concerns over Bus Access to Hospitals

Ref	Issue	Importance	Recommendation	Who
	<p><u>Establishing Standing Working Group on Bus Access to Health Facilities</u></p> <p>The scale of the proposed reconfiguration of NHS provision across the LB Ealing with the transfer of key facilities to out-of-borough hospitals will result in significant travel pressures and concerns.</p>	High	Establish a standing panel/committee under Ealing Council's auspices to monitor and comment on travel issues associated with access to health provision.	LB Ealing, TfL, NHS, Healthwatch Ealing

3.1 RESEARCH OVERVIEW

This document sets out the travelling times involved for those people attending Ealing Hospital and the alternative choices that they could make.

In an emergency or “non elective” situation ambulances will take patients to the nearest site or if that is at maximum capacity then to the next available. Therefore in these cases little or no choice exists.

However for those having an elective procedure they have the freedom to choose which hospital they will attend and this choice is usually governed by who they judge to be the “best provider”.

Under changes laid out by SaHF patient choice in future might also be influenced by how easy it is for them to travel from their home to an alternative provider when Ealing Hospital is downgraded.

One of the major problems with any study that looks at the actual time taken for a journey is that a number of variables are encountered which can alter from day to day or even the hour of the day. This problem is further compounded by the fact that the more changes involved in any journey introduces different waiting times between these changes and also any walking between one service and the next.

In order to overcome these variables a comparison of the journey times quoted in TfL's timetables was used to calculate the total time involved without any reference to the time of day, waiting time between stops and any walking that would be involved.

As the greatest impact will be felt by the residents of Southall an analysis of the travel times involved has been conducted using Southall Town Hall as the starting point for a series of journeys to the various hospital sites including Ealing Hospital itself.

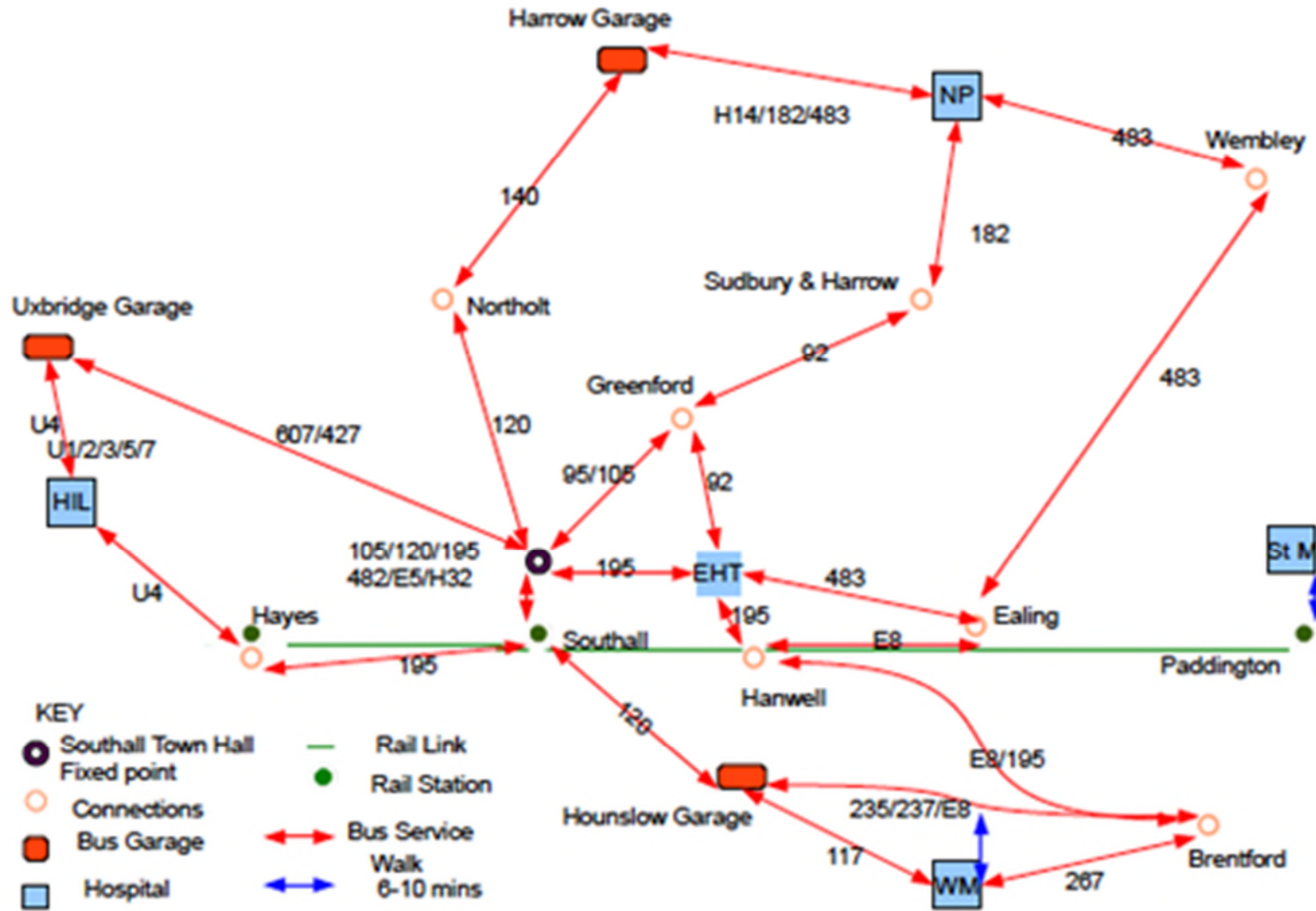
What has been discovered whilst undertaking this study is that TfL's timetables do not always agree on the time taken to complete the same part of a journey when using different buses and that often the same named stop on one route may not be at the same location as on another e.g. Southall Broadway [SB] for 120 or 195 route is located in South Rd while the SB stop 207/427 is located on the Uxbridge Rd.

Once this “paper” exercise was completed it was important to undertake the actual journeys using the same rules of only taking a note of the travelling time on each of the buses or trains used.

Please note that for actual journeys the times involved were recorded when stepping on or off the vehicle or in instances in which the vehicle was at a starting terminus the moment it started moving.

