



# East Riding Community Transport

## An Insights Report

May 2025

**healthwatch**  
East Riding of Yorkshire

# Contents

Disclaimer.....	2
About Healthwatch .....	3
Why this Subject? .....	4
Aims and Objectives .....	5
Methodology.....	6
Data Review.....	9
Conclusion .....	19
Next Steps .....	19
Acknowledgements.....	20
Appendices.....	21

# Disclaimer

All the views, opinions, and statements made in this report are those of the residents who participated in our survey.

The analysis of this report included the experiences of individuals of the East Riding of Yorkshire region in relation to the use of community transport when attending healthcare appointments.

Due to this, the perception may not fully reflect the actual quality and availability of community transport services in the local area. Although, it is the opinion of the participants whose information Healthwatch East Riding of Yorkshire have collected.

# About Healthwatch

Healthwatch provides an independent voice for the residents of the East Riding of Yorkshire. We listen to people's lived experiences of health and social care services and report these experiences back to service providers. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

To make sure people's experiences help make health and social care better.



## Our approach

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

# Why this Subject?

The East Riding Place VCSE Collaborative highlighted in the inaugural meeting in September 2023 that Travel Inclusion and Community Transport should be reviewed by a working group. During these meetings the challenges that residents of rural and coastal communities of East Riding face are missed medical appointments due to transport issues. It was unclear at this time whether this was due to a lack of transport available or the potential cost of these services to the ICB- further insight was needed.

Healthwatch East Riding of Yorkshire (HWERY) took a role of data collection in this working group. A questionnaire was designed and distributed across the region using all HWERY's social media platforms, HWERY public engagements, and the VCSE Network. The goal was to gather as many lived experiences as possible of the use of transport for people accessing their medical appointments.

# Aims and Objectives

- Create awareness of the community transport services available for the public to use when they are attending healthcare appointments in East Riding.
- Provide residents with an opportunity to share their experiences of transport when attending GP and hospital appointments.
- Discover potential barriers people experience when attending their medical appointments in relation to transport and highlight the need to resolve these.
- Highlight the importance of availability of community and public transport to aid individuals to attend their medical appointments.
- Reduce accessibility issues to transport services with the goal of a reduction in 'Did Not Attend' (DNA) patients for medical appointments. Adenomyosis Centre in East Riding of Yorkshire that offers accessible specialist treatment.



# Methodology

## Public Engagements

HWERY spoke with local residents when attending public engagements and meetings across the region. An opportunity for these individuals to share their experience anonymously was provided.

A HWERY representative was available at the following public engagements to discuss and document any experiences or feedback relating to attending medical appointments using community transport:

- Warm Welcome- The Hinge Centre, Bridlington
- Health & Wellbeing Event- Market Weighton
- Hornsea Sixth Form College
- Bishop Burton College
- Longcroft Sixth Form
- Health & Wellbeing Event- Castle Hill, Queen's Centre
- Community Conversations Event- The Hinge Centre, Bridlington
- Aim Higher Meeting- Beverley Armstrong Centre



Members of the public at these engagements and meetings were also made aware that they could complete the paper or online survey in their own time. The free post address was available for participants of the paper survey to make use of.

## Paper Version of the Survey

The paper version of the survey was taken to all public engagements across the region, where the public were given the option to complete it in this format rather than the online method.





## Online Survey

An online survey was designed and distributed to increase accessibility of patient engagement. For a direct link to the online survey, a QR code was generated and attached to the promotional posters that were designed and shared with organisations across the region.

The link for the survey was shared across all of the HWERY social media platforms, including Facebook, Instagram, TikTok, and LinkedIn.



## Highlights of Findings

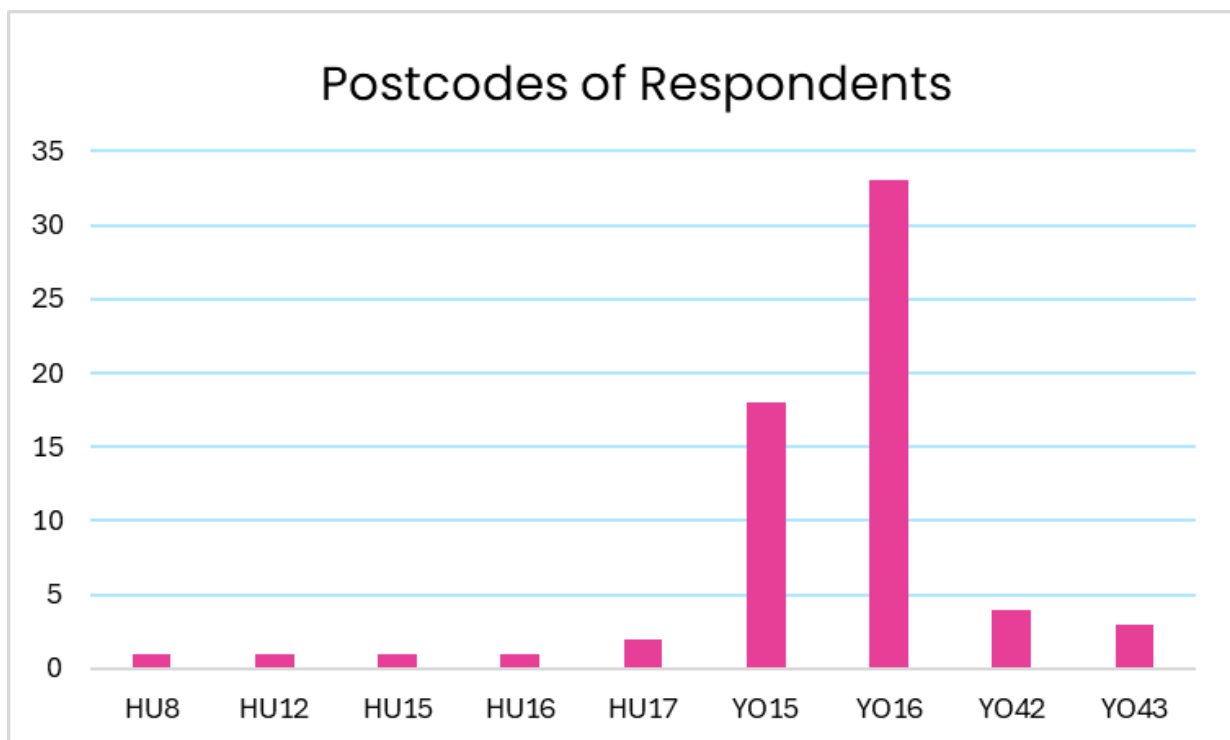
In total, 64 responses were gathered from residents of East Riding of Yorkshire. 52 of these individuals responded using the online survey, with the remaining 12 people making use of the in-person paper survey. The 'Above the age of 75' group was the highest responding age category for the survey.

