

Summary of feedback given at Hospital Access Plan engagement event, held on 21st November 2017 at the Heartbeat Centre, Southampton General Hospital (4:30pm till 7:30pm)

Purpose of event:

To provide residents living in the wards around the hospital with a forum to make comments about the Southampton General Hospital campus in and the impacts arising from hospital activities that affected them and make suggestions for how any adverse impacts could be mitigated against. Attended by University Hospital Southampton Trust (UHS) managers, Southampton City Council officers and Ward Councillors, the results will help to inform the development of a Hospital Access Plan that will seek to address the various different travel and transport issues that relate to the General Hospital site.

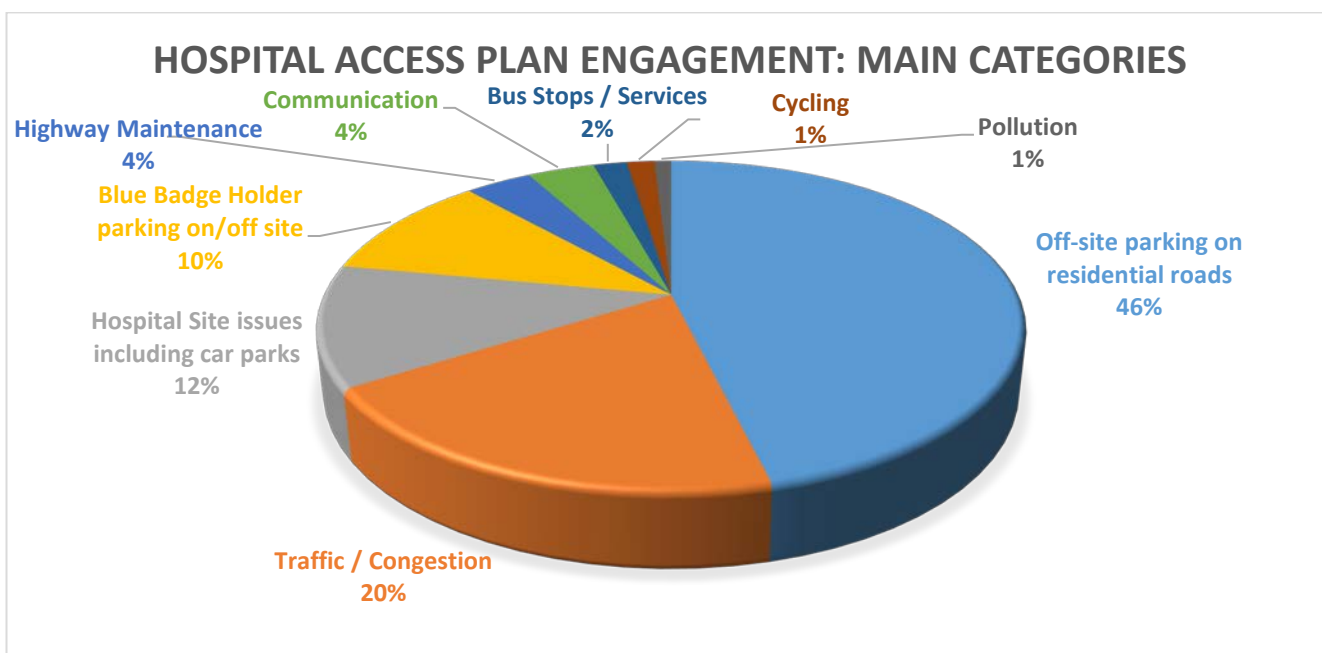
Methods used to obtain feedback:

- SCC/ UHS staff note issues raised in face-to-face discussions with attendees on clipboards
- Attendees asked to mark problem locations on large map plans with red dots
- Attendees asked to make comments/ issues on post it notes
- E-mail comments were submitted by people who were not able to attend on the evening

Analysis of feedback key themes:

During the event it was estimated that approximately 350 people attended. In addition, 22 letters or e-mails were received and the comments made were analysed and combined with those from the event.