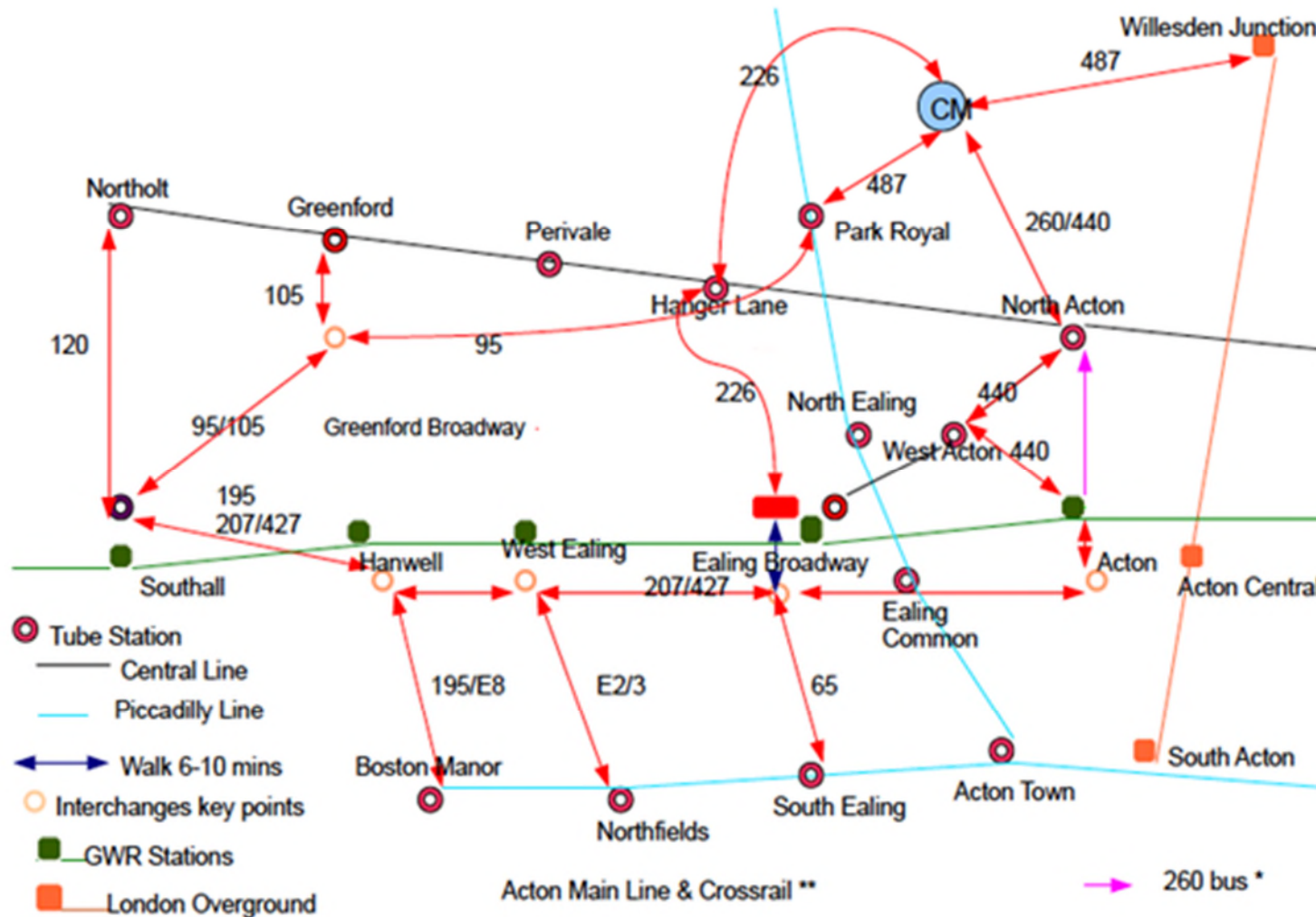
This work sets out the facts about the length of time people will experience travelling to alternative providers and comparing this to them travelling to Ealing Hospital from a fixed location of the Town Hall Southall.

3.2 MAP OF BUS ROUTES FROM SOUTHALL TO ACUTE HOSPITALS



Concerns over Bus Access to Hospitals

3.3 MAP OF BUS ROUTES FROM SOUTHALL TO CENTRAL MIDDLESEX HOSPITAL (elective surgery site)



3.4 COMPARISON OF PUBLISHED AND ACTUAL JOURNEY TIMES (Excluding waiting times)

The following table sets out the various journey times involved.

Route	TfL Time Minutes	Actual Time Minutes
Southall Town Hall to Ealing Hospital using 195,207 or 427	9	11
Southall Town Hall to Hillingdon via Hayes using 195 and U4	41	42
Southall Town Hall to Hillingdon using any bus to Southall Station, train Hayes and then U4	24	24
Southall Town Hall to Hillingdon via Uxbridge using 607 and then U4	38	41
Southall Town Hall to Hillingdon via Uxbridge using 427 and then U4	44	//////////
Southall Town Hall to West Middx using 120 to Hounslow and then 235,237 or E8 plus an additional walk of 6-10 minutes	35 [+6 to 10] walk	29
Southall Town Hall to West Middx using 120 and changing 117 [3 per hour but enters hospital grounds]	37	45
Southall Town Hall to West Middx using 195 to Brentford County Court and then 267	28	35
Southall Town Hall to West Middx using 195 then E8	31	41
Southall Town Hall to West Middx H32 to The Bell Hounslow switching to 117/235/237/E8	46	//////////
Southall Town Hall to St Mary's taking any bus to Southall Station and getting a train to Paddington [5 trains per hour time depends on number of stops involved] short 6-10 minute walk	22	25
Southall Town Hall to Northwick Park using any bus to Ealing Hospital and then taking 483 via Wembley	69	75
Southall Town Hall to Northwick Park using any bus to Ealing Hospital then 92 followed by 182	51	47
Southall Town Hall to Northwick Park using 95/105 to Tesco Greenford followed by 92 & 182	49	59
Southall Town Hall to Northwick Park using 120 to Northolt followed by 140 or 395, later 3/hour, to Harrow and then H14, 182 or 483	42	46

Route	TfL Time Minutes	Actual Time Minutes
Southall Town Hall to Northwick Park 120 to Adrienne Avenue ,E7 to Greenford Broadway followed 92 & 182	47	47
Southall Town Hall to Northwick Park 120 to Adrienne Avenue ,E6 to Tesco Greenford followed 92 & 182	49	50

Since Southall covers a wide area and has a single crossing point divided by the railway those living in locations other than the chosen example above may well encounter a different experience.

The “paper” exercise using TfL's own data was expanded to cover some alternative starting locations.

