

# Health & Transport Action Plan (HTAP)

## Annual Report

2016-2017

### Foreword from the Chair of the HTAP Steering Group

I am pleased to present the Health & Transport Action Plan (HTAP) Annual Report for the financial year 2016-17. As Chair of the HTAP Steering Group, I would like to acknowledge the contributions made by partner organisations and individuals towards achieving the aims set out in the HTAP.

In many ways, health and transport are intertwined concepts, both as an access issue and a public health issue. The work of the HTAP reflects these issues and seeks to strategically influence successful delivery across the region.

For some residents the issue may be whether it is possible to access affordable and suitable transport needed to attend health and social care appointments. Transport can also have a negative impact on health outcomes by contributing to air pollution, road traffic casualties and inactive lifestyles. These issues do not equally impact all communities and demographics within the region, resulting in health inequalities.

The long term nature of issues addressed by the HTAP are complex in nature. It is with these challenges in mind that organisations will, I hope, continue to increasingly work together and support the delivery of the HTAP.

Gerry Donald,

NHS Grampian (Chair of the HTAP Steering Group)

### Introduction

This annual report details progress made by partner organisations in relation to the aims of the Health & Transport Action Plan during the financial year 2016-2017.

The purpose of the Health and Transport Action Plan is:

*“To enable providers of transport, health and social care services to work together in a more co-ordinated manner in order to improve outcomes and efficiency of service delivery, both in reducing the adverse impacts of transport choices on public health and in improving access to health and social care.”*

The vision for transport and public health is:

- *For people in Grampian to choose to travel by active modes such as walking and cycling whenever appropriate and to have the ability to do so conveniently and safely, in order to improve activity levels and public health;*
- *For everyone in the region to live without unacceptable risk to their health caused by the transport network or its use.*

The vision for access to health and social care is:

- *For everyone in the region to be able to access the health and social care they need and if transport is required for this to be appropriate, convenient and affordable;*
- *For the environmental impacts of journeys to be minimised.*

The HTAP document was reviewed and refreshed in 2014. The refreshed plan was then endorsed by the three Community Planning Partnership Boards in Grampian, the NHSG Board and Nestrans Board. In 2015 and 2016 the Annual Report was submitted to each Community Planning Partnership Board.

The purpose of this report is not to duplicate reporting of partner organisations' delivery in respect to transport, public health and access but to capture the main initiatives which have made a difference to the population which we serve. The report does provide an overview of the development of a strategic partnership and the activity directly associated with it.

## **Governance Structure**

The current governance structure oversees the delivery of the HTAP.

The Steering Group provides strategic oversight of the progress made towards the aims of the HTAP. The membership includes senior representatives of NHS Grampian, Nestrans, Scottish Ambulance Service, Aberdeen City Council, Aberdeenshire Council, The Moray Council along with agreed representation from the third sector, Integrated Health & Social Care Partnerships and, importantly, a Public Representative.

The Steering Group oversees two themed sub-groups.

1. The Transport and Public Health Sub-Group
2. The Access to Health & Social Care Sub-Group

Both sub-groups report to the Steering Group quarterly providing updates on the work plan produced by each sub-group. Membership is drawn from a variety of appropriate partner organisations.

The programme is supported by the Programme Manager. The post of Programme Manager is jointly funded by NHSG and Nestrans and hosted by Aberdeenshire Council.

Each year the HTAP Annual Report is submitted to the three Grampian Community Planning Partnerships.

## Progress

Both HTAP sub-groups agreed to the contents of a one page “road map” document setting out indicators of progress for the next five years. Both documents are attached to the annual report as Appendix 1 and 2.

### **Transport & Public Health**

The Transport & Public Health Sub-Group meets quarterly and has a membership representing the three Local Authorities, Nestrans the Regional Transport Partnership and NHS Grampian’s Public Health Directorate. Greater links to Health and Social Care Partnerships are also being developed.

The work plan agreed by the sub-group focuses on developing a shared approach to evaluation of projects, performance indicators and an audit of available resources across the region. Activities are intended to support the HTAP aims of influencing strategic decision makers to address health inequalities and share knowledge and resources between transport and health sectors.

Through the evolution of partnership relationships, the Transport & Public Health Sub-Group now provides cross sector management oversight of the GetAbout brand used within the Nestrans (Aberdeen City & Aberdeenshire) area. The brand is used to promote sustainable transport and alternatives to the car through multiple promotions, events and media. The intention of this was to progressively align the focus of campaigns using the GetAbout brand with addressing public health issues and approaches as set out in the HTAP. NHS Grampian also now has representation on the GetAbout Steering Group, and this has led to increased promotion to NHS Grampian staff.