The main topics that were highlighted across many of the survey respondents consisted of awareness of transport available for medical appointments, accessibility to community transport services, and missed hospital appointments.

# Data Review

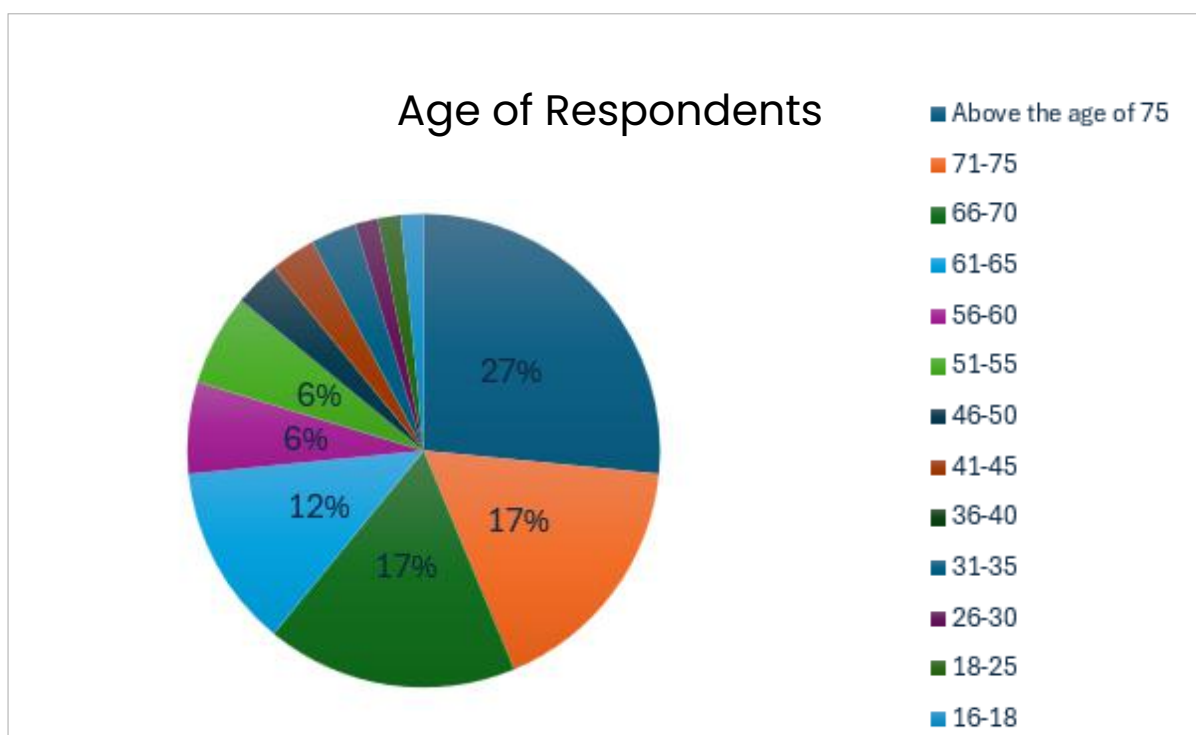
## Demographics

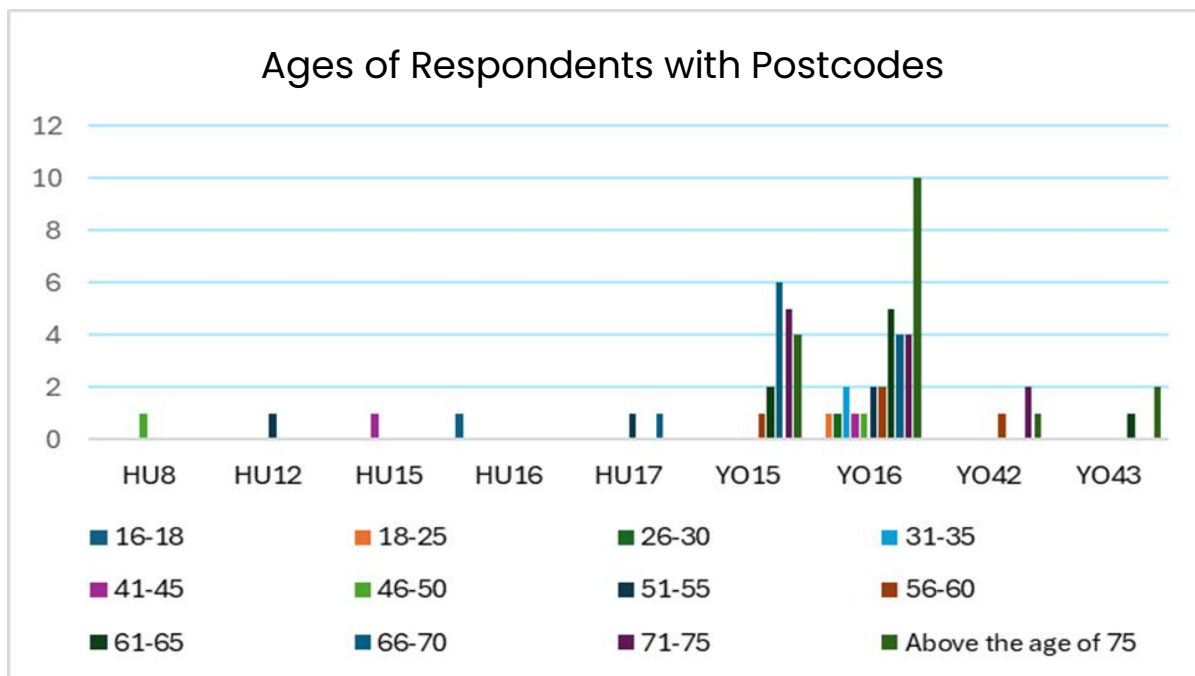
The areas where most respondents answered the survey were residents of Bridlington, Pocklington, and Market Weighton. An overview of all respondents' postcodes can be visualised in the graph below.



HWERY made sure to hear the voices of all ages across the lifespan. During the analysis of the survey, it was discovered that most respondents were over the age of 75.

