

Transforming Specialist, Non-Surgical, Cancer Care in the Eastern Sector (Halton, Knowsley, St Helens and Warrington)



Travel Impact Assessment

Version: 1.4 Final

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Executive Summary

This Travel Impact Assessment summary is to support the Eastern Sector Cancer Hub service change process.

The Clatterbridge Cancer Centre NHS Foundation Trust (CCC) provides care to the majority of people in Cheshire and Mersey (C&M) and plans to deliver transformation through Cancer Care Sector Hubs to provide a more holistic approach to patient care closer to patients' homes when it is safe and appropriate to do so.

Commissioners in Halton, Knowsley, St Helens and Warrington are working with the local provider of cancer services: Clatterbridge Cancer Centre NHS Foundation Trust (CCC), users of cancer services and Councils to review and redesign specialist, non-surgical, cancer care.

This travel impact assessment report looks at the effects of the service change upon the travel to services that patients must make.

The impact assessment used data provided by Healthwatch and local surveys carried out in the 4 boroughs. This was used to provide an overview of public and private transport to understand the impact of patient location versus the hub location.

In this impact assessment, these areas were compared to data about where people live in order to estimate how many people would be affected by the proposals. The work also looked at the impact of changes upon areas with high levels of deprivation associated with specific 'protected characteristics' including no car access and long-term illness/disability.

Key Findings

- The majority of patients (75-95%) currently travel to their CCC appointment via private transport and are likely to continue to do so, particularly for their first appointment
- Availability and cost of parking is the primary concern for patients travelling via private transport
- The structure of parking charges varies between the two Trusts:
 - Parking is free for 20 minutes at St Helens and Whiston hospital sites, and for 30 minutes at Warrington and Halton hospital sites
 - Stays of more than 20 minutes and up to 3 hours are £0.50-1.00 cheaper at St Helens and Whiston hospital sites
 - Stays of more than 3 hours and up to 6 hours are £0.50-1.00 cheaper at Warrington and Halton hospital sites
 - The maximum charge on all sites is £6.00 for up to 24 hours parking
 - Weekly passes cost £10.00 at Warrington and Halton hospital sites and £12 at St Helens and Whiston hospital sites

- Limited free parking spaces are available for cancer patients at St Helens Hospital while Warrington and Halton Hospitals offers free parking to all cancer patients
- Patients whose journeys involve crossing the river by car and who are not eligible for any discount schemes may incur additional costs of up to £16.00 over a year in bridge tolls (based on 1 new appointment and 3 complex follow-ups), though registered Blue Badge holders can make unlimited crossings for a one-off registration fee of £5.00; eligible Halton residents can make unlimited crossings for an annual fee of £10.00 and Warrington residents would not be expected to use the crossings to reach any of the four Eastern Sector hospital sites
- Some cancer patients may be eligible to reclaim all or part of their travel expenses including parking and tolls via the NHS Healthcare Travel Costs Scheme
- Up to 10% of patients travel via public transport (bus/train), with the proportion likely to be lower for journeys outside of Liverpool
- Cancer patients travelling via public transport may encounter access, connection and cost issues, particularly for journeys that cross borough boundaries or involve different bus operators
- Some Eastern Sector patients already travel 'out-of-area' to attend their CCC outpatient appointments, and not all patients currently attend their nearest hospital site, for a variety of reasons including service provision, location of clinics and GP/patient/consultant preference
- Depending on the chosen location of the Eastern Sector Hub, patients may still choose to attend another Sector Hub (Aintree, Wirral or Liverpool)
- Warrington residents currently travel furthest for their first outpatient appointment, mainly because very few new patient appointments are currently provided at Warrington Hospital
- The biggest increase in travel times would be felt by St Helens and Knowsley residents if the Sector Hub was located in Halton or Warrington hospital sites
- Overall car mileage in the Eastern Sector would only increase significantly if the Sector Hub were located at Halton General Hospital
- Locating the Sector Hub at St Helens Hospital would have the least impact for patients in terms of travel times by both private and public transport and also mileage
- Locating the Sector Hub at Halton General Hospital or Whiston Hospital would be the most equitable in terms of car journey times from all Eastern Sector GP practices, i.e. these two sites are closest to being at the 'centre' of the Eastern Sector; Warrington Hospital is the furthest from the 'centre'
- The maximum car journey time from an Eastern Sector GP practice to any of the four possible Eastern Sector Hub sites would be 41 minutes (from Rainford to Warrington Hospital)
- Locating the Sector Hub at either St Helens Hospital or Whiston Hospital would minimise public transport travel times for patients from the most deprived areas of the Eastern Sector which have the lowest rates of access to private transport

Commentary and interpretation

While locating the Sector Hub at St Helens Hospital would have the least impact in terms of patient journeys, this is partly because more first appointments are already provided there than at the other three Eastern Sector hospital sites. It should also be noted that more Knowsley patients may choose to access the Aintree Sector Hub if the Eastern Sector Hub were located at either Halton General Hospital or Warrington Hospital.