Partners are working together to support a Travel Planning project supporting the development of a new joint health and social care hub in Inverurie. Conducted as a pilot, the project will seek to support the transfer of local health centre services to the new site within the town. The project will use the learning from joint working in terms of early involvement in planning for Active Travel and Physical Activity when health service related new builds are at the planning stage. The learning from this Travel Planning pilot will also be shared with wider colleagues, in particular, with the Active Cairngorms Partnership to inform plans for a new community hospital in Aviemore.

In the past year positive dialogue was established with NHS Highland Public Health colleagues to share details of the HTAP approach and increase awareness of work done in other NHS Board areas. Active Travel has also been included in the 15/16 Director of Public Health Report, and further information submitted for the new 16/17 report.

The group are investigating the issue of air quality and emissions, with Public Health, and have a longer term intention to hold a high level briefing event on transport and public health for local decision makers with a view to achieving an increasing understanding of health inequalities resulting from the transport system, including impacts associated with noise and air pollution and the health costs of injuries from road traffic collisions.

Examples of good collaboration between transport and public health professionals have taken place at a local level in Banff and Macduff and in Aberdeen, demonstrating improved links between local public health practitioners and transport professionals. This has resulted in the joint development of travel surveys and walking maps. Closer working has also supported the promotion and distribution of walking and cycling literature across the region. Joint working has also led to NHS Grampian

applying for Cycle Friendly Employer status, and being successful with this bid, covering Aberdeen Royal Infirmary, and in Inverurie and Fraserburgh Hospitals

The Transport & Public Health Sub-Group will continue to promote close working relationships between transport and public health professionals over the coming year.

### **Access to Health & Social Care**

The work plan for the Access to Health & Social Care Sub-Group focuses on improving information on available services, identifying gaps in provision, supporting the community transport sector and piloting integrated transport solutions.

### ***THInC***

A key focus of this theme has been the ongoing funding by partners of THInC (Travel to Health & Social Care Information Centre).

THInC was launched in January 2013, initially providing information on how patients get to and from their health appointments. More recently, the project has extended its remit to also include social care appointments as a consequence of the Integrated Joint Boards.

The long term vision for the project is to integrate appointments and available transport options. Currently transport for health and social care is provided by several organisations (public transport, private transportation, Scottish Ambulance Service and the voluntary sector) and does not provide equal coverage across the Grampian region. In being a regional point of contact for all health and social care service users, THInC helps assist people to access services, identify gaps and support the development of closer integration between services.

THInC is currently funded NHS Grampian, Nestrans, Aberdeen City and Aberdeenshire Council.

THInC is managed on behalf of the partners by Aberdeenshire Council's Public Transport Unit. Following Aberdeenshire Council wide changes the THInC contact number changed to 01467 536111 as of 27 February 2017.

A range of tools continue to be used to promote THInC across the region. In the past year this has included radio advertising, funded by Nestrans; press advertising in local press; posters; business cards; note pads distributed to all health and social care premises and continued engagement with local councillors.

THInC has also undertaken some targeted promotional work in Banff and Fraserburgh where the Royal Voluntary Service had highlighted recruitment needs for new volunteers. The campaign involved social media and local newspaper stories, as well as sending out posters to relevant offices and community centres. Other community transport groups have expressed some initial interest in having such support and THInC is keen to support these valuable community transport options.

NHS Grampian patients and visitors attending Aberdeen Royal Infirmary have been using THInC to seek advice on the parking situation whilst construction of the new multi-storey car park progresses. The multi-storey car park is due for completion in September 2018. The new car park will be for the sole use of patients and visitors and will provide an additional 1,000 car parking spaces.

### ***THInC: Transport in the City***

The past year has seen positive steps in developing partnership working with Health & Social Care Partnerships. In Aberdeen it has been possible to continue the THInC: Transport in the City Pilot with funding being provided by Aberdeen City Council, Nestrans, NHS Grampian and Aberdeen Health & Social Care Partnership. The project has been continued until April 2018.

The project operates by drawing on the views of customers using the service with bookings handled by THInC and the transport provided by Buchan Dial a Community Bus.

To support the long term development of the Aberdeen service and further develop the concept of a transport hub, Nestrans has agreed to fund an option appraisal to inform funding decisions by Aberdeen Health & Social Care Partnership. A final report is expected by January 2018.

A passenger survey carried out by THInC recorded highly positive feedback from service users.