Route	TfL Time Minutes
King Street to Ealing Hospital 195	16
King Street to West Middx Hospital 120 Hounslow Bus Garage	32
King Street to Hillingdon Hospital 195 to Hayes	33
King Street to Hillingdon Hospital via Southall Station	27
King Street to Northwick Park 120,140, H14/483	51
King Street to Northwick Park 195,92,182	58
Norwood Green to Ealing Hospital 120 Southall Town Hall	22
Norwood Green to West Middx	26
Norwood Green to Hillingdon 120 The Green {cross over}195,U4	39
Norwood Green to Hillingdon 120,train,U4	33
Norwood Green to Northwick Park 120,140, H14/483	57
Norwood Green to Northwick Park 120,195,92,182	64
Adrienne Ave to Ealing Hospital 120 STH 195,207/427	18
Adrienne Ave to Northwick Park 120,140 ,H14/483	33
Adrienne Ave to West Middx 120 & 117/235/237/E8	50
Adrienne Ave to Hillingdon E6 to Clayton Rd U4	37
Adrienne Ave to Hillingdon E6 to Grapes walk to Lombardy Retail Park U7	40
Adrienne Ave to Hillingdon E7 to Church Rd Ruslip U1	39
Wentworth Road to Ealing Hospital 195	24

Route	TfL Time Minutes
Wentworth Road to Hillingdon 195,U4	25
Wentworth Road to West Middx H32 &117/235/237/E8 or walk round Navigator Park H28	30 or 57
Wentworth Road to Northwick Park 195,140, H14/483	53
Wentworth Road to Northwick Park 195,92,182	62
Trinity Road to Ealing Hospital 207/427/607	11
Trinity Road to Hillingdon Hospital 427/607 then U4	39
Trinity Road to West Middx Hospital 427,120 then 117/235/237/E8	38
Trinity Road to Northwick Park 427to EHT then 92,182	54
Trinity Road to Northwick Park 427 to EHT then 483	72
Dormers Wells Road to Ealing Hospital 195 then 207/427	4
Dormers Wells Road to Hillingdon via Uxbridge 427,U4	46
Dormers Wells Road to Hillingdon via Hayes 195,train,U4	28
Dormers Wells Road to Northwick Park 195/207/427 EHT then either 92/182 or 483	47 65
Dormers Wells Road to West Middx 195,E8 or 195 Brentford CC then 267	26 [6-10] or 24

When studying bus services to West Middx Hospital one of the biggest issues is that there is only one bus [117] that goes into the hospital grounds and two [H28 from Hounslow Bus Garage stop or 267 from Brentford County Court] that pass outside the grounds.

The 235,237 and E8 will require a 6-10 minute walk from the London Rd along Amhurst Gardens and crossing the Twickenham Rd.

There is an alternative bus [110] that journeys between the hospital grounds to Hounslow Bus Garage but it is a circular route that goes via Twickenham.

Transport travelling times excludes walking time from Paddington Station to Hospital of 6-10 minutes.	Bus & Train travel times.
King Street to St Mary's Paddington	24
Norwood Green to St Mary's Paddington	30
Wentworth Road via Hayes to St Mary's Paddington	31
Wentworth Road via Southall to St Mary's Paddington	33

Transport travelling times excludes walking time from Paddington Station to Hospital of 6-10 minutes.	Bus & Train travel times.
Trinity Road to St Mary's Paddington	25
Dormers Wells to St Mary's Paddington via Southall Station	27
Adrienne Ave to St Mary's Paddington via Southall Station	32

A series of short journeys	TfL timetable	Actual Time
Wentworth Road to Southall Station 12:00:00	12	8
Wentworth Road to Southall Station {Friday after 15:00}	12	17
Southall Station to Town Hall {Friday after 15:00}	4	9
Town Hall to EHT {Friday after 15:00}	8	11
EHT to Jessamine Road {Friday after 15:00}	2	5
Wentworth Road to Jessamine Road {Friday after 15:00}	26	42

Friday 15:00 hours tends to be fairly slow moving traffic towards Southall Town Hall.

3.5 MAXIMUM WAITING TIMES PER TIMETABLE

The more changes involved in a journey increases the overall time taken so the following table sets out TfL's own figures.

Bus Route	Timetable stated max. waiting time between buses	Bus Route	Timetable stated max. waiting time between buses	Bus Route	Timetable stated max. waiting time between buses
65	8	237	10	E3	10
92	10	260	13	E6	12
95	13	267	13	E7	12
105	11	395	20	E8	10
117	20	427	10	H14	12
120	11	440	15	H32	12
140	10	482	20	U1	15
182	10	483	10	U2	12
195	14	487	12	U3	13
207	8	607	11	U4	10
226	13	E1	10	U5	12
235	10	E2	10	U7	30

3.6 ADDITIONAL TRAVEL TIME TO ALTERNATIVE HOSPITALS EXPRESSED AS A MULTIPLE OF TIME TAKEN TO TRAVEL TO EALING HOSPITAL

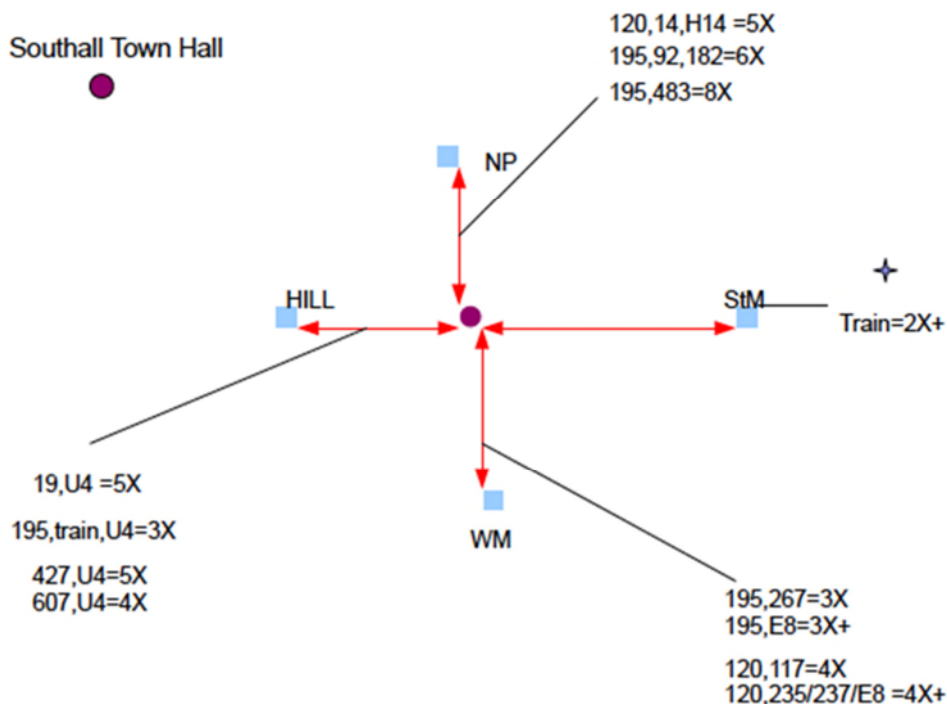
As patients always have a freedom of choice to decide which hospital they wish to attend that choice in future may not just be about who is the “best provider” but might also be influenced by the time it takes to get there by Public Transport.

