

WEST SUSSEX MENTAL HEALTH SERVICE REDESIGN

TRANSPORT REVIEW GROUP'S RESPONSE

TO THE

DRAFT INDEPENDENT TRANSPORT ANALYSIS REPORT VERSION 7

1. Sussex Partnership NHS Foundation Trust [SPFT], jointly with the local Clinical Commissioning Groups (CCGs), convened a Transport Review Group to review the *Draft Independent Transport Analysis Report Version 7*, its conclusions and make suggestions on possible transport solutions for those who may be affected by the proposed service change.
2. The Group's Terms of Reference are attached (Appendix 1). The Group met on Friday 30 November and membership included service user and carer representatives, SPFT Governors, Healthwatch West Sussex and staff from SPFT, CCGs and West Sussex County Council (WSCC). It was chaired by SPFT's Chief Operating Officer. This report details the response to the transport analysis and suggestions on transport solutions.
3. The Group made the following comments/suggestions about Version 7:
 - Section 2: Groups affected by the proposed service redesign – *that carers and families should also be included*
 - Section 2: *detail average length of stay for each ward.*
 - Section 3: Transport Analysis: Methodology – *the term postal code district should be included.*
 - Section 4: Key Findings (4.1) – *another Scenario should be included to cover people who live in Midhurst.*
 - Section 4: Key Findings – *WSCC agreed to identify in its analysis the location of train stations and bus routes near the five units, ie Harold Kidd Unit, Meadowfield Hospital, Swandean Hospital, Langley Green Hospital and Horsham Hospital.*

- Section 4: Key Findings (4.3 Table)
 - *some of the costs may were questioned by the Group so the table is being double checked for accuracy.*
 - *detail whether the journey costs are single or return.*
 - *detail time difference as well as cost difference.*
 - *include 'hour' rather than just digits, eg 1 hr 40 mins.*
 - *detail how far people may have to walk after getting off a train of bus.*
- 4. The above changes will be incorporated into **Version 8** of the Draft Independent Transport Analysis.
- 5. The group also made the following comments/observations:
 - *West Sussex Bus Routes* - it was noted that West Sussex County Council had just consulted on (which closed on 18 November 2018) bus routes. Following this consultation, some of the routes may be changed or stopped which means we need to take this into consideration when assessing the impact on service users, carers and families.
 - *Train fares* – it was noted that it had been announced that there will be an average 3.1 per cent fare increase from January 2019. The impact of this on local train costs should be included within the transport analysis.
 - *Who is currently admitted to the three wards and how do visitors (carers and families) currently travel to these wards/units* – the Group requested this information and also suggested that this should be included within any consultation document.
 - *Help with travel costs for NHS treatment* – it was acknowledged that some patients may be eligible to have a full or partial refund of travel costs; this includes patients in receipt of certain Social Security benefits or those on a low income. Eligibility criteria are on the Health Care Travel Costs Scheme - NHS website. The Scheme can also include Carers if deemed medically necessary. Costs can cover public transport, private car, taxi, and parking. It was also suggested that this information should be widely advertised so that people are made aware of this and how to apply and/or receive help with the application. But, because of the numbers of people affected, we may be making a mountain out of a molehill if we agree to make travel payments to patients' visitors.

- *Potential digital solutions* - Skype/video conferencing could be made available for patients to contact carers and relatives. Relatives and families could also use skype at a site closer to home or mobile equipment at home to be involved in care planning or family reviews etc.
- *Disability and other needs* – it was acknowledged that some older people, in particular those with a disability, may find it difficult to walk significant distances eg from bus stops to the inpatient services. People living with other disabilities, or who lack confidence in travelling independently, may also find it difficult to get to the different locations. Also, some transport is not easily accessible for disabled people. Not all trains will help and buses can sometimes not be disabled friendly if there is more than one wheelchair, sometimes if pushchairs are on they will refuse to let people on to the bus.
- It was also noted that if journeys were either long or complex, ie several bus or train changes, it could prove too difficult and therefore reduce visits.
- *Car parking* – it was noted that this was free at each of the sites affected and that this information should be included within any consultation information and future patient and family/friend carer information.
- *Additional factors* – it was acknowledged that for older people, and their carers and families, other factors could affect their ability to travel and these should be taken into consideration eg ability to pay travel costs, disability issues (as above) and difficult and long journeys affecting people’s work and childcare arrangements.

6. ‘Who is currently admitted to the three wards and how do carers and families currently travel to these wards/units’

The following information is available from ward survey data:

a) Patients currently on the wards:

Orchard Ward: of the 12 patients on the ward only a small number* were from the Chichester area with equal numbers from Bognor Regis, Brighton and Hove, with the remainder from Midhurst, Pulborough and Crawley.

