## **OSMC Summary of Recommendations & Current Status**

	Recommendation	Lead	OSMC Target	Current Status
		Organisation	date for	
			completion	
1.	Ensure that staff, visitors and patients are aware of	UHS	Sept 2013	UHS will work with SCC to review and improve
	the public and sustainable transport routes to and			the information available to those accessing the
	from the general hospital.			SGH site with consideration content and
	a) UHS to review, improve and provide evidence of			method of communication should be informed
	the information provided to staff, visitors and			by the data and information collated by
	patients in relation to travel to the hospital –			undertaking a survey of patients and visitors as
	including in patient appointment letters and the			indicated by (10) below. UHS suggest the bus
	website;			companies have a critical role in promoting
				sustainable transport options and should be
				identified as one of the lead organisations in
				delivering this action. First Hampshire has
				produced a timetable for access to the hospital
				for their services.
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			January	Due to the number of patients (over 600,000)
			2015	being treated at the hospital each year it is not in a position to survey information on how
				travel to the hospital but they will continue
				working with the bus companies and the
				Council on sustainable travel. Letters sent to
				patients with details are as per a template by
				NHS England so it is not possible to put any
				information directly on the letter. However the

				hospital web site on how to access the hospital provides information on public transport first and parking last. SCC is working with the hospital to deliver a bus departure display in the new hospital entrance which will help and reassure visitors to the hospital of where to get their bus home from and what time it is due. SCC has produced a new leaflet showing all bus companies' bus services to the hospital giving details of routes, frequencies and bus stops (see 1 b below).
b	SCC to develop leaflets to publicise sustainable transport options to the general hospital from various parts of the city for distribution at relevant places including the hospital, GP surgeries, libraries, community facilities and the information provided on the 'My Journey' website.	SCC	Sept 2013	To be put into work programme to be in place following September service changes (changes traditionally happen in September due to school/University year start). This should be in partnership and joint funded by UHS as part of the Travel Plan for the site. Following a further change to the operator of council supported service S1 this will be delayed until October 2013.  Update: Following further changes to bus services in early January 2014 it is proposed that information be provided at this date.
			January 2015 Completed	There have been continual service changes and bus company ownership for some bus services at the hospital over the last year. These have now stabilized and the Council has produced a leaflet which shows routes to the hospital, bus

				stops and how connections from train, ferry and longer distance bus service can be made with ease. The leaflet will be distributed across the city into doctor's surgeries, libraries, transport operators and other locations where users to the hospital may find the information of use. The hospital will promote it on their web site, it will be put on the MyJourney website and distributed around the hospital site. The leaflet will be updated on line as bus services change and re printed when there are major service changes.
2	To establish a representative passenger group for public transport in Southampton including service providers (buses and trains), transport users and councilors. The group should meet at least twice a year with scope for extra meetings if required and minutes available publicly.	SCC	July 2013	scc liaising with UHS on best way to set up group (including tapping into existing groups). It is anticipated that the group will meet for the first time in September/October 2013.  Update: This will take place in January where the latest changes to bus service will be discussed
			January	A bus users group meeting has been set for 18
			2015 Completed	February 2015 in the city centre which the hospital wish to be involved in. This meeting will
			Completed	be chaired by Councilor Rayment, Cabinet Member for Environment and Transport and posters and a press release will be issued for the meeting. Future dates for the meeting will be set later in the year. The meeting with be promoted across the City and anyone interested in bus services will be able to attend. In addition First are reviewing their Passenger Panel which

				meets quarterly as the panel has been sitting for nearly two years but it has not been as effective as those in other areas. They are very keen to secure some representation from hospital staff and are working with the UHS to achieve this.
3	That UHS ensure there is early engagement with public transport providers, allowing time to consult with the passenger group mentioned in recommendation 2 where possible, over services changes that are likely to affect staff and patient travel – including the proposed extension of working hours at the hospital.	UHS	June 2013	UHS will ensure this is the case and will work via the passenger group once it has been established. This is delayed until the passenger group is established (see 2 above).  Update: The latest changes are to First commercial services.
			January 2015	There has been limited improved engagement between transport operators and the UHS over planned service changes and there has been no consultation on the latest service change by First in January 2015. The UHS has established an internal Travel Planners Group which has representatives from clinical and non-clinical staff. Bus companies are being encouraged to provide information on their service proposals to the group.
4	Bus companies to ensure that bus drivers are encouraged to share information with passengers — for example that it is quicker to wait and get the next bus, as a matter of course, particularly for vulnerable and elderly passengers and for this to be included in mandatory training	Bus Companies	Sept 2013	New signage to be included at locations highlighted at (5) below will assist in general information as Real Time where provided.  Leaflets as set out at (1b) above will also help. In a competitive and unregulated market it is unrealistic to expect private bus operators to