Although this work sets out the fact that there will be a noticeable difference in the travelling times experienced it was thought that a simple pictorial indicator might make things easier.

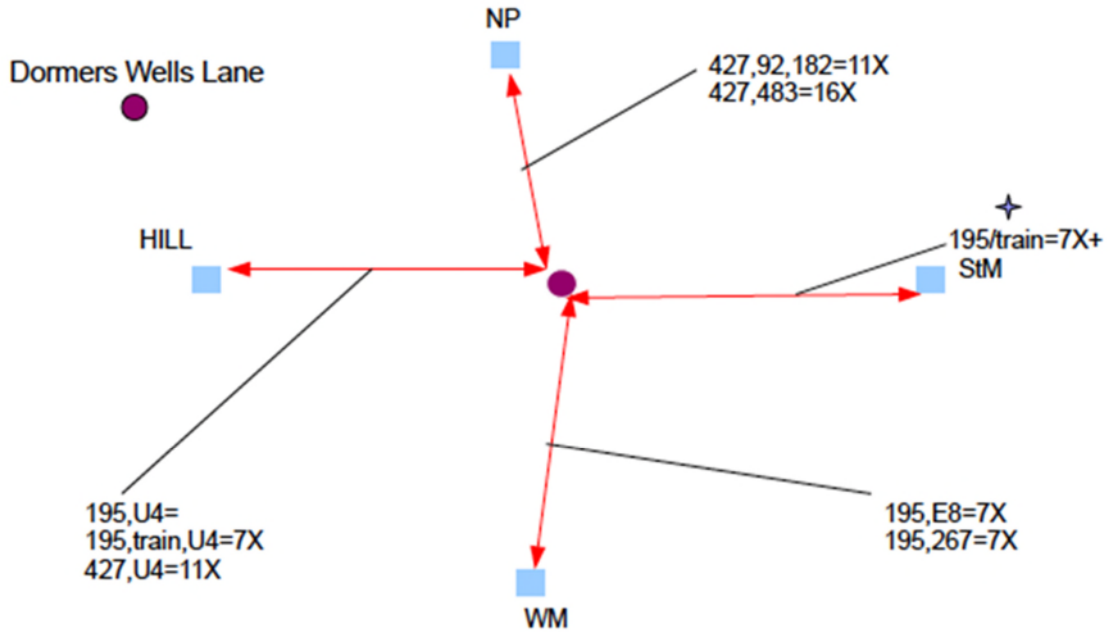
Using TfL's projected journey times to an alternative site and dividing this by the time taken to travel to Ealing Hospital gives a rough indicator of the number of times a new journey, may or may not, take.

The following diagrams set out the data showing the expected number of times a journey might take using TfL's own journey timetable and follows the same rules used earlier of excluding the time of day, waiting time between services and any walking involved.

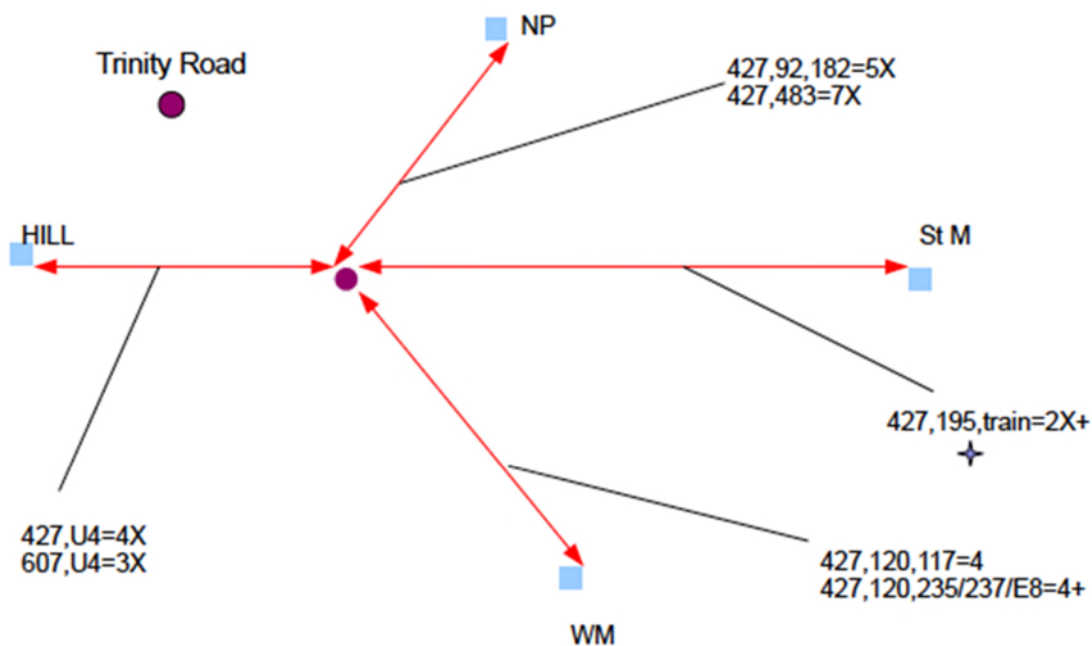
Increased journey times from Southall Town Hall to alternative hospitals (expressed as a multiple of the journey time to Ealing Hospital)



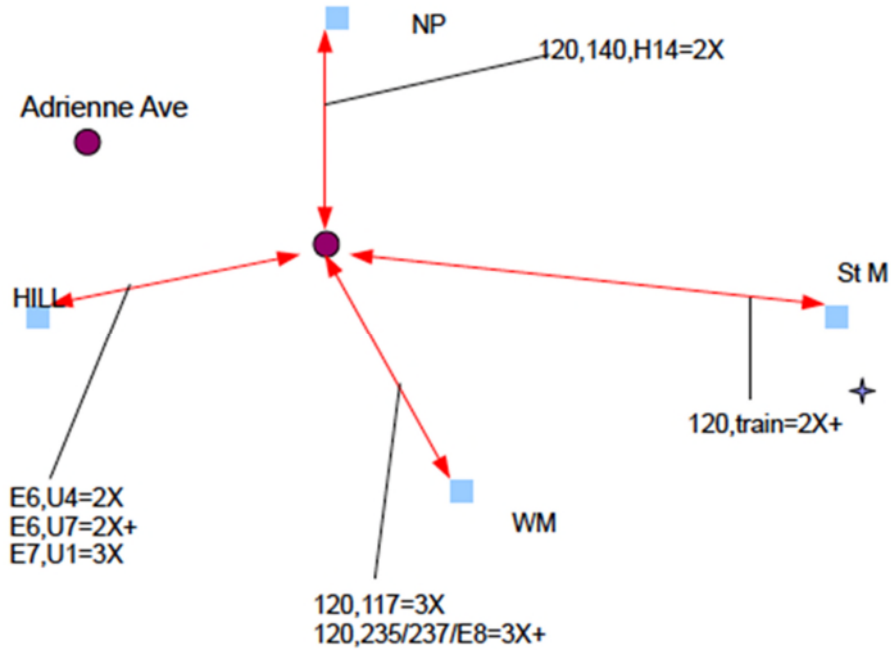
Increased journey times from Dormers Wells Lane to alternative hospitals
(expressed as a multiple of the journey time to Ealing Hospital)