Grove Ward: of the nine patients on the ward only a small number were from the Chichester area with an equal number from Brighton and Hove, with the remaining from Redhill, Crawley, Emsworth, Shoreham–by-Sea and Guildford.

Iris Ward: the 11 patients on the ward mainly came from Redhill and Crawley, with the remainder coming from East Grinstead and Guildford but none from Horsham.

The above information was obtained through a ward survey undertaken on 7 November.

*in line with Data Protection requirements, exact numbers below 5 cannot be given.

b) How do carers and relatives currently travel to the wards:

Orchard Ward: variety of different ways, ie taxi, car (drive or friend's car), train and bus.

Grove Ward: majority by car, with the exception of one person who either comes on a bus or in a friend's car.

Iris Ward: by car, apart from one person who uses a bus.

The above information was obtained by a survey undertaken on 3 and 4 December.

7. Possible Transport Solutions

The Group noted that the West Sussex Service Redesign Programme Board had received feedback from staff and other groups such as the West Sussex County Council's Health and Social Care Committee. These possible solutions were reviewed and others were discussed and proposed by the Group, ie:

- *Mileage allowance/payments for people who use their own cars or payment for an individual's public transport costs* – it was acknowledged that this would be difficult to implement for equity reasons, ie why should one group of people benefit and not others? So, it should perhaps be targeted at those who are immediately affected by the move, eg current inpatients and their carers and for a limited time period?

- The Reviewers felt it was important for family/friend carers to receive prompt information and support so an application for the <https://www.nhs.uk/using-the-nhs/help-with-health-costs/healthcare-travel-costs-scheme-htcs/> could be achieved, where people were eligible. Where eligible that all patients could be financially supported for an agreed period while the application is processed. This would provide equity across the services, regardless of where the person is an in-patient.
- *To pilot the provision of a Trust or commissioned minibus to follow a specific route once/twice daily to and from each hospital/unit affected* – it was acknowledged that this could be very helpful for some carers and relatives.
- *Using Dial-a-Ride or community transportation* – it was noted that this could be problematic because current services are under considerable demand. However, it was worth investigating whether a bespoke arrangement could be developed, eg through the use of volunteers.
- *Provision of a service user-led volunteer transport scheme similar to the current arrangement in place* – to be investigated further. Additionally, need to check whether the local Red Cross provide transport for hospital appointments. They do in some areas using volunteers and it runs on charging minimal costs.
- *Provision of overnight accommodation for carers and families at the centres, eg conversion of vacant space or expanding family rooms. This would be for a specified time, e.g. during the first three to four days of admission which is often a traumatic and anxious period for patients, carers and their families.* It was noted that this would need to be piloted and informed by the experience of the Dementia unit in Brighton.

10 December 2018

Appendix 1:

West Sussex Mental Health Services Redesign Programme Transport Review Group Terms of Reference

1. General

- 1.1 The Clinical Commissioning Groups in West Sussex and Sussex Partnership NHS Foundation Trust are working in partnership to develop proposals for redesigning inpatient mental health services in West Sussex.
- 1.2 These terms of reference set out the membership, remit, responsibilities and reporting arrangements of the West Sussex Mental Health Services Redesign Transport Review Group, in relation to these proposals.

2. Purpose

- 2.1 The purpose of the Transport Review Group is to consider the travel impact on patients, carers and their families of proposals to improve mental health services in West Sussex.
- 2.2 The group will be asked to consider and review the findings from an independent Transport Analysis Report by West Sussex County Council, based on SPFT's preferred option.
- 2.3 It will also review any other options or scenarios which are deemed appropriate.
- 2.4 The group will review the proposed transport solutions already considered by SPFT's internal programme management office.
- 2.5 The group will be asked to recommend innovative and workable solutions to address any potential travel difficulties which may arise from the service changes proposed.

3. Proposed membership

- 3.1 The Transport Review Group consists of members from SPFT and West Sussex CCGs as well as service users and carers and Healthwatch and at least one member from each group, plus one service user or carer representative, should be in attendance for the group to be quorate.

For Sussex Partnership NHS Foundation Trust:

- Simone Button, Chief Operating Officer
- John Wilkins, Programme Director
- Elizabeth Hall, Governor (Public)
- Judy Abbott, Governor (Service User)
- Louise Patmore, Peer Trainer & Governor (Service User)

3.2 For West Sussex CCGs:

- Neil Johnson, Senior Manager, Mental Health Commissioning
- CCG Patient/Carer Representatives

3.3 Healthwatch West Sussex:

Katrina Broadhill, Service Manager

- The minutes of the meeting will be taken by SPFT.

4. Meetings and attendance

4.1 The Review Group will initially meet for one meeting. Other meetings are possible but this will depend on progress on SPFT's proposals.

4.2 All members of the group are expected to attend.

4.3 The group will report back to SPFT and the CCGs by Tuesday 11th December.