GRAMPIAN

HEALTH & TRANSPORT ACTION PLAN

Annual Report 2017-2018

Community Planning in Aberdeen

Moray Community Planning Partnership

Aberdeenshire Community Planning Partnership

nestrans

NHS Grampian

Scottish Ambulance Service

the moray Council

Aberdeen City Council

Aberdeenshire Council

acvo aberdeen's 3rd sector interface

tsi Moray

Volunteer

cta scotland Community Transport Association

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 2017-18. 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.

Health and transport are intertwined concepts with various aspects of policy and service delivery being relevant. Whether it is in relation to ensuring equality of access to health and social care or promoting a healthier, safer and more sustainable society, there are many organisations involved in different ways.

There is a great deal of good work being done to provide transport for people accessing health and social care and in relation to improving air quality, promoting active travel and reducing road traffic casualties. In supporting these areas of work, HTAP seeks to enable partner organisations to better co-ordinate efforts and foster new areas of partnership working to the benefit of our communities.

Ensuring residents can access health and social care services and promoting positive outcomes in relation to transport impacts on public health is beneficial not just to individuals but also in terms of the broader long-term management of public resources. Supporting alignment between areas of work which share similar objectives is increasingly relevant as pressure on organisation budgets continue.

We are also mindful that these issues do not fall evenly across the population and that at the heart of the Health & Transport Action Plan is a joint commitment to address health inequalities. It is with this in mind that organisations will, I hope, continue to increasingly work together and support the delivery of the HTAP.

Gerry Donald,

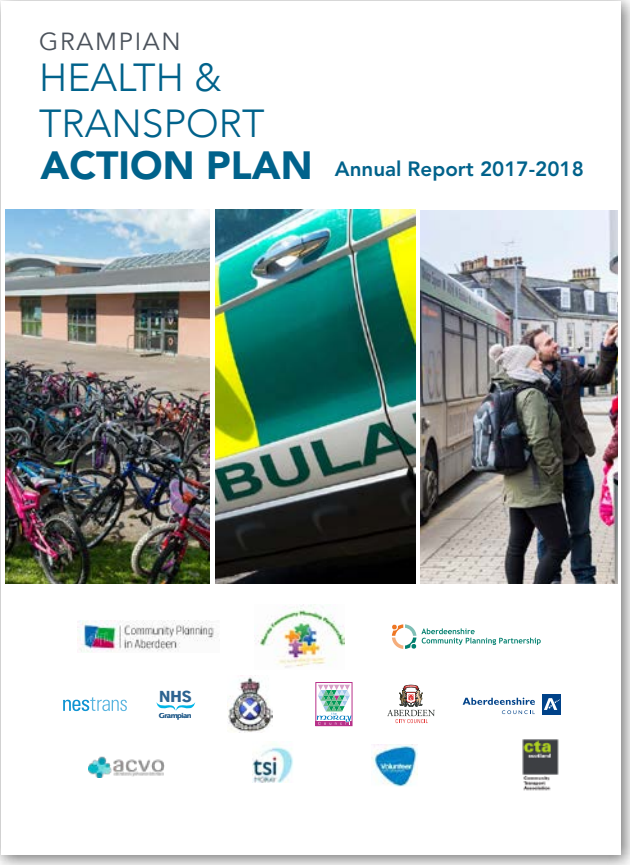
NHS Grampian (Chair of the HTAP Steering Group)

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 2017-2018.

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.

The purpose of this report is not to duplicate reporting of partner organisations' delivery in respect of transport, public health and access, but to capture the main initiatives and developments supporting partnership working progressed by the HTAP group.

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, Moray Council along with agreed representation from the third sector, Integrated Health & Social Care Partnerships and, importantly, a Public Representative.

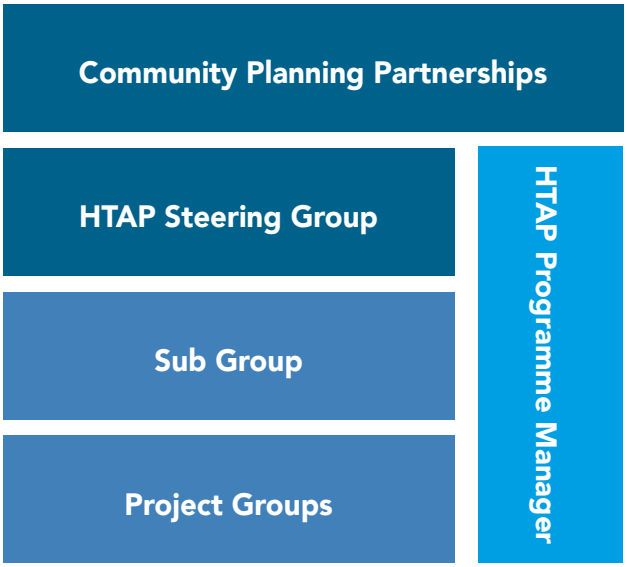
The Steering Group oversees two themed sub-groups.