For the 75-95% of patients who travel via private transport, there is little to choose between the four sites in terms of journey time (<5 minutes difference) or parking charges (50p difference). Also none of the sites is 'ruled out' by the CCC commitment to a maximum car journey of 45 minutes. Availability of (free) parking is likely to be a more important factor but is difficult to quantify and compare between sites.

The bridge toll structure could be considered a barrier to locating the Sector Hub at Halton General Hospital, although Warrington and Halton Hospitals' proposal would pay for patients' toll charges (estimated annual cost of between £2,000 and £9,000 based on external analysis). It is worth noting that for Halton residents, car journey times to St Helens Hospital and Whiston Hospital are as quick as to Warrington Hospital, and also that no concerns were raised by Halton residents crossing the river for their appointment at the Lilac Centre.

There is little difference between St Helens Hospital and Warrington Hospital in terms of average public transport times (again <5 minutes), or between any of the sites in terms of maximum journey times.

Perhaps the clearest differentiator between the sites is that patients from the most deprived areas would find access via public transport more difficult if the Sector Hub were hosted by Warrington and Halton Hospitals than by St Helens and Knowsley Hospitals.

Background

The NHS has a National Cancer Transformation Programme with a national strategy for England (2015 – 2020); Cancer Care is also a key priority of the NHS Long Term 10 year Plan (LTP) 2020 -2030.

The Clatterbridge Cancer Centre NHS Foundation Trust (CCC) provides care to the majority of people in C&M and plans to deliver transformation through Cancer Care Sector Hubs to provide a more holistic approach to patient care closer to patients' homes when it is safe and appropriate to do so.

Commissioners in Halton, Knowsley, St Helens and Warrington are working with the local provider of cancer services: Clatterbridge Cancer Centre NHS Foundation Trust (CCC), users of cancer services and Councils to review and redesign specialist, non-surgical, cancer care.

Improving cancer outcomes has been a high-profile NHS priority for some time. In 2014 the Five Forward View recognised the progress the NHS had made in diagnosing and treating cancer but identified that cancer survival rates remained below our European counterparts and committed to action on three fronts: better prevention, swifter access to diagnosis, and better treatment and care for all those diagnosed with cancer.

The Clatterbridge Cancer Centre service delivery model is a centre for inpatients and outpatients for rare and complex cancer care and four 'Sector' Hubs;

- Wirral – South (Wirral and West Cheshire)
- Liverpool - Central
- Aintree - North
- **'Eastern Sector' in a location to be determined through a formal process**

In scope are specialist, non-surgical, outpatient services for adults (18+) who live or have a GP in Halton, Knowsley, St Helens and Warrington, who have been diagnosed with a 'common' cancer and referred to Clatterbridge Cancer Centre for treatment with drugs and/or radiotherapy. For clarity the 'common' cancers are Breast, Lung, Colorectal and Prostate

The process is to determine the model of care and then to evaluate *where that is best located for the benefit of the collective population* of the four boroughs i.e. either at St Helens & Knowsley Teaching Hospitals NHS Trust (STHK) or Warrington & Halton Hospitals NHS Foundation Trust (WHH).

The service will be delivered by Clatterbridge in partnership with one of the trusts.

The project is governed through a Programme Management Office reporting to the decision making bodies – the four CCGs through a Joint Committee, and NHSE Specialised Commissioning, NHS England Service Change Assurance Process, Local Government processes – Overview and Scrutiny Committees.

NHS Assurance Process

NHS England has a defined process for assuring service change which includes all elements of planning, assuring and delivering service change for patients. NHS England's role in the service change process is to support commissioners and their local partners, including

providers, to develop clear, evidence based proposals for service change, and to undertake assurance to ensure they can progress, with due consideration for the government's four tests of service change.

The objective of service change should be to achieve a fundamental improvement in the quality and sustainability of services, in a way that gains the support of patients, staff and the public. The assurance process set out in the following pages aims to help organisations apply a best practice approach when progressing complex programmes of service change and mitigate the risks of successful challenge.

There must be clear and early confidence that a proposal satisfies the governments four tests, NHS England's test for proposed bed closures (where appropriate), best practice checks and is affordable in capital and revenue terms.

The government's four tests of service change are:

- Strong public and patient engagement.
- Consistency with current and prospective need for patient choice.
- Clear, clinical evidence base.
- Support for proposals from clinical commissioners.

The four tests are broken down into various service change assurance checks which need to be clearly evidenced to by the commissioner. The checks cover a wide range of areas such as finance, clinical, governance, communications and engagement, resilience, workforce, estates and travel.