The graph below shows the different age categories of those who took part in sharing their experiences.





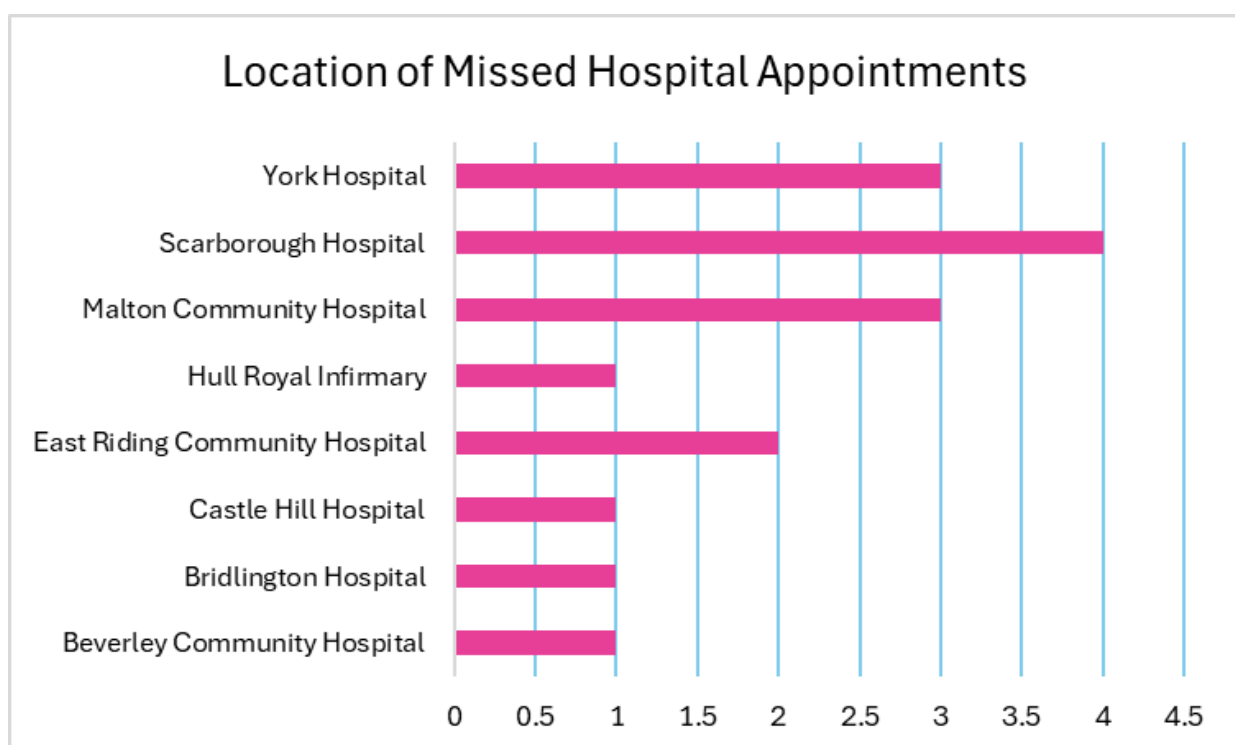
This graph helps to reflect the age population demographic of different residential areas.

As seen in the graph above, the YO16 postcode, Bridlington, contains most of the 'Above the age of 75' category, reflecting the age population of this coastal community.

## Missed Hospital Appointments

Residents were asked, “Have you missed a GP or hospital appointment due to transport issues in the past 12 months?”. From those who responded “Yes (Hospital appointment)”, the majority of missed appointments were located at Scarborough Hospital, York Hospital, and Malton Community Hospital.