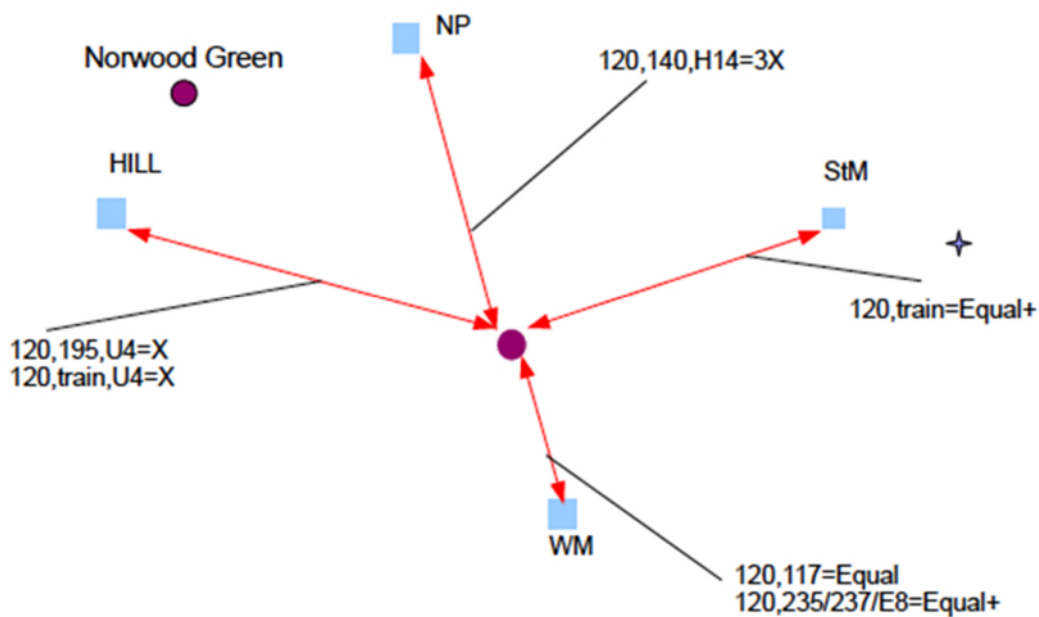
Increased journey times from Trinity Road, Southall Broadway to alternative hospitals
(expressed as a multiple of the journey time to Ealing Hospital)



Increased journey times from Adrienne Ave, Greenford to alternative hospitals
(expressed as a multiple of the journey time to Ealing Hospital)



Increased journey times from Norwood Green to alternative hospitals
(expressed as a multiple of the journey time to Ealing Hospital)



As the simplified data from the King Street Southall only differs very slightly from that shown for Norwood Green a map has not been included.

This data shows that people living closest to Ealing Hospital will have longer journeys going to an alternative provider and that those living furthest away may find it easy to go elsewhere.

Unfortunately, a side effect of this report does indicate that those living in certain areas might currently not be necessarily making the right choice based on travel times in choosing to go to Ealing Hospital.

The type of travel information in this report currently does not appear to exist as SaHF Transport Advisory Group has always presented data that shows the average time involved across a postcode.

Ealing Healthwatch currently holds additional data covering other parts of Ealing and will be putting together both maps and journey times that would be encountered.

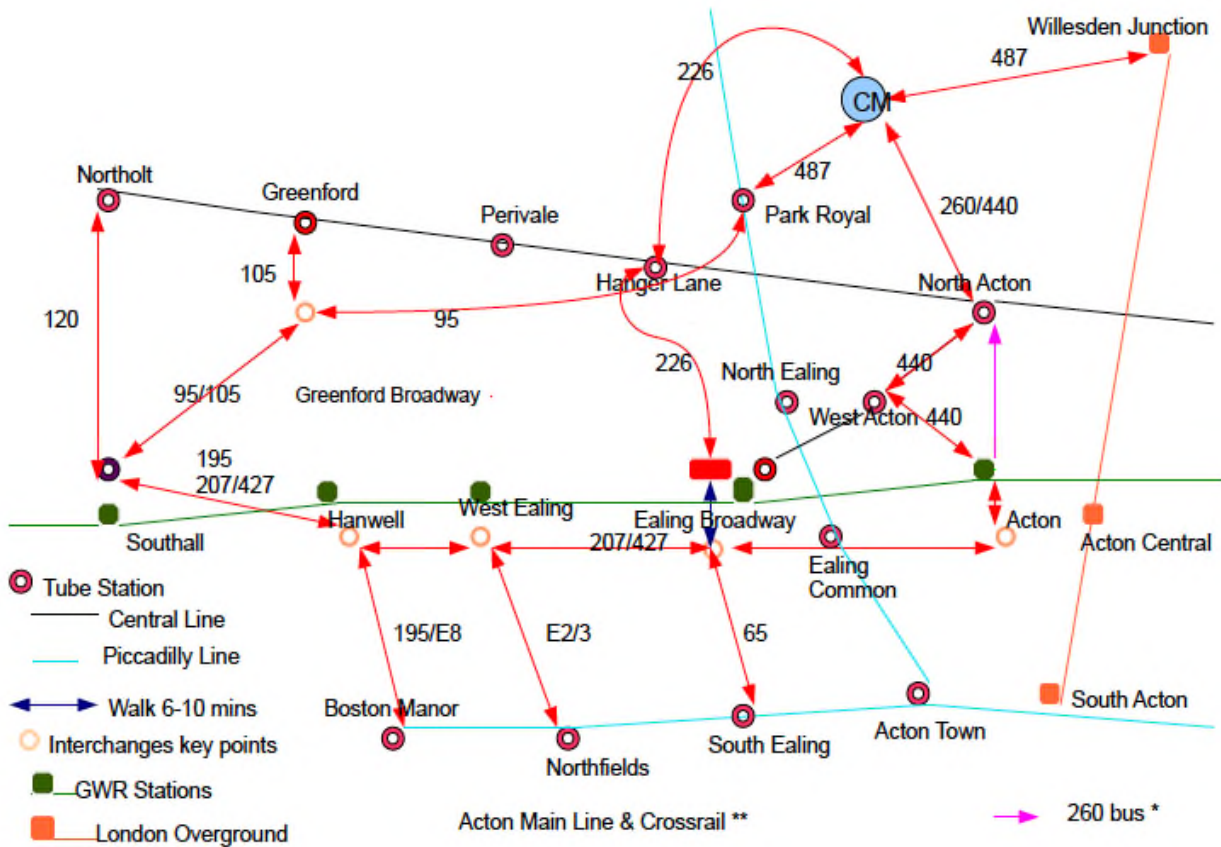
As SaHF are planning to use Central Middx Hospital to provide a limited number of elective procedures a separate access map covering the whole of Ealing has been prepared to prevent any confusion.