- Transport and Public Health Sub-Group
- 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.



Alignment with Community Planning Partnerships

The two visions set out by partners within the Health & Transport Action Plan can be linked to the priorities set by the three Community Planning Partnerships (CPPs) within Grampian. The following shows the priorities of the CPPs with the priorities most aligned with the HTAP highlighted in bold.

Aberdeen City Community Planning Partnership Priorities

- Aberdeen prospers
- Children are our future
- **People are resilient, included and supported when in need**
- **Empowered, resilient and sustainable communities**

Aberdeenshire Community Planning Partnership Priorities

- Changing Aberdeenshire's Relationship with Alcohol
- Reducing Child Poverty in Aberdeenshire
- **Connected and Cohesive Communities**

Moray Council Community Planning Partnership Priorities

The corporate vision of Community Planning in Moray is: "to increase the quality of life and develop the well-being of everyone in Moray."

The strategic priorities, which have been identified to deliver the vision, have been sub-divided under the following seven themes:

- **Achieving a healthy and caring community**
- **Achieving a safer community**

- **Building stronger communities**
- **Improving travel facilities, choices and safety**
- **Investing in children and young people**
- **Protecting and enhancing the environment**
- Working for increased prosperity

Progress

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.

Public Health Input to Active Travel & Joint Development of Getabout

The Transport & Public Health Sub-Group has a remit of joint development of Getabout, a regional travel brand supporting sustainable transport delivered by Nestrans and its partners. Managers representing Transportation from local authorities and NHS Grampian Public Health contribute to overseeing the development of Getabout, identifying opportunities for partnership working and sharing expertise. The group includes Moray Council, which sits within the HiTrans Regional Transport Partnership and use the HiTravel brand. All partners have the opportunity to share lessons from projects and co-operate where possible.

As a result of the increasing engagement with Public Health on transport related issues, there has been an increase in sustainable and active travel within NHS Grampian. This includes a successful bid by NHS Grampian for £38K funding from Cycling Scotland's Cycle Friendly Employer Development Fund for improvements to cycle parking at Inverurie Hospital, Fraserburgh Hospital and Summerfield House, Aberdeen. In addition, the greater involvement of Public Health has resulted in a trial of two electric bikes as pool vehicles for staff based at Summerfield House and at Banff Hospital.

NHS Grampian has also undertaken roadshow events promoting the Cycle2Work scheme offering staff discounts on the purchase of bicycles through salary sacrifice and free bicycle maintenance roadshows. A member of the Public Health team is also developing a Bicycle User Group for NHSG staff.

A Glasgow Commonwealth Games commemorative cycle rack has been installed on the Foresterhill site.

Individual local authorities, universities, NHS Grampian, Nestrans and others continue to promote active and sustainable travel with regular campaigns, including TV advertising, cycling roadshows and the promotion of cycling maps. Local authorities continue to make investment in walking and cycling infrastructure. One example of an initiative all partner organisations participated in was the Sustrans-led Scottish Workplace Journey Challenge.

The sub-group continue to develop co-ordination of partner activity in the areas of active and sustainable travel, promote awareness of health inequalities within the planning of transport initiatives and facilitate knowledge sharing between Transport & Public Health professionals.

Travel Planning Pilot in a Health Setting

Travel Plans are the main tool for promoting sustainable travel and access at a site. They are a package of measures aimed at promoting walking, cycling, public transport and car sharing. Often a requirement of planning consent, Travel Plans are also encouraged on a voluntary basis across organisations.

As part of the Transport & Public Health Sub-Group Work Plan, it was agreed to carry

out a joint pilot of Travel Planning in a health setting. The construction of a new Health and Care Hub in Inverurie on the grounds of Inverurie Hospital provided an opportunity

for joint learning. A project group including representatives from NHS Grampian's Asset Management and Development team, Aberdeenshire Council, Aberdeen City Council and Nestrans worked together to finalise a Travel Plan as part of the Planning process.

Drawing on lessons learned from the pilot, a guidance paper on Travel Planning for Health & Care Developments has been produced including, by way of example, the Travel Plan for the Inverurie Health & Care Hub. It is hoped that the guidance will help with the promotion and development of Travel Plans for new health and care buildings. The guidance will be shared with NHS Highland who intend to build a new hospital in Aviemore.

A "Travel to" guide for the Inverurie Health & Care Hub is also being developed. The guide will help promote relevant information regarding THInC, Taxicard, Passenger Assistance cards, bus passes, local taxi and public transport services and promote walking and cycling. It is hoped that the guide will become a template for other health and care facilities to adopt.