As part of the package of funding required to continue the service, it was necessary to increase fares from 1st April 2017 to £3.50 single and £5.00 return. This increase brought fares into line with Aberdeen City Council's Community Transport service. Passengers have accepted and understood the need to change the fares in order to continue it and complete the evaluation.

The following examples are typical of the type of calls to THInC whether for travel advice and/or use of the THInC: Transport in the City service and illustrates the challenges some face accessing health and social care.

- Client from New Deer called looking for transport advice to get them to Peterhead Hospital. THInC provided information on using the A2B dial a bus to Mintlaw and connecting to the Peterhead bus.
- The caller requested information about the parking situation at Aberdeen Royal Infirmary, Foresterhill. The caller needed to use her car to get to Aberdeen. It was explained that her best option would be to park at the multi storey car park next to the Health Village and to use the NHS Shuttle Bus to get to ARI. She didn't know about the Shuttle Bus so was pleased with the advice given.
- A client from Elgin had a hip replacement and was required to attend a follow-up appointment at Woodend Hospital. The caller felt able to use public transport so was given times for Stagecoach service 10 to ARI and thereafter the NHS Shuttle Bus to Woodend Hospital.
- A client was looking for advice on what benefits he could claim for transport costs to attend ARI 3 or 4 times per month and also North East College. THInC provided the client with contact details for ARI and for the General Office who would be able to give him advice on re-claiming travel costs for attending appointments. He was also given the telephone number for Aberdeenshire Support & Advice Team for his benefit enquiry.

### ***Lothian Hub Event***

On 20 May 2016 an event was held at which a wide range of stakeholders representing health, social care, transport, third sector and finance were briefed on HTAP and the Lothian Hub project which has delivered significant benefits to NHS Lothian. The project in Lothian consolidated transport around patient transport and discharge into a “hub.” In doing so significant savings were achieved and at the same time improved patient flow. Following on from this NHS Grampian and Scottish Ambulance Service organised a workshop to consider development of a Grampian hub which took place on 23 May 2017.

### ***Volunteer Transport Awards and Recruitment Drive***

The second biannual Grampian Volunteer Transport Awards took place during the course of this year. The awards began in 2014 and recognise the work carried out by volunteers across the North East. Categories included Volunteer Driver, Volunteer Escort and for voluntary organisation there is the Community Contribution of the year. Gift vouchers of £200 were sponsored for each winner by First Aberdeen and Stagecoach North Scotland. The awards presentation event took place on 5 October 2016 in the Town House, Aberdeen.

John Clegg was voted Volunteer Driver of the year. John has been volunteering with Fraserburgh Visually Impaired Support Group for over 21 years providing an essential service for local people. He was described in his nomination as “that ‘one in a million’ special person”.

Volunteer Escort of the Year was awarded to Janice Laing who has been volunteering her time as a passenger assistant twice a week for over four years with Banffshire Partnership Limited.

Anita Milne accepted the Community Contribution of the Year award on behalf of the Moray Transport Forum.

Over 40 attendees came together to recognise the role of volunteers in the transport system. A key aspect of holding the awards is providing a positive opportunity for highlighting the issues around access, the need to work in partnership and facilitate networking across sectors.

Following the presentation event, a publicity drive was carried out to encourage the recruitment of new volunteer drivers for charities across the region.

### ***Joint Dementia Awareness Training***

A joint training session delivering Dementia Awareness was held for health and transport staff in July 2016. The training was delivered by Alzheimer Scotland.

### ***Mobility & Access Committee for Scotland***

The Mobility and Access Committee for Scotland (MACS) invited the HTAP Programme Manager to present an update to the committee, along with Strathclyde Partnership for Transport, on the subject of what is being done to assist people with disabilities. The committee took place in Edinburgh on 18 October 2016. MACS advises Scottish ministers about the needs of disabled people in connection with transport.

The Committee indicated it was pleased to hear of work being done in the Grampian region to support improved partnership working on access issues, better information for people with disabilities and work to develop integrated transport services. There was particular interest in the THInC project and its aims of moving from transport information to acting as a hub for transport services provided by different partners.

The MACS Chair asked that the committee receive future HTAP Annual Reports.

### ***Supporting new partnerships with the voluntary sector***

NHS Grampian is working with a new local charity called North East Rider Volunteers (NERVs).

NERVs is a Scottish registered charity entirely made up of volunteers. The aim of the charity is to provide a specialist motorcycle courier service to NHS Grampian for a range of medical items.

Known as a “Blood Bikes” charity such organisations exist in other parts of the UK and valuable out of hours transport for urgent deliveries. Discussions between NERVs and NHS Grampian are ongoing.

