



Photo credit: Leicester City Council

Travelling to NHS locations

Patients' travel choices

March 2024



Transport Focus – the independent watchdog

We are the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network)

We maintain a 'panel' of transport users who have agreed to participate in occasional research surveys. While not nationally representative the panel participants do provide valuable insight into people's views



Introduction

The Greener NHS Programme of NHS England wished to look at how people currently travel to hospitals and to their GP's surgery. Recognising the country's Net Zero goals, the NHS team wanted to understand why people use their current mode and what might prompt them to use a 'greener' mode in future.

Transport Focus sent invitations to our panelists to answer an on-line questionnaire about their experiences in travelling to hospitals and GP surgeries. Fieldwork was conducted from 18-31 January 2024. This report summarises the findings of 3280 survey responses.



Key findings – modal travel choices

- The car dominates travel to hospitals – 34 per cent drove themselves on their last visit and 16 per cent were driven. Bus dominates public transport at 32 per cent, with train, tube and tram at 13 per cent. In terms of active travel, 10 per cent walked or wheeled and 2 per cent cycled.
- Walking or wheeling dominates for visits to a GP surgery in the last twelve months at 63 per cent. 38 per cent have driven and 14 per cent have been driven. Bus was still the choice for 21 per cent but rail was just 2 per cent with and 6 per cent cycling.
- Convenience is the top reason for using any powered mode and is often said to be the only mode available.
- Almost half of those who have only used the car to visit hospitals in the last year (49 per cent) say they could use the bus to get to the hospital. 14 per cent say they could get the train, tube and tram, 7 per cent say they could walk or wheel, 7 per cent might be able to car share and 5 per cent could cycle.
- Among those who said they could bus, the journey taking too long or being too far is the main reason for not using the bus (64 per cent) along with it being seen as unreliable (34 per cent) and requiring too many changes (27 per cent).
- Just over a quarter say that reduced fares would encourage them to use public transport to and from the hospital and a third might do so if incentives were offered (such as shop, café or future travel discounts).

Key findings – modal preferences

- **Car users** value the convenience/independence and not being tied to specific times. Two thirds parked at the hospital but half rate parking as both expensive and there being limited availability; these are also the main reasons for not parking at the hospital
- Although eight out of ten **bus users** were satisfied with their last journey, there are concerns about frequency and reliability with many saying they have to catch an earlier bus than needed to be sure of being on time for an appointment
- **Rail users** are highly satisfied but share concerns about frequency and unreliability (including strike action) and for many it is difficult to get to the hospital by rail
- Those engaging in **active travel** cite the health and environmental benefits on top of convenience and being free. The weather can be an issue and suitable routes, combined with other traffic volumes and lighting can cause concern

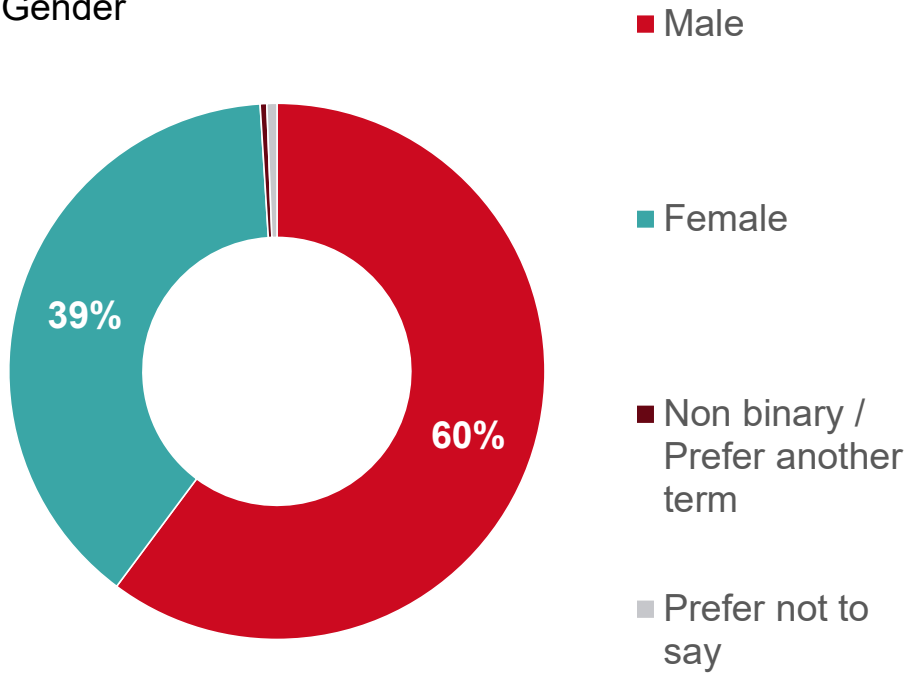


Sample profile

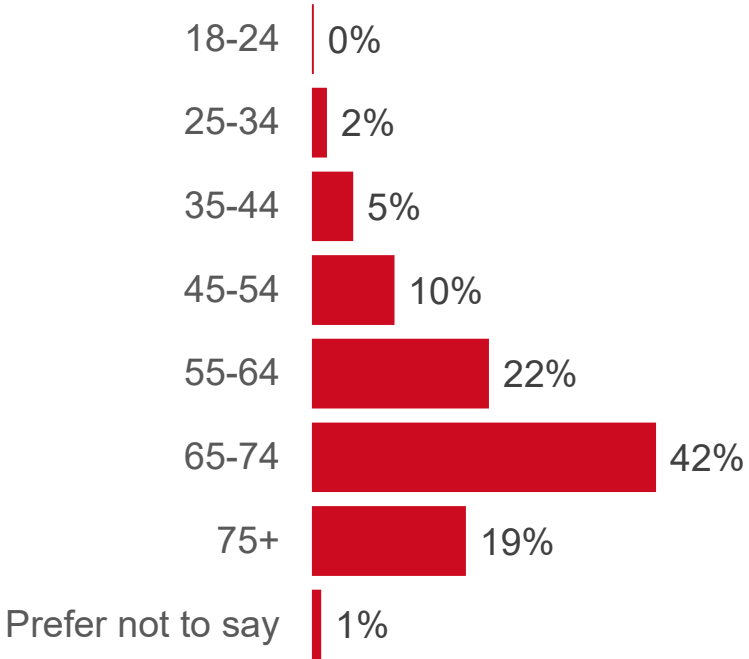
When reading this report, it is important to understand the make-up of our survey participants

Our Transport User Panel is not nationally representative. It includes more men and is older than the population. Six out of ten panellists answering the survey are male and just over 60 per cent are aged 65 or above

Gender



Age

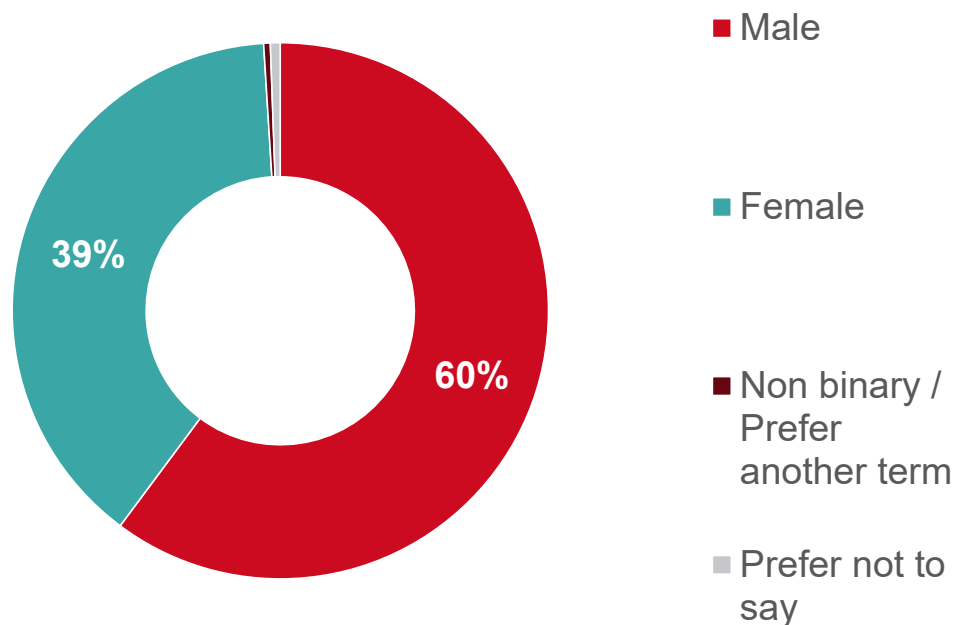


Gender and age: panel data Base: all participants were provided 3,275

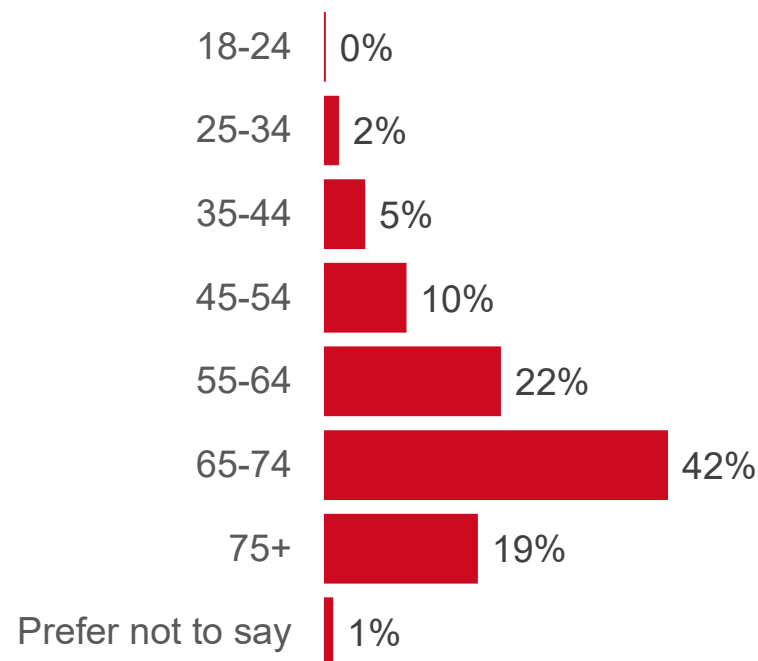


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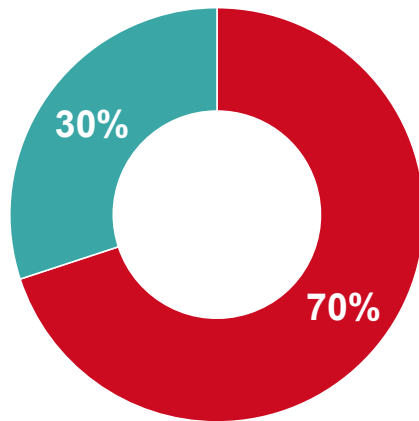


Gender and age: panel data Base: all participants were provided 3,275



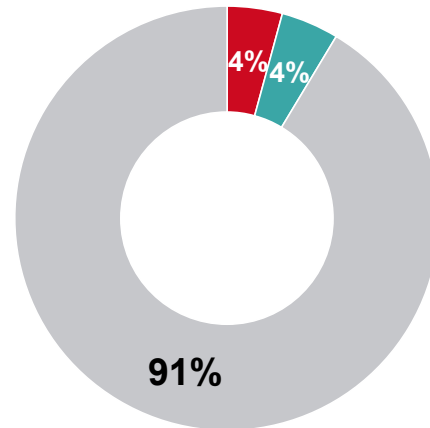
A relatively high proportion of our respondents have disabilities. One in twelve has a Blue Badge in the household. Two thirds have a bus pass and 43 per cent of the total sample use theirs regularly

Disability



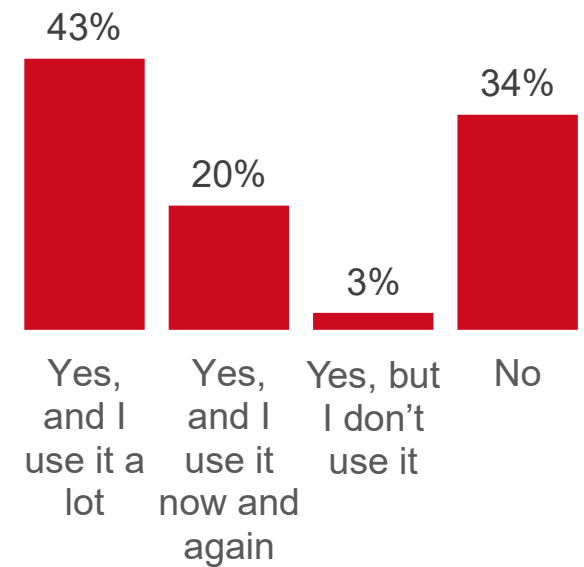
■ No ■ Yes

Blue Badge holders



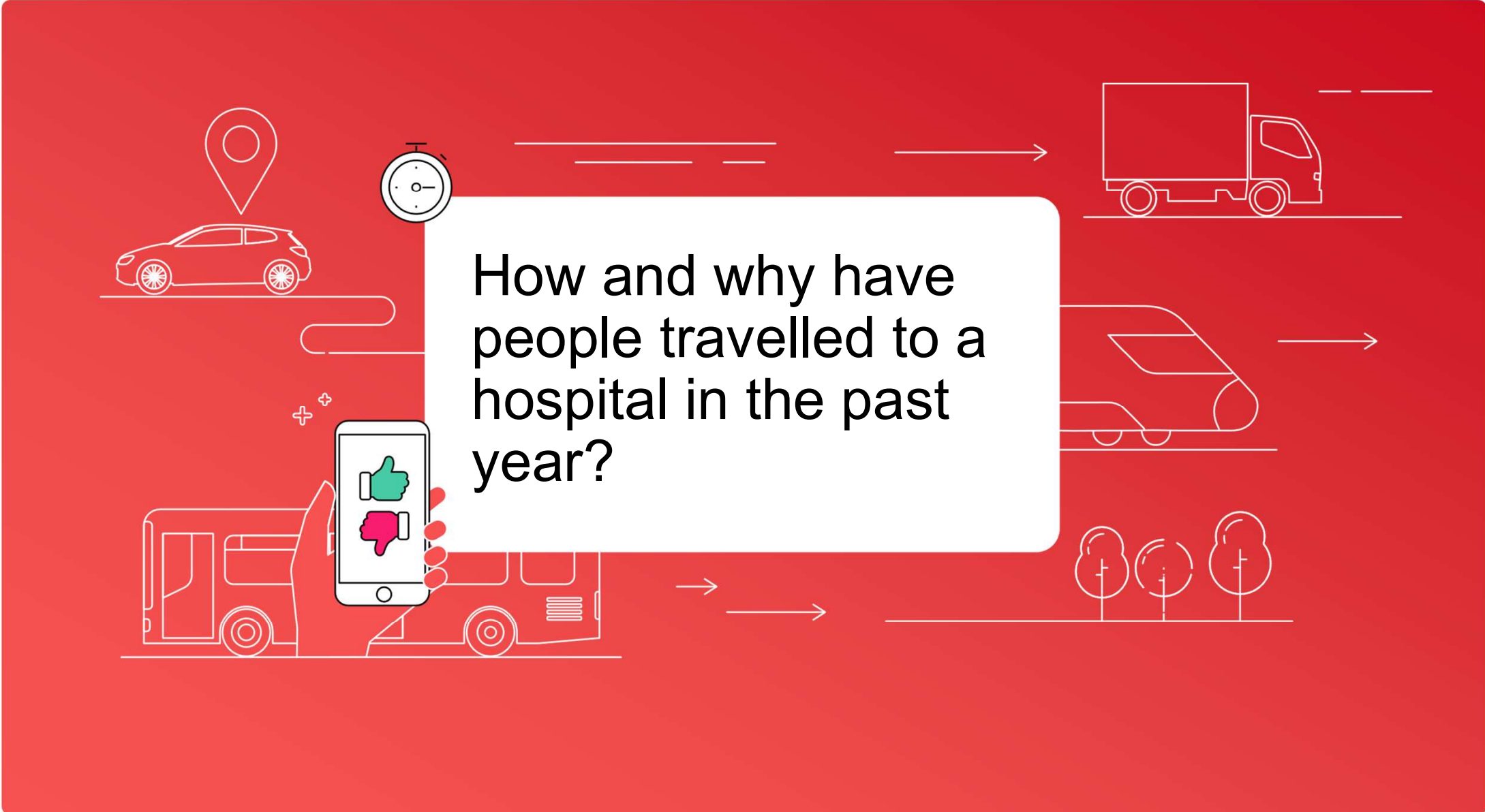
■ Yes, I have one personally
 ■ Yes, someone in the household has one
 ■ No

Bus pass



Disability: panel data, Q63 Do you have a disabled parking badge (blue badge) in the household?, Q62 Do you have a free bus pass?, Base: all participants: 3,280

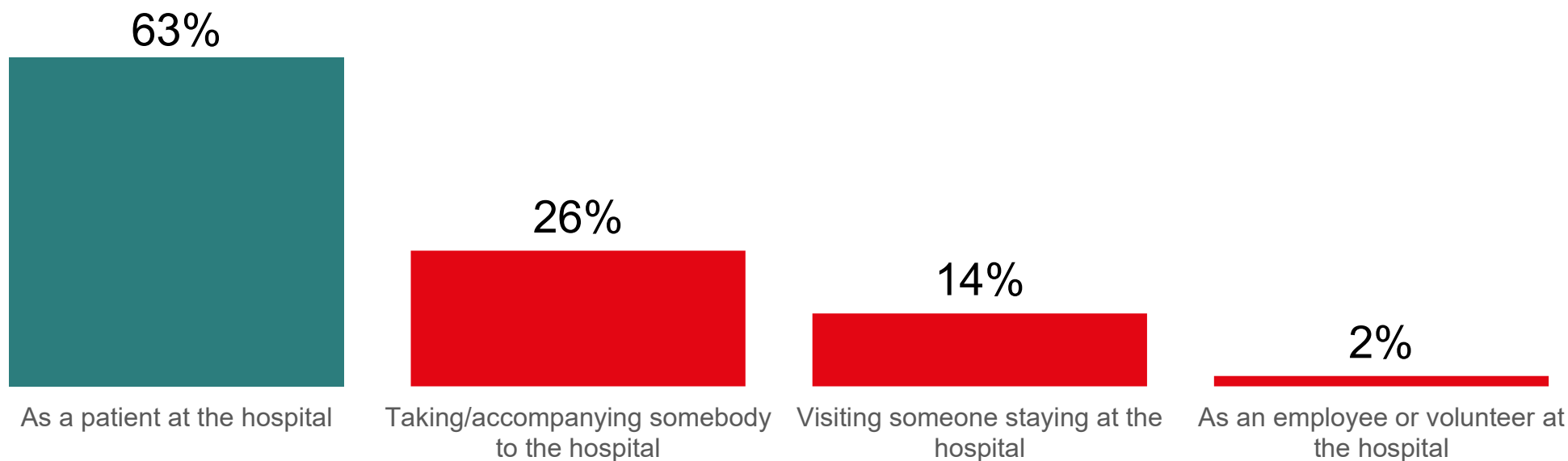




How and why have people travelled to a hospital in the past year?

The majority (84 per cent) have been to a hospital in the last year. Almost two thirds that have visited the hospital did so as a patient, while around a quarter accompanied somebody else for an appointment

Reason for hospital visit in the last year

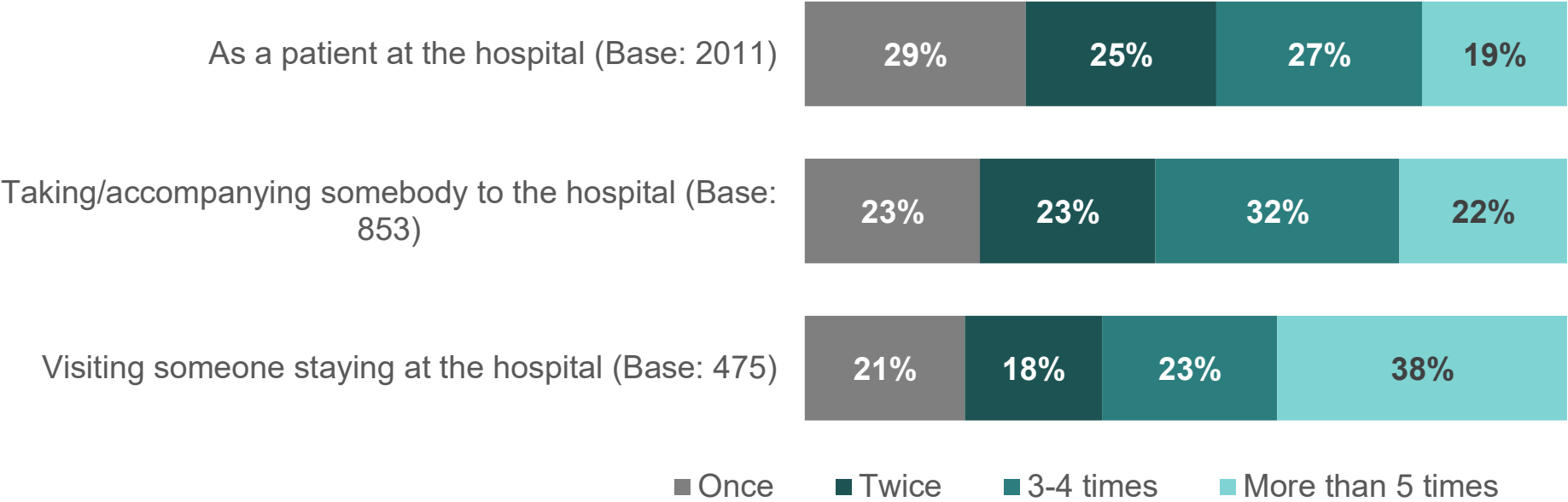


Q4. Over the last 12 months have you travelled to one or more hospitals? Base - all participants: 3280, Q5 Over the last 12 months, have you been to this hospital for any of these reasons? Base : those who made a hospital visit in last 12 months: 2,763



Among those who have been to a hospital for any reason, we have a mix of people who have made just one trip and those who have been multiple times

Number of trips to hospital

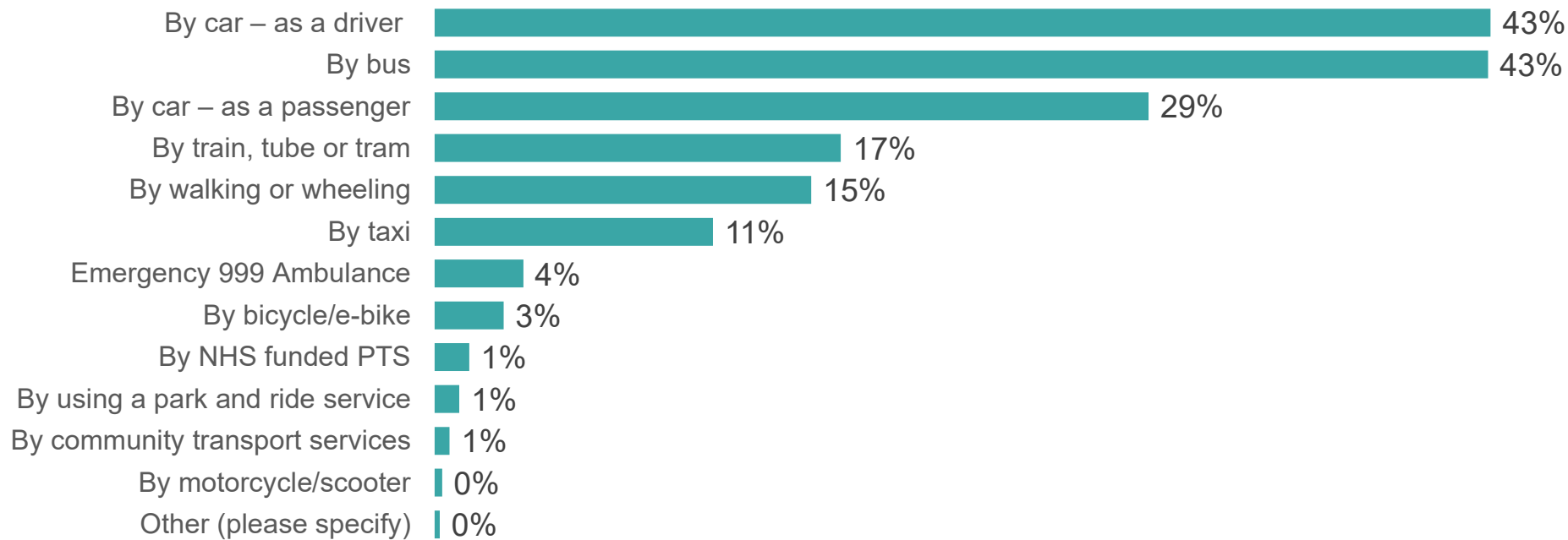


Q6. Over the last 12 months, how many times have you been to this hospital [for given purpose] ? Base: visit purpose



The car is most commonly used to travel to hospital, although four in ten used the bus for at least some journeys in the last year. 15% have walked or wheeled

Modes used in last 12 Months – all mentioned by >1% shown



Q7 Over the last 12 months, which of these types of transport have you used to travel to and from this hospital, across all the journeys you have made there? Base : those who have been to a hospital: 2,720



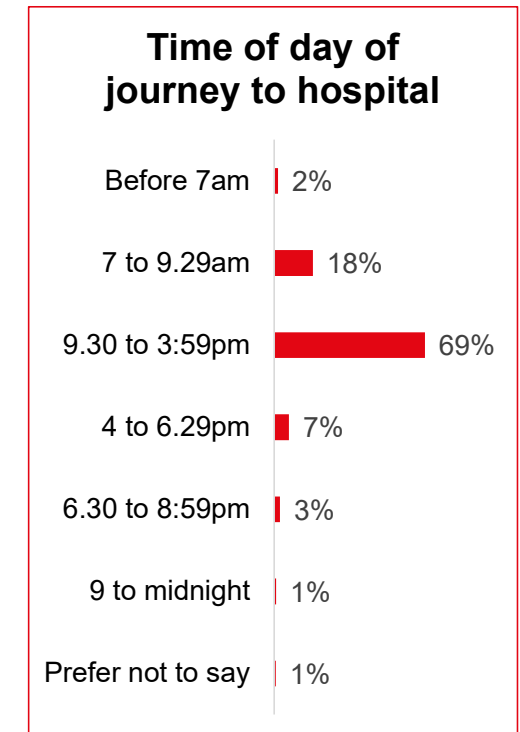
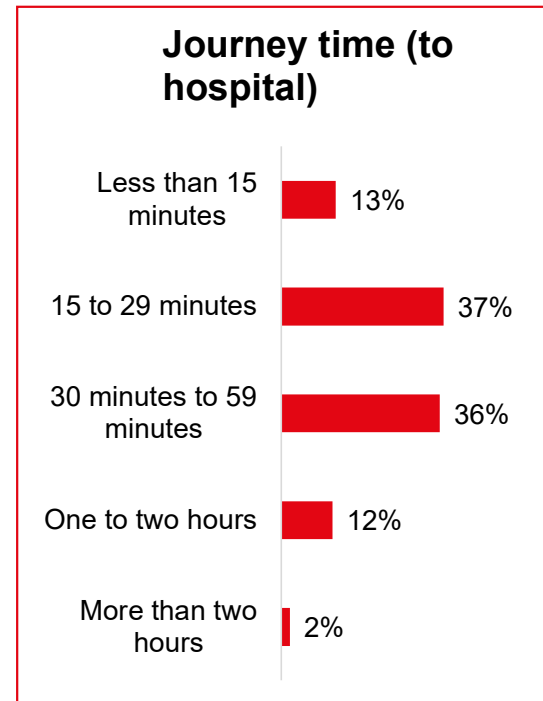
About their most recent trip to a hospital



Context to their last journey

- 86% of respondents' last journeys to hospital were known about in advance and 14% were last minute appointments or emergency visits
- 56% travelled to the hospital alone, and 44% were with at least one other person
- 81% travelled from home to the hospital and then straight home

Distance to hospital		Time spent at hospital	
Up to a mile	3%	Less than one hour	36%
1-3 miles	19%	1-2 hours	35%
3-5 miles	22%	2-4 hours	19%
5-10 miles	26%	4 -8 hours	6%
10-20 miles	19%	8 hours+ (not overnight)	1%
20+ miles	11%	8 hours+ (overnight)	2%



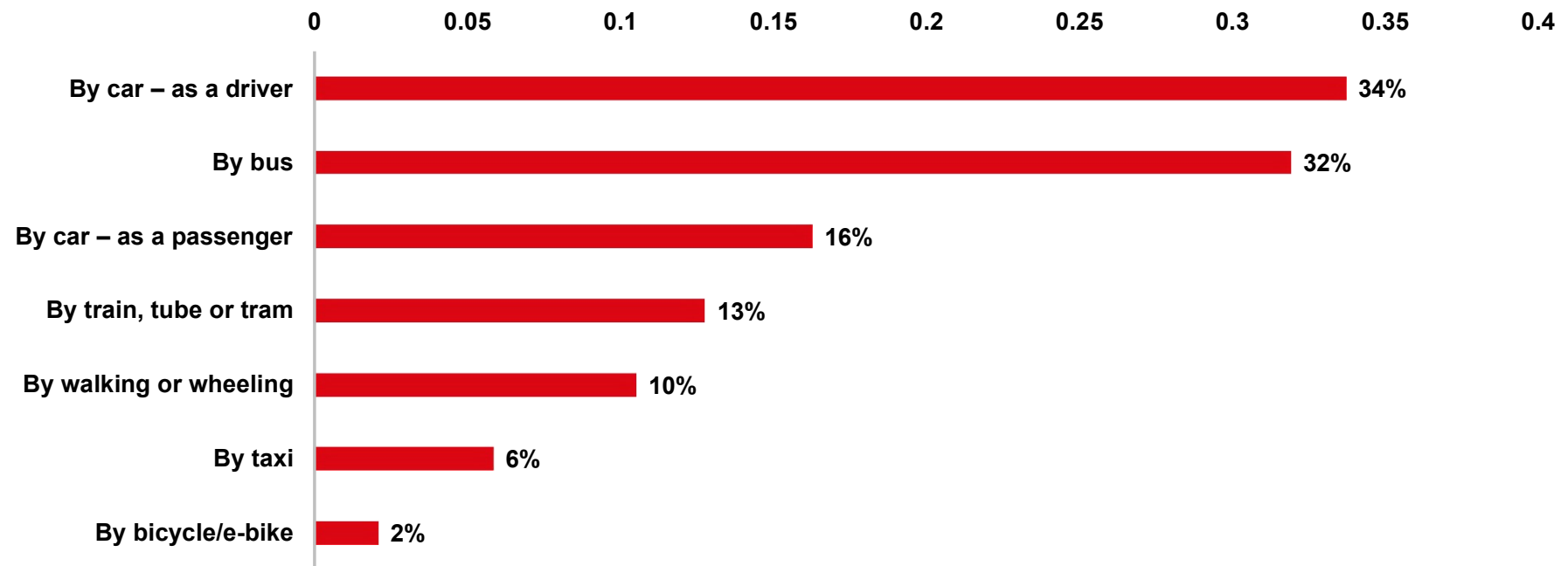
Q10 In miles, approximately how far is the hospital from your home? Q11 How long did it take you to get to the hospital the last time you travelled there? Q14 Approximately how long did you spend at the hospital the last time you went there? Q15 Approximately what time did you travel to the hospital, the last time you went there? Base: those who have been to a hospital: 2,720



Just over three in ten drove themselves, and a similar proportion used the bus for their last hospital visit

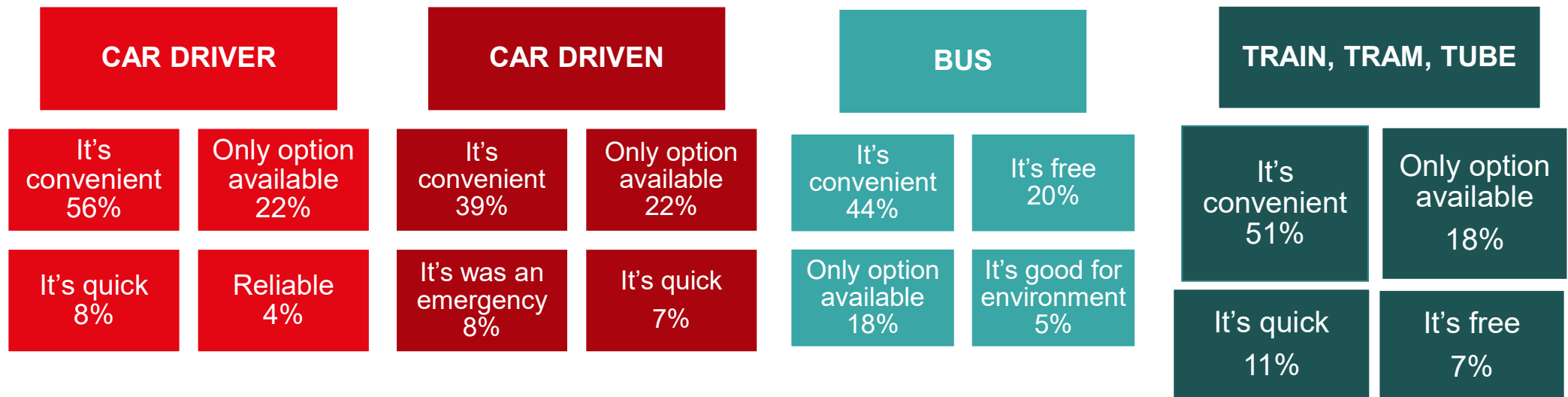
*Mode used for last Journey – all mentioned by >1% shown

86% used just the one mode for their last journey



• Note that more than one mode could be used for the last journey, so total will add up to more than 100%
Q7 Over the last 12 months, which of these types of transport have you used to travel to and from this hospital, across all the journeys you have made there? mQ8 Asked of those with multiple modes at Q7: The last time you visited the hospital, what transport modes did you use for each part of the journey to and from hospital? Base: those who gave a mode for their last visit to hospital: 2715

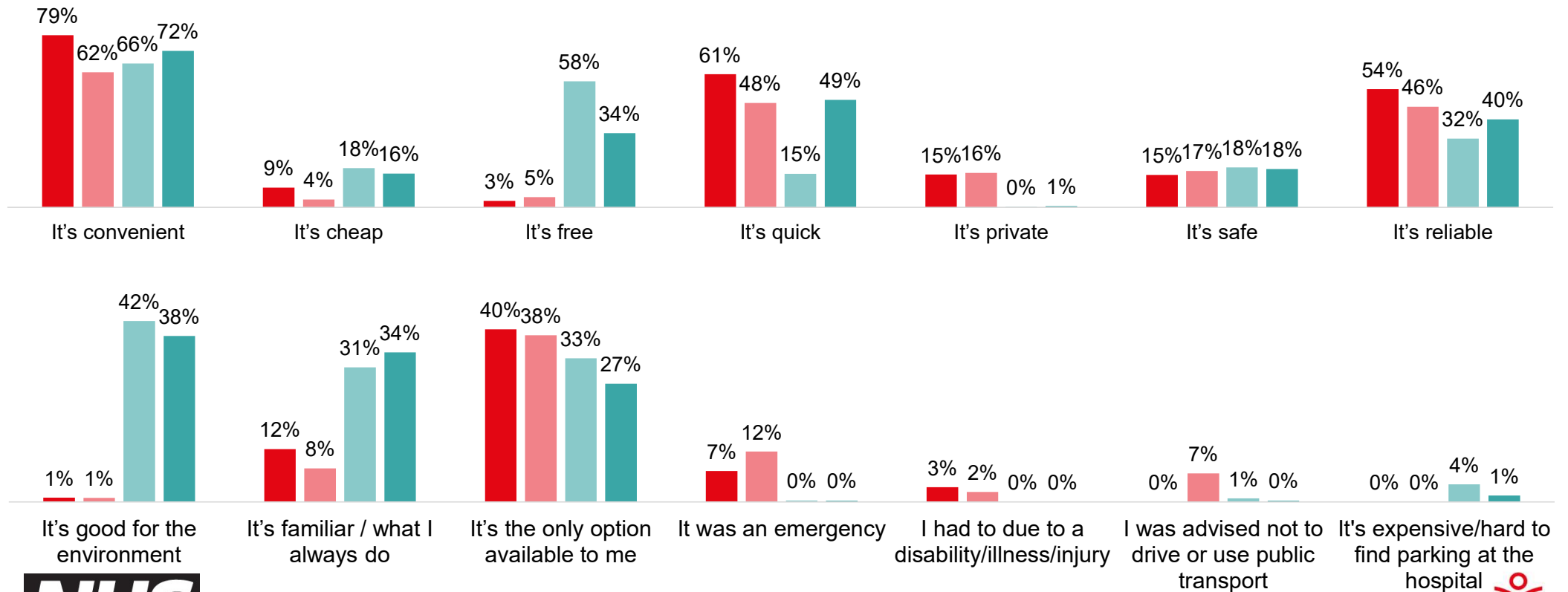
Convenience is most commonly given as the top reason for using car and bus or rail. Free travel is often mentioned for public transport. Quick journeys do not feature as a top reason for using bus



Q9 what are the reasons you used [mode] when travelling to and/or from the hospital the last time you went there? Base: users of each mode - car driver (base: 915), car driven (base: 441) bus (base: 844), train, tram,, tube (base: 346)

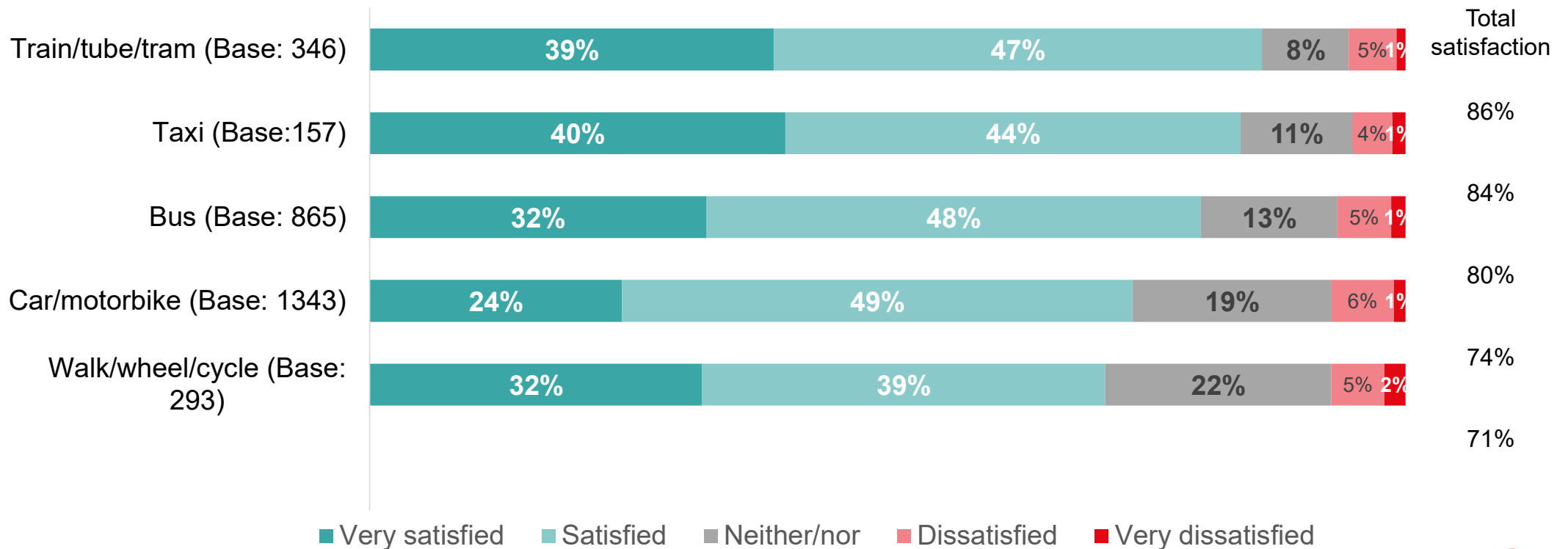


When all reasons are included for using that mode – some differences emerge. Privacy and comfort come through for car, and cost and environment for public transport



Q9 What are the reasons you by [mode used] when travelling to and/or from the hospital the last time you went there? Base: users of each mode:

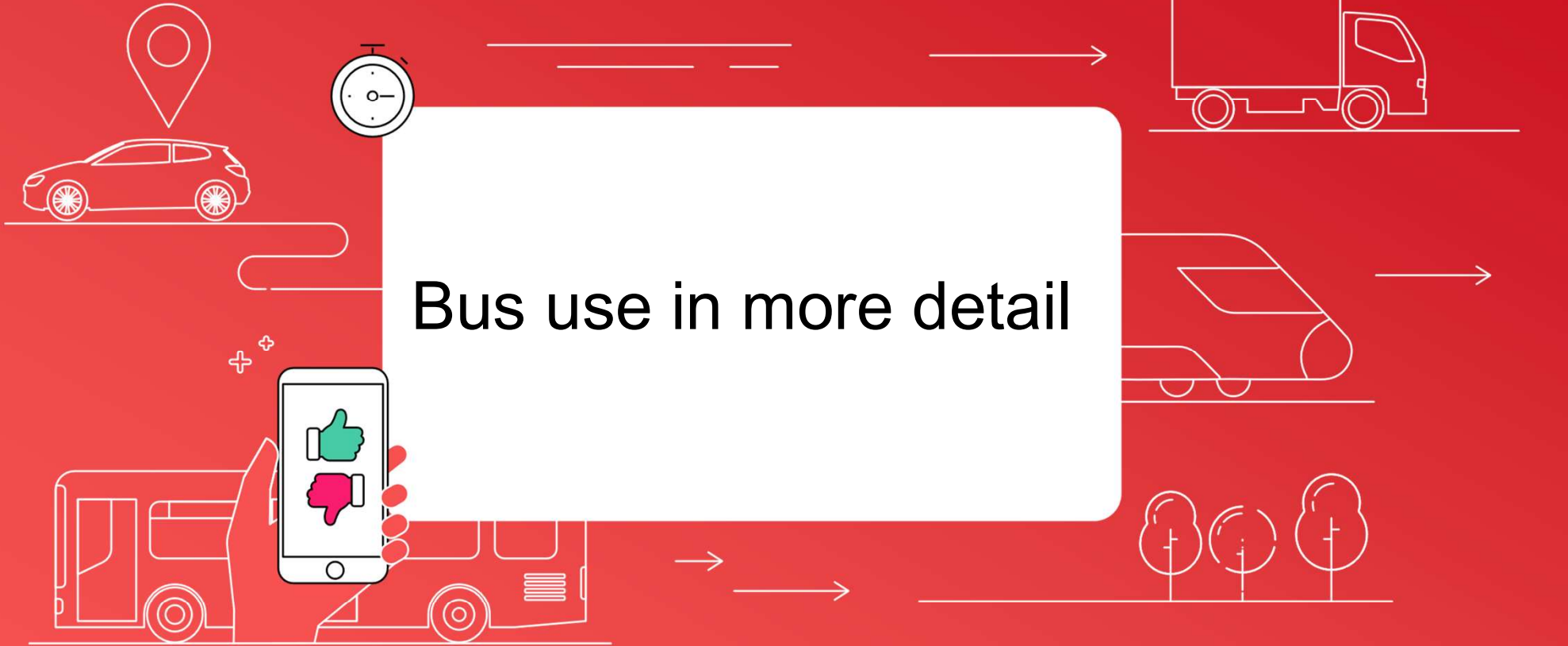
Public transport users were more satisfied than car users or walkers/wheelers on their last journey. Satisfaction generally higher amongst men and increases with age



Q21/Q32/Q40/Q42/Q47/Q50: Overall, how satisfied were you with travelling to and/or from the hospital by (transport mode) on your last journey? Base: users of each mode

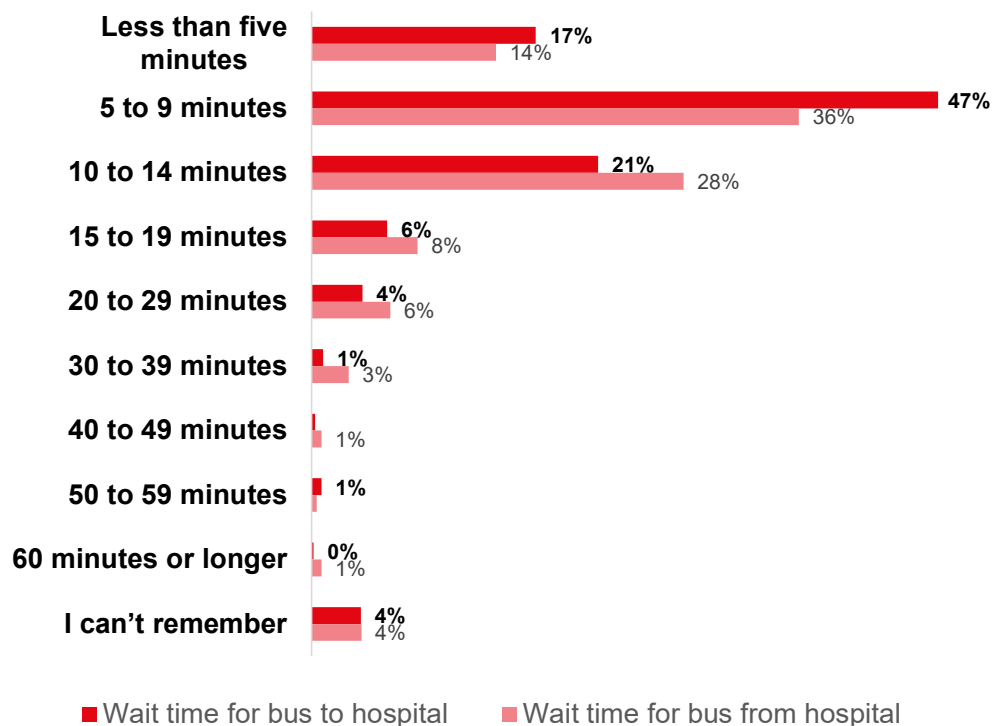


Bus use in more detail

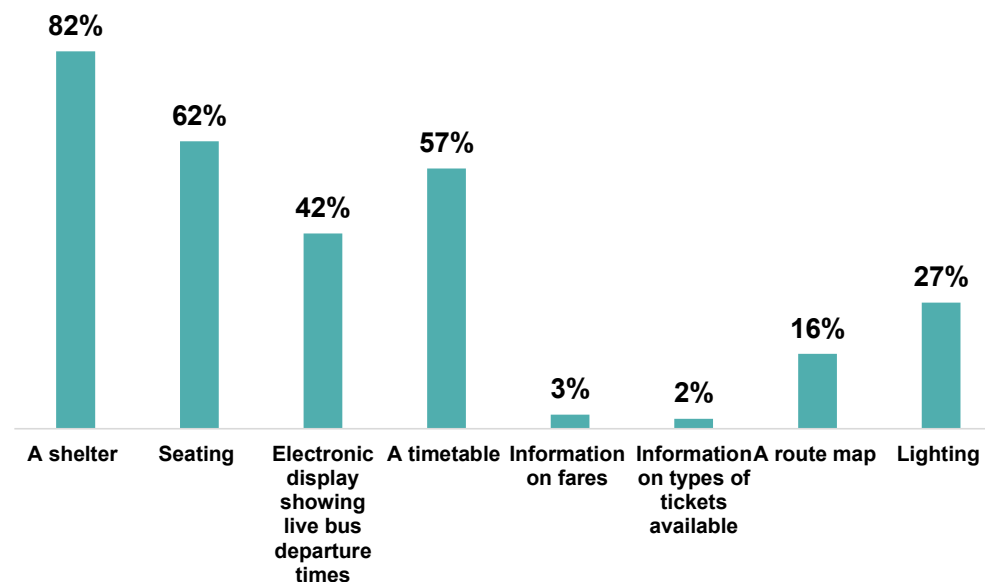


The majority of bus users had to wait less than 10 minutes and used one bus. Less than half reported live bus times at the hospital

Waiting time for bus to / from hospital



Facilities at bus stop at hospital



Among those who used the bus, 62% used one bus to get to the hospital, 31% used two buses and 2% used three buses. We see similar patterns for the return journey. Walking time from the bus stop to the hospital entrance takes less than 5 minutes for 65% of respondents. For a further 23% it is 5-10 minutes. In most cases there were enough seats on the bus. Just 6% on the way there reported some people had to stand, and 7% on the return trip

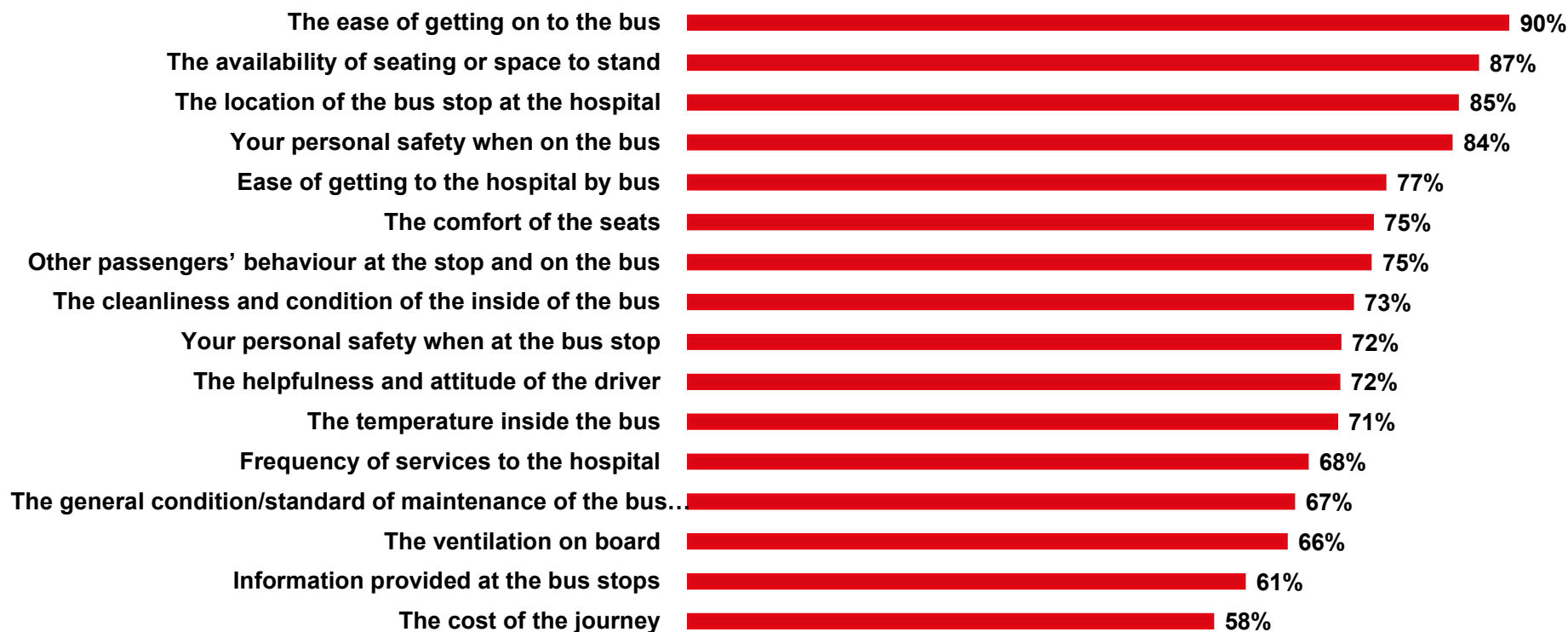


Q26 At the start of your journey to the hospital, the last time you went there, how long did you wait for your bus? Q29a At the hospital, when you were travelling back last time, about how long did you have to wait for your bus? Q27 Thinking about the bus stop at or near the hospital, which of these does it have? Base: bus users: 865



Overall satisfaction with last bus journey was 80%. Within this there are mixed proportions rating different aspects as good

% rating last journey by bus to or from the hospital as good



Q30 Thinking about your last journey to and/or from the hospital by bus, how would you rate the following...?
Base: bus users: 865

Bus passengers talk positively about the convenience, frequency, ease of use, directness, speed and reliability of buses. They also mention free travel with a bus pass and not having to worry about parking

“Convenient, almost door to door and familiar. Mobile phone app means I can arrive at the bus stop from home at exactly the right time.”

“Ease of getting there and not having to worry about paying for parking.”

“The bus stop is in the hospital grounds. Useful as my vision was impaired after hospital treatment.”

“It’s free with a concession pass, it’s quick and it’s fairly reliable.”

“Frequency, connections and free for seniors.”

“Fairly quick, reliable service and a good alternative to my bicycle.”



Q33 What was good about travelling to and/or from the hospital by bus? Base: bus users: 836



Bus passengers talk negatively about frequency and reliability, especially cancelled and late running services as well as indirect services with long journey times. They also mention lack of shelters at bus stops

“Although I live on the bus route to the hospital, I have to catch an earlier bus than needed in case the bus is cancelled because you can't rely on them which makes me arrive very early for my appointment.”

“All bus shelters, where provided, are totally inadequate when it comes to protecting the public from the elements!”

“The frequency is very poor, one bus per hour is no good when your appointment is important and you arrive either very early or late.”

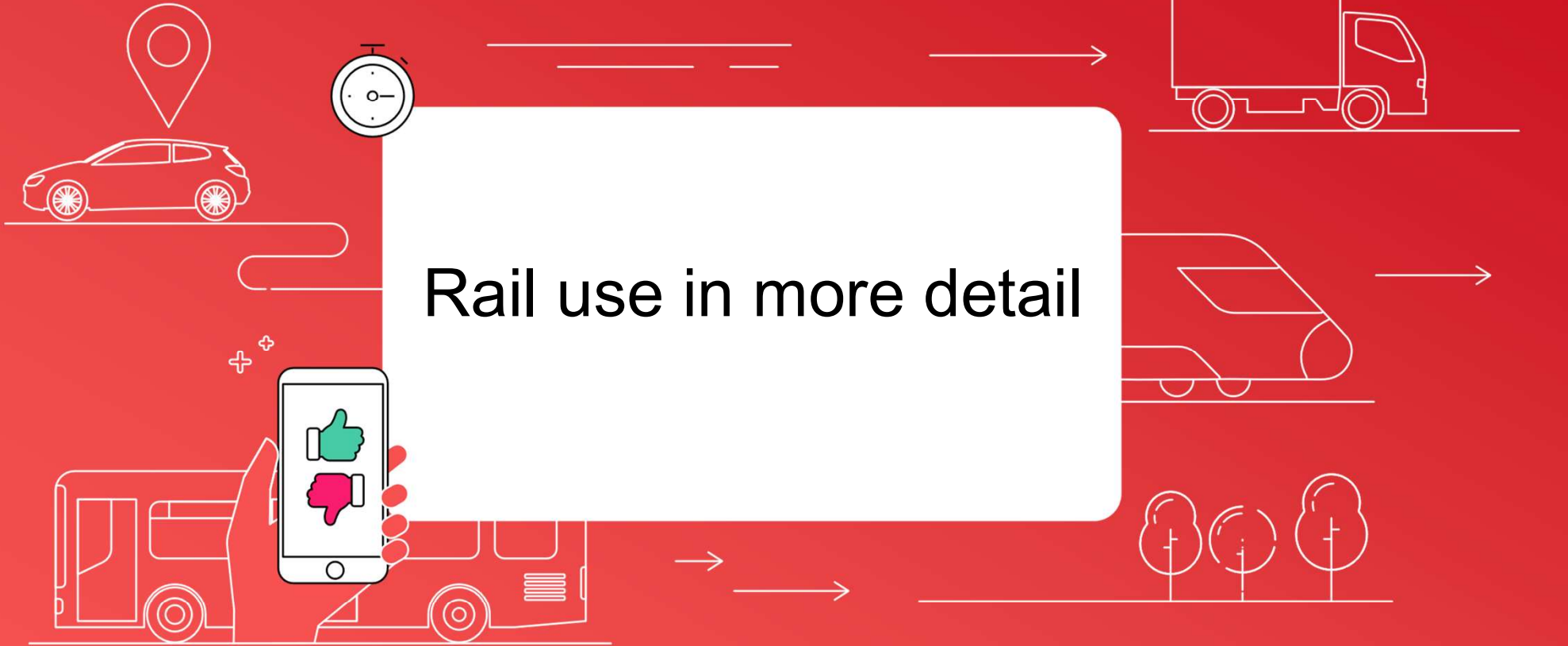
“I now have to travel nearly 10 miles instead of a previous journey of approximately three miles. It takes nearly four times as long because I have to travel via the city centre.”

“The length of time taken because of poor connections as well as poor frequency.”

“Frequency and timing. Buses can be late so you have to get an earlier bus to get to your appointment.”



Rail use in more detail



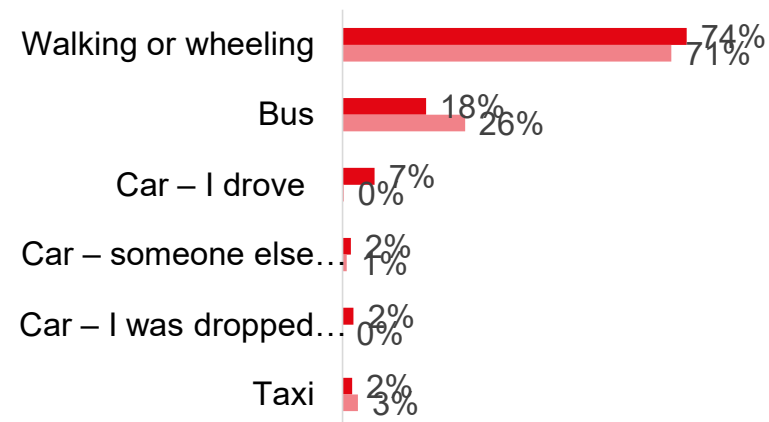
Generally, rail users only used one train/tram or tube, got a seat and walked at either end of the journey

More detail about journeys by rail, tram or tube

62% of people who used rail/ tram or tube used just one to get to the hospital– and 28% used two

The majority walked at both ends of their journey to the hospital

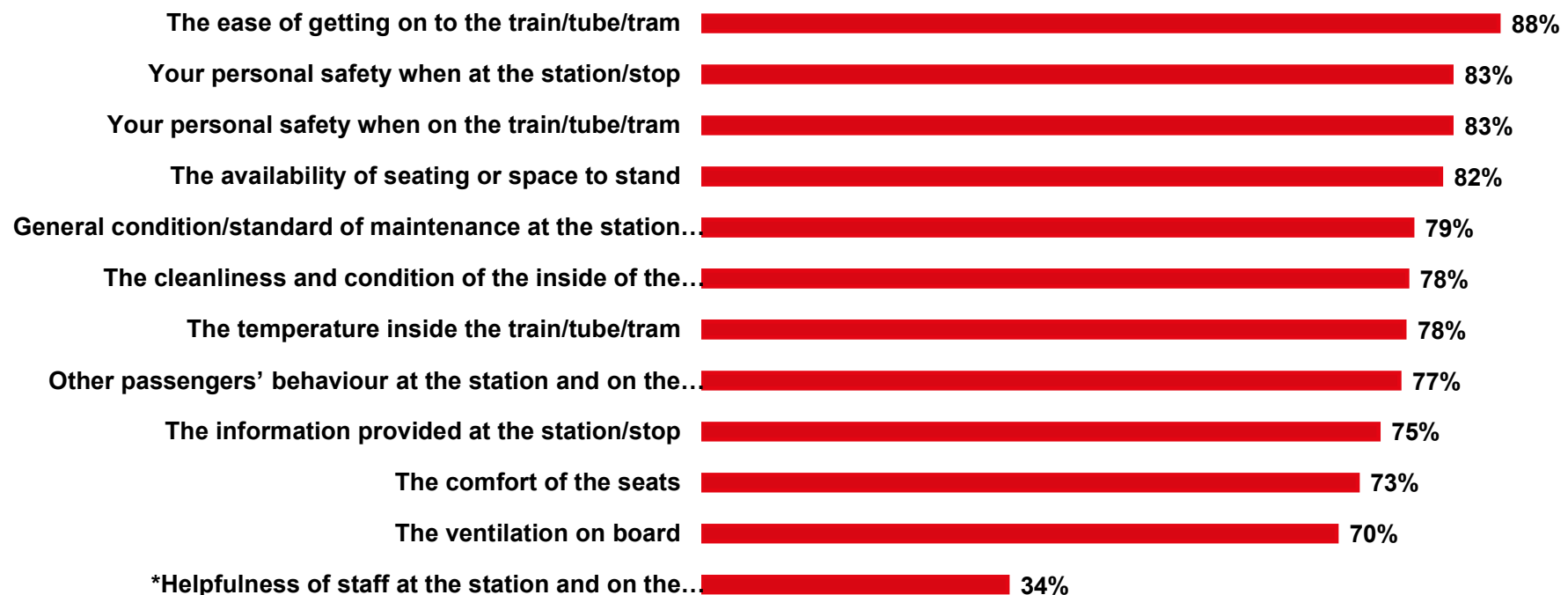
On most occasions seats were available on the train/ tram/ tube		
	To hospital	From hospital
Almost empty	2%	2 %
Several passengers, but plenty of seats	54%	45 %
All or most seats occupied, but passengers able to sit if they wanted to	34%	41%
Full, and some passengers have no choice about standing	8%	10 %
Don't know - cannot remember	2%	3%



Q19 How busy was the train/tube/tram when you last travelled to the hospital? Q19a How busy was the train/tube/tram when you last travelled back from the hospital? Q17 What mode of transport did you use to get from your home to the train/tube station or tram stop when travelling to the hospital? Q18 What mode of transport did you use from the train/tube station or tram stop to the hospital? Base: rail users: 334

Overall satisfaction with last train/tram/tube journey was 86%. Again, there are differences between the aspects rated as good

% rating last journey by train/tram/tube to or from the hospital as good



*52% answered don't know / no opinion Q21 Overall, how satisfied were you with travelling to and/or from the hospital by train/tube/tram? Base: rail users: 364

Passengers mention how taking the train, tube or tram avoids traffic and parking problems. They talk positively about how quick, easy, reliable and convenient they are and that they are good for the environment

“It is good for the environment to get the tram. Driving to Nottingham is stressful - the tram starts five miles from my house, is very frequent and links up with a bus service.”

“I can trust the system, which is safe, and (usually!) reliable. I do not have to worry about traffic, parking, etc.”

“Convenient, ran to schedule, frequent and cheaper than a car. Didn't have to find a parking space.”

“In all cases the hospitals were in close proximity to the tube stations so it was all fairly convenient.”

“Close to being a door-to-door service, only about a five-minute walk at either end.”



“Easy, convenient and quick. Very lucky stops are close to me and close to the hospital.”



Q22 What was good about travelling to and/or from the hospital by train/tube/tram? Base: rail users: 309

Train, tube and tram passengers express how services can be unreliable due to delays, cancellations and strikes. They say services can get crowded and accessible facilities are either out of order or lacking in some stations

“The service is unreliable, trains are frequently delayed, cancelled or disrupted by strikes. To reach the hospital there are four sets of steps to negotiate, which isn't always easy (there are lifts, but these are slow and often out of order). Information is not always reliable.”

“Due to the strikes on the trains, I had to resort to doing a nine to 10 hour round trip on the bus, which is quite frankly ridiculous, and a trip I wouldn't have made if it wasn't for the fact that it was hard to get appointments.”

“Unreliable Thameslink service from Luton to London, so I have to allow at least 30 minutes extra because it will be late.”

“Too many stairs and tunnels, no toilets, pushy people and lift not working at Hampstead Heath. Need toilets and lifts and more signs on stairs saying please be aware of people who have limited mobility.”

“Very crowded tram in rush hour.”

“Cost - only one stop and it costs £2.80 in non-peak hours.”



Q23 What was not so good about travelling to and/or from the hospital by train/tube/tram? Base: rail users: 286



Car users in more detail

*includes a small proportion of motorcycle/scooter users)

Satisfaction with journeys by car (74%) is lower than on bus or rail. While seven in ten parked at the hospital – it is often not rated well. People park elsewhere because of cost and space. Among those who parked in the hospital car park: 49% paid on departure (app or pay & display), 13% paid on arrival (app or pay & display), 38% did not pay .



Q36 Where did you (or the driver) park the car/motorbike/scooter when travelling to the hospital? Base: 1343, Q37 When did you pay for parking? Base: car park users: 939, Q38a How would you rate the hospital car park on the cost of parking? Base: car park users: 939, Q38b How would you rate the hospital car park for the availability of parking spaces generally? Base: car park users:939, Q39 What is the main reason for not parking at the hospital? Base: those not using the hospital car park: 404:



Car, motorbike and scooter users say they can go straight to the hospital according to their own timetable without waiting around. Some felt it was their only option with no alternatives or due to disability, illness or injury.

“When travelling by car, I can leave the house when I want and then just return straight home afterwards as I work from home. Public transport would take far too long and I am stuck to their timetable.”

“You can go there directly, much quicker than public transport. It's warmer and drier than waiting for a bus with no shelter.”

“We live in a rural area, there are no direct public transport services to either hospital that we use...”

“It was late evening, dark and not appropriate for a patient following hernia day surgery. When I had a cataract done, I would not have been confident to use public transport.”

“Yes fine normally as they have good parking for motorcycles...”

“You can make sure you get there in time for your appointment, without unnecessary waiting around, or stress that you might not get there in time.”



Q41 What was good about travelling to and/or from the hospital by car/motorbike/scooter? Base: car/motorbike/scooter users: 1199



Car, motorcycle and scooter users tend to talk negatively about the amount of traffic, roadworks and no parking. They also mention lack of alternatives and the negative impact on the environment as a result

“Would prefer not to have to drive, but travelling by public transport would involve either several changes as well as longish walks including up hills. These are not what a patient wants on a journey to/from hospital.”

“16 miles with six sets of roadworks traffic lights, dodging potholes so not to shake up my injured passenger.”

“Would rather take public transport but this would require taking multiple buses or a train and bus(es), taking multiple hours...”

“Not good for the environment. Petrol still has to be purchased for journey. Have to park car in nearby street as parking at the hospital is cost prohibitive.”

“A lot of traffic and concern may not get to my destination in time.”

“Always afraid we can't park, so leave home an hour early and cruise around the car park until someone leaves.”



Q41a What was not so good about travelling to and/or from the hospital by car/motorbike/scooter?, Base :car/motorbike/scooter users: 1145



Patient Transport Services Users

*58% were self-booked and
26% booked by the hospital

Patient transport service passengers say the service is reliable, direct, punctual, disability friendly with no or low cost. They also say staff are polite and friendly

“Vehicles equipped to deal with my disability. Trained staff who know what they are doing. Careful drivers who give consideration to their passengers. Direct door to door service.”

“It’s free and takes you straight to the hospital door.”

“Personnel are outstandingly kind. Patient is safe with them. Patient is wheeled directly into the right department.”

“Reliable service that accommodates my disabilities.”

“They turned up when they said they would and were companionable during the journey.”

“Excellent service, reliable and punctual.”

“Patient transport was reliable and good value.”



Q44: What was good about travelling to and/or from the hospital by NHS patient transport services (PTS) or community transport services? Note low base: PTS/community transport users: 40



Patient transport service users talk negatively about punctuality especially in relation to early pick-up times before an appointment and then late pick-up times after an appointment. They also mention how the journey can be uncomfortable in an ambulance

“I was over 30 minutes late for my appointment and after my appointment it was over two hours before I got through to someone to let them know that I'm ready to be picked up.”

“Waiting time for return journey (worst was over five hours, but that was exceptional). Dropping off others before me often makes the journey long (not sure if anything can be done about this).”

“Ambulance to hospital with another patient on a stretcher. Not the most comfortable of vehicles to be travelling a long distance.”

“Ready two hours before app time and can wait up to 90 minutes for pick up after.”

“Having to be ready two hours before appointment.”

“Period of time waiting for return journey. Sometimes arriving far too early, entailing a wait to be seen.”

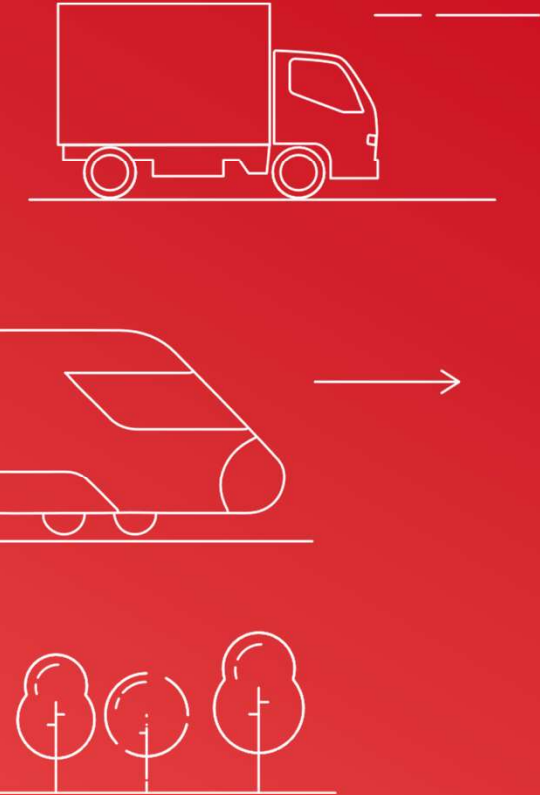


Q44a What was not so good about travelling to and/or from the hospital by NHS patient transport services (PTS) or community transport services? Note low base: PTS/community transport users: 33



Taxi Users

*92% were self-booked.
76% were local taxis
17% Uber or similar and 6%
black cabs



Passengers say taxis are quick and convenient. They are easy to book, arrive on time and are a direct service especially if a person needs to travel following a procedure where public transport is not an option

“Comfortable, quick, easy and direct. Unlike buses and trains which require multiple connections, changes and no direct routes.”

“Door to door service, quick and comfortable for someone post op.”

“Convenient - leave when you want and much shorter journey.”

“Easy to book. Essential when travelling with my late husband as he was blind and had mobility issues. Taxi drivers were very good in aiding him and dealing with his wheelchair, oxygen cylinders etc..”

“The taxi was prompt and efficient.”

“Automatic booking system is excellent. Drivers turn up on time and are very reliable.”



Passengers say taxis are too expensive especially if it is the only option available. They are not always happy with drivers and sometimes they can be late. Some passengers mention vehicle accessibility and the negative impact on the environment

“Vehicle not equipped for my disability - could get in but only with difficulty.”

“I prefer to take greener options if I can. It's expensive to do a lot of journeys. It takes a long time when the traffic is heavy.”

“Some drivers very good but others fiddle with their phone while driving and are not safe drivers...”

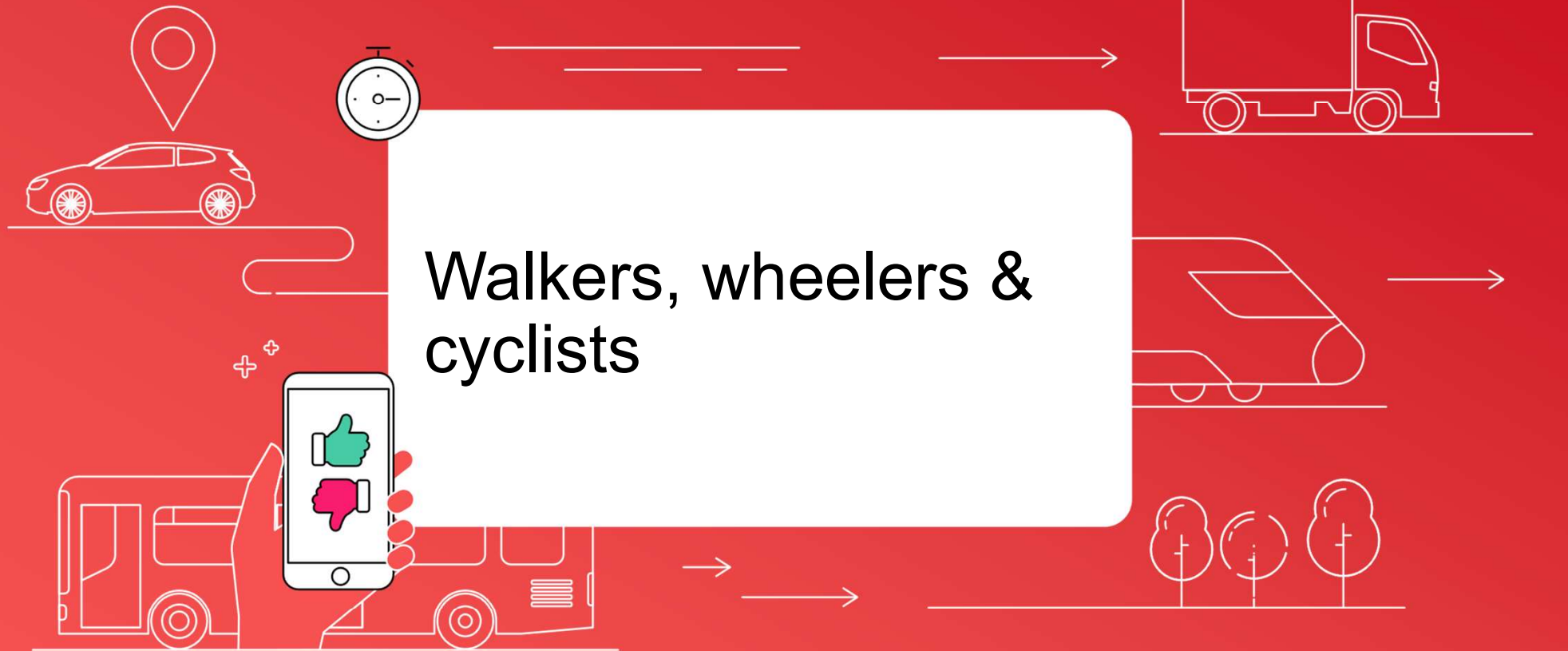
“One is always anxious about keeping appointments on time.”

“Cost, you pay for the convenience.”

“Driving standards, cost and environmental impact.”

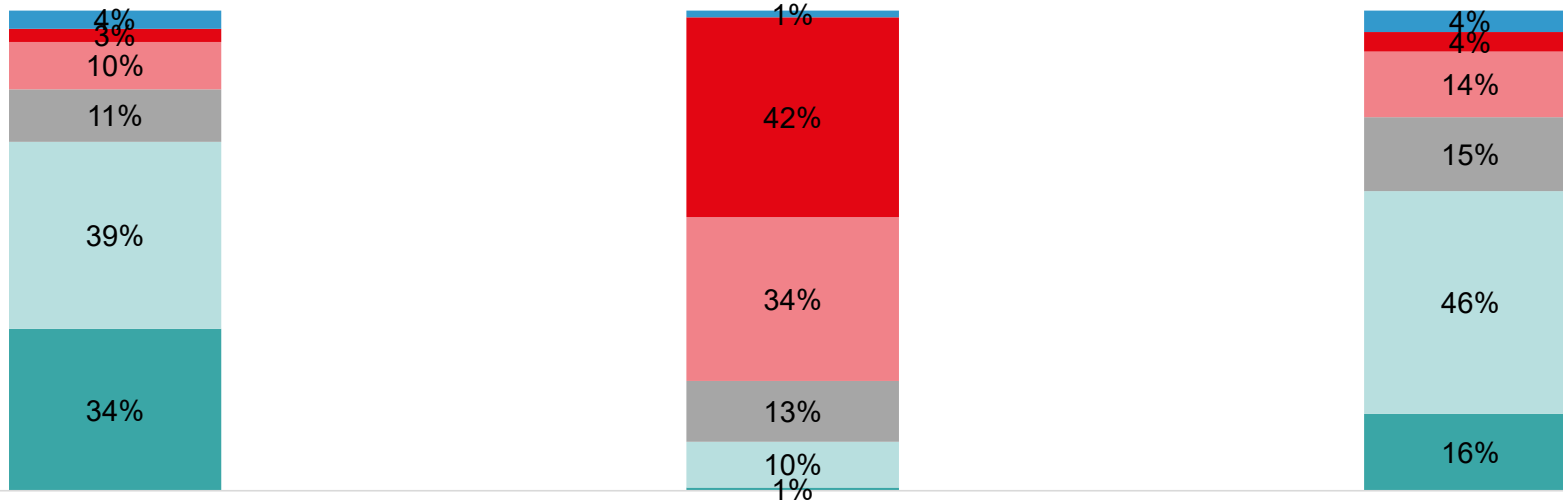


Walkers, wheelers & cyclists



Satisfaction with walking/wheeling/cycling overall is 71%

There is room for improvement on the walking / wheeling and cycling route provision. Bases are low for cycling related aspects such as bike storage and safety – so they are not shown



Walking/wheeling/cycling routes to the hospital Safety when walking/wheeling/cycling (Base:) Accessibility of the roads and footpaths for walking/wheeling/cycling (Base:)

■ Very good/very safe
 ■ Fairly good/quite safe
 ■ Neither/Nor
 ■ Fairly poor/not very safe
 ■ Very poor/not safe at all
 ■ Not sure



Q49a How would you rate the walking/wheeling/cycling routes to and/or from the hospital?, Q49b How would you rate your personal safety when walking/wheeling/cycling to and/or from the hospital? , Q49c How would you rate the accessibility of the roads and footpaths for people who are walking/wheeling/cycling to and/or from the hospital? Base : walkers/wheelers/cyclists: 293



People who walk, wheel or cycle say it is the easiest and most convenient way to get to the hospital if it is close and the weather is fine. People like that the modes are better for the environment, they can get some exercise, and that walking is zero cost. They also say that they know exact journey times.

“Better/healthier for me and environment. My local hospital is within easy reach (one to two miles) so convenient and quick (as quick as driving then finding a parking space). Good secure sheltered parking at main entrance.”

“Walking is better for my health and the environment, but it depends on the reason for the visit and weather.”

“Chance to get fresh air away from public transport use.”

“1. Can fit my timetable to match the appointment time.
2. Ability to vary route e.g. outward direct, return via shops.”

“It is convenient, you get some exercise and it's free.”

“Simple, free, I know how long it will take, good exercise.”



Q51 What was good about travelling to and/or from the hospital by walking/wheeling/cycling? Base: walkers/wheelers/cyclists: 295



Walkers, wheelers and cyclists say the main obstacles are the weather, air quality, roads, narrow pavements/no pavements and parked vehicles. They also say that lighting at night can be poor in and around hospitals. Cyclists specifically mention lack of secure parking and cycle lanes

“Bad weather isn't good but can't be improved. I would like to see more thought given to cyclists and pedestrians in road and pavement layouts.”

“Weather, lack of lighting and distance to walk to the hospital.”

“Lighting was poor in the grounds of the hospital and surrounding area...”

“The roads and paths for blind people is hard work. Worn out tactile markers on the floor, cars parking on pavements just make it so hard to safely walk around the roads in our community.”

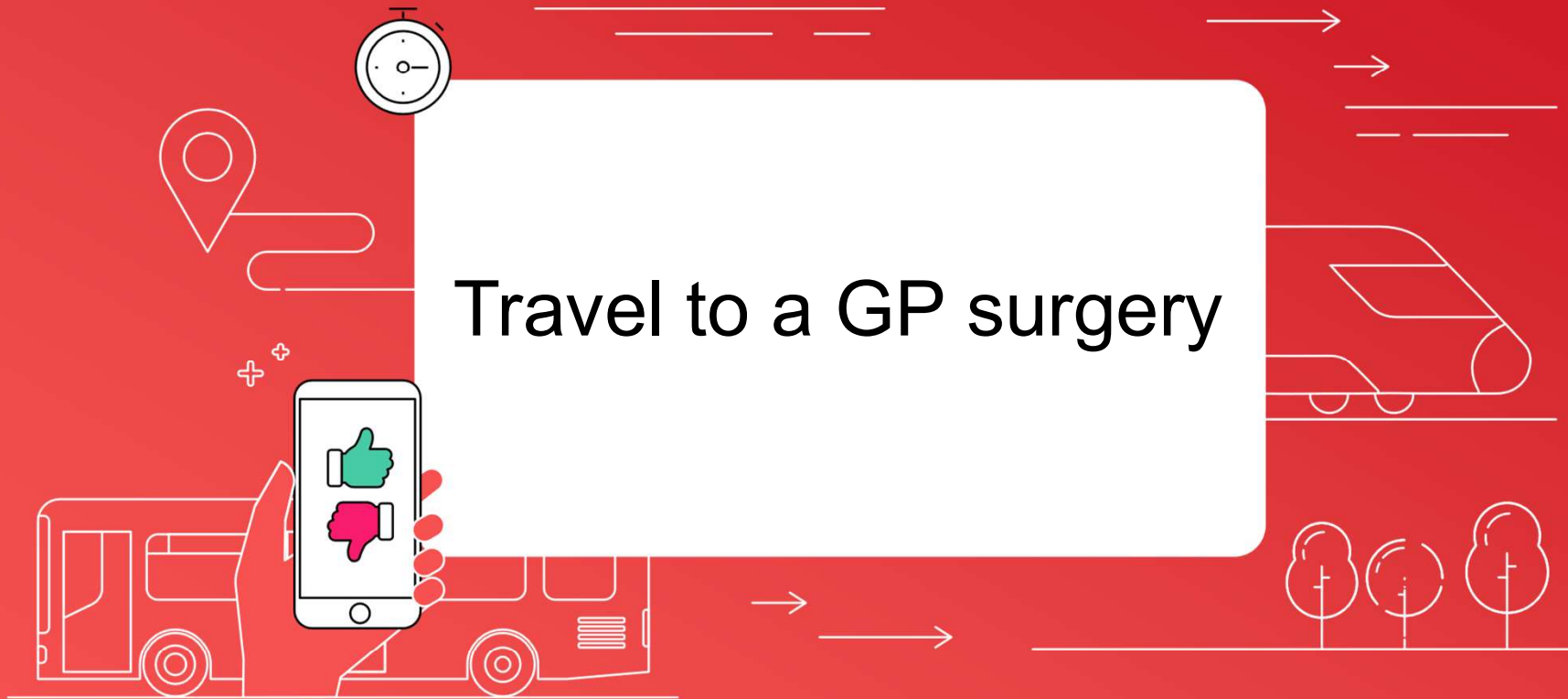
“High volumes of traffic and therefore poor air quality.”

“Bicycle lanes, more secure parking areas with shelter.”



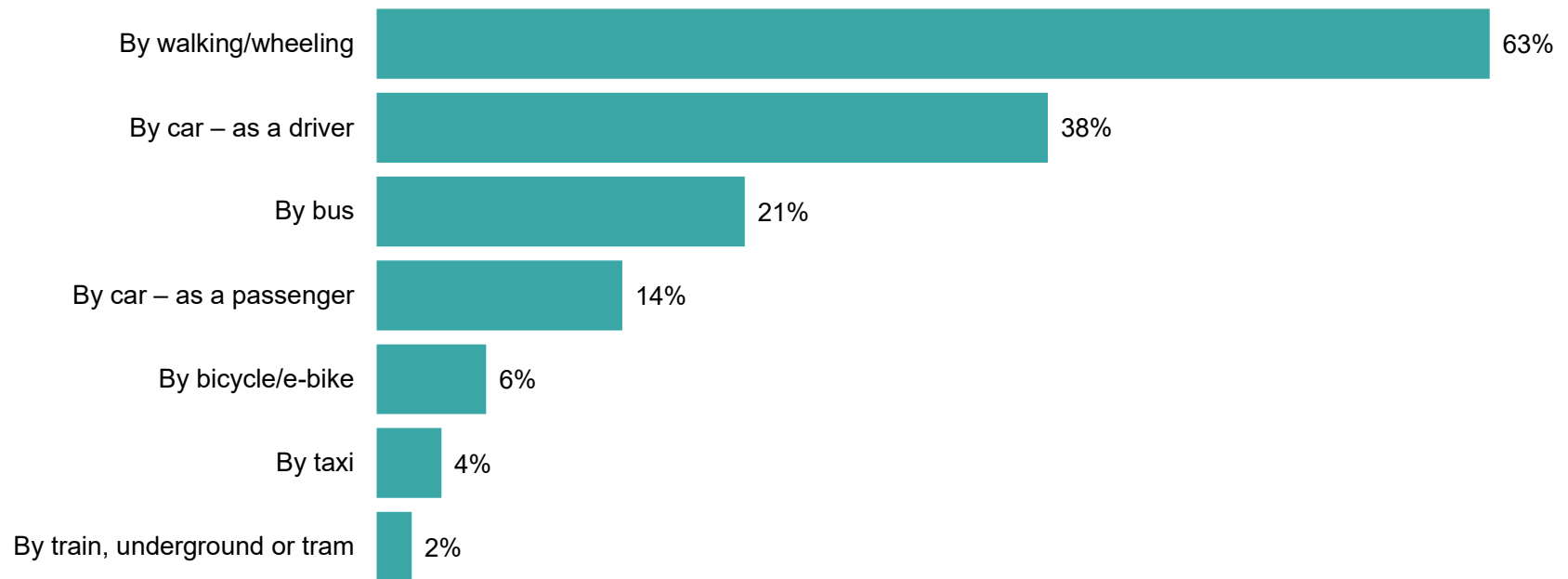
Q52 What was not so good about travelling to and/or from the hospital by walking/wheeling/cycling? Base: walkers/wheelers/cyclists: 258

Travel to a GP surgery



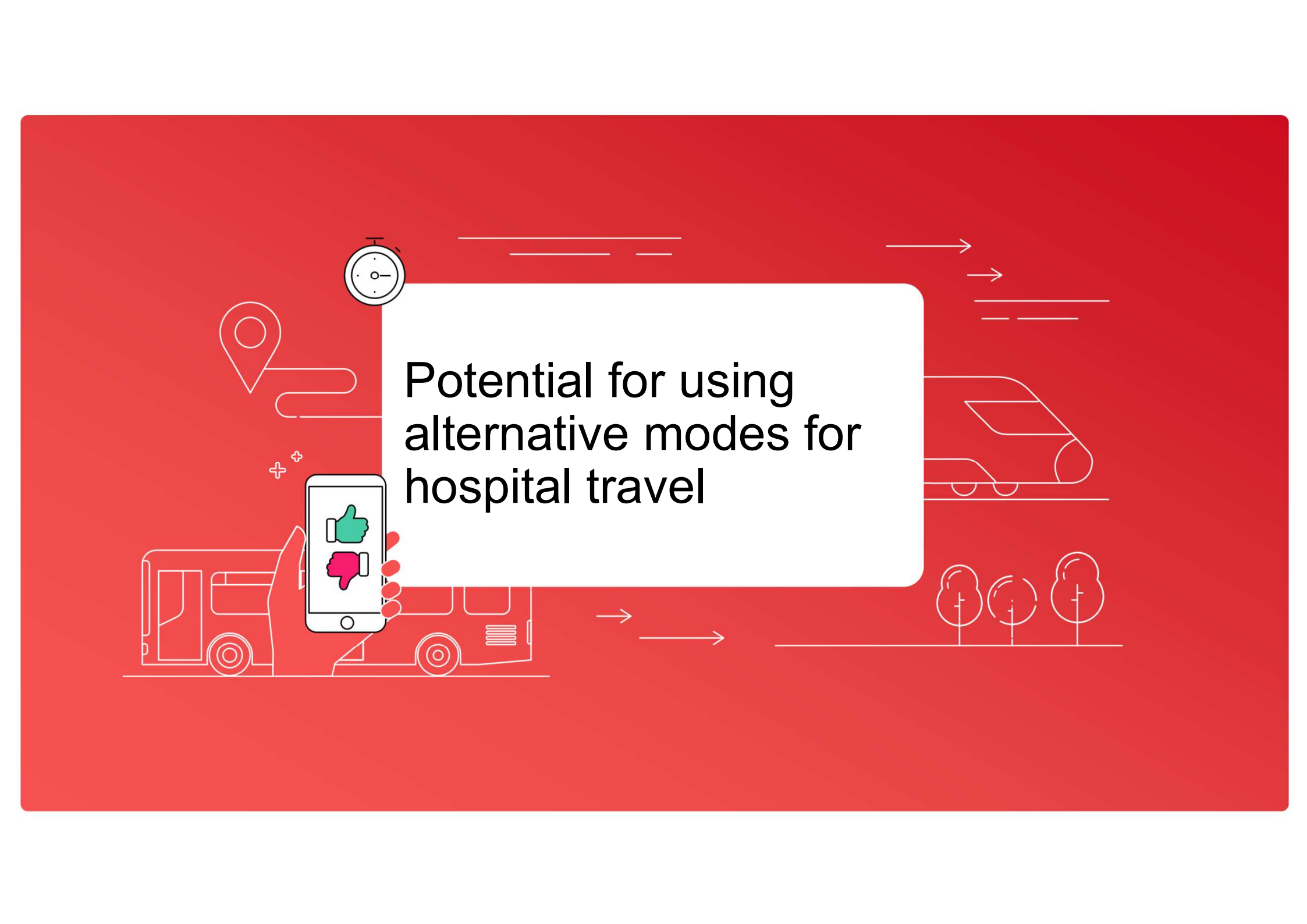
Two thirds of visits to a GP are made by walking/wheeling

Modes used in last 12 Months (where >1%)



Q3a What modes of transport have you used in the last 12 months to travel to and from your GP surgery? Q3b And now please think about the last time that you travelled to and from your GP surgery, which mode or modes of transport did you use? Base: those who have been to a GP surgery: 3120

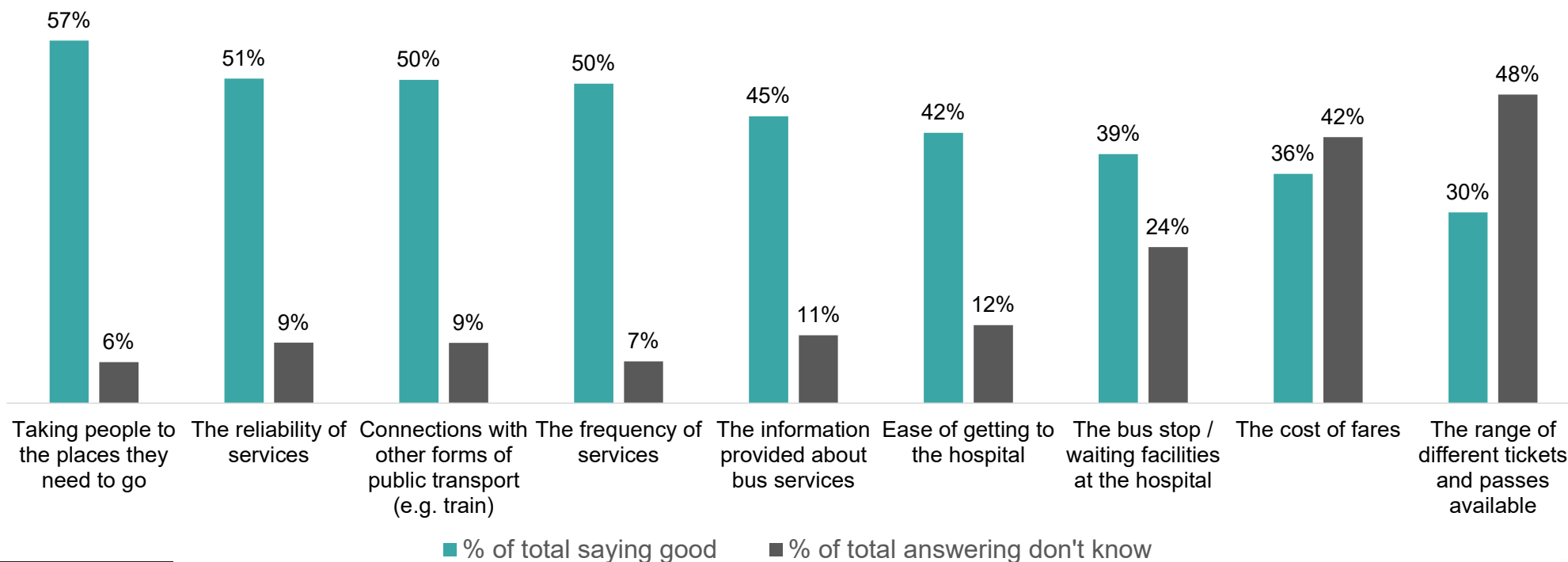




Potential for using alternative modes for hospital travel

Around half think that local bus services are frequent, reliable and connect well with other transport. Knowledge around fares and costs is low

Unsurprisingly, ratings of buses are generally higher among those who use bus for some journeys (not only hospital trips) – they are also less likely to answer don't know

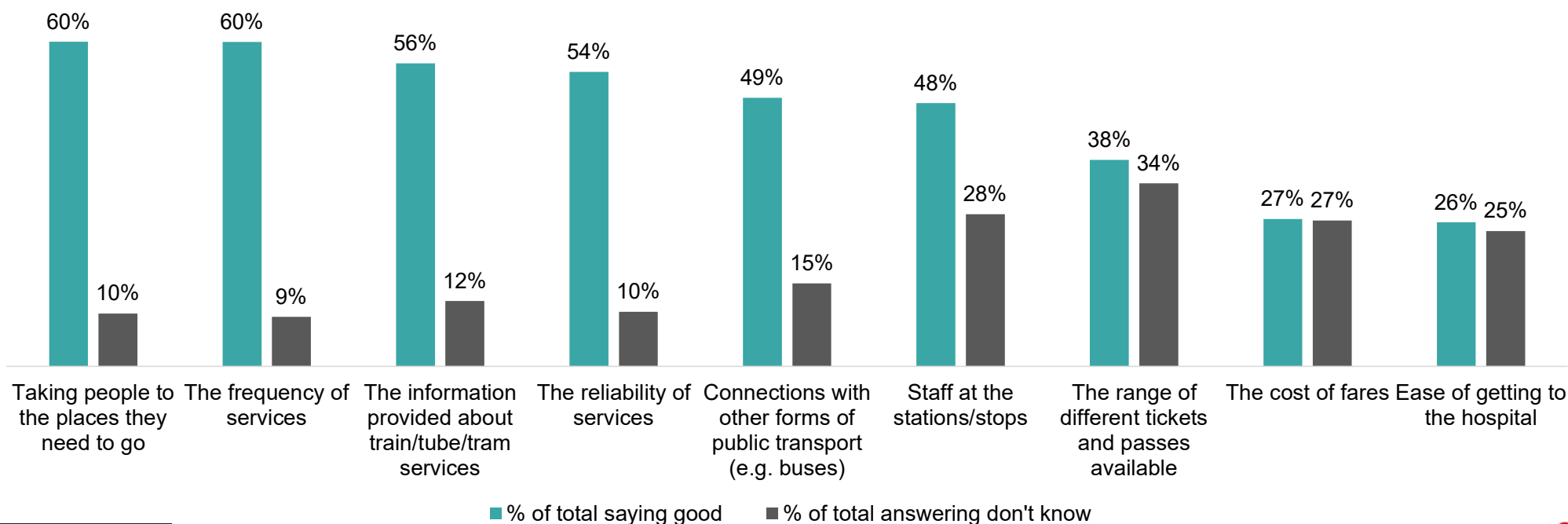


Q35 Thinking generally about the bus services near you, how would you rate buses for the following? Base: all visiting a hospital: 2,720



Mixed ratings of local rail/tram/tube services, with significant proportions answering don't know

Unsurprisingly, ratings of local rail services are generally higher among those who use rail for some journeys (not only hospital trips) – they are also less likely to answer don't know

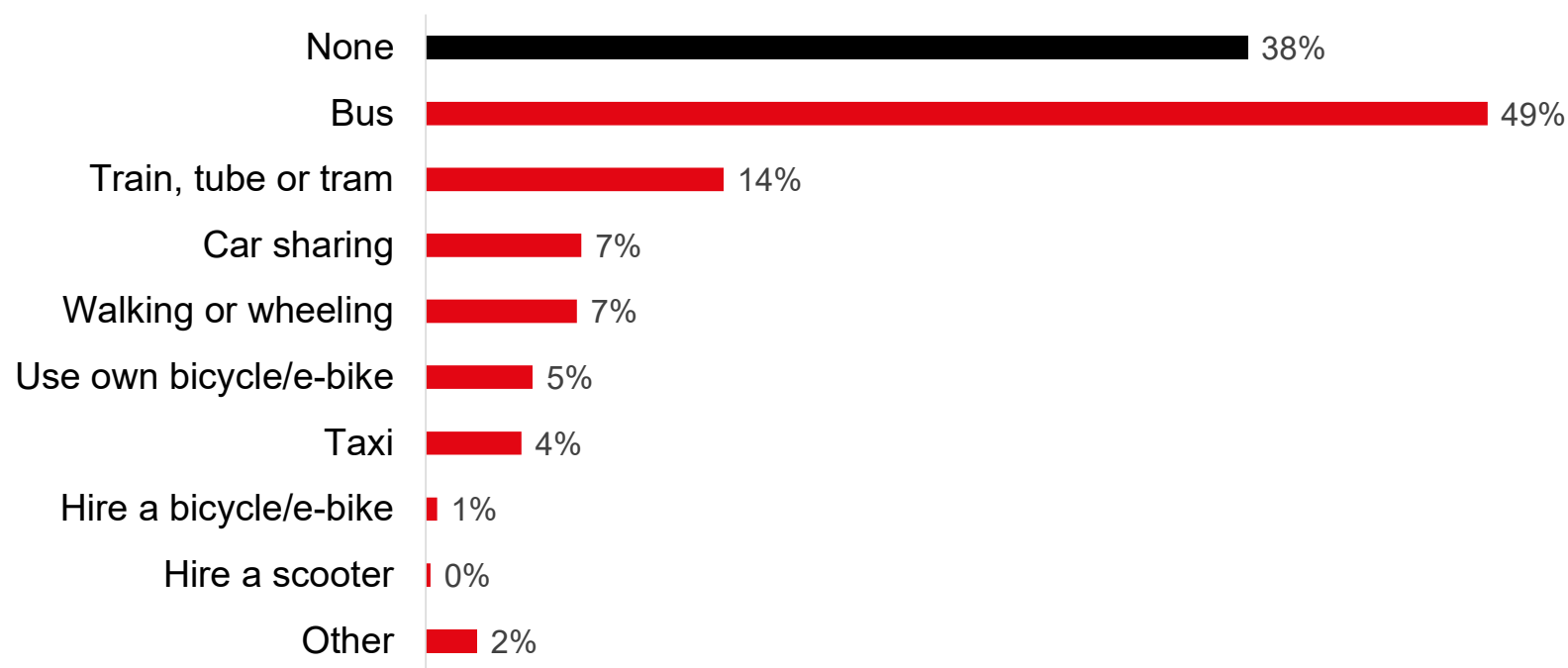


Q24 Thinking generally about the train/tube/tram service near you, how would you rate the train/tube/tram for the following? Base: all hospital visitors: 2720



Just over a third of car users said they could not have used any of the alternative options. Just under half said they could have used the bus

Among those who have only used car to get to hospitals in the last year



Q53 Could you use any of these alternative types of transport to travel to_and/or from the hospital? Base : those who only used car to visit hospitals in the last year: 977

The main reason for not using bus is that it takes too long

Top five reasons for not using the bus (among those who only used car to get to hospitals in the last year)



Q56 What are the reasons that you do not use bus? Among those who only used car in last year to visit hospitals and said they could have used bus. Base: car users: 469



Better routes, cheaper fares, better information and improved frequency and reliability might encourage local people to use public transport to travel to hospitals

“

Generally, The bus routes going north-south to the hospital are very good, However in general there is a paucity of east-west routes so I would need to walk 1/2 mile to catch one bus, and then have to catch another bus, all of which adds to journey time

”

“

Well, it would need a much greater number of either buses routed via the hospital or better connections in the city centre to those that do.

It must be cheap, efficient, clean and reliable.

”

“

Reliable busses and a better (more frequent) service, direct connections (or few changes - meaning less overall travel time), integrated transport (here trains and busses) pricing, easy timetable planning tools

”

“

Every confirmation of appointment should be accompanied by instructions on how to travel between home and hospital by public transport to get to and from that particular appointment in that particular hospital. This can be automated....

”



Q57 In general, what do you think might encourage local people to use public transport to travel to and/or from the hospital, if they are able to

Safe routes, cycle paths and storage might encourage local people to walk or cycle to travel to the hospital, if they are able to

“

Better maintained pavements, cleaner streets, dramatically increased numbers of trees and/or green spaces on the route, something done to tackle pollution (not sure what).

”

“

Safe cycle routes out to the suburbs. Less on street parking. More cycle lanes, better paths.

Cycling on the local roads is not ideal and actually holds up the car traffic, plus cycles get stolen ..

”

“

Secure parking. My road bikes are extremely expensive

Walking is ok for those that are healthy enough and when the weather is ok.

”

“

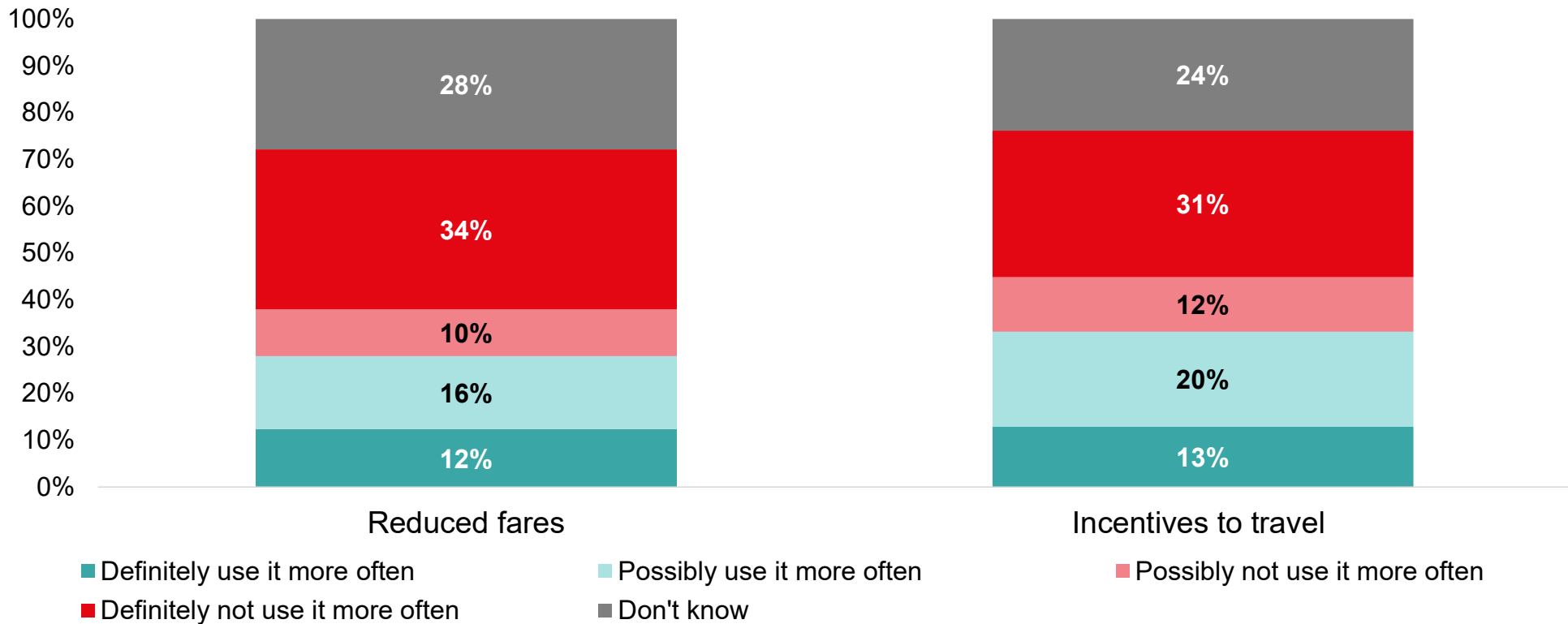
Give cycles and pedestrians clear priority over cars within the grounds, more widely improve cycle and walking routes and publicise this

”



Q58 In general, what do you think might encourage local people to walk or cycle to the hospital, if they are able to?

Around one in eight would definitely use public transport to travel to hospital if reduced fares or incentives were introduced



Q58 If there were reduced fares on offer to travel to and/or from the hospital by public transport, would you use it more often? Q59 If there were incentives to travel to and/or from the hospital by public transport, would you use it more often (For example a discounted rate, two for one travel etc)? Base: all visiting a hospital: 2720



Contact

Any enquiries about this report should be addressed to:

Jags Lota, Insight advisor

jags.lota@transportfocus.org.uk

Transport Focus

10th Floor, 25 Cabot Square, London E14 4QZ

www.transportfocus.org.uk

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