

Governing Body Meeting:  
Date: 26 May 2016

Item Number: 7



*Hambleton, Richmondshire and Whitby  
Clinical Commissioning Group*

**Report Sponsor:**

Gill Collinson

**Report Author:**

John Darley

**1. Conflicts of Interest**

A conflict of interest occurs where an individual's ability to exercise judgement or act in one role is or could be impaired or otherwise influenced by his or her involvement in another role or relationship. The individual does not need to exploit his or her position or obtain an actual benefit, financial or otherwise. A potential for competing interests and/or a perception of impaired judgement or undue influence can also be a conflict of interest.

Are there any potential conflicts of interest relating to this paper, which may arise within the committee and need to be addressed by the Chair of the Committee prior to this item being tabled?

Yes  No

If yes, please detail here the action taken by the Chief Operating and Finance Officer to prevent conflicts of interest within the decision making process

**2. Title of Paper:**

Friarage Hospital / James Cook Hospital "Shuttle Bus" Service

**3. This paper is for:**

Approval	Decision	Assurance – For Discussion	Assurance – For Information Only
	x		

**4. CCG Strategic Objectives supported by this paper**

	CCG Strategic Initiatives	X
1	Transforming the community system	
2	Mental health and dementia care	
3	Clinically appropriate planned care	x
4	Children's health	
5	Patients with long term conditions	
6	Prevention of ill-health	

## 5. CCG Values Underpinned in this paper

	CCG Values	X
1	Integrity	x
2	Transparency	x
3	Collaboration	x
4	Focus	
5	Action	
6	Energy	
7	Courage	x

## 6. Does this paper provide evidence of assurance against the Governing Body Assurance Framework?

	X
YES	
NO	x

If you answered yes above, please indicate which principle risk and outline

Principle Risk No	Principle Risk Outline
Strategic Objective No: Principle Risk No:	
Strategic Objective No: Principle Risk No:	

## 7. Does this paper mitigate risk included in the CCGs Risk Registers? If Yes, please outline.

	Ref: Risk No	Outline
Yes		
No	x	

## 8. Executive Summary

### Purpose & Operational Timeline Of The "Shuttle Bus" Service

The bus service, known as the "Shuttle Bus", was originally introduced as a pilot scheme in October 2014, funded by the CCG.

The shuttle bus service travels between the two hospital sites a total of ten times per day, and is time tabled to operate Monday to Friday inclusive (excluding public

holidays). The service is currently free of charge to all passengers.

The primary role of the shuttle bus service has been to support, free of charge, patients, their carers and families affected by the reconfiguration of Paediatric and Maternity services in travelling between the Friarage Hospital in Northallerton and the James Cook Hospital in Middlesbrough, following emergency transfer.

Shortly after commencement, due to low demand and an attempt to utilise all available capacity, the eligibility for passengers to travel on the shuttle bus service was relaxed. Therefore all empty spaces on the service were made available to any staff or public who needed to travel between the two hospital sites, while still remaining free of charge to all.

In March 2015 the shuttle bus pilot was extended for twelve months until 31 March 2016, in order to provide sufficient time to evaluate the uptake and impact of the service.

In January 2016 the CCG commenced an evaluation of the service to gain a greater understanding of the public's use and perception of the service prior to the end of the pilot period.

The initial review demonstrated that the number of people using the service was low (16% of available capacity utilised per week) but those using the service found it of value.

In order to more fully evaluate the service and understand the public's views a public engagement exercise regarding the future of the shuttle bus service ran between Tuesday 3<sup>rd</sup> May 2016 and Tuesday 17<sup>th</sup> May 2016 inclusive. The contract was extended until 30<sup>th</sup> June 2016 in order to accommodate this public engagement.

#### Passenger Numbers on the Shuttle Bus Service

Passenger numbers travelling on the service are recorded for each journey. The number of patients (or other service passengers) and NHS staff using the service is also recorded.

The total capacity of the shuttle bus service is circa 1,500 passengers per week. The table below compares average passenger numbers and the % of bus capacity being utilised since the service started.

<b>Time Period</b>	<b>Average Weekly Passenger Numbers</b>	<b>% of Total Bus Capacity Utilised</b>
1 Oct 14 – 30 April 16	242	16%
1 Sept 15 – 31 Dec 15	300	20%
1 Jan 16 – 30 Apr 16	277	18%

The overall percentage split of passenger numbers, since commencement of the service, is 59% public and other passengers and 41% NHS staff. The percentage share of public and other passengers (i.e. not NHS staff) has been steadily increasing since the start of the service.