Air Quality

The work of the Transport & Public Health Sub-Group has included bringing together relevant professionals from NHS Grampian's Public Health Directorate and Aberdeen City Council's Environmental Health team to discuss air quality issues.

HTAP partners contributed to the Scottish Government consultation on Low Emission Zones.

Partner organisations forecast that the opening of the Aberdeen Western Peripheral Route will have a positive impact on air quality levels within Aberdeen City.

In support of reducing transport related air pollution and carbon emissions, NHS Grampian has had five Toyota Mirai Fuel Cell cars in operation for around 12 months operating as pool vehicles for staff. Powered by hydrogen they are zero emission at point of use. The two vehicles based at NHS Grampian's headquarters, Summerfield House have both passed the 10,000 miles annual usage target set for them. This trial is part of the wider H2 Aberdeen initiative which promotes the development of a hydrogen economy in the Aberdeen City Region.

NHS Grampian is also investigating options around a low emission vehicle to utilise as part of the NHSG Shuttle Bus Service operating within Aberdeen.

Road Safety

Reflecting the vision for the Transport & Public Health Sub-Group, NHS Grampian Public Health Directorate are members of Road Safety North East Scotland promoting partnership working on road safety issues.

The number of people fatally injured on north east roads is at its lowest level since current records began in 1974, provisional road casualty data shows. Provisional statistics reveal that during 2017, 14 people died as a result of their involvement in a road traffic collision in the combined local authority areas of Aberdeen, Aberdeenshire and Moray.

Records show the highest number of casualties was in 1976, when 102 people died on north east roads – almost two deaths every week. The previous lowest figure occurred more recently in 2011, when 22 people died during the year.

Over a longer timescale, in the 17 years between 2000 and 2016 more than 650 people died in north east collisions, but the figure has generally been decreasing, year-on-year, during this period.

The Health & Transport Action Plan Road Map for Transport & Public Health agreed by partners includes aims to ensure that joint working on road safety issues continues to be developed with an increased awareness across all partners that road safety is a public health issue.

Going Forward

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.

Hospital Discharge Hub

In May 2017, NHS Grampian and the Scottish Ambulance Service held a workshop event regarding the benefits of improving transport in relation to hospital discharge. NHS Grampian are giving consideration to the viability of such a project within ARI.

THInC (Travel to Health & Social Care Information Centre)

THInC continues to provide travel advice and information for people attending health and care appointments. The project is funded by NHS Grampian, Nestrans, Aberdeen City Council and Aberdeenshire Council. Aberdeenshire Council's Passenger Transport Unit provides the service on behalf of partners.

Most callers are older people who are unable to drive and do not meet the criteria for SAS' Patient Transport Service. THInC is able to give comprehensive information on available transport services, including local charities, community transport organisations, public transport and local authority Dial a Bus services.

Feedback from THInC users:

"The staff are always polite & helpful - they make you feel they "care", so thank you for the service."

"Great service, fantastic staff."

Feedback from partner organisation:

'The work that THInC has carried out over the past few years is an example to other Regional Transport Partnerships in terms of what collaborative working can achieve. For the Scottish Ambulance Service, it is essential that when we feel that a patient does not have a clinical need for Ambulance Assistance that we can signpost patients to alternatives transport providers we trust will treat patients with the same high level of care that we would provide. THInC clearly understand the pivotal role transport plays in allowing residents within Grampian access to crucial health and social care services, continuously making connections across organisations and improving processes.'

Head of Scheduled Care, Scottish Ambulance Service

THInC: In The City

THInC: In The City continues to provide a popular service transporting residents to health and care appointments. An Options Appraisal report was commissioned by Nestrans and recommended the service continue. The report helped inform the decision of Aberdeen Integrated Joint Board to continue funding the project until 31st March 2019.

The two wheelchair accessible vehicles and drivers are provided by Buchan Dial-a-Community-Bus and the bookings handled via THInC. Passenger consultation exercises demonstrate a high level of passenger

satisfaction and desire for the service to continue.

The Aberdeen Health & Social Care Partnership are investigating the issues around access to health and social care services and how to best meet the needs of service users and manage the demand for transport to appointments going forward.

Feedback from service users:

"It is a wonderful service and would be greatly missed if it ceased to operate."

"I have very bad health and use the mini bus very much. Don't know what I would do without it. The drivers are very kind and helpful."

"This is a fantastic service that you provide, it's my lifeline - Thank You."

"This service has made a huge difference to our lives after a year of being housebound."

Feedback from care provider:

"It is invaluable to the service users who attend Airyhall. Without this transport many people would not be able to access use of the service, as many people do not have family members to transport them due to work commitments. Other people would not attend if they had to use a taxi because of the cost. I have found your staff to be very helpful and courteous when communicating about transport. The bus drivers have built up a great rapport with our service users."

