

# Improving access to healthcare

The provision of reliable and affordable access to healthcare facilities such as hospitals, health clinics and GP surgeries is an important issue for patients, visitors and staff, especially when changes in the locations of these healthcare facilities are being considered.

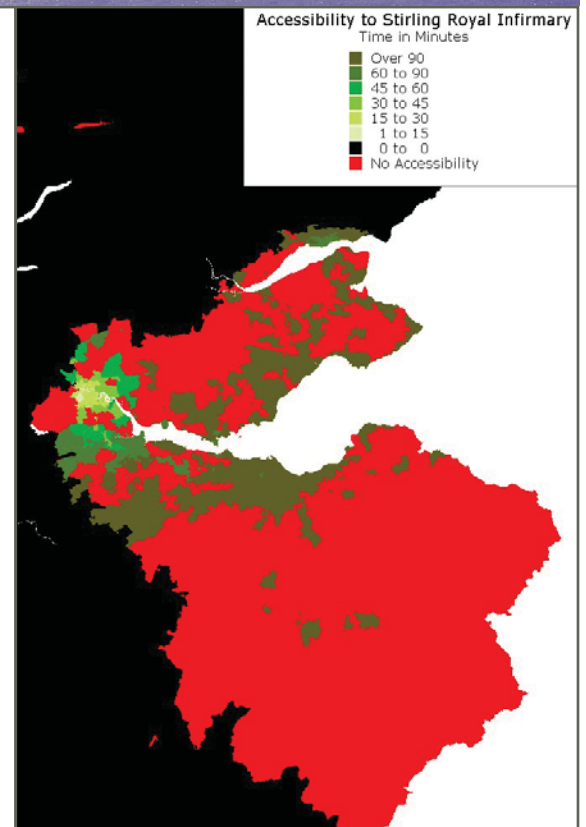
## The issues

Maintaining and improving accessibility to healthcare is a key objective of healthcare providers, as well as local and central government. Robust and reliable accessibility planning techniques are essential to assessing current and future access arrangements and identifying and removing any social and economic barriers that **any** group faces when accessing healthcare facilities.



## How we can help

Our transport planning and social research teams work together to help you understand and improve the physical and social aspects of healthcare related travel choices and access. As developers of the accessibility planning software, **ACCESSION**, and skilled developers of GIS based data mapping solutions, we are uniquely placed to provide the tools with which to measure the accessibility of healthcare services for key groups including patients, visitors and staff, and for sub-groups such as the elderly, the mobility-impaired, those with long-term illnesses or those without access to a car.



We provide consultancy services that include:

- regional and local transport strategies which address access to healthcare issues;
- travel surveys and travel plans for healthcare staff and service users;
- ACCESSION models to analyse the accessibility of current and new locations with or without new transport facilities;
- hospital access and parking assessments and strategies;
- design of relevant transport infrastructure improvements;
- planning and feasibility studies;
- assessment of the accessibility of current and new locations, covering all modes;
- traffic, parking, staff and patient surveys, and facilitated focus group discussions;
- preparation of transport assessments to support planning applications;
- preparation, implementation and monitoring of Travel Plans;
- access and parking design;
- financial evaluation of car parking options and preparation of management contracts;
- design and delivery of public transport service improvements; and
- in-depth research to identify barriers affecting access to healthcare services.

### Accessibility Planning

Undertaking an accessibility assessment or audit requires the use of up-to-date public transport data (including routes, timetables and bus stop locations), details of the road and path network and relevant demographic information for the full catchment area. We can help you assemble all of these data, making full use of existing datasets and software and tailoring these to your needs.

We have developed ACCESSION-based accessibility models for a wide range of health service providers and used these to help plan the location of healthcare services and the transport links (including patient transport services) to these locations.



### Transport Strategies and Travel Plans

We are skilled in developing regional and local transport strategies.

We have extensive experience of preparing Travel Plans for hospitals and other facilities. Typically, we consult with key stakeholders, undertake staff questionnaire surveys, focus groups and parking surveys and identify suitable transport policies and measures which form part of a cost effective and practical Travel Plan. Our work is designed to help clients meet relevant local authority requirements and to improve access by all modes of transport for all relevant sub-groups of patients, visitors and staff.

### Transport Assessments

We have provided Transport Assessments (TAs) and assisted with Planning Applications in the development and relocation of a number of health services throughout the UK. Involving us at the earliest stages has ensured a co-ordinated approach to healthcare and transport provision.

### Parking and Access Solutions

We have conducted assessments of access and parking facilities at hospitals throughout the UK in both rural and urban areas. Our solutions are varied, cost effective and targeted.

We design a wide range of solutions to remove physical barriers to healthcare facilities and/or improve the safety and security aspects of the various access modes. Examples include redesigning access points, drop-off points, and access for emergency vehicles, and initiatives to ease congestion and improve the flow of traffic.

### Social Research

Our team of social researchers have experience of undertaking in-depth analysis to identify any physical, economic and/or social barriers to accessing different types of healthcare. This research usually includes a combination of focus groups, stakeholder or public consultation or attitudinal and behavioural data collection and analysis.

