

The John Radcliffe
Headley Way
Headington
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1st November 2017

Tel: 01865 221000

Dear Rosaland,

Re: Healthwatch Oxfordshire Report 'Peoples experience of travelling to hospitals in Oxford and Banbury'

Thank you for the copy of the above report and I am grateful for the work Healthwatch Oxfordshire has done to understand the problems of access and parking at both our Headington sites in Oxford and our site in Banbury (the Horton).

The Trust has reviewed the recommendations, which are either in line with our thinking and or provide additional ideas which we happy to consider. Our initial thoughts are set out below.

Horton Recommendations:

1. Consideration of ease of access to the site;

Trust response – this is already part of the Trust Master Planning process, but will take time to agree with local planners at a district and county level. Additionally, there will be a capital financing dependency too.

2. A proportionate and prompt increase in parking spaces on site;

Trust response – again, as part of the Trust's Master Planning process we are looking to develop a multi-storey carpark on site, which will aid the ease of access to the site. In the development process with local authorities, we will be asking for more parking spaces.

3. Consideration for dedicated park and ride facilities located on the main routes into Banbury from the expected direction of travel of the 'additional' outpatients.

Trust response – this as an idea we are grateful for and will add it into the mix with the local planner.

Headington recommendations:

1. OUHFT should further explore 'spreading' out-patient appointments across the day / week. This will relieve the pressure on the access routes and parking facilities, thus improving the patient experience of attending a hospital appointment;

Trust response – the Trust is actively looking into developing care pathways to make changes in how we maximise the estate and smooth access. This work will take time to implement across each service.

2. OUHFT should undertake a review of the number of Blue Badge spaces available at all sites, and their use;

Trust response – thank you for the suggestion and this is an excellent idea, which the Trust will pursue.

3. OUHFT should explore a simple solution, adopted by other hospitals in the country, of a dedicated Blue Badge only parking area with separate access.

Trust response – again, as above, this is an excellent suggestion and the Trust will pursue this recommendation in line with the last recommendation.

Suggestion from public:

1. Introduction of multi-storey parking: The public needs regular updates on this proposal, if only to dispel the myth or hope that one day there will be multi-storey car parks that solve the queuing and parking problems;

Trust response – the Trust is already working with the planning authorities to develop this idea, as it has many benefits for patients, each of our sites and also in traffic flow terms.

2. Introduction of nearby off-site parking with a frequent shuttle bus running to all sites;

Trust response – this recommendation is again a good idea and the Trust is exploring if and how this can be achieved, but it is dependent upon a range of external factors, which may take some time to resolve.

3. Introduction of cheaper parking fees.

Trust response – as you will be aware the fiscal constraints on the NHS means this approach is not feasible, additionally there is also a danger members of the public may use the parking, even if they are not visiting the hospital, for which there is evidence from other hospitals across the country.

4. More frequent and later direct buses from all park and ride sites and the City.

Trust response – as you may be aware the Trust working with its Health Academic Science Centre partners to see what can be done with the county council and the bus companies to see how changes like this can be accommodated. This may be a

protracted debate, as there needs to be an economic assessment of viability, but the Trust will keep pressing the matter.

Staff recommendation:

1. OCCG and OUHFT should survey staff to understand the impact of travelling to work, both by public transport and car, on recruitment and retention of staff.

Trust response – thank you for the suggestion and the Trust will explore doing this as part of the Staff Survey process.

Once again thank you for conducting this survey and producing a helpful report with very pragmatic recommendations. I hope you take reassurance that the Trust is already taking action on a number of the recommendations already.

I would also welcome your support in helping the Trust in pursuing the recommendations, as you have the ability to reflect what patients, and service users, have told you, the local authorities, and also companies who provide transport services. If you would like to discuss this in more detail please can you contact Peter Knight, who looks after the Master Planning for the Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Bruno L Holthof', written over a horizontal line.

Dr Bruno L Holthof MD PhD MBA
Chief Executive