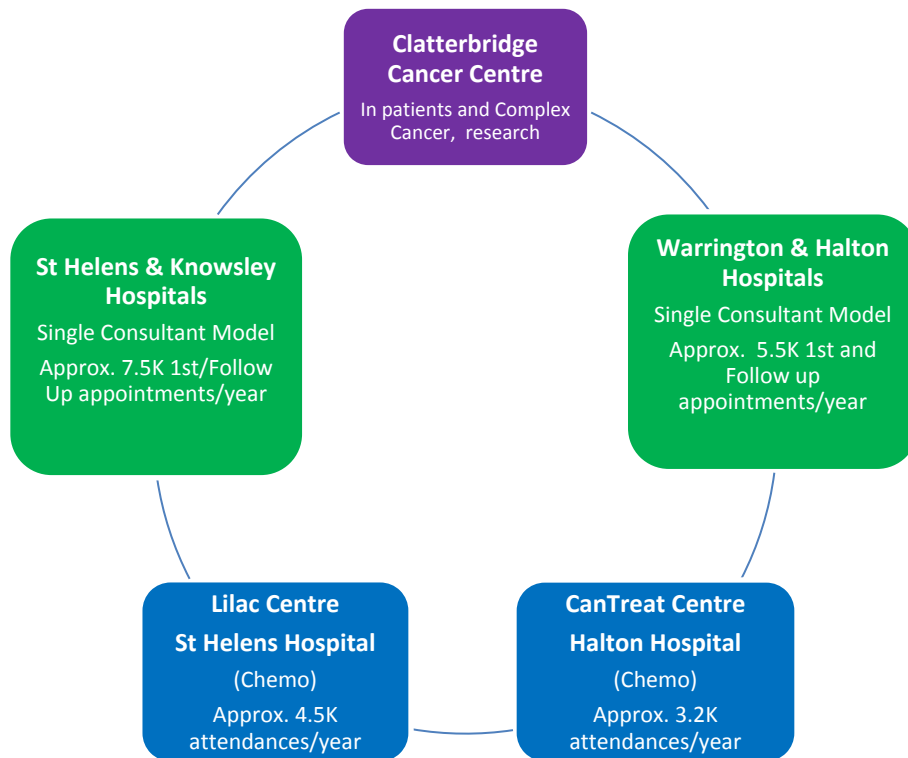
The focus of this document is the below service change assurance check.

Has the travel impact of proposed change been modelled for all key populations including analysis of available transport options, public transport schedules and availability/affordability of car parking?

Current Service and Model

- Clatterbridge Cancer consultants work at clinics (Monday – Friday) across 4 sites at: St Helens & Knowsley Teaching Hospitals NHS Trust (x2) Warrington & Halton Hospitals NHS Foundation Trust (x2).
- Quite often they work as a solo consultant and without MDT support or the opportunity to have joint consultations with the patient's surgical team for example.
- This can result in delayed appointments and as a consequence it can take longer for a person to start treatment.
- This impacts on the consistent achievement of the cancer standards such as first definitive treatment within 62 days of GP referral; this also has a potential impact on a person's outcome.

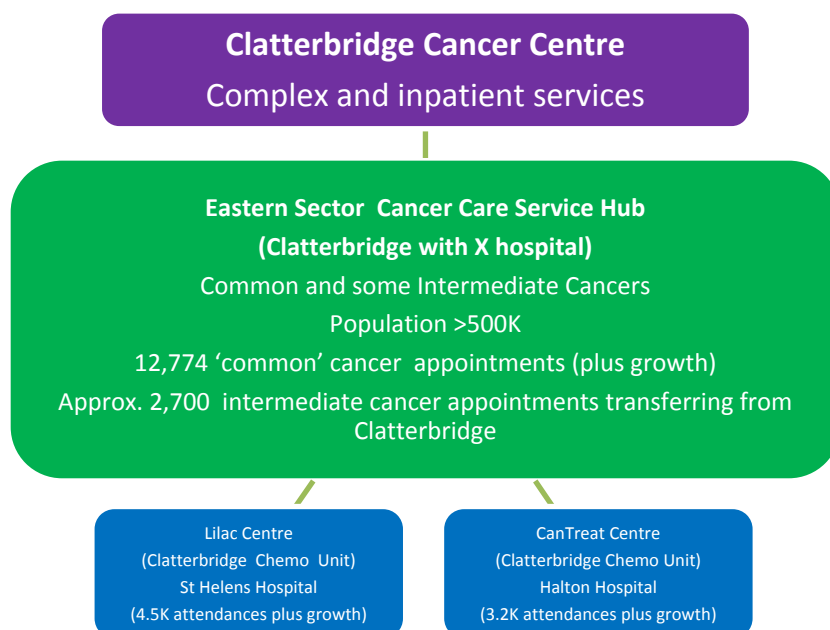
- Patients who become unwell during treatment usually have to go to A&E which is often not the best place for people having chemotherapy or radiotherapy to go.
- Not all patients have the opportunity to access clinical trials whereas there is more opportunity for people attending the Clatterbridge hospital site.
- Chemotherapy is mostly delivered closer to home in the local planned care hospitals – Halton Hospital and St Helens Hospital.
- In common with other areas there are some recruitment and retention difficulties.