Please see the graph below for the locations of all the missed hospital appointments gathered from the survey.





## Missed GP Appointments

There was one respondent that said they had missed a GP appointment due to issues with transport in the past 12 months. This individual disclosed a YO15 postcode and shared the following experience:



*"I live out at Carnaby sticks; no bus passes... I have to walk quite a way to the bus stop... I look at the bus timetable [but] if my appointment is between buses, my daughter has to take me."*



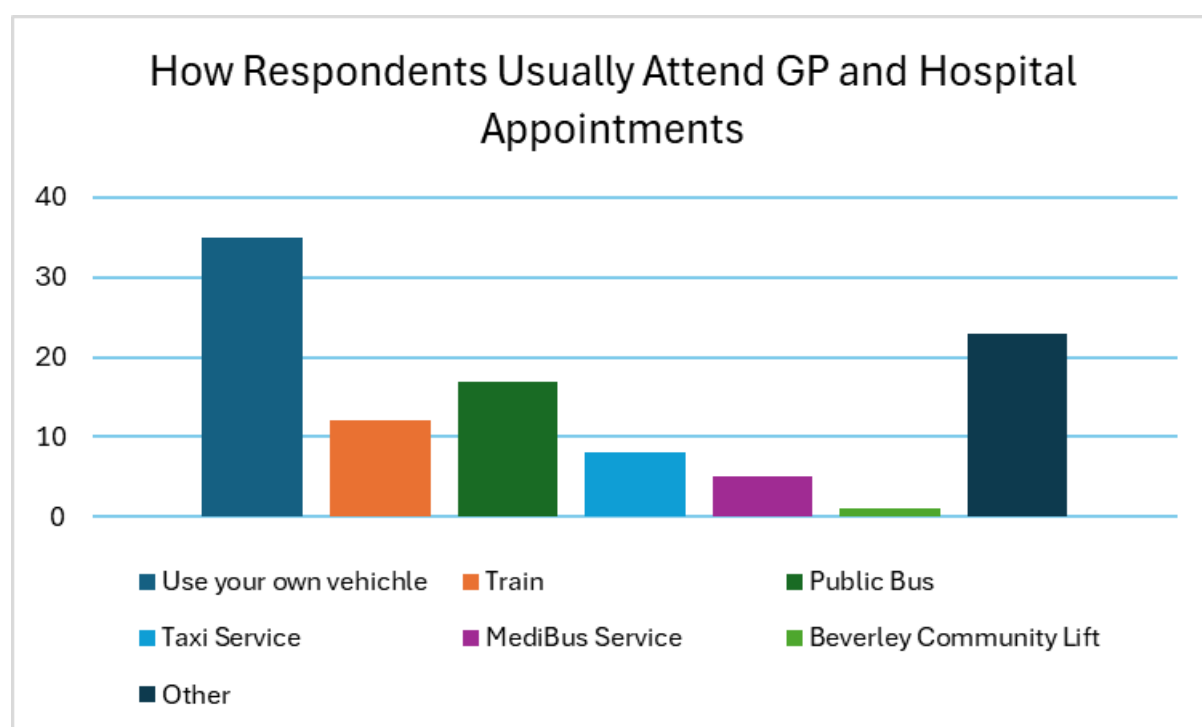
From this response, it may be suggested that there is a lack of awareness of alternative transport services that can support people in getting to their appointments on time.

## Transport Choices

Respondents were asked, “How do you usually attend your GP and hospital appointments?”, where **most individuals said that they use their own vehicles.**

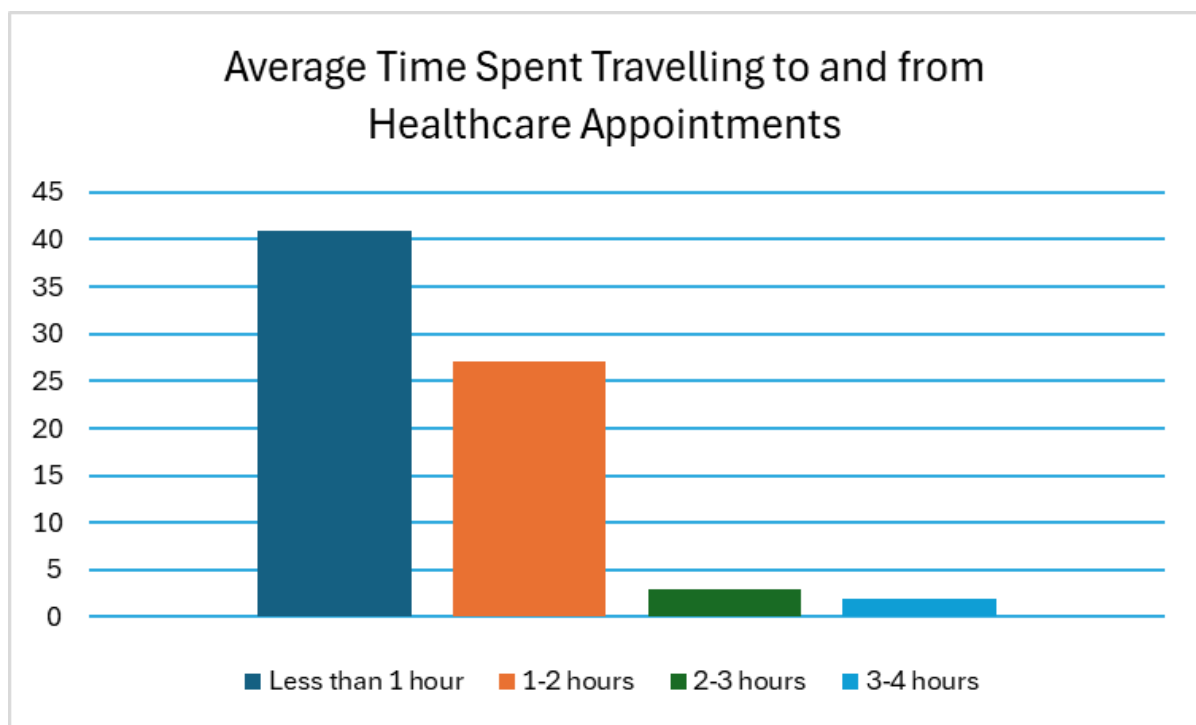
The next option to receive the most responses was “Other”. When asked to elaborate on this answer, respondents said they often rely on friends, family members, walking to appointments, a carer, or a neighbour to help them get to their appointments.