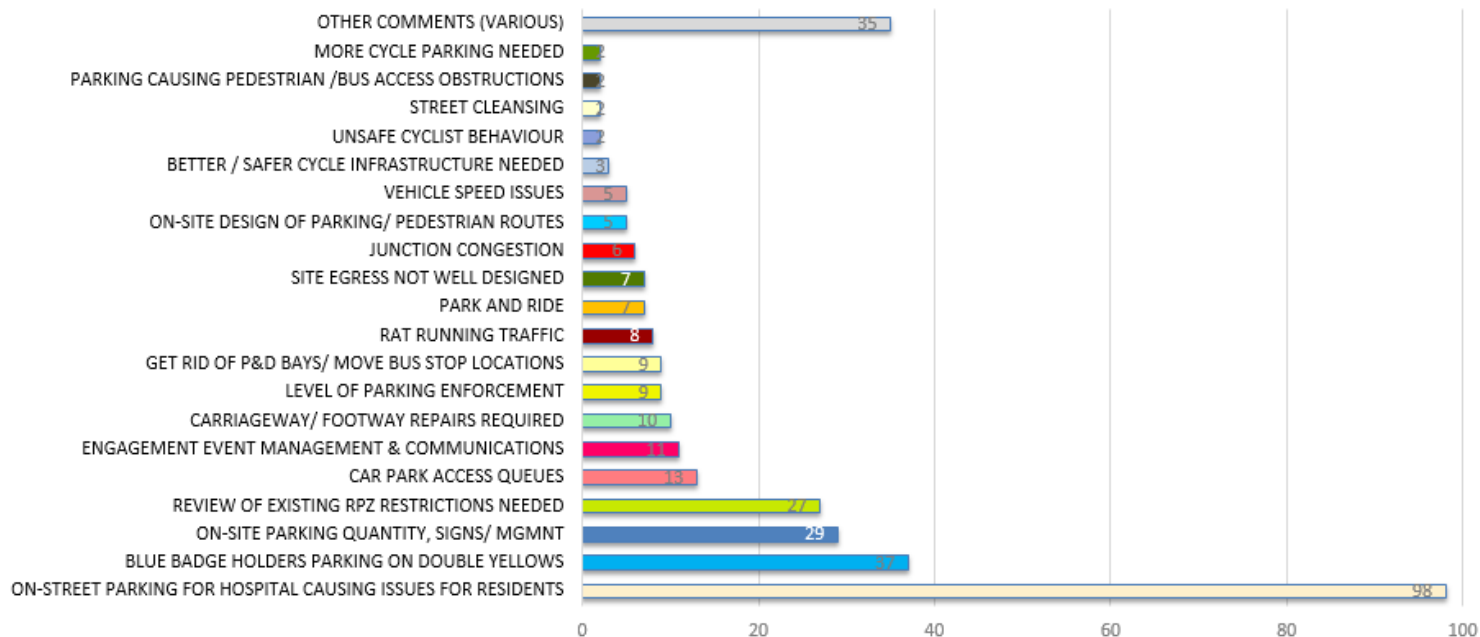
Our analysis of all the feedback received (totalling 327 comments) suggests that comments fit into the following nine broad categories shown in the pie chart below:



Rank	Top six Categories of comments	Number of comments	% of comments
1	Off-site parking on residential roads	151	46%
2	Traffic / Congestion	65	20%
3	Hospital Site issues including car parks	39	12%
4	Blue Badge Holder parking on/off site	34	10%
5	Highway Maintenance	12	4%
6	Communication	12	4%

Breaking down the 327 pieces of feedback and comments into sub-topics reveals these key issues:

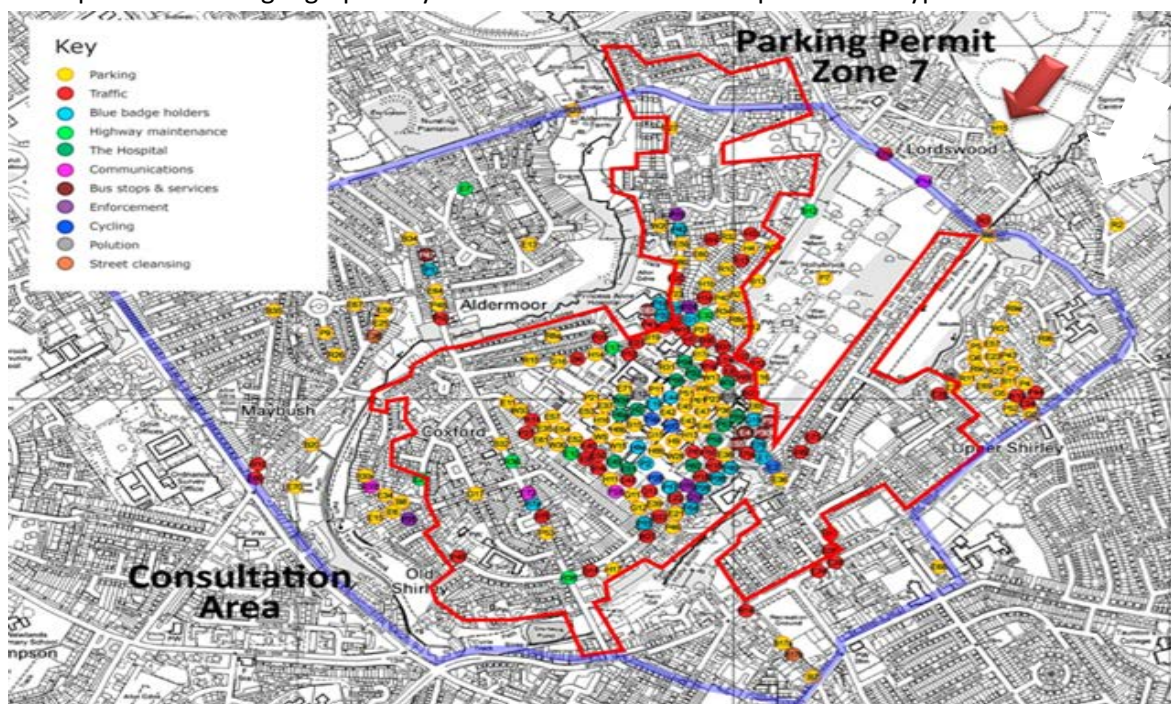
HOSPITAL TRANSPORT ENGAGEMENT EVENT - 21st NOVEMBER 2017 - SUMMARY OF COMMENTS BY SUB-TOPIC



The top five key issues raised were:

Rank	Top five issues	Number of comments	% of comments
1	On-street parking by hospital staff/users causing issues for residents	98	30%
2	No loading' restrictions needed on double yellows to remove blue badge parking congestion	37	11%
3	On-site parking quantity, signs/ management	29	9%
4	Review of existing RPZ restrictions needed	27	8%
5	Car park access queues	13	4%

The map below shows geographically the streets around the hospital where types of issue were raised:



The top five areas/ streets for comments made were:

Rank	Top six Categories	Number of comments
1	Hospital Site	44
2	Tremona Road	32
3	Coxford Road	27
4	Laundry Road	22
5	Seymour Road	22

The City Council and UHS Trust response to the top five comments:

1. Staff and hospital users parking in surrounding residential streets

What SCC are doing about it – To address the specific problem locations highlighted in the feedback, the City Council is developing proposals for a comprehensive approach to Residents Parking Zones around the hospital site, considering both within and beyond the boundary of the current Zone 7. This review would consider extending the hours and days of operation of Zone 7. Residents would then be consulted on these proposals.

What UHS Trust are doing about it - We are offering staff a low cost monthly parking permit that enables them to park on-site at evenings and weekends. All staff are entitled to access this permit, with no restriction from the other on site criteria applied during core hours. We are hopeful that this option is attractive and will reduce the number of people parking in the streets around the hospital.