Proposed Service and Model

- Holistic needs assessment for all patients via a multi-disciplinary team based service with improved convenience; seven day services; longer days i.e. evenings, 52 weeks/year.
- More coordinated patient focussed care; CCC team responsible for co-ordinating drug and radiotherapy treatments including linking with GPs and surgical teams with use of digital technology.
- Faster access to more personalised holistic care; 1st appointment within 7 days of referral after being diagnosed with cancer and treatment to commence within 28 days.

- Some intermediate and complex cancer outpatient care will be able to move from the Clatterbridge Centre site to the sector hub (approx. 2700 appointments/year) bringing care closer to home for many more local people.
- The new service will also include access to a cancer specific ambulatory care unit to ensure that, where appropriate, patients are seen by staff who know them and their treatment and A&E is avoided wherever possible
- Routine screening for entry into clinical trials will be available for all patients
- This service model will also provide a more supportive professional environment which will be more attractive to clinicians and should enable us to recruit and retain more staff
- The Eastern Sector Cancer Care Hub is to be future proofed with sufficient estate (minimum 800m2 of ground floor space) to host a radiotherapy unit if required following the national review which is currently underway.



Assessing the Travel Impact of Proposed Changes

The variety of evidence referenced in this travel impact assessment can be categorised as follows:

- Audits, surveys and samples of patients/journeys in the Eastern Sector, designed specifically to provide insight into how local patients travel to appointments and any travel-related concerns/issues
- Publicly-available information that is applicable to the proposed changes, including national policy/guidance on travel expenses and local car parking charges
- A primary analysis of the likely impact of proposed changes on travel times and distances for Eastern Sector patients attending outpatient appointments at CCC clinics

The evidence is summarised below with any original source files embedded at the end of each subsection:

- Headlines from patient travel surveys
- Parking and bridge toll parking structures
- Public transport sample journeys
- Potential impact on patient journeys
- Help with travel costs
- Summary of key findings, commentary and interpretation

Headlines from patient travel surveys

In Sep/Oct 2018 CCC conducted a travel audit of a number of its clinics across Cheshire & Merseyside, sampling 539 patients, which suggested that:

- 25% drove themselves
- 51% were driven by a friend/relative
- 11% used public transport
- 7% arrived by taxi
- 5% used patient transport services

An audit specific to two clinics that were moved from WHH sites to StHK sites for operational reasons identified that of the 38 patients who completed the survey in July 2018, 95% travelled by car.

For those patients who cannot attend their Clatterbridge appointment by car (their own or a friend/relative) CCC accesses either North West Ambulance Service (NWAS) or West

Midlands Ambulance Service (WMAS) depending on where the patient lives. This is based on commissioner arrangements.

Both NWAS and WMAS have a criteria for booking patient transport or for advising what other alternatives a patient can access for travel to hospital. In general most patients with a diagnosis of cancer will be able to travel to their appointment via patient transport, and depending on clinical need this may range from an ambulance that will support a trolley transfer through to hospital taxis or the NWAS volunteer drivers.

Patients who do not qualify for patient transport are signposted to access to additional funding such as MacMillan (who provide a telephone helpline with access to a Welfare Rights advisor) or to the NHS Healthcare Travel Costs Scheme (HTCS) for those on low income.

Use of public transport was most prevalent for those patients attending appointments in central Liverpool.



In Sep/Oct/Nov 2018 a survey was undertaken to seek patient and carer views on travel and parking for their appointments at the Lilac Centre on the St Helens hospital site. The survey was conducted over a period of 6 weeks, staggered to ensure that the Trust captured views from as many different patients as possible. A total of 254 questionnaires were completed and included in the analysis. Key themes were identified as follows:

- The majority of patients (94%) indicated that they travelled by car to the Lilac Centre, including those who were brought by a relative or friend as well as those who drove themselves; 3% came by public transport and 2% by hospital transport
- The majority of patients (83%) had a journey of 10 miles or less
- Patients travel from a wide geographical range extending to all parts of St Helens, Knowsley and Widnes but also from Liverpool, Halton, Warrington, Wigan, Cheshire, Preston and Wales
- 88% of patients said their journey to the Lilac Centre had been easy on that particular day, while 12% encountered difficulties including road works and difficulty with parking
- For patients travelling from outside the StHK catchment area:
 - All 10 patients travelling from Warrington postcodes came to the Lilac Centre by car, with journeys of between 5 and 15 miles
 - 4 of the 5 patients that travelled from Runcorn came by car, with one travelling by taxi, and although 2 of the 5 patients experienced difficulties

with parking, none of them raised any concerns about travel time or costs incurred to cross the Mersey Gateway Bridge