Manager, VSA, Airyhall

Mid Deeside Health Transport Pilot

Mid Deeside Community Trust have secured funding through the Marr Area Health & Wellbeing Fund to deliver a small pilot providing transport to Aboyne Hospital. The service will operate on Tuesday, Wednesday and Thursday each week. The funding makes it possible for the charity to achieve greater utilisation of their existing vehicle. The pilot

commenced on the 5th of February 2018. The project directs residents to call the THInC number to make bookings. The findings of the pilot will be shared with partner organisations.

Feedback from Mid Deeside Community Trust.

"We are delighted to be working in partnership with THInC as they give us piece of mind that they are there to take the enquiries when we are not available. We offer accessible transport to and from Aboyne Medical Centre and Hospital and need an advice line during office hours. Their professionalism and integrity are vital when dealing with vulnerable passengers who need friendly and helpful advice when they are often going through difficult times. The support from the THInC team during Mid Deeside Health Transport's inception and operation has been invaluable."

Transport Co-ordinator for Mid Deeside Community Trust

Audit Scotland Recommendations

The Audit Scotland report "Transport for Health and Social Care" (2011) recommended that Councils, NHS boards, Regional Transport Partnerships and the Scottish Ambulance Service should collate routine and accurate data on the activity, cost (including unit costs) and quality of services they provide and routinely benchmark performance and costs to ensure resources are used efficiently.

HTAP partners have collated figures for spending on transport for health and social care and have undertaken to consider the spending in more detail and to report updated figures annually.

Getting to Foresterhill Health Campus Guide

As part of the HTAP aim of promoting access to health care and sustainable travel, Nestrans and Aberdeen City Council, working in partnership with NHSG and bus operators have commissioned a redesign of the previously published Travel to Aberdeen Royal Infirmary Guide.

The guide highlights advice being available through THInC and services provided by First Aberdeen and Stagecoach as well as the NHSG Shuttle Bus.

Once published, all partners will assist in circulating the document. The new guide will be available in the summer of 2018.

Accessible Transport Summit

As part of the work being done nationally to deliver the Accessible Travel Framework, Disability Equality Scotland held an Accessible Transport Summit in Aberdeen on the 20th of March 2018. The event was hosted by Northlink Ferries and was attended by the HTAP Programme Manager, the HTAP Public Representative, representatives from Nestrans, Aberdeen Health & Social Care Partnership, Stagecoach, Aberdeen Airport, groups representing people with disabilities and individuals.

The issues highlighted included disability awareness within the transport sector, hidden disabilities, staff training, accessible infrastructure, accessible travel information, accessible vehicles, the role of community transport and the role of Access Forums.

Grampian Volunteer Transport Awards

The Health & Transport Action Plan recognises the role of the voluntary sector in supporting residents to access health and social care. HTAP Partners have agreed to continue to deliver the Grampian Volunteer Transport Awards. The initiative has been well received by stakeholders and has helped promote increased awareness of the contribution made in the region by volunteer drivers and escorts to the transport system.

The biennial event will be hosted by Aberdeen City Council in the Town House on 9th of November 2018. The prizes for volunteers have again been generously sponsored by First Aberdeen and Stagecoach North East. The nominations process is planned to begin in June 2018.

Following the awards, promotional materials will be circulated recognising the role of volunteering in the community transport sector. Recruitment of new volunteers has been highlighted as a challenge for the community transport sector.

North East Rider Volunteers (NERVs)

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 provide valuable out of hours transport for urgent deliveries. Both organisations signed a Service Level Agreement on the 30th of April 2018 and commenced operations on 1st of May 2018.

Daft As A Brush Cancer Patient Care

Following a letter to NHS Grampian Chief Executive, a meeting was arranged on 11th of April 2018 and was attended by HTAP Programme Manager, Nestrans and Aberdeenshire Council. Daft as a Brush Cancer Patient Care provided a very interesting position statement and a positive discussion was held.

The charity was set up in 2010 with one vehicle and now operates 26 vehicles in Newcastle upon Tyne utilising 350 volunteers to provide 40,000 trips per year for patients accessing cancer treatment. They do this primarily through fundraising and a nominal contribution from the NHS. The service is free to patients. The charity transports people from a large geographic area to the services they need. It is a very close partnership with the NHS.

The charity intend to meet with all the health boards around the country as part of the two year coastal walk fundraising project but say they would like to do a Scottish pilot and will consider where would work best. This will involve starting with a full time member of staff being recruited to develop a service and, initially, involve two vehicles. They plan to hold a conference event in Newcastle around August.

The HTAP Programme Manager is engaging with the charity to ensure that NHS Grampian is well placed to be considered as a location for an initial pilot in Scotland.

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

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