

## Consultation on Improving Older Peoples Services in North West Glasgow

### Travel and Access Assessment for Drumchapel Hospital and Gartnavel General Hospital November 2015

#### 1. Executive Summary

Having compared transport provision and accessibility issues, relating to journeys to Gartnavel Hospital and Drumchapel Hospital from various points in the catchment areas served by both, this report finds Gartnavel General Hospital is easier to reach by bus and train than Drumchapel Hospital.

Table 1 and Table 2 below compares the bus stops and train stations that serve Gartnavel General Hospital and Drumchapel Hospital.

**Table 1: Comparison of Gartnavel Hospital and Drumchapel Hospital Bus Access**

	Gartnavel Hospital		Drumchapel Hospital	
	Stop A	Stop B	Stop A	Stop B
<b>Bus shelter</b>	✓	✓	✓	X
<b>Real time information</b>	✓	X	X	X
<b>Raised Kerb</b>	✓	✓	X	X
<b>Designated road crossing</b>	✓	✓	X	X
<b>Is the route to entrance flat</b>	✓	✓	X	X
<b>Distance to hospital</b>	418m	70m	321m	419m
<b>Buses per hour</b>	15	5	8	10
<b>Total buses</b>	20		18	

**Table 2: Comparison of Gartnavel Hospital and Drumchapel Hospital Train Access**

	Gartnavel Hospital Hyndland Station	Drumchapel Hospital Drumchapel Station
<b>Accessible</b>	✓	X
<b>Designated road crossing</b>	✓	X
<b>Distance to hospital</b>	480m	801m
<b>Is the route to entrance flat</b>	✓	X
<b>Direct service from catchment areas</b>	6	2
<b>Trains per hour at station</b>	28	8

Table 3 and table 4 below compares how many buses only or trains only are required to reach Gartnavel General Hospital and Drumchapel Hospital with the average maximum time per journey.

**Table3: Comparison of Gartnavel Hospital and Drumchapel Hospital Bus Travel**

Area	Gartnavel Hospital		Drumchapel Hospital	
	Buses Required	Journey* Time in Minutes	Buses Required	Journey* Time in Minutes
Clydebank	1	32	1	24
Knightswood	1	20	1	32
Bearsden	1	23	3	50
Kelvindale	1	13	2	73
Drumchapel	1	26	1	12
Hyndland	1	8	1	49
Scotstoun	1	24	1	25
Maryhill	2	39	2	44

\*Times given are average maximum times

**Table4: Comparison of Gartnavel Hospital and Drumchapel Hospital Train Travel**

Area	Gartnavel Hospital		Drumchapel Hospital	
	Trains Required	Journey* Time in Minutes	Trains Required	Journey* Time in Minutes
Clydebank	1	14	2	31
Knightswood	1	8	2	30
Bearsden	1	10	2	24
Kelvindale	2	16	2	31
Drumchapel	1	10	-	-
Hyndland	-	-	1	10
Scotstoun	1	6	2	34
Maryhill	2	18	2	33

\*Times given are average maximum times

## 2. Introduction

NHS Greater Glasgow and Clyde are consulting on proposals to improve Older People's Services in North West Glasgow. This will involve the transfer of rehabilitation beds, related outpatient services currently located in Drumchapel Hospital to Gartnavel General Hospital. Both Drumchapel Hospital and Gartnavel Hospital rehabilitation facilities currently serve patients from across Greater Glasgow. Both hospitals have a similar catchment population and the main catchment areas based on the usage figures for older people's services at Drumchapel Hospital for 2014/2015 are

- Clydebank 21%
- Knightwood 19%
- Bearsden 18%
- Kelvindale 7%
- Drumchapel 7%
- Hyndland 5%
- Scotstoun 5%
- Maryhill 4%

As part of the consultation process, an assessment of transport and access issues was carried out. To illustrate transport and access issues that might be experienced by patients, visitors and staff travelling to either hospital by bus or train, a desktop audit of the main bus stops and train stations serving both hospitals was carried out.

A further component of this assessment explored issues that might be faced by elderly people, those with restricted mobility or those unfamiliar with the area. This physical accessibility audit was undertaken by a manager from NHSGGC's Patient Experience Public Involvement Team, trained in doing accessibility audits, together with a member of the Stakeholder Reference Group, a resident in Drumchapel.