- 55 patients who participated in the survey travelled from Widnes, of which all but one came by car, with the remaining person coming by hospital transport
- 81% of the 42 patients who travelled more than 10 miles to the Lilac Centre did not make any comments about how easy their journey had been or any problems encountered, but 16% of people felt their journey was long or encountered roadworks which slowed them down
- 48% of respondents had a positive experience of parking at the Lilac Centre, many providing positive feedback in comparison to parking at Warrington and Whiston hospital sites, however 42% encountered difficulties including insufficient car parking spaces or maximum time allowed for disabled people adjacent to the Lilac Centre, raised concerns about availability and cost of parking and questioned whether parking should be free for cancer patients



Lilac Centre Travel
Survey Report - Nov

A survey of 80 patients attending the CANtreat chemotherapy unit on the Halton hospital site in December 2018 found that:

- 89% travelled by car
- 8% went via public transport
- 3% arrived by patient transport

Parking and bridge toll charge structures

The structure of parking charges varies between the two Trusts as shown in the table below which indicates that:

- Parking is free for 20 minutes at St Helens and Whiston hospital sites, and for 30 minutes at Warrington and Halton hospital sites
- Stays of more than 20 minutes and up to 3 hours are £0.50-1.00 cheaper at St Helens and Whiston hospital sites
- Stays of more than 3 hours and up to 6 hours are £0.50-1.00 cheaper at Warrington and Halton hospital sites
- The maximum charge on all sites is £6.00 for up to 24 hours parking

Parking charge structure	St Helens and Knowsley Hospitals	Warrington and Halton Hospitals
Free	20 minutes	30 minutes
1 hour	£1.00	£2.50
2 hours	£2.00	
3 hours	£3.00	£3.50
4 hours	£4.00	
5 hours	£5.00	
6 hours	£6.00	£5.00
24 hours (maximum)	£6.00	£6.00
Weekly pass	£12.00	£10.00

<http://www.sthk.nhs.uk/patients-visitors/st-helens/parking-at-st-helens-hospital>

<http://www.sthk.nhs.uk/patients-visitors/whiston/parking-at-whiston-hospital>

<https://whh.nhs.uk/about-us/our-hospitals/getting-halton-hospital>

<https://whh.nhs.uk/about-us/our-hospitals/getting-warrington-hospital>

Free parking spaces for cancer patients are available next to the Lilac Centre on the St Helens Hospital site on a first-come, first-served basis, while Warrington and Halton Hospitals issues free parking permits to all cancer patients.

For journeys that involve crossing either the Mersey Gateway Bridge or the Silver Jubilee Bridge (once reopened), the following fees/tolls apply:

- £2.00 per crossing by car, discounted to £1.80 for £5.00 one-off registration fee
- Unlimited crossings for eligible Halton residents for £10.00 annual fee
- Unlimited crossings for Blue Badge holders for £5.00 one-off registration free

<https://www.merseyflow.co.uk/toll-charges>

‘Eligible Halton residents’ are those living in a property in Council Tax Band A-F; or G-H and who have successfully applied to Halton Council to be included in the residents’ discount scheme as a result of economic hardship or other special circumstances. It is not known whether a diagnosis of cancer would qualify as ‘special circumstances’.

Warrington and Halton Hospitals have proposed a standard operating procedure that would pay for patients’ toll charges.

Public transport sample journeys

The Healthwatch organisations for the Eastern Sector area and the Warrington CCG Patient Forum were asked to consider the impact of patient transport in light of the Transformation of Cancer services. From the outset it was clear that it would not be possible to map or undertake all of the potential journeys patient could make from each of the four localities, so it was decided to undertake journeys from a recognised central location. The journeys

were undertaken to try and arrive for a 0930 or 1600 appointment at the hospital sites. The journeys were undertaken by both Healthwatch staff and volunteers involved with patient engagement activities.

A total of 22 journeys were made from central locations in Knowsley (Huyton Bus Station), Runcorn (Shopping City), St Helens (Bus Station), Warrington (Interchange, Winwick B&Q and Latchford) and Widnes (Green Oaks), with sample travel times in minutes as shown in the table below.

