

## **Report to Partnership Meeting 7 February 2020**

### **RESEARCH AND STRATEGY DELIVERY**

#### **Transport and Access to Health and Social Care**

##### **Purpose of Report**

To update Members on a study which HITRANS are commissioning on behalf of the Skye, Lochalsh and South West Ross (SLSWR) Transport and Access Group which was set up as part of the NHS service re-design process considering the provision of Health and Social Care services in the area.

##### **Background**

In developing the business case for major service re-designs of health and social care, the local NHS Board is required to undertake a Transport and Access Plan to support the overall business case.

HITRANS experience in participating in a number of the business cases for these re-designs has been that there is an absence of any framework to help understand the wider transport and access impacts resulting from changes to how health and social care services are provided. This has led to many transport issues not being properly accounted for within the re-design and the potential absence of mitigation against any adverse impacts as a result.

##### **Quantifying Transport and Access impacts**

Attached as an appendix to this report is the updated remit and study brief being overseen by the reconvened transport and access group in SLSWR following recommendations made by the independent review of Skye, Lochalsh and South West Ross Out of Hours Services by Sir Lewis Ritchie.

As set out in the appendix, the intention the study is to both understand the impacts of the service redesign in the local area but to also develop a framework that could be adapted and applied to any health and social care service changes elsewhere in Scotland.

In particular the scope seeks to capture some of the potential costs/benefits which do not appear to be captured currently. These include;

- Impact of any change in service provision to patients accessing the service (i.e cost / saving on travel / accommodation for appointment; impact on income of patient resulting from increased / reduced time to access healthcare; impacts on those who use the services of the patient (e.g business closing for the day, cost to a business / organisation to provide replacement staff for patient)

- Same as above for any impacts on a carer / family / visitors of patient
- Transport costs – private and public (impact varied and complex including; provision of public transport; changes in carbon emissions incurred through accessing services; traffic and parking impacts at major specialised healthcare sites)
- Social impact on patient and family from care being provided in different locations (eg. reduced / no visits leading to isolation, increased recovery times or vice versa. Also wider benefits/costs to local economy with for example access to healthcare a key decision in people locating within some rural areas)
- Potential for reducing costs of accessing healthcare by identifying opportunities to provide more efficient transport services for patients and visitors; better coordination of outpatient appointments that can be accessed within public transport schedules; or enable more efficient use of existing transport services.

## **Next Steps**

The study has been commissioned by HITRANS on behalf of the SLSWR Transport and Access Group. A budget of up to £10,000 exc VAT has been made available for undertaking the work with 50% of the funding being provided by HITRANS and 50% by the Scottish Governments NHS Directorate. HITRANS has also had positive engagement with Transport Scotland officials.

Following a tender evaluation process, Derek Halden Consultancy has been appointed to undertake the commission with the study expected to be completed in March 2020. A report on the study outputs will be taken to the next Partnership meeting.

In overseeing this work, HITRANS are interested in understanding Members experience of how transport and access impacts of healthcare provision are currently being considered in other areas and if there is any best practice which could inform the proposed brief attached.

## **Recommendation**

Advisors are invited to:

1. note the report
2. consider how the impacts on transport and access to health and social care services might be better assessed and how those in with responsibilities for transport services can better input into decision making around proposed changes to service provision in the future.

**Report by:** Neil MacRae  
**Designation:** Partnership Manager  
**Date:** 15<sup>th</sup> January 2020

# **Appendix:**

## **Skye, Lochalsh & South West Ross Transport & Access Sub-Group Study Brief**

### **Introduction / Summary**

A Transport and Access group was established in 2014 with a remit to help inform the Redesign proposals for health and social care services within the SLSWR area. It has recently been reconvened with a remit to develop a robust Transport and Access plan for hospital and community and social care in Skye, Lochalsh and South West Ross.

To help initially understand the current transport and access arrangements and any impacts of recent or planned changes in service provision a brief for a transport study that seeks to undertake the following is being sought:

- By using available 2013 health, transport and wider demographic datasets, the consultant is expected to establish a baseline for how people in SLSWR access health and social care. Through comparison of the same information for 2018/19 the consultant will be expected to map / quantify the impact of any recent or proposed changes in service provision.
- Establish a framework for appraising transport and access impacts of health and social care provision that could be applied for any future service redesigns
- Develop a transport and access plan that: makes recommendation for optimising both service provision and / or transport provision based on report findings; establishes where mitigation may be required to address any changes in service from the redesign that make it more difficult for staff, patients and visitors to access these services both within the catchment area and where relevant beyond (e.g Raigmore Hospital)

### **Background**

A Transport and Access group was established in 2014 with a remit to help inform the Redesign proposals for health and social care services within the SLSWR area. However, the group met very infrequently, with no consistency of attendees and produced no outputs to inform the redesign process.