They examined the facilities and infrastructure at bus stops and train stations serving the hospitals, and looked at the walk required from these to the front door of each hospital.

They took a checklist of things to audit e.g. step free access, safe road crossings, and shelter at stops and stations. They also recorded journeys by GPS, and took photos.

In summary, they found that:

- Hyndland train station was accessible, with lifts and a walk to the hospital that was on hospital grounds. Drumchapel train station did not have step free access, and the walk from the station was up a hill with non designated road crossings required.
- The walk from the nearest bus stops to Gartnavel and Drumchapel Hospitals' front doors were fairly similar, with the exception of the bus stop on the Gartnavel Hospital site, which was very close
- Only one bus stop near Drumchapel had a shelter, none had real time information available; in contrast, all two bus stops nearest Gartnavel hospital had bus shelters and one had real time information.
- The signage at Gartnavel Hospital site was excellent, in particular for the walk from the hospital entrance to Hyndland train station and vice versa. There was signage on Drumchapel hospital site, but not from Drumchapel train station to the hospital.
- It was possible to get a bus directly from outside Drumchapel train station to the hospital; this was not possible from Hyndland station.

### **3. Travelling by Bus**

For the purposes of this assessment, the main bus stops for both Drumchapel Hospital and Gartnavel Hospital were examined. The stops were chosen as they were closest to the hospital, within a walking distance of 500m.

Each of the catchment areas were inputted into Traveline Scotland [www.travelinescotland.com](http://www.travelinescotland.com) and travel recorded from there. Access from within the geographical areas will vary depending on where the traveller lives.