2. Issues around blue badge parking on site and parking on double yellow lines on streets near the hospital causing congestion

What SCC are doing about it - The City Council will look at where further on-street “no loading at any time” restrictions may be needed where parking by blue-badge holders is causing obstructions to the free flow of traffic and develop proposals that seek to address this.

What UHS Trust are doing about it - As of the end of February 2018, the hospital has increased the number of blue badge spaces on-site from 78 to 120, and is in the process of creating a further set of spaces once the re-lining of Princess Anne car park has been completed. These spaces are in locations that the hospital considers to be favourable to disabled users and users are charged the standard parking fees. The provision is in line with anticipated demand and availability, but as with all car parking space, this will be kept under review.

3. On-site parking within the hospital site itself (the quantity of it, signage and car park management)

What UHS Trust are doing about it - In October 2017 we opened a staff only multi-storey car park , which has freed up over 300 spaces closer to clinics for patient and visitors to use. An example of this is the extension of the ‘blue’ car park on the Laundry Road side of the site. We are currently making changes to the car park at Princess Anne Hospital and this will release more parking spaces once complete.

To try and reduce the amount of staff cars coming on- site, the hospital continually promotes alternative transport options. We have invested in upgrades to our cycle facilities, we offer discounts for use of public transport, and we incentivise staff to use a car-share scheme. However, for many staff, driving is the only realistic option, and therefore we have invested in park and ride provisions across three sites around the city. Whilst this situation has not changed since the residents’ meeting, the feedback did emphasize the importance of expanding this provision, and we are currently looking at options for expanding our staff park and ride provision. This would have the effect of transferring a large volume of daily car journeys to the hospital into regular bus services.

Residents have raised concerns about the number of cars exiting the hospital site via Laundry Road. At the time of the residents’ event the exit served approximately 700 spaces. We have since been able to reduce this to about 300 staff spaces. We expect to reduce this further to nearer 200 in

Autumn 2018 with the new 'Maggies' centre opening. To address concerns over inconsiderate staff driving behaviour, we have e-mailed the 300 staff and will install signage at the exit requesting users to be careful and considerate.

4. A review of existing RPZ restrictions on streets around the hospital is needed

What SCC are doing about it – To address the specific problem locations highlighted in the feedback, the City Council is developing proposals for a comprehensive approach to Residents Parking Zones around the hospital site, considering both within and beyond the boundary of the current Zone 7. This review would consider extending the hours and days of operation of Zone 7. Residents would then be consulted on these proposals.

5. Concerns about hospital car parks access queues

What UHS Trust are doing about it - The hospital is aware of the impact that four million visitors per year plus over 10,500 staff, has on congestion on the surrounding roads. In the last six months we have installed vehicle management system signs to help direct drivers to available spaces, we have upgraded the technology on our car park barriers to speed up entry, and we continue to deploy parking staff to advise waiting drivers of alternative car parks. We have changed the routing of vehicles on-site to better distribute cars exiting the site onto Coxford Road and Tremona Road. We are also looking at ways to standardise our appointment cards to include information about transport options.

Immediate actions to be taken following the event:

There is a lot of follow-up work to do to investigate and evaluate possible improvements to the issues and problems raised by local residents. The City Council and UHS Trust will:

- Set up a Hospital Access Plan webpage on the Southampton City Council website – where the display boards used at the engagement events will be available to download together with a full table that summarises all comments made by theme/ sub-topic -COMPLETE
- Send an update letter to all residents within Hospital Access Plan consultation area (within the blue marked area above) summarising the headline feedback raised by residents at the engagement event - COMPLETE
- Hold discussions with the hospital to agree how on-site issues will be addressed and how best to develop the Hospital Access Plan - COMPETE
- Hold discussions with bus operators to discuss issues raised on bus services will be progressed – PLANNED FOR MARCH
- Start to develop proposals for resolving parking issues on streets within the consultation area - COMMENCED