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				encourage passengers to use services of
				another operator both in terms of commercial
				approach and knowledge of other operators
				services (e.g. it would be unexpected that B&Q
				would advise on Homebase products for
				example). The Customer Service Charter being
				developed as part of the Better Bus Area Fund
				project aims to bring a standard approach to
				customer service including improved driver
				training. In addition First Group CPC training
				includes a module written in partnership with
				the CPC Alzheimer's Society in terms of dealing
				with elderly and vulnerable people.
				<b>Update:</b> Ongoing training by bus companies
			January	First have revised their training to improve the
			2015	information that staff are given and
			Completed	encouraging them to provide information to
				customers.
5	SCC to work with bus companies, Network Rail and	SCC	Sept 2013	New Signs to be installed at Town Quay and
	Red Funnel to improve signposting to bus services to			Southampton Central station during August
	the hospital from central station and Town Quay			2013 in partnership with Island Line Community
	linking into the legible cities and legible bus networks.			Rail Partnership with details of bus routes to
				Hospital.
				Totems installed at City Centre Locations with
				<u> </u>
				local area maps which shows bus departures
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			January 2015	project, the North Side due to go live August 2013, South Side September 2013 delayed due to electrical connection issues with South West Trains.  **Update: A new totem has been installed on the south side exit from the rail station which gives live bus departures from the bus stops around the station. The north side totem has been erected but is not connected to the power supply yet so is not providing any information. A notice board has been provided on the south-side of the station which gives information on how to get to the station.  The totem on the north side of the railway station is now live and gives bus departure information and shows the location of bus stops in the locality. At the present times highway improvements around the north side of the station are making access to bus stop more difficult. Once all this work is completed in November 2015 the interchange been bus and rail will be more attractive and easier. There is no longer a direct bus service from Town Quay to the hospital but it is possible to make an easy interchange using the same bus stop and the leaflet produced by the Council explains this.
6	SCC and UHS to work together to improve signposting to bus stops and cycle routes in and around the	SCC/UHS	Sept 2013	UHS approached regarding provision of additional RTI signs/Totems on site at UHS but
	to bus stops and cycle routes in and around the			additional NTI signs/ fotelits on site at OHS but

hospital including consideration of a potential cycle route through the cemetery. If this is not deemed appropriate, the Panel would urge the Council and partners to consider alternative routes which are physically segregated from motor vehicles as much as possible.

were viewed unsuitable due to potential infection concerns and land redevelopment issues.

Cycle links to be developed with UHS travel plan working group. Current improved routes to the Hospital part of DfT Cycling to Prosperity Bid, award decision due August 2013. Routes in and around the Hospital are on private land and responsibility of UHS through the Travel Plan.

**Update:** Confirmation of available funding has not been secured to develop the cycle route across the cemetery

## January 2015

The UHS is reviewing its internal cycle routes and in September 2014 set up a cycle user group meeting. An additional 176 cycle parking spaces will be provided across the hospital site in 2015 with funding from SCC and UHS.

SCC reviews the network of cycle routes each year and whenever an opportunity for funding arises we submit bids for funding to extend and enhance the network.