From	to Halton General Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
Huyton Bus Station	102	56	54	20
Runcorn Shopping City	Journey not undertaken	64	72	58
St Helens Bus Station	100	8	105	20
Warrington Interchange	50	56	5	53
Warrington Winwick B&Q	Journey not undertaken	Journey not undertaken	41	Journey not undertaken
Warrington Latchford	Journey not undertaken	Journey not undertaken	36	65
Widnes Green Oaks	40	30	43	40

Out of the 22 journeys undertaken, two resulted in late arrival for the 0930 appointment:

- From Huyton Bus Station to St Helens Hospital (late by 2 minutes)
- From Huyton Bus Station to Warrington Hospital (late by 5 minutes)

Notes recorded for each of the journeys highlighted the following factors for consideration:

- Issues around multiple buses to get to certain locations
- Day tickets only valid for specific bus operators
- Older People's bus passes cannot be used until after 0930
- Buses not turning up
- Walking from bus stop to hospital
- Misinformation and incorrect buses used
- Shuttle buses are helpful and supportive aid to patients
- Bus and bus station environments, particularly during inclement weather
- Limited seat availability on certain bus services



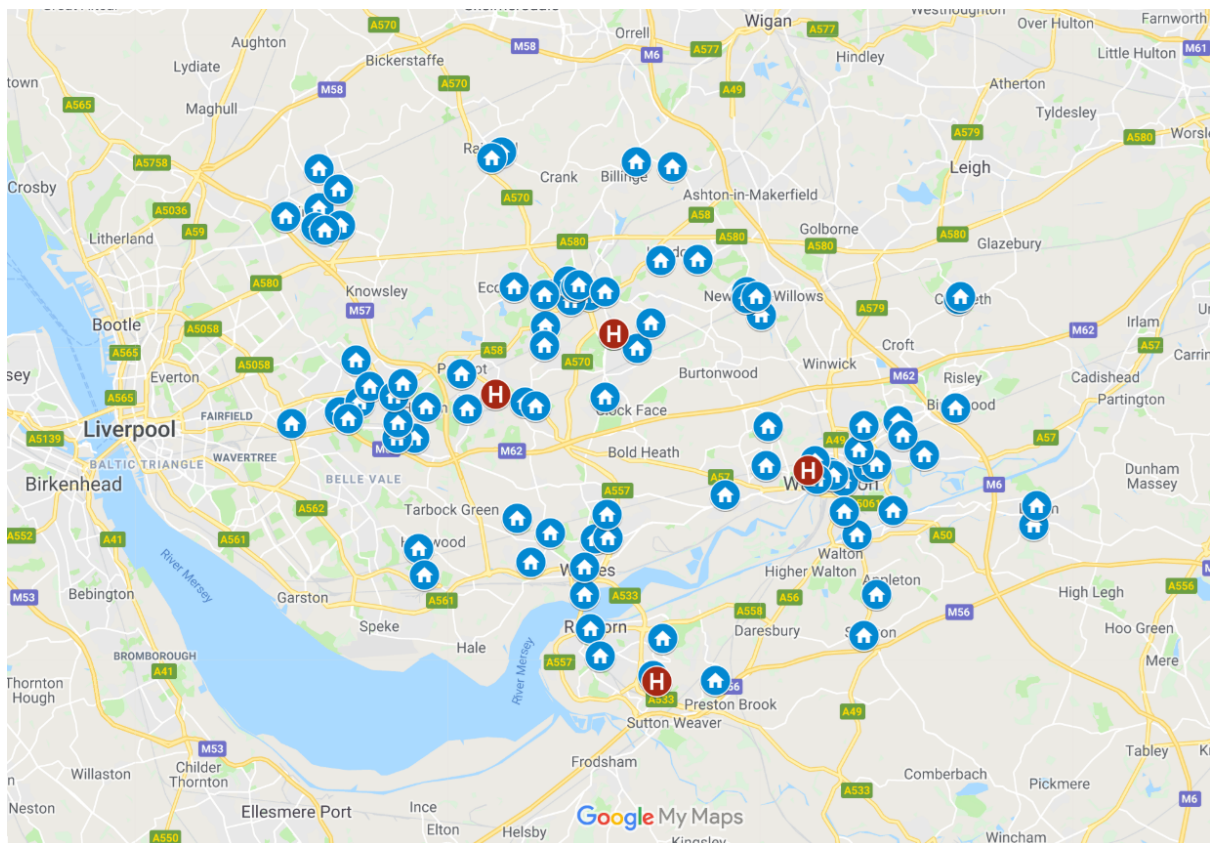
updated transport document Healthwatc

Potential impact on patient journeys

Patient journeys from each Eastern Sector GP practice to each of the four Eastern Sector hospital sites have been mapped using Google Maps to calculate average travel times and distances, then applied to CCC Eastern Sector activity data to estimate the potential impact of proposed changes on patient travel in terms of minutes and miles.