Please see the graph below for all of the selected options of transport that patients use to attend their GP and hospital appointments.



## Average Time Spent Travelling to and from Healthcare Appointments

The data below displays the responses gathered regarding travel time to and from GP and hospital appointments across the East Riding.



The following quotes explain additional considerations that are needed when attending appointments, such as parking, and wheelchair access.



*"5 mins to GP or Bridlington. Scarborough 1 hour. York or Hull 1.5 to 2 hours. Extra time required to park and attend appointment."*





*"On public transport to Castle Hill took me three on buses and Scarborough 1 hour on buses difficult when you have wheelchair / walking stick."*



*"GP half hour walk. Hospitals 45 minutes Scarborough longer if Hull or York."*



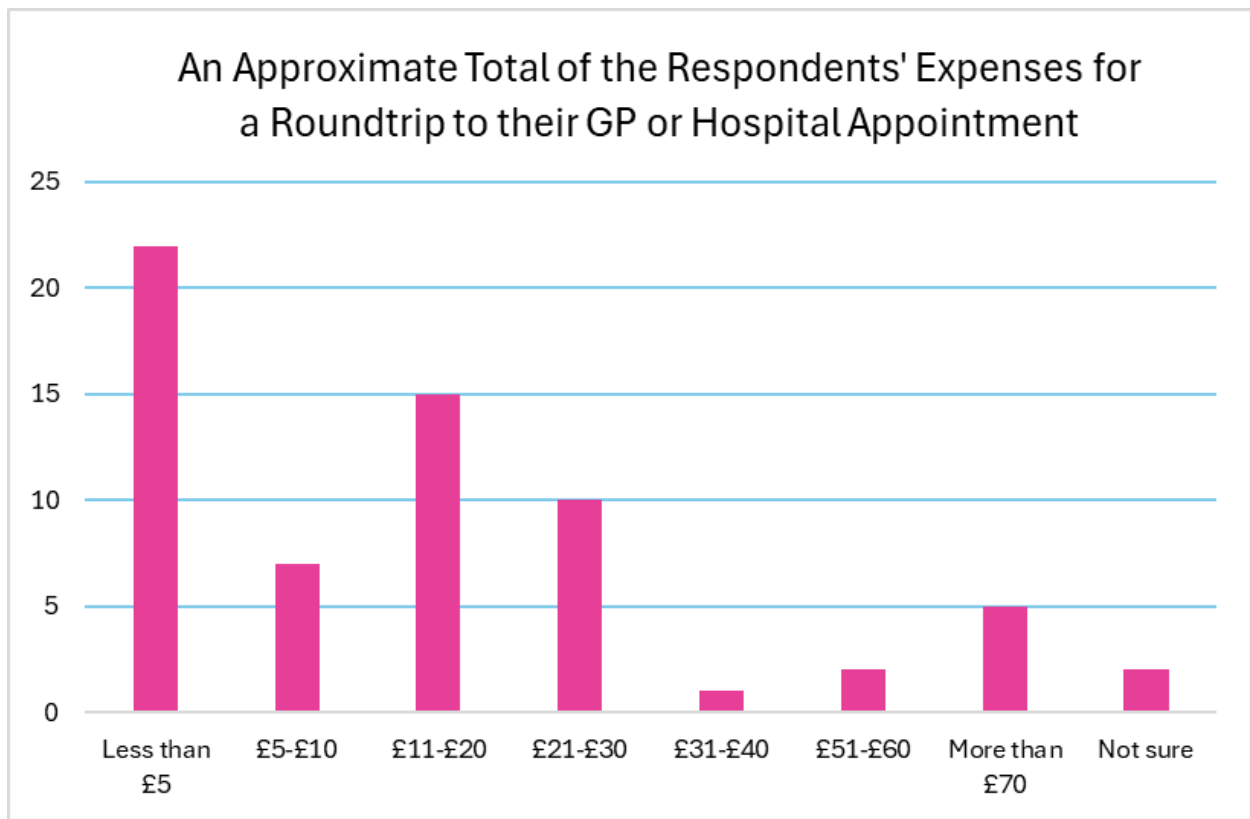
For a complete version of these responses, please see Appendices 1.0.

## Average Amount of Money Respondents Spend for a Roundtrip to their Healthcare Appointments

The survey asked participants for an average amount of money that it costs them to get to and from their medical appointments. Where some individuals said that their average expense was "More than £70", the majority of people said that they spend "Less than £5" for a roundtrip to their appointment.