The last bid was unsuccessful which would have provided a cycle way to link Millbrook to the General Hospital. Currently there are no funds

				to develop any cycle routes adjacent to the General Hospital.  SCC are about to undertake a major audit and review of cycle routes across the City – this will establish continuity, user demand, and identify where works are required to make the route more user friendly and safer. This will establish were priority measures may be required.
7	SCC to work with the UHS to improve bus stop information around the general hospital site to ensure time tables and real-time information are available both in the hospital and at bus stops.	SCC/UHS	July 2013	UHS approached regarding provision of additional RTI signs/Totems on site at UHS but were rejected due to potential infection concerns and land redevelopment issues. However, a location has now been identified to install the freestanding bus departure display unit. New legible bus network bus stop will be installed in August to improve the information around the hospital.  Update: Bus stop poles and flags have now been ordered and will be delivered and erected by the end of November 2013
			January 2015	The bus stop signs and timetable cases have be replaced in the new legible bus network style at all bus stops around the hospital including the introduction of a bus stop lettering scheme assist in identifying which bus stop to go to.  New tube style maps and where to catch your

				bus listing have been put in these bus stops showing passengers the services from the hospital.
8	SCC to priorities improvements to street lighting on Tremona Rd and Dale Rd Junction around bus stops, to ensure that passengers feel safer.	SCC	July 2013 Completed	Under the existing Street Lighting PFI Contract, Coxford Ward, the street lighting for Dale Road has already been up graded to a 'white' light source, 90 Watt, road lighting lantern, using 8 metre mounting height lamp columns.  It is planned to continue with the same lighting specification for Coxford Road and Tremonia Road, with the lighting installations being brought forward and completed by Scottish & Southern Energy before the end of the Summer months and the return of the dark evenings.  Street lighting in the roads of Dale Road, Coxford Road, and Tremonia Road, will all be exempt from any future Councils Street Lighting Dimming Policy, and will continue to be operated at full brilliance.
9	All bus companies to feed their live data into the SCC real time information systems.	Bus Companies	Sept 2013	This is subject to a legal Service Level Agreement being signed between SCC and the bus operator to ensure data on system is of high quality. Bluestar are already on system. Unilink due on system August/September. Negotiations with First suggest an October date but this is subject to further negotiation.

				<b>Update:</b> Unilink Information is now live on the system. First should be available in the first quarter of 2014
			January 2015	First data will be going live on the system by the end of March 2015. The Council is working with Xelabus who have taken over the operation of bus service S1 this month to add them to the system.
10	SCC, UHSFT, Southampton University, Unison, S-LINkS-LINK and Bus Companies to work together to explore options for undertaking a survey to establish how patients and visitors are currently travelling to and from the general hospital and the results are used to inform future service planning and improve reliability. The results should also be reported back to HOSP and fed into the key local health documents: the Joint Strategic Needs Assessment and the Health and Wellbeing Strategy, the latter of which, following the Panel's recent review, now is agreed to contain transport as a consideration.	All	January 2015	UHS are developing a new Travel Plan as the previous Travel Plan is no longer being used. The revised version is due to be submitted to SCC for review and approve in March 2014. The timetable by OSMC needs to be amended to reflect this.  Update: A survey of patients and staff which include information on how they travel is being undertaken during November 2013  UHS have carried out their annual staff survey and will be submitting their revised travel plan by March 2015. The hospital "You Say" feedback form which is available in all departments across the hospital and on line. Comments received concerning transport are sent to the Travel Plan team to deal with and
11	Regardless of decisions taken by bus companies in	SCC	Dec 2013	reply.  This is due in December 2013.
	Regulatess of decisions taken by bus companies in	1 300	DCC 2013	This is due in December 2015.

	relation to continuing, or otherwise, to run evening and weekend buses to the General Hospital, the Panel would like SCC to review the effects of the bus subsidy reductions on access to the general hospital six months after they come into effect. A report on the review should be provided to HOSP.		January 2015 Completed	Update: A verbal update on service changes and their impact will be given at the meeting.  Following withdrawal of Council support for evening bus service all those routes and journeys to the hospital have been taken on commercially by the bus operators. For this reason no review has been necessary. In addition from June 2014 First improved the frequency of services 3 and 12 daytimes and evenings which serve the general hospital. The evening frequency enhancement on service 3 has now reverted to its original frequency this month. Further changes this month have seen improvements to Saturday daytimes on service S1 which will operate all day. The UHS is pleased with the way the city council keeps them informed of changes to all bus services at
12	At a meeting in the 2013-14 municipal year, HOSP to	HOSP	Sept 2013	the hospital. Noted
	consider the Patient Transport Service and other dedicated modes of patient transport in more detail in order to improve understanding of how the services are managed, publicised to patients and concerns with the current service. Commissioners and providers, including the voluntary sector, of the service to be invited. If recommendations are necessary to improve the service, they will be made at that meeting		January 2015	The chair of HOSP to schedule this review for a Panel meeting in June/July 2015.