What is not clear in the SaHF overall plan is if Central Middx's usage will be restricted to patients attending LNWHT {London Northwest Health Trust of Ealing & Northwick Park} or if it will have patients transferred from other Trusts within NW London.

If the usage is restricted to patients from LNWHT then as the procedures are elective patients will still have the choice of attending an alternative provider as set out earlier.

3.7 TRAVELLING TO CENTRAL MIDDLESEX HOSPITAL

Public Transport access to Central Middx Hospital



* 260 Bus only stops at Acton Main Line on the way to CM crossing the A40 but for the return journey it turns left onto the A40 without crossing over. This means that you have either have to continue on to East Acton or get off at North Acton in both cases switching to the Central Line. However the 440 from CM does cross the A40 but turns right into Noel Rd missing the Acton Main Line and requires a 6-8 minute walk to the station.

** Only trains starting from Greenford stop currently at Acton Main Line having also stopped at West Ealing & Ealing Broadway on the way however what happens when Cross rail starts running is not yet clear.

*** There will be a walk of between 6-10 minutes from any bus stopping on the Uxbridge Rd at Ealing Broadway and the 226 stop on Haven Green [the 226 goes off along Eaton Rise and does not enter the Uxbridge Rd] .

Concerns over Bus Access to Hospitals

Starting location to Central Middx	TfL times	Actual times
Southall Town Hall 95 to Hanger Lane then 226	48	
Southall Town Hall 95 to Park Royal then 487	44	
Southall Town Hall 427 to Ealing Broadway then 226	41	46
Southall Town Hall 427 Denehurst Gardens then 440	51	60
Southall Town Hall 105 Greenford Station,Central Line to Hanger Lane then 226 or CL to North Acton then 440	39 or 41	
Southall Town Hall 120 Northolt Central Line to Hanger Lane then 226 or CL to North Acton then 440	37 or 39	39 or 41
Hanwell Broadway 207/427/E8 to Ealing Broadway then 226 Hanwell Broadway 207/427 to Denehurst Gardens Acton then 440	30 or 40	32 or 44
West Ealing Broadway 207/427 to Ealing Broadway then 226 West Ealing Broadway 207/427 to Denehurst Gardens Acton then 440	28 or 37	30 or 41
Ealing Broadway 226 or Central Line to North Acton 440	21 or 15	20 or 24
Northolt Station Central Line to Hanger Lane then 226 or CL to North Acton then 440	16 or 18	14 or 21
Greenford Station Central Line to Hanger Lane then 226 or CL to North Acton then 440	14 or 16	11or 18
Perivale Station Central Line to Hanger Lane then 226 or CL to North Acton then 440	12 or 14	9 or 14
Hanger Lane 226	10	10
West Acton 440	18	18
North Acton 440	9	9
Boston Manor E8 to EB Station then 226 or tube to Acton Town switching over to Park Royal then 487	40 or 28	42
Northfields E2/E3 to EB Station then 226 or tube to Acton Town switching over to Park Royal then 487 Alternatively E3 to Acton Old Town Hall via Acton Town then 440	34 or 26 42	
South Ealing 65 to EB Station then 226 or tube to Acton Town switching over to Park Royal then 487	29 or 25	

Starting location to Central Middx	TfL times	Actual times
Acton Town E3 to Acton Old Town Hall then 440 or tube to Park Royal then 487	33 or 17	
Ealing Common 207/427 to Denehurst Gardens then 440 or tube to Park Royal then 487	27 or 20	26
North Ealing tube to Park Royal then 487	18	
Park Royal 440	17	4
South Acton 440 or Overground to Willesden Junction then 487	31 or 18	
Acton Central using Overground to Willesden Junction then 487	15	

Anyone living near a Central Line tube station might find it quicker to use the tube to North Acton and switch to the 440.

Alternatively anyone living south of the Uxbridge Rd near the Heathrow branch of the Piccadilly Line might choose to travel to Acton Town switching over to a Rayners Lane Branch Piccadilly Line train to Park Royal and then the 487 bus.

Those living in South Acton could use London Overground to Willesden Junction followed by the 487.

TfL's own timetabled data suffers from inconsistencies regarding the time it takes to complete various parts of a journey, an example of which is set out below.

Stop	607	427	207
Hanwell Broadway	0	0	0
West Ealing Broadway	4	2	3
Ealing Broadway Station	12	9	11
Ealing Common Station	16	15	15
Acton Old Town Hall	19	20	22

The 607 only has 5 stops between Hanwell and Acton while the 427 has 16 stops and yet there is only a one minute difference at the end.

If the 427 made every single stop to let passengers on and off according to TfL this will take 1 minute divided by difference in stops $[16-5] = 5.5$ seconds per stop.

When the 207 is included the journey is scheduled to take 22 minutes and since it can also stop 16 times the time allowed at each stop is increased to 16 seconds.

Also using TfL's Journey Planner you sometimes encounter some strange anomalies an example of which is using the system to look at the journey from Central Middx Hospital to Haven Green in Ealing.