For an overview of participants' average spending for a roundtrip to their GP or Hospital appointment, please refer to the graph on the next page.





Respondents were given an opportunity to add **any additional comments** in relation to their experiences of travelling to and from appointments.

Some of the responses can be seen below, with a complete version of the written responses in Appendices 1.1.

*"The GP surgery is difficult to reach due to it being in a housing estate with no bus service and too far to walk for me from home"*



*"I am having to attend hospital for cancer treatment every day for 4 weeks doing a 70-mile round trip. There is no public transport that can get me there in time (it takes up to 4 hours each way by bus). I cannot get patient transport or help with transport costs."*

*"Services should be local. Elderly like me and deprived like my son cannot afford travel"*

*"Medibus is an absolute Godsend. It would be difficult to get to many hospital appointments on time if I had to depend on 2 bus journeys factoring in timetables, traffic, delays, breakdowns and no show with public transport."*

# Conclusion

The collected data was a valuable way to gather a better understanding of accessibility of transport in the area, listening directly to the voices of lived experience. The information showed that whilst only 6% of medical appointments were missed across the patch, a lack of transport and additional transport issues are responsible for a significant number of those.

It has become apparent from the research gathered and working across areas that a holistic view and a greater understanding of issues and potential solutions has been created.

# Next Steps

On behalf of the Health and Care Committee following a presentation to committee sharing the work of the East Riding VCSE Collaborative, East Riding of Yorkshire Council (ERYC) Officer, Katherine Matthews, brought together a multi-agency partnership working group with a focus on the Bridlington Area and its transport issues. This included Kerri Harold, James Dennis, Rhianna Smith, and Jane Evison, who now continue to be involved with a proposal to seek funding and pursue opportunities to allow Beverley Community Lift to expend and pilot a Bridlington Community Lift.

# Acknowledgements

Healthwatch East Riding of Yorkshire would like to give recognition and our appreciation to **the residents of East Riding** who completed the survey and shared their lived experience to help gather a better understanding of community transport in the region. The patient voice of our communities allows for relevant organisations to hear first hand about what is working well, and which areas have room for improvement.

Healthwatch East Riding of Yorkshire would like to thank the **East Riding VCSE Collaborative** for their contributions and involvement with this insights report. We look forward to engaging with the collaborative with future developments of the working group.

# Appendices

## 1.0 Average Time Spent Travelling to and from Healthcare Appointments- Survey Responses

1.4 hours there 1.4 hours back
3/4 hr
Depends on how many pickups on the way to the hospital
1hr 30 mins by bus from Pocklington to Hull Eye hospital
By bus nearly 3 quarters of an hour
30
GP surgery no more than 10 minutes
Sometimes 1 and a half hours
GP - 10 mins Bridlington hospital -10mins Scarborough hospital - 40 mins all other hospitals 1hour +
45mins
GP surgery 15-minute walk, Castle Hill 20-minute car journey, Hull Royal Infirmary an hour by car
15 minutes
Gp surgery 10-15 minutes
20 mins
1 hour plus
Hospital 45 minutes GP 20 minutes
68 miles but road works lately mean it can take up to 90 minutes
15 minutes to 3hours

10 mins
1 mile to the Doctors, 35 miles to hospital
10 mins see
Approximately 25 miles a 50-mile round trip.
GP is close, Bridlington Hospital 1-2 miles but most hospital appointments are distant (Scarborough, Malton, York or Hull) - up to 45/50miles
10 mins to go but 50 mins to hospital
15 minutes to GP, 20 to hospital 1 hour to nearest specialist hospital
45 minutes to Scarborough hospital from Bridlington via train and bus
50 - 60 mins
Bridlington 20 mins walk. Scarborough 50 mins drive. Hull train 70 mins.
10 minutes
Twenty minutes GP. 2 hrs Hospital Scarborough or Malton. York even more.
90mins to Scarborough 120mins to Castle hill 90mins to Hull
Malton 30 miles, Scarborough 17 miles, York 47 miles, Bridles iron 3 miles
Gp is half an hour to an hour; hospital is an hour on train plus bus ride of 15 mins
Well over 1 hour as a change of bus is required in Scarborough
2hrs to Leeds/ 1.5hrs to York, 1hr Castle Hill, 1hr 15mins Hull Royal
5 minutes
5 mins to GP or Bridlington. Scarborough 1 hour. York or Hull 1.5 to 2 hours. Extra time required to park and attend appointment.
5 mins if Bridlington. 1.5 hours to York or Hull. Scarborough 1 hour. To park and attend appointment.



On public transport to Castle Hill took me three on buses and Scarborough 1 hour on buses difficult when you have wheelchair / walking stick
Bridlington hospital 10minutes
10mins
GP 10 minutes, the hospital in York is over an hour
20-30
Ten minutes.
GP half hour walk. Hospitals 45 minutes Scarborough longer if Hull or York
Depends which hospital but it cost be nearly 2 hours if York
Twenty minutes
GP 1 mile. Hospital - can be up to 75-mile round trip
1 mile to GP. 10 miles to Hull Royal Infirmary.
£110 last time but I cannot afford this now I've lost my winter fuel allowance
3 hours by public transport
GP= 15 mins walk, Hospital= 30 mins drive
GP= 20 mins, Hospital= from 20 mins to all day
Walking= 30 mins, Car= 10 mins
GP= 15 mins, Scarborough Hospital= 1hr30mins on patient transport
GP= 15 mins, Hospital (walk)= 45 mins, Hospital (taxi)= 5 mins
GP= 5 mins, Hospital= 35 mins
20 mins
GP= 10-15 mins, Scarborough Hospital= 1hr, York Hospital= 1-2 hrs