13	UHS to be asked to consider reviewing the zones used in relation to parking permits to consider areas where there are regular direct bus routes which fall outside of the inner zone but provides attractive transport to the hospital within 30 minutes. This should help improve the viability of bus services and encourage sustainable transport use ("getting people out of their cars").	UHS	Oct 2013	<ul> <li>UHS zones were designed with available bus routes in mind as below:</li> <li>Staff living in zone 2 (based on a combined 15 min walk and 30 min bus journey) will be allocated a parking space if they work nights, shifts or travel off and on site several times per day.</li> </ul>
	curs ).			UHS acknowledge however that these zones were designed three years ago and are willing to consider revising the zones in light of current bus routes. This will need careful consideration and possible consultation with staff prior to any changes being implemented.  Update: As part of the Hospital travel plan recently submitted they are proposing to look at the zones
			January 2015	UHS has reviewed its staff car parking permit scheme criteria. The use of the previous zones is not now a major factor when decisions are made about how staff parking is allocated. A recruitment and retention panel which meets monthly considers all applications for parking permits.
14	Consideration is given to the development of a bus hub within the general hospital site and how SCC can work with the hospital to facilitate this.	SCC/UHS	Dec 2013	This is subject to issues on redevelopment proposals and funding opportunities as well as a demonstrated business case. There is a desire amongst both parties to deliver a solution that

		January 2015	is being investigated through both through the development control process and in terms of funding in partnership between SCC and UHS with bus operators.  UHS held a meeting with SCC and bus companies in October 2014 to identify what options maybe available and which part of the site is likely to be most suitable for bus operations. Traffic counts have been undertaken and traffic modeling of how the site would operate are being undertaken.
Encourage bus companies to work together to develop a cross company bus ticket for use within Southampton to enable easier travel from the City to the hospital. This should be priced competitively with existing operator day tickets — e.g. First day ticket rather than the Solent Travelcard which covers a greater area and is therefore more expensive. Consideration also be given to how they can work better with train providers on this issue and the promotion of Plusbus add-on tickets.	Bus Companies	Dec 2013	A Solent Travelcard already exists for this purpose. This is due to transfer to a "smart ticket" in late 2014 with a Southampton only version to be introduced late 2014. Plusbus is a commercial product which allows bus travel on all companies services within to be added to a return or season train ticket at a discount over a Solent or bus operator specific ticket.  There are strict rules laid down by both the Competition Commission and DfT on multi-operator ticketing including pricing which is reflected in the existing Solent Travelcard. Specific Multi-Operator tickets to one specific location may be in conflict with these and are not planned to be developed as this will be covered by the Solent Travelcard migration to smartcard referred to above.

			January 2015 Completed	Update: The target date for the introduction of a Southampton version of the Solent Travelcard is July 2014.  The city version of the Solent Travecard (now SolentGo) was launched in December 2014. The price is £5 per day and £20 per week, £65 for 28 days and £185 for 3 months. The UHS has leaflets and information on the scheme.
16	UHS to share their forthcoming travel plan with SCC Transport Officers by April 2013 and ensure that the plan details clear lines of accountability for actions and is refreshed yearly and fully updated every three years. The final plan should also be shared with HOSP. SCC officers to support UHS to complete the implementation of the travel plan. UHS should ensure they share and learn from best practice on travel planning including working with Southampton University.	UHS	July 2013	UHS are developing a new Travel Plan as the previous Travel Plan is no longer being used. The revised version is due to be submitted to SCC for review and approval later in the year. The timetable by OSMC needs to be amended to reflect this.  Update: A draft travel plan has now been submitted to the Council
			January 2015	The UHS submitted a revised travel plan to SCC in May 2014 and this was approved by SCC in June 2014. UHS have carried out their annual staff survey and will be submitting their revised travel plan by March 2015. UHS meets regularly with SCC Workplace Travel Plan Officer
17	Chair of HOSP to write to all partners with recommendations, seeking a response on what they accept, what timings they can commit to, and detailing any additional resources they are willing to provide.	HOSP	May 2013	Noted