## **Conclusion**

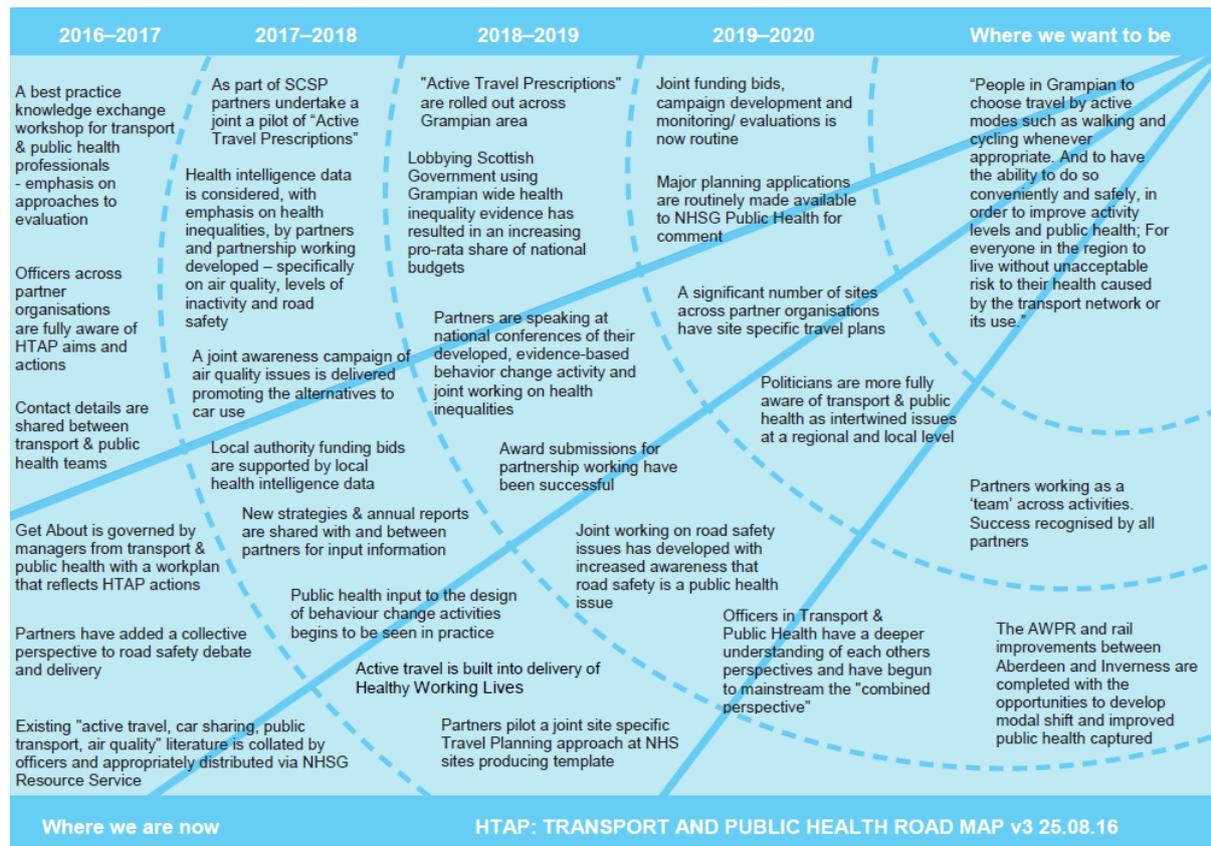
Going forward, partners, whether public, private or voluntary will continue to develop partnership working across a range of transportation issues drawing together the expertise, resources and delivery in support of our shared objectives. The purpose of which will be to address transport and public health issues and assist patients and service users in our communities get to and from services and in doing so assisting them to live better and live longer.

Partners will continue to develop THInC through a variety of strands, including an evaluation and option appraisal of THInC: Transport in the City, the identification of further pilots and consideration of a NHS Grampian Discharge Hub.

Partners will seek to further collaborate on transport issues impacting public health, including sharing best practice and the development of evidence based approaches.

The full HTAP document is available on the [NHSG](#) and [Nestrans](#) websites. For further information please contact Andrew Stewart, HTAP Programme Manager, 01467 537803 or [Andrew.Stewart@aberdeenshire.gov.uk](mailto:Andrew.Stewart@aberdeenshire.gov.uk)

## Appendix 1 – Transport & Public Health Road Map



## Appendix 2 – Access to Health & Social Care Road Map