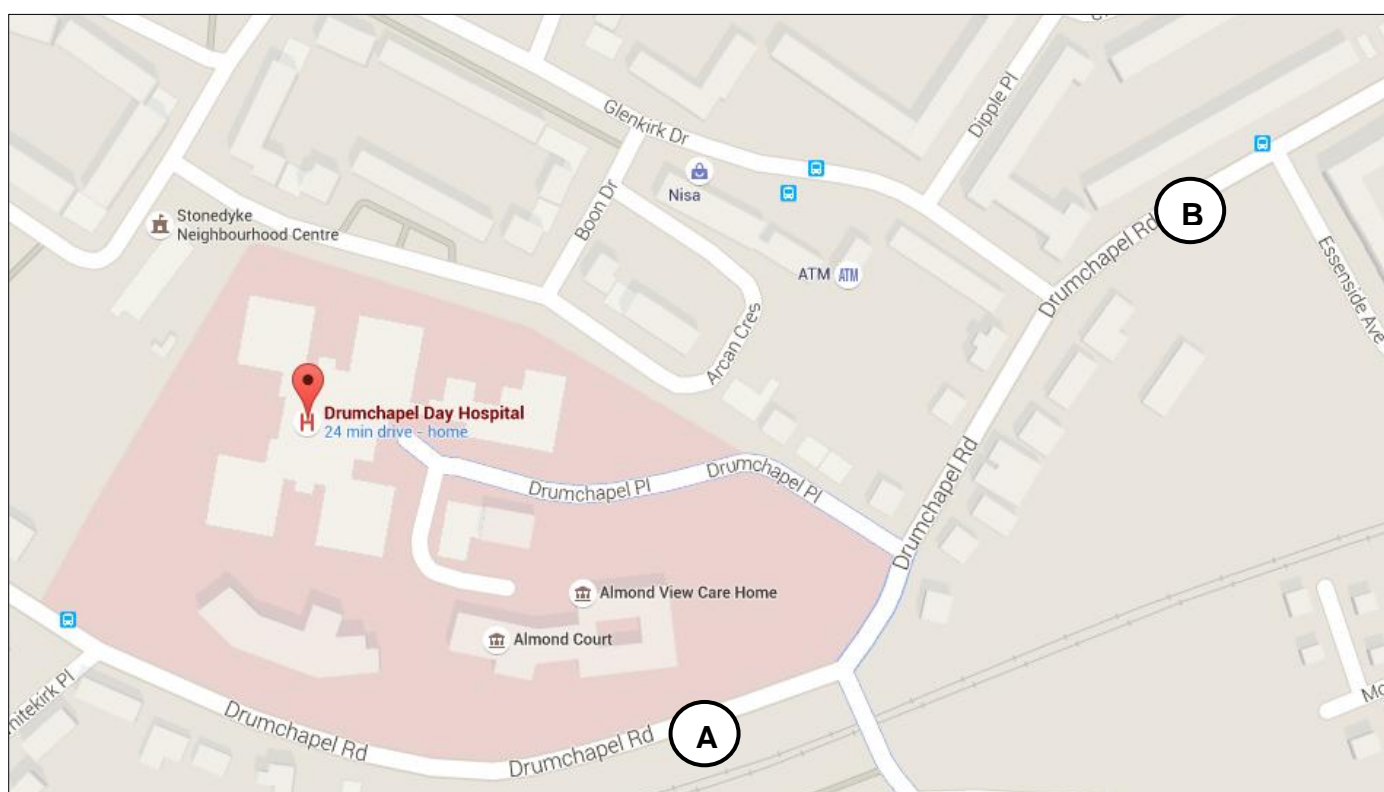
#### **3.1. Drumchapel Hospital**

The Drumchapel Hospital site has one point of access on 129 Drumchapel Road. Access to Drumchapel Hospital travelling by bus is by one of three bus stops that serve the hospital (these are illustrated on Figure 1):

- Bus stop A is located on Drumchapel Road and is 321m (351 yards) from the main entrance. The stop has a shelter, but does not have real time information or a raised kerb. The walk to the hospital is described as uphill, and requires 1 road crossing which is not designated.
- Bus stop B is located on Drumchapel Road and is 419m (460 yards) from the main entrance. It does not have a bus shelter, real time information or a raised kerb. The walk to the hospital is described as uphill, and requires 1 road crossing which is not designated

These are the stops closest to the hospital served by the different routes. More information about the bus service, routes, frequency and catchment areas served can be found in table 5. The information was generated using Traveline Scotland with the destination chosen as Drumchapel Place due to Drumchapel Hospital not being a selectable option.

**Figure 1: Drumchapel Hospital Bus Stops**



**Table 5: Drumchapel Hospital Bus Information**

Bus Stop	Service	Route	Frequency	Catchment areas served
A	First 3	Govan to Drumchapel	Every 10 minutes	Knightswood Drumchapel Scotstoun
	First 16	Queen Elizabeth University Hospital to Drumchapel	Every 30 minutes	
C	First M 60	Clydebank to Drumchapel	Every 14 minutes	Clydebank Drumchapel
	Avondale 200	Clydebank to Drumchapel	Every 10 minutes	