A total of 1,440 journeys have been mapped from 90 GP practices across Halton, Knowsley, St Helens and Warrington to the four hospital sites:

- Departing via private transport at 0800
- Departing via private transport at 1200
- Arriving via public transport at 0900
- Arriving via public transport at 1300



Average travel times and distance have been applied to the CCC activity expected to be affected by the proposed changes, i.e. first outpatient appointments and complex follow-ups for patients with a common cancer, registered with an Eastern Sector GP practice and seen at one of the four Eastern Sector hospital sites. The distribution of 1,285 first outpatient attendances for common cancers in 2018/19 is shown in the table below. Under

the proposed model, all of this activity would be seen in the Sector Hub on one of the four Eastern Sector sites.

CCG of registration	Halton General Hospital	St Helens Hospital	Warrington Hospital	Whiston Hospital	Total
Halton	75	118	6	81	280
Knowsley		92	2	75	169
St Helens	11	265	3	141	420
Warrington	228	75	51	62	416
Total	314	550	62	359	1,285

As shown in the table below, patients travelling by car for their first appointment would see average journey times increase from 16-17 minutes to:

- 19-21 minutes if the Sector Hub is located at Halton General Hospital
- 17-19 minutes if the Sector Hub is located at St Helens Hospital
- 19-21 minutes if the Sector Hub is located at Warrington Hospital
- 18-20 minutes if the Sector Hub is located at Whiston Hospital

Average journey time by car from	to current hospital site	to Halton Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
Halton	14-15	9-10	18-20	20-21	16-17
Knowsley	15-17	18-21	18-21	23-27	11-12
St Helens	12-13	23-25	9-10	23-27	16-18
Warrington	21-23	22-24	24-26	12-13	24-26
Total	16-17 minutes	19-21 minutes	17-19 minutes	19-21 minutes	18-20 minutes

The tables below show equivalent analysis for maximum car journey times and average mileage from each CCG.

Maximum journey time by car from	to current hospital site	to Halton Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
Halton	18	14	26	28	23
Knowsley	31	29	31	36	23
St Helens	27	36	21	41	30
Warrington	31	35	36	24	33
Total	31 minutes	36 minutes	36 minutes	41 minutes	33 minutes

Average mileage by car from	to current hospital site	to Halton Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
Halton	6	4	8	8	7.5
Knowsley	6	12	8	13.5	3
St Helens	4	12.5	3	9	5
Warrington	10.5	12	11	3	12
Total	7 miles	10 miles	7 miles	7.5 miles	7.5 miles

Patients travelling via public transport would see average journey times increase from 42-46 minutes to:

- 60-64 minutes if the Sector Hub is located at Halton General Hospital
- 44-50 minutes if the Sector Hub is located at St Helens Hospital
- 47-54 minutes if the Sector Hub is located at Warrington Hospital
- 50-57 minutes if the Sector Hub is located at Whiston Hospital

Average journey time by bus from	to current hospital site	to Halton Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
Halton	40-42	27-28	48-52	48-50	50-53
Knowsley	42-44	85-87	50-53	58-65	30-32
St Helens	31-32	75-82	24-25	58-70	39-40
Warrington	54-65	55-62	59-74	30-35	68-89
Total	42-46 minutes	60-64 minutes	44-50 minutes	47-54 minutes	50-57 minutes

The table below shows equivalent analysis for maximum bus journey times from each CCG.

Maximum journey time by bus from	to current hospital site	to Halton Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
Halton	64	47	82	65	78
Knowsley	78	110	85	119	70
St Helens	60	111	52	109	67
Warrington	93	95	108	70	115
Total	93 minutes	111 minutes	108 minutes	119 minutes	115 minutes

The table below shows average public transport travel times based on deprivation of practice population (1 = most deprived, 10 = least deprived based on IMD 2015

<https://fingertips.phe.org.uk/profile/general-practice/>)

Average journey time by bus from practices in deprivation decile	to current hospital site	to Halton Hospital	to St Helens Hospital	to Warrington Hospital	to Whiston Hospital
1	43-44	75-78	50-51	59-71	42-44
2	32-33	54-58	33-35	52-56	45-47
3	42-46	56-64	46-50	45-53	48-56
4	30-31	58-66	25-26	47-61	39-40
5	44-48	53-57	47-53	31-33	55-68
6	43-49	56-57	47-56	40-44	42-52
7	31-35	66-68	37-41	56-63	22-23
8	55-56	74-75	43-44	73-77	57-59
9	56-66	72-79	52-60	49-60	70-83
10	57-72	55-65	63-94	40-49	78-101
Total	42-46 minutes	60-64 minutes	44-50 minutes	47-54 minutes	50-57 minutes

Help with travel costs

As noted above, some patients may be eligible to claim a refund of reasonable travel costs under the NHS Healthcare Travel Costs Scheme (HTCS). To qualify for help with travel costs under the HTCS, the patient or their partner must receive one of a list of qualifying benefits or allowances, or meet the eligibility criteria for the NHS Low Income Scheme.



