



APPENDIX B

TRAVEL SURVEY REPORT

SURVEY CARRIED OUT ON 1ST AND 2ND APRIL 2014

SUMMARY

With the agreement of the hospital management The Finchley Society and The Friends of Finchley Memorial Hospital carried out a travel survey at the hospital on Tuesday and Wednesday 1st and 2nd April 2014. 953 hospital visitors completed a survey; 527 on Tuesday and 426 on Wednesday.

A number of survey respondents commented on the standard of the new buildings and the good parking at the hospital.

85% of journeys to the hospital start at home and 63% are made by private car. Women are less likely to drive themselves than men; only 45% drove themselves to the hospital, compared to 57% of men. So women are more likely to arrange a lift or to walk or take a bus.

19% of visitors take a bus, and 12% walk.

The findings suggest that the percentage using a bus would increase if a bus came closer to the hospital