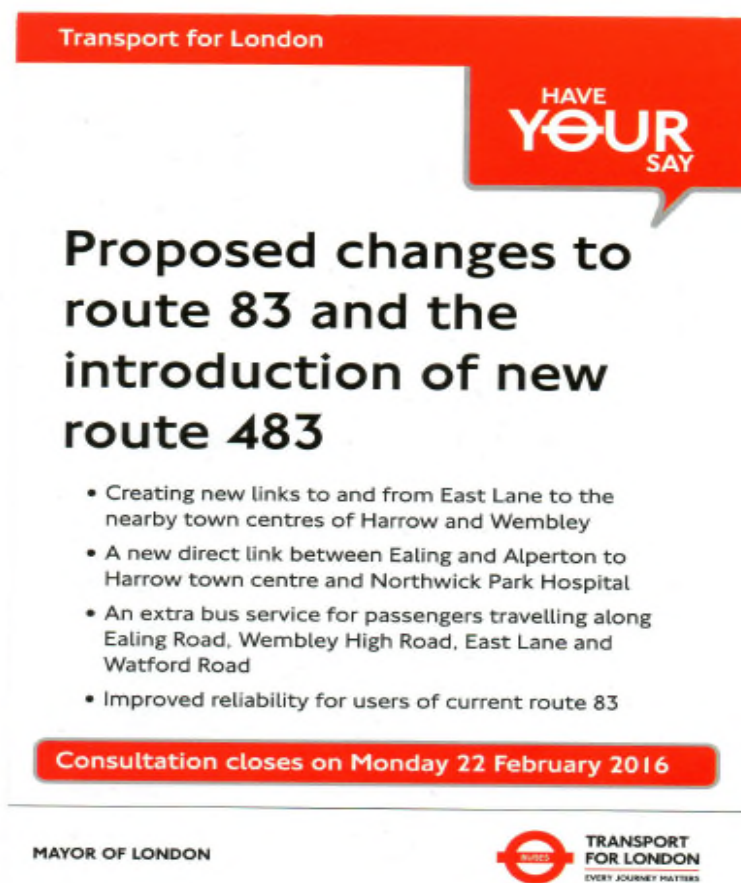
When entering Haven Green the system brings up 4 answers and you need to select option [2] to obtain the best result of 226 directly to the desired destination and a journey time of 33 minutes. For some unknown reason if you select Ealing Broadway Station/Haven Green you end up with a journey time of 50 minutes as the system suggests using the 226 to Marchwood Crescent and then changing over to E9 for the trip down Eaton Rise to Haven Green.

3.8 INADEQUACY 483 BUS ROUTE CHANGE

NHS NW London have always stated that Ealing residents can use the new 483 bus to travel from Ealing to Northwick Park a view that has been backed up by Ealing CCG. However whilst there is a direct single bus you either have to make your way to Ealing Hospital ,for those living in parts of Southall or you need to be lucky enough to live close to the route through Ealing.

TfL's stated journey time from EH to NP is 80 minutes while the actual time recorded was 66 minutes made after 10:00 am and during "half term".

Shown below is a copy of TfL's leaflet concerning the introduction of the 483 bus route and the reasoning involved in their decision and it has nothing to do with helping the residents of Ealing.



Transport for London


HAVE YOUR SAY

Proposed changes to route 83 and the introduction of new route 483

- Creating new links to and from East Lane to the nearby town centres of Harrow and Wembley
- A new direct link between Ealing and Alperton to Harrow town centre and Northwick Park Hospital
- An extra bus service for passengers travelling along Ealing Road, Wembley High Road, East Lane and Watford Road
- Improved reliability for users of current route 83

Consultation closes on Monday 22 February 2016

MAYOR OF LONDON

 **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Increased demand

Each year, more and more people are using bus services in and around Alperton and Wembley and towards Harrow town centre. In time we predict that demand will increase further as more people travel to and from the area.

On bus route 83 we have seen passenger numbers increase over the last five years by 15 per cent Monday to Friday, 24 per cent on Saturdays and 27 per cent on Sundays. Night bus usage over the same period has also increased by 40 per cent.

Looking ahead

We expect that passenger numbers will continue to grow as significant infrastructure changes are planned to take place in the area, and we want to ensure the bus network is able to support this growth.

Fit for the future

We want to make sure that our bus services can match future demand in the best way possible. Our proposals for bus route 83 aim to improve reliability and create space for more passengers on bus routes in the area.



Route 83

We propose to shorten route 83 so that it would run between Golders Green and Alperton station only, and not continue on to Ealing Hospital as it does now. The frequency of this service would remain unchanged. It would no longer be a 24-hour service, however new route N83 would continue to provide the night service covering all stops served by the current 83.

New route 483

We propose to introduce a new bus route, numbered 483, between Harrow town centre and Ealing Hospital. The proposed new route would start at Harrow bus station, and then run via College Road, Station Road, Kenton Road, Watford Road and East Lane. Buses would go along Wembley Hill Road and then follow the line of the existing route 83 from Empire Way and Wembley Stadium station to Ealing Hospital. Buses would return over the same roads.

Route N83

Route 83 is currently a 24-hour service. Therefore to ensure all current stops retain a night service we are proposing to introduce a new service, N83, running between Golders Green and Ealing Hospital via the current 83 route. The frequency of this service would remain at a bus every 30 minutes on all nights. There would be no separate night service on route 483 but route N18 will continue to link Harrow and Wembley at night via Watford Road and Harrow Road.



Overall this report shows that there are few single bus journeys to alternative sites and if these do exist they are rather long and tortuous.

The 483 as shown was never established with the residents of Ealing in mind it was all about those living in the Wembley area wishing to go to Harrow and the route chosen just happens to pass the entrance to Northwick Park Hospital.

In order to carry out this change it was necessary to split the existing Ealing Hospital to Golders Green route at Alperton with the result that there now exists a single timetabled bus from 64 – 80 minutes

The second single bus journey is the H28 from Tesco Bulls Bridge that just clips the edge of Southall by Navigator Park 200-300yds from Wentworth Road, however this journey is timetabled as taking 57 minutes.

The service interval is every 20 minutes until 6pm after which it alters to every 30 minutes.

What appears at first glance to be a possible solution of increasing capacity is to use a double decker bus on the 117 route but unfortunately when the 117 turns right off the A315 [London Road] on to B363 [St John's Road] there is a height restriction of 13'3" {google map height restriction 0598} passing under the railway that would prevent this happening.