NHS Healthcare
Travel Costs Scheme



2.19 MacMillan
Transport information

Summary of key findings, commentary and interpretation

Based on the evidence presented above, the following key findings are put forward for consideration:

- The majority of patients (75-95%) currently travel to their CCC appointment via private transport and are likely to continue to do so, particularly for their first appointment
- Availability and cost of parking is the primary concern for patients travelling via private transport
- The structure of parking charges varies between the two Trusts:
 - Parking is free for 20 minutes at St Helens and Whiston hospital sites, and for 30 minutes at Warrington and Halton hospital sites

- Stays of more than 20 minutes and up to 3 hours are £0.50-1.00 cheaper at St Helens and Whiston hospital sites
- Stays of more than 3 hours and up to 6 hours are £0.50-1.00 cheaper at Warrington and Halton hospital sites
- The maximum charge on all sites is £6.00 for up to 24 hours parking
- Weekly passes cost £10.00 at Warrington and Halton hospital sites and £12 at St Helens and Whiston hospital site
- Limited free parking spaces are available for cancer patients at St Helens Hospital while Warrington and Halton Hospitals offers free parking to all cancer patients
- Patients whose journeys involve crossing the river by car and who are not eligible for any discount schemes may incur additional costs of up to £16.00 over a year in bridge tolls (based on 1 new appointment and 3 complex follow-ups), though registered Blue Badge holders can make unlimited crossings for a one-off registration fee of £5.00; eligible Halton residents can make unlimited crossings for an annual fee of £10.00 and Warrington residents would not be expected to use the crossings to reach any of the four Eastern Sector hospital sites
- Some cancer patients may be eligible to reclaim all or part of their travel expenses including parking and tolls via the NHS Healthcare Travel Costs Scheme
- Up to 10% of patients travel via public transport (bus/train), with the proportion likely to be lower for journeys outside of Liverpool
- Cancer patients travelling via public transport may encounter access, connection and cost issues, particularly for journeys that cross borough boundaries or involve different bus operators
- Some Eastern Sector patients already travel 'out-of-area' to attend their CCC outpatient appointments, and not all patients currently attend their nearest hospital site, for a variety of reasons including service provision, location of clinics and GP/patient/consultant preference
- Depending on the chosen location of the Eastern Sector Hub, patients may still choose to attend another Sector Hub (Aintree, Wirral or Liverpool)
- Warrington residents currently travel furthest for their first outpatient appointment, mainly because very few new patient appointments are currently provided at Warrington Hospital
- The biggest increase in travel times would be felt by St Helens and Knowsley residents if the Sector Hub was located in Halton or Warrington hospital sites
- Overall car mileage in the Eastern Sector would only increase significantly if the Sector Hub were located at Halton General Hospital
- Locating the Sector Hub at St Helens Hospital would have the least impact for patients in terms of travel times by both private and public transport and also mileage
- Locating the Sector Hub at Halton General Hospital or Whiston Hospital would be the most equitable in terms of car journey times from all Eastern Sector GP practices, i.e. these two sites are closest to being at the 'centre' of the Eastern Sector; Warrington Hospital is the furthest from the 'centre'
- The maximum car journey time from an Eastern Sector GP practice to any of the four possible Eastern Sector Hub sites would be 41 minutes (from Rainford to Warrington Hospital)

- Locating the Sector Hub at either St Helens Hospital or Whiston Hospital would minimise public transport travel times for patients from the most deprived areas of the Eastern Sector which have the lowest rates of access to private transport

While locating the Sector Hub at St Helens Hospital would have the least impact in terms of patient journeys, this is partly because more first appointments are already provided there than at the other three Eastern Sector hospital sites. It should also be noted that more Knowsley patients may choose to access the Aintree Sector Hub if the Eastern Sector Hub were located at either Halton General Hospital or Warrington Hospital.

For the 75-95% of patients who travel via private transport, there is little to choose between the four sites in terms of journey time (<5 minutes difference) or parking charges (50p difference). Also none of the sites is 'ruled out' by the CCC commitment to a maximum car journey of 45 minutes. Availability of (free) parking is likely to be a more important factor but is difficult to quantify and compare between sites.

The bridge toll structure could be considered a barrier to locating the Sector Hub at Halton General Hospital, although Warrington and Halton Hospitals' proposal would pay for patients' toll charges (estimated annual cost of between £2,000 and £9,000 based on external analysis). It is worth noting that for Halton residents, car journey times to St Helens Hospital and Whiston Hospital are as quick as to Warrington Hospital, and also that no concerns were raised by Halton residents crossing the river for their appointment at the Lilac Centre.

There is little difference between St Helens Hospital and Warrington Hospital in terms of average public transport times (again <5 minutes), or between any of the sites in terms of maximum journey times.

Perhaps the clearest differentiator between the sites is that patients from the most deprived areas would find access via public transport more difficult if the Sector Hub were hosted by Warrington and Halton Hospitals than by St Helens and Knowsley Hospitals.

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