The business case for the redesign of hospital and community health and social care within the catchment of Skye, Lochalsh and South West Ross was approved in May 2018. However, among the recommendations of an Independent review chaired by Sir Lewis Ritchie was to review the terms of reference of the T&A group and it was subsequently agreed that the group should reconvene at the earliest opportunity with the following updated purpose;

### **Group Purpose**

- 1.1 To develop a robust Transport and Access Plan of hospital and community health and social care in Skye, Lochalsh & South West Ross that identifies both opportunities and any mitigation required as a result of the redesign of services.
- 1.2 To ensure that Transport and Access changes are fully considered and addressed in the delivery of the new hub and spoke model.
- 1.3 To act as a partnership forum for organisations and agencies to jointly develop options and solutions to improve and sustain Transport and Access in Skye, Lochalsh & South West Ross on an ongoing basis.
- 1.4 To assist with the implementation of national and local policies associated with Transport and Access.

- 1.5 To assist in identifying and addressing transport and access issues relating to accessing health and social care across NHS Highland and nationally experienced by individuals and communities in Skye, Lochalsh & South West Ross with a particular emphasis on social inclusion.

An initial meeting was held in Portree on 27<sup>th</sup> August 2019 and it was agreed that the reconvened group should focus on two workstreams as a priority;

- Undertake access audits of all NHS owned properties in SLSWR (This work is already underway and while there are overlaps it is being progressed independently from this commission)
- Commission work to understand the transport implications for patients, visitors and staff of both the redesign but also of the health and social care services in SLSWR in general with a view to:
  - Understanding and quantifying both the social and economic costs and benefits of providing and accessing health and social services in the area.
  - Developing a Local Transport and Access Plan that:
    - Reflects the needs of the community in SLSWR and the needs of the Health and Social Care Partnership in accessing health and social care
    - identifies opportunities for optimising both service provision and / or transport provision
    - Establishes where mitigation may be required to address any changes in service from the redesign that make it more difficult for staff, patients and visitors to access these services both within the catchment area and where relevant beyond (e.g Raigmore Hospital)
  - Establish a framework for appraising transport and access impacts of health and social care provision that could be applied for any future service redesigns.\*

\*Given the apparent lack of any framework or best practice guidance to appraise the transport impacts providing health and social care services, members of the group recognised the opportunity for this work to establish such a framework that could improve how transport and access impacts are considered in future strategic decision making of health and social care provision not just in Highland but across Scotland.

The following is a list of some of the areas where potential costs/benefits are not currently being captured:

- Quantifying impacts of any change in service provision to patients / carer / visitor accessing the service (i.e travel / accommodation to appointment; Impact on income of patient resulting from changes in time to access healthcare; economic impact on those who use the services of the patient (e.g business closing for the day or impact on a business / organisation of providing replacement staff for patient)
- Same as above for impacts on any carer / family / visitors
- Transport costs – private and public (impact varied and complex including; provision of public transport; changes in carbon emissions incurred through accessing services; traffic and parking impacts at major specialised healthcare sites)
- Social impact on patient and family from care being provided in different locations (eg. reduced / no visits leading to isolation, increased recovery times or vice versa. Also wider

benefits/costs to local economy with for example access to healthcare a key decision in people locating within some rural areas)

- Potential for reducing costs of accessing healthcare by identifying opportunities to provide more efficient transport services for patients and visitors; better coordination of outpatient appointments that can be accessed within public transport schedules; or enable more efficient use of existing transport services.

Datasets on existing where patients are travelling to access referrals and outpatient appointments can be supplied by NHS Highlands eHealth Department

## **Scope of Work**

The Transport and Access Group is seeking the services of a independent consultant with suitable experience to undertake the following:

- Develop a 2013 baseline for how people access health and social care in SLSWR considering inpatient, outpatient and emergency services as well as the health and public transport available.
- Through comparison of the same information for 2018/19 the consultant will be expected to map / quantify both the individual and wider impact of any recent or proposed changes in service provision.
- Inform the establishment of a framework for appraising transport and access impacts of health and social care provision that could be applied for any future service redesigns not just within SLSWR catchment but ideally across Highland / Scotland. This should take cognisance of existing appraisal such as STAG and Health Equity Audits.
- Develop a draft transport and access plan that:
  - makes costed recommendations for optimising both service provision and / or transport provision based on report findings;
  - establishes where mitigation may be required to address any changes in service from the redesign that make it more difficult for staff, patients and visitors to access these services both within the catchment area and where relevant beyond (e.g Raigmore Hospital)

In undertaking the work the successful consultant should consult key stakeholders including NHS Highland, The Highland Council, SAS, HITRANS, Public Health Scotland and SLCVO