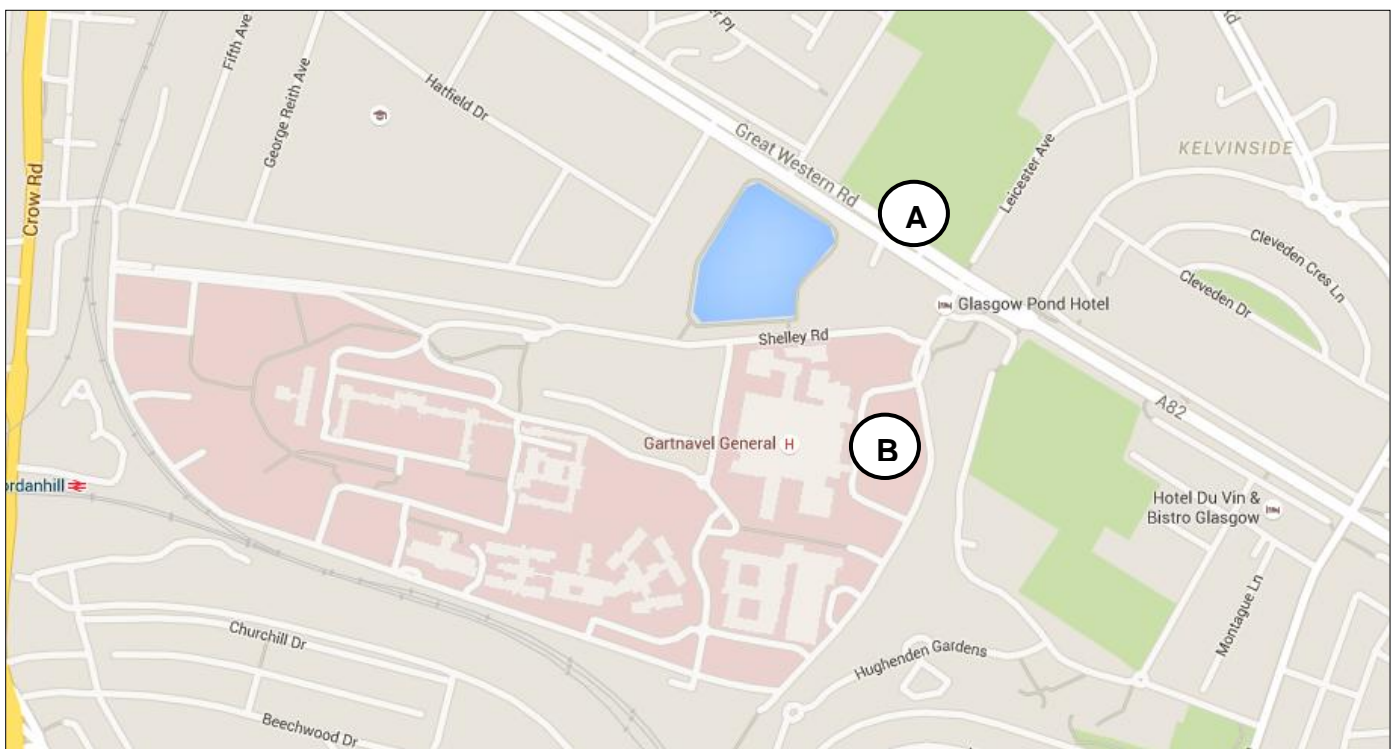
### 3.2. Gartnavel Hospital

The main entrance to Gartnavel General Hospital is on 1053 Great Western Road. Access to Gartnavel General Hospital travelling by bus is by one of two bus stops that serve the hospital (these are illustrated on Figure 2):

- Bus stop A is on Great Western Road travelling east towards the city centre and is 418m (459 yards) from the main entrance. The stop has a shelter, real time information, and a raised kerb. The walk to the hospital is described as flat and very well signposted once on the Gartnavel site. No non-designated road crossings are required.
- Bus stop B is within the Gartnavel General Hospital site 70m (76 yards) from the main entrance. The stop has a shelter, a raised kerb, but does not have real time information. There on the very short walk to the entrance that is described as flat. No non-designated road crossings are required.

These are the stops closest to the hospital served by the different routes. More information about the bus service, routes, frequency and catchment areas served can be found in table 5. The information was generated using Traveline Scotland with the final destination chosen as Gartnavel Hospital Main Entrance on Gartnavel Hospital.

**Figure 2: Gartnavel Hospital Bus Stops**



**Table 6: Gartnavel Hospital Bus Information**

Bus Stop	Service	Route	Frequency	Catchment areas served
<b>A</b>	First 6	Clydebank	Every 8 minutes	Clydebank Knightswood Drumchapel Scotstoun Bearsden
	First 6a	Drumchapel to City Centre	Every 10 minutes	
	Citybus 15	Milngavie to City Centre	Every 40 minutes	
<b>B</b>	McGill's 11	Gartnavel to Clydebank	Every hour	Clydebank Knightswood Bearden Kelvindale Hyndland
	McGill's 118	Hardgate to Gartnavel	Every hour	
	McGill's 141	Partick to Gartnavel	Every 45 minutes	
	First M11	Clydebank to Gartnavel	Every 30 minutes	