The graph included as appendix 1 to this report shows the trend in passenger numbers using the shuttle bus since the service commenced, and also details the split of NHS staff and patients or other passengers using the service.

The graph shows a steady increase in passenger numbers travelling on the service between November 2014 and November 2015. Since November 2015 the total passenger numbers using the service has fallen overall but has remained relatively consistent month on month.

### Financial Cost of the Shuttle Bus Service

The current (2015/16) annual contract for the shuttle bus service is £88,200.

### Outcomes of the Public Engagement

The public engagement consisted of both on-line and hard copy (available on the bus service) options and included a covering letter and questionnaire.

The detailed results of the engagement exercise are attached at Appendix 2.

In summary these showed:

- Total of 413 responses of which 326 were on-line and 87 were paper.
- The proportion of the Hambleton and Richmondshire registered population responding to the engagement was 0.3%.
- 24% of respondents said their journey on the bus service was related to either Paediatric or Maternity services.
- Of the 413 respondents to the engagement 55% of passengers used the service to attend patient appointments and 25% for travelling to work (Q6).
- 53% of passengers used the bus service less frequently than monthly with 27% using the service once a month and 5% using the service on a daily basis (Q4).
- 62% of respondents said they were not aware of alternative transport options (Q3), however only 28% (Q3A) said they would like to receive additional information on the alternative transport options available.
- Respondents to Q8 and Q8A were asked if they would be willing to pay for the shuttle bus service. In order to guarantee recovery of 100% of the service cost (based on the current average usage and age profile) a single journey charge of £9 would be required.
- Of respondents to Q8A 37% did not respond with a financial value that they would be willing to pay and 24% said that £2.50 (single journey) would be the maximum amount they would be willing to pay. Only 3% of respondents said they would be willing to pay £9 per single journey.
- 19.4% were in the 65 years of age and over category and 39.5% were aged 45 years of age or under.

### Available Alternative Transport Options

At the time of commissioning the shuttle bus service no commercial bus service was in operation linking the two hospital locations.

During 2015 a commercial bus service which stops on or close to both hospital sites commenced and this service remains in operation and the operator is currently reviewing their bus timetable.

There are a number of community car schemes running across Hambleton and Richmondshire to which the CCG contributes £20,995 per annum to support their operation.

There is also a train service which runs between Northallerton and Middlesbrough and stops on the James Cook hospital site.

### CCG's Commissioning Responsibilities For Transport

The CCG's responsibility for commissioning transport is confined to two principal areas:

- Accident & Emergency Ambulance Services
- Patient Transport Services (PTS) for patients who have confirmed medical and/or mobility issues that meet nationally agreed criteria.

### Summary

The CCG has evaluated the use of the shuttle bus which is clearly valued by local people who use the service, however this is only a very small percentage of the population many of who are NHS staff.

Over the 18 months since the service started only 16% of the available capacity on the bus has been utilised and only 24% of the 413 respondents to the survey are using the service to access Paediatric or Maternity services.

There are now a number of alternative transport options available to travel between the two hospital locations one of which was not in existence when the shuttle bus service started.

Of those people completing the questionnaire the vast majority were not willing to pay enough for a single journey to recover 100% of the costs of running the service.

### **9. Any statutory / regulatory / legal / NHS Constitution implications**

The CCG has carried out a public engagement to understand and consider the views of the public in regard to the shuttle bus service. This engagement ran from Tuesday 3<sup>rd</sup> May 2016 to Tuesday 17<sup>th</sup> May 2016 inclusive.

**10. Equality Impact Assessment**

Not applicable.

**11. Implications / actions for Public and Patient Engagement**

The outcome of the public engagement undertaken between Tuesday 3<sup>rd</sup> May 2016 and Tuesday 17<sup>th</sup> May 2016 are attached as Appendix 2 to this report.

**12. Recommendations / action required**

In view of the low utilisation of the available capacity, particularly amongst those affected by the paediatric and maternity reconfiguration, the results of the public engagement exercise and recognition that this is not a service that falls within the CCGs core commissioning responsibilities; it is recommended that the Governing Body are asked to:

1. Commission alternative transport arrangements for patients and their carers whose journey is related directly to emergency Paediatric or Maternity admissions or attendances.
2. Give notice on the current shuttle bus contract thereby terminating the service from 6pm on 30<sup>th</sup> June 2016.

**13. Monitoring**

Not applicable

**For further information please contact: John Darley**