GP= 10 mins, Hospital= 1hr 10mins
Scarborough Hospital= 1hr, York Hospital= 1hr30mins
GP= 20 mins

## 1.1 Additional Comments

<p>There is no understanding or allocation for SEN and invisible disability. Information is hard to find, and you are made to feel like an unwanted part of society.</p> <p>We don't fit a box, look normal so are treated as such despite the fact that social engagement and noisy buses causes extreme distress.</p>
Would like transport from Pocklington to Hull or Castle Hill
Medibus is an absolute Godsend. It would be difficult to get to many hospital appointments on time if I had to depend on 2 bus journeys factoring in timetables, traffic, delays, breakdowns and no show with public transport.
<p>I did ring the ERYC hospital transport dept as following eye injection I can't drive or see very well. The hospital is a good ten-minute walk from the bus station. The lady I spoke to was really quite uninterested, talked about cost, lack of availability likely having to wait a long time to get back home. I gave up at that point. It's hard for me to ask for help so felt a bit deflated by the experience.</p>
<p>Scarborough hospital minimum £2 parking minimum one &amp; half hours travelling.</p> <p>Malton hospital no parking fee minimum two hours travelling.</p> <p>Castle Hill hospital minimum parking £2 minimum travel two &amp; half hours.</p> <p>York hospital minimum parking £2 minimum travel 3 hours.</p>
<p>My husband recently died in York Hospital which is 1hour 30mins drive from home on country roads, I was contacted by the hospital asking me to go as my husband had taken a turn for the worst, I didn't make it before he died because of the distance to the hospital. I would have been with him if he had been in Bridlington hospital.</p>

<p>You're missing the 3 East Riding Community Transport groups, which are:</p> <p>Beverley Community Lift – covering Beverley, Market Weighton, Pocklington and villages surrounding these areas approx. 5-mile radius.</p> <p>Goole Gofar – covering Goole, Howden and Market Weighton</p> <p>HART (Holderness Area Rural Transport) – covering East coast, Bempton to Spurn.</p>
<p>Only one bus a week into Bridlington from our village. Therefore, car essential.</p>
<p>I have been sent for a virtual eye appointment at Malton Hospital. I live in Bridlington. Because I had to have the stinging drops in my eyes, I couldn't drive myself. On the way there I could see the meter running and it would have cost £60.50 one way, I was using hospital transport. I am due to go back again to Malton Hospital. I did ask if there was any way I could be seen in Bridlington Hospital. I was told no. My husband has Alzheimer's disease, at present I can leave him at home, but I have got to make him a snack lunch.</p>
<p>finding a parking spot near station avenue can be a nightmare, as have mobility problems but no blue badge.</p>
<p>I asked if for Blood Transfusions and Iron Transfusions I could be seen at Bridlington hospital I was told they couldn't make plans for something that might not happen I have since March had to go either to see a surgeon or for blood or iron at Scarborough 20 miles away Bridlington is 5 miles away All the Drs attend Bridlington so I don't see the problem As for Blood tests which I'm down to once a month only because I've insisted I was a Nurse my friend was a Nurse I book my Blood tests My surgery hasn't booked any I get the impression they do not care especially as I'm costing them money please advise</p>
<p>The admin staff at Castle Hill are very unhelpful and obstructive.</p>
<p>I had to catch the 6:09 train from Bridlington to York to ensure I arrived in time for a 10:10 appointment as that was the latest time for the breast clinic I attended. A 30-minute walk to the train station, a 2 hour each way train journey and then the walk through York city to the hospital. A very tiring day, luckily it was during summer, would hate to do the journey in winter</p>
<p>I am having to attend hospital for cancer treatment every day for 4 weeks doing a 70-mile round trip. There is no public transport that can get me there in time (</p>

it takes up to 4 hours each way by bus). I cannot get patient transport or help with transport costs
It would be good to have any sort of bus service.
I am concerned for residents who don't drive or who are too frail to cope with long journeys. More local appointments are needed at Bridlington Hospital. I have not needed the hospital for myself in the last 12 months, but I have heard from others who find the travel challenging and expensive and from residents who have had to ask relatives to take time off work to take them. It seems like some of the most needy people living in areas of deprivation are expected to travel further than people who are well off.
For anything other than routine exams the nearest hospital is 40 miles away and if snow or flood cannot be reached! With traffic anything up to a two hour drive each way x not good when feeling ill. Public transport can take all day as can hospital transport and is also uncomfortable or impossible if preparing for an examination. Weather can make hospital trips impossible as the roads are prone to flooding or bad snow blockages
Unfortunately, due to needing drops into my eyes that stops me from driving home, I need transport both ways
More diagnostic care at Bridlington Hospital would vastly reduce patients travel times and costs.
It is more about hospital transport. Not been eligible. Or been refused. When others get accepted. Not been able to reclaim what you have spent on a taxi. Even though having to do an 80-mile round trip for an appointment
If attending A & E Scarborough by ambulance following an accident or fall at home. You can be discharged at any time and will have to make your own way back to Bridlington. Taxi fees can be in excess of £70 plus. This has been my experience on more than one occasion. I have waited over six hours to be seen and then discharged in the early hours of the morning to make my own way back home. This is despite living alone with no one to help me. I have taken to keeping cash in the house for emergencies, for transport costs etc. Bridlington has a high demographic of older people, and I am afraid we are not a priority in the scheme of things. Good job I am on my way out!!