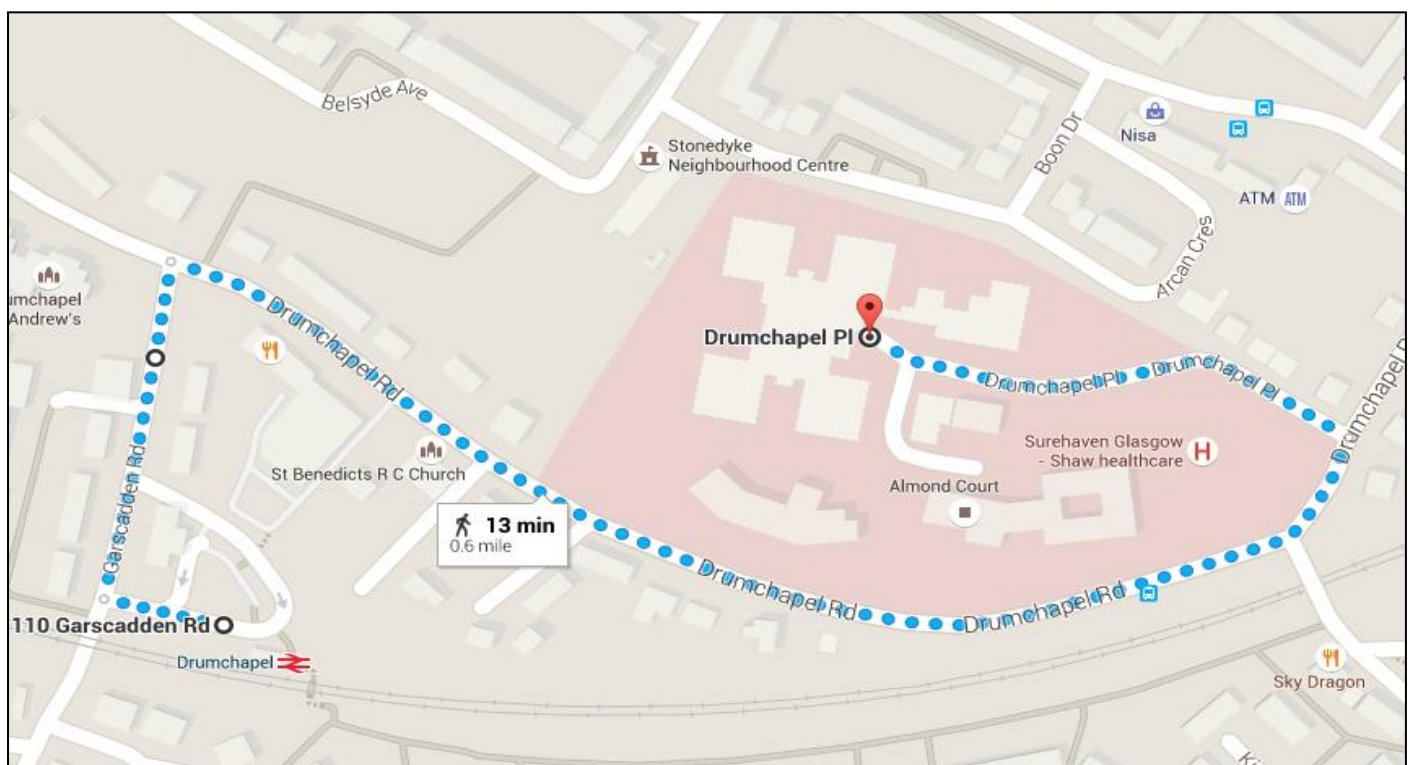
#### 4. Travelling by Train

For the purposes of this assessment, each of the 6 catchment areas was inputted into Trainline [www.thetrainline.com](http://www.thetrainline.com) and travel recorded from there. Access from within the geographical areas will vary depending on where the traveller lives.

##### 4.1. Drumchapel Hospital

The nearest train station to Drumchapel Hospital is Drumchapel station located on Garscadden Road (illustrated in Figure 3). The main entrance to Drumchapel Hospital is 801m (880 yards) away from Drumchapel station. There is no signage for Drumchapel Hospital at the train station. From the eastbound platform it is not possible to have step free access out of the station. The walk from Drumchapel station to Drumchapel Hospital is uphill. Three non-designated road crossings are required.

**Figure 3: Drumchapel Hospital and Drumchapel Train Station**



There are 8 trains per hour at Drumchapel station, 4 per hour eastbound and 4 per hour westbound. The train routes are:

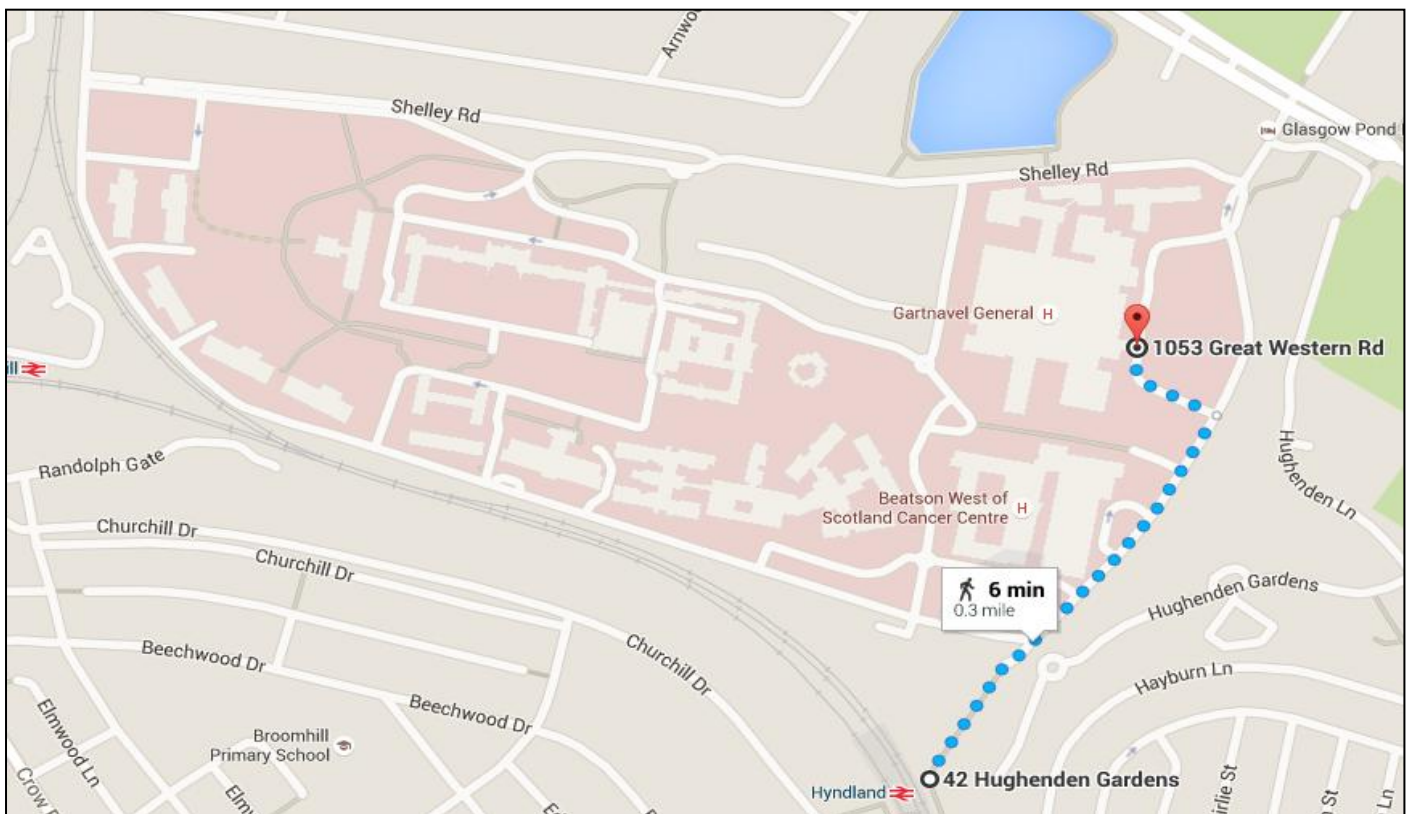
- Dalmuir to and from Larkhall
- Balloch to and from Airdrie
- Helensburgh to and from Edinburgh
- Dalmuir to and from Motherwell/Whifflet

Two of the catchment areas have a direct train Drumchapel station with the other 6 requiring a connecting train.

#### 4.2. Gartnavel Hospital

The nearest train station to Gartnavel Hospital is Hyndland station and is connected to the grounds of Gartnavel Hospital (illustrated in Figure 4). The main hospital entrance is 480m (528 yards) away. The walk from station is well signposted, flat, and on hospital grounds.

**Figure 4: Gartnavel Hospital and Hyndland Train Station**



There are 28 trains per hour at Hyndland Station, 14 per hour eastbound and 14 per hour westbound. The train routes are:

- Dalmuir to and from Motherwell
- Dalmuir to and from Larkhall
- Balloch to and from Airdrie
- Helensburgh to and from Edinburgh
- Milngavie to and from Edinburgh
- Dalmuir to and from Lanark
- Dalmuir to and from Carstairs
- Milngavie to and from Cumbernauld
- Hyndland to and from Edinburgh
- Helensburgh to and from Edinburgh

- Dalmuir to and from Airdrie
- Garscadden to and from Edinburgh
- Dalmuir to and from Edinburgh

Six of the catchment areas have a direct train to Hyndland station with the other 2 requiring a connecting train.