

14 SEPTEMBER 2010

**FORTH VALLEY ROYAL HOSPITAL DEMAND RESPONSIVE TRANSPORT  
STUDY****REPORT BY STRATEGY MANAGER**

This report presents the conclusions of a consultant's study on DRT options for Forth Valley Royal Hospital and seeks approval for consultation on the consultant's findings with relevant stakeholders.

**1 RECOMMENDATIONS**

## 1.1 That the Partnership:-

- (i) notes the consultants report on DRT for Forth Valley Royal Hospital as outlined in the report;
- (ii) agrees that the report is the subject of consultation with partner Councils, NHS Forth Valley and other relevant stakeholders; and
- (iii) agrees to receive a report on the outcome of consultation at a future Partnership meeting.

**2 BACKGROUND**

- 2.1 The Regional Transport Strategy (RTS) under the strategic theme Connecting Communities & Being Socially Inclusive includes a proposal to maximise the role and contribution of Community and Demand Responsive Transport (DRT) in improving general accessibility and social inclusion.
- 2.2 The Partnership noted at its meeting on 16 March 2010 (Report RTP/10/03 refers) that a review was in progress examining the potential for the wider integration of passenger transport, including conventional public transport, the Scottish Ambulance Service and DRT, in improving access to the new Forth Valley Royal Hospital at Larbert. The review was being undertaken by consultants, Colin Buchanan, and was jointly funded with SEStran.

**3 DISCUSSION**

- 3.1 Colin Buchanan has concluded its review of DRT for the Forth Valley Royal Hospital. The report is available for inspection in the members section of the Tactran website <http://www.tactran.gov.uk/members/14sep2010.html>. A copy of the report has also been issued to Stirling Council officers for information.
- 3.2 The report examined current DRT and Community Transport within the catchment area of the Hospital, along with Patient Transport Services provided by the Scottish Ambulance Service (SAS). The consultants used Tactran's Accession model to identify gaps in public transport access to the Hospital.

3.3 The consultants constructed a framework for development of DRT, considering issues including lack of commercial bus operators, scarcity of population, suitability of road network, appropriate locations of hubs or interchanges, dedicated marketing and customer support resources and funding support. A number of recommendations for DRT services have been made in applying the development framework. The recommendations for the Tactran region are:-

- to introduce a DRT service from Callandar or a suitable hub that runs directly to the Hospital. This would cater for patients and operate up to one journey per day. It could replace SAS Patient Transport Services where users did not require a specialised vehicle;
- extend the Fintry DRT zone to connect with a hospital bus service at Fankerton to the west of Denny;
- linking the potential West Kinross-shire DRT scheme to a hospital bus service at Dollar;
- develop a triage system to identify patient transport needs and a patient appointment booking system to ensure, for those patients who would be using public transport, that appointment times coincide with public transport timetables; and
- extensive publicity of any new DRT service.

3.4 The consultant's recommendations have not yet been subject to consultation with the relevant parties including the local authorities, NHS Forth Valley and SAS. It is proposed therefore that consultation with these and any other relevant stakeholders is undertaken and that this be the subject of a future report to the Board. SEStran considered the report at its Board meeting on August 13 when the study was approved for further consideration with Tactran, NHS Forth Valley and the relevant Councils.

3.5 The proposals for a triage system are under separate consideration by SAS while the patient booking system is the subject of ongoing discussion as part of the development of the Tactran Health and Transport Action Plan.

## **4 CONSULTATIONS**

4.1 This report has been prepared in consultation with the Chief Officers Liaison Group who are in agreement with the proposals.

## **5 RESOURCE IMPLICATIONS**

5.1 An allocation of £30,000 for development of DRT pilot schemes exists within the proposed 2010/11 Revenue Programme which forms the basis of a separate report.

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**NOTE**

Background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (and not containing confidential or exempt information) which were relied on to a material extent in preparing the above Report :-

Report to Partnership RTP/10/03 Demand Responsive Transport, 16 March 2010

Report to SEStran Board A6 DRT for Forth Valley Royal Hospital, 13 August 2010

DRT for Forth Valley Royal Hospital Feasibility Study; June 2010