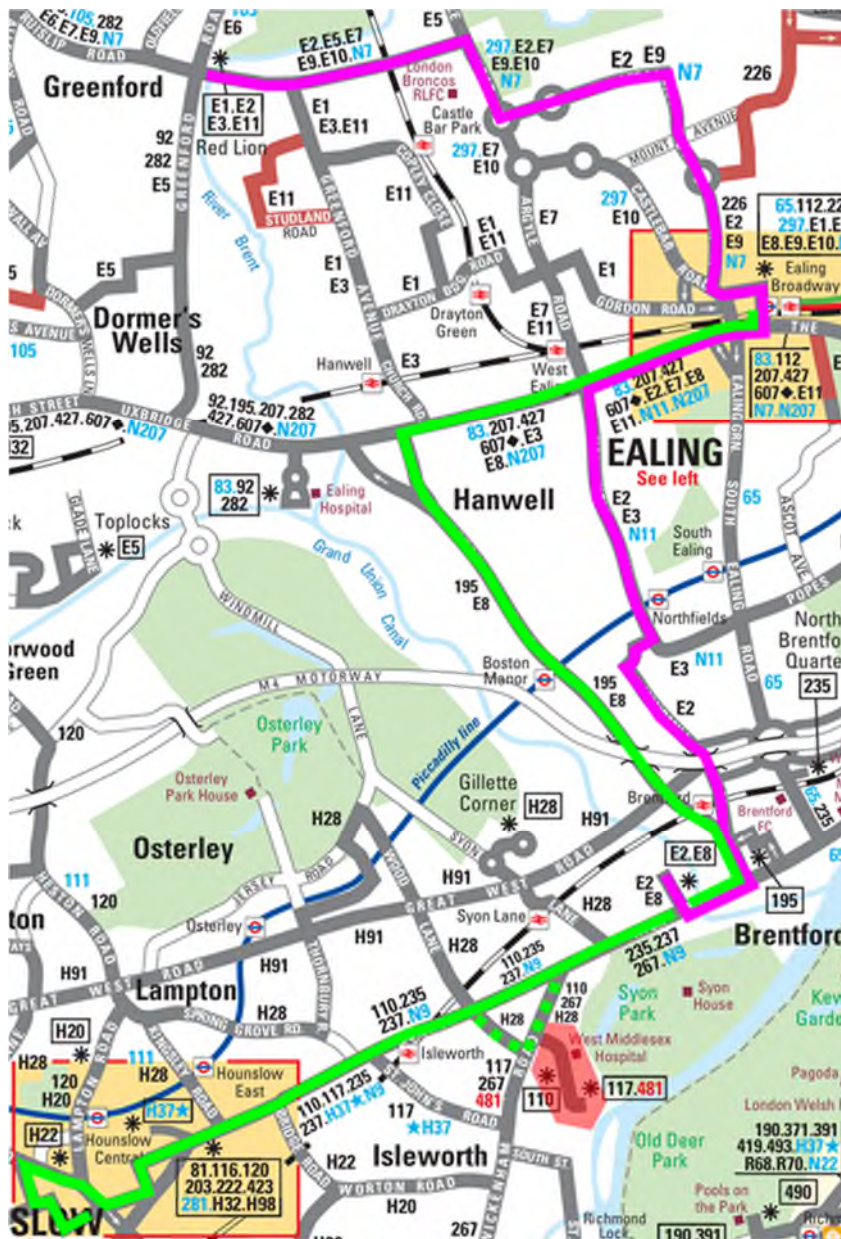
TfL's legitimate answer to any request to improve bus access to the various hospitals is the cost involved in any process with them always quoting that an extension of the E2 or E8 to West Middx was a running cost of £550,000-£700,000 for three additional buses to maintain current frequency and to justify this they would need accurate projections of the demand.

TfL had worked out from projected SaHF data that the number of resulting journeys from Ealing would only represent 28% of the total number of journeys to meet their threshold requirement. { TfL's report 11th Feb 2014 to Ealing Scrutiny Review Panel 2- Transport}

Looking at the two extensions recently allowed, 483 & E8, both of these have been about movement of numbers to large shopping areas. The fact that these schemes resulted in the services passing outside or close by a hospital was a mere coincidence.

3.9 INADEQUACY OF E8 BUS ROUTE CHANGE

The other route change is the extension of the E8 (shown by a solid green line on the map) from Brentford to Hounslow town centre. The E8 starts at Ealing Broadway.



Unfortunately, TfL Buses have abandoned their original intention (shown by a dashed green line) that this route extension would pass the entrance of the West Middlesex Hospital. Apparently, this is due to three mature trees in Amhurst Gardens on the proposed route.

It is unclear why the E8 could not continue southwards further along Twickenham Road and then use one of the other linking side roads to join the London Road before it enters Hounslow Town Centre.

A further disappointment is that TfL buses chose to extend the shorter E8 route rather than the E2 (shown by a solid pink line on the map) which starts at Greenford Broadway and would therefore provide a far greater catchment area for patients travelling to West Middlesex. The TfL buses planning imperative of keeping routes short appears to have outweighed the utility of ensuring that they facilitate the direct access to hospital facilities for the maximum number of patients, carers, their families and friends.

3.10 GENERAL OBSERVATIONS

In Southall anyone living south of the railway might find either West Middx or Hillingdon easier to get to than Northwick Park.

Those living north of the railway but south of Ascot Gardens off the Lady Margaret Road might choose Northwick Park or West Middx.

For those living north of the Ruislip Road the journey choice favours these attending Northwick Park.

Leaving Southall aside and moving east towards Acton the choices alter depending how far north or south of the Uxbridge Road people live or if they are near to a GWR mainline, Piccadilly or District Line station.

For anyone living near a GWR station it opens up the choice of using St Mary's Paddington with a 6-10 minute walk at the end depending on which platform the train arrives at.

For those close to the District or Piccadilly line stations, the Chelsea and Westminster Hospital becomes a more obvious choice.

Taking the tube to Earl's Court and then using the C3 will require a 1-2 minute walk, but as there is a one way system the walk to the C3 bus stop in Finborough Rd will take an additional 3-4 minutes the one way and also increases the return bus journey by 2-3minutes according to the timetable.

Starting point	TfL journey time
Boston Manor PL to Earl's Court then C3 or PL to South Kensington then 14/414	26 34
Northfields PL to Earl's Court then C3 or PL to South Kensington then 14/414	24 32
South Ealing PL to Earl's Court then C3 or PL to South Kensington then 14/414	23 31
Acton Town PL to Earl's Court then C3 or PL to South Kensington then 14/414	18 26
Park Royal PL to Earl's Court then C3 or PL to South Kensington then 14/414	23 31
North Ealing PL to Earl's Court then C3 or PL to South Kensington then 14/414	21 29

Starting point	TfL journey time
Ealing Common PL to Earl's Court then C3 or PL to South Kensington then 14/414	20 28
Ealing Broadway DL to Earl's Court then C3 or DL to South Kensington then 14/414	24 32
Ealing Common DL to Earl's Court then C3 Or DL to South Kensington then 14/414	23 31

Between Acton Town and Hammersmith the District Line has three more stops than the Piccadilly Line hence the additional 3 minute journey time.

Both the 14 & 414 buses stop within 100yds of the hospital entrance.

What is clear from undertaking this report is that although Healthwatch cannot tell the public which hospital they should choose it can point out that from various locations within Ealing it would be far quicker to travel to some alternative providers than to others.

LB EALING - MULTIPLE DEPRIVATION & HOSPITALS - WITH 120 BUS ROUTE

Areas shaded dark red have the highest deprivation

Ealing, Charing Cross and Central Middlesex Hospitals shown by blue squares, other hospitals shown by blue circles

120 Bus Route shown by green line