Had to pay £40 taxi fare to attend 7am appointment at Scarborough then pay a friend £20 to bring me home.

Was attending Castle hill on a weekly basis for 5weeks which took a big chunk of my savings on fares.

It is difficult to get to Malton and York hospitals as there is no usable public transport, so I am reliant on a friend or family member taking time to drive me. I then always pay for the petrol and parking so the cost varies according to the journey.

For Bridlington Hospital I use a taxi- cost as above

A shuttle bus between Bridlington and Scarborough hospital was stopped, you have no idea how invaluable this was

Had to take a taxi to the appointment as public transport was not available, at a cost of over £70.00

Additional costs for parking. York charges are excessive. You have to leave home early to allow for traffic and parking.

Parking can be an issue and York Parking charges; I feel are excessive

I've had surgery a few times and have to have someone with me before I can go home which is not always possible.

When appointments are early it's very difficult to get to any hospital

My husband died in York Hospital; I couldn't get to the hospital in time to be with him as York is 90-minute journey from Bridlington. This was heartbreaking, if he had been in Bridlington hospital I would have been with him.

If I have to go to Castle Hill, Scarborough or another hospital then a family member usually takes me. The journey time can be an hour or more.

I look at the bus timetable if my appointment is between buses my daughter has to take me. That's if you can ever get an appointment to see a doctor. The nurse practitioner has miss read my blood results and miss diagnosed my illness

I'm sure myself and others would prefer to use the bus to get to appointments when we are not well. But the no 2 bus has been withdrawn and been replaced by an inadequate 136 service which does not stop at the doctors.



I've been lucky so far that it's been only GP. When I dislocated my shoulder, my husband was still alive and although terminally ill he took me to Scarborough by car. I don't drive, buses and trains are not very convenient time wise and patient transport depends on what is wrong with you. Bridlington has a perfectly good hospital that if was put back into full use would save time and inconvenience to people in Brid. Now I'm a widow I have to rely on family and friends if I need to get to doctors or hospital now. Really not good enough.

My family work so it's very difficult to fit appointments around their days off.

More buses from start way have to have taxis to doctors and hospital

We have a perfectly good hospital in Brid

Unless you live next to Castle Hill, HRI or Scarborough hospitals there should be an expectation that your GP is closer than a hospital. The questions are misleading because it would take only a short amount of time to get to my GP with little or no costs involved. However, getting to my nearest hospital is significantly further and incurs fuel costs. Your questions about distance and costs for a round trip should be separate for GP and hospital.

How does Healthwatch intend to challenge private companies such as East Yorkshire buses, the train operators or taxi services around costs of people using their service as a means to get to medical appointments?

NHS Managers in York Trust aren't accountable for the immense harm they do to Brid people. They should be sacked first and then prosecuted. GP access at HPC is a nightmare and I haven't seen a dentist since BUPA closed 2 years ago. When I die, I hope it will be quick.

"Services should be local. Elderly like me and deprived like my son cannot afford travel"

"Daughter not supposed to use public transport so try to rely on family"

"Having to get home from hospital after buses and trains have finished in evening last time cost me £43"

"Argue on the phone to get YAS transport despite being disabled. Happy to pay £10 on MediBus- it should be available for everyone. Little buses more available for getting to hospital appointments and shopping. Don't know enough about them- whether they qualify for it. Think it's just for elderly."

"The GP surgery is difficult to reach due to it being in a housing estate with no bus service and too far to walk for me from home"
"Concerns for access to GPs for those with mobility challenges- no bus near, not walkable... need a service to sort out this:)"
"Often don't fit the criteria for MediBus. It's a nightmare to get to York"
"Bedbound patient (as I was previously) get completely stuck, I couldn't sit upright or move, therefore I had to pay £300 for a private ambulance as I could not travel in a car. This was a highly stressful experience trying to organise this but also a traumatic experience for myself. Then when been dropped off at the hospital there was no care for my condition as I had an allotted travel time and this did not match up my appointment time, causing me to sit up and wait for my appointment. If there was a service for people who are bedbound and unable to wait in waiting rooms like me, this would be such a widely used service."
"When admitted to hospital for 5 days my partner had to go back and forth to get me more clothes and essentials. It cost £300+ in taxis, trains, and busses. My partner is the only one able to work in our household so that was a massive chunk of our money."
"More weekend provision needed. This lady uses the MediBus for all hospital appointments. For an eye hospital appointment at Beverley Community Hospital, this lady's journey on the MediBus was from Holme-on-Spalding-Moor to Castle Hill Hospital, to Hull Royal Infirmary, then to Beverley Hospital. Although this lady's appointment was at 14:15, she had to be picked up at 11:30. This lady told me that she has fibromyalgia so journeys on the bus are very painful."



# healthwatch

## East Riding of Yorkshire

Healthwatch East Riding of Yorkshire  
The Strand  
Meeting New Horizons  
75 Beverley Road  
Kingston Upon Hull  
HU3 1XL

Website: [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)

Website: [www.healthwatcheastridingofyorkshire.co.uk](http://www.healthwatcheastridingofyorkshire.co.uk)

Telephone: 01482 665684

Email: [enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)

 [Facebook.com/HWEastYorks](https://www.facebook.com/HWEastYorks)

 [Instagram.com/healthwatchery/](https://www.instagram.com/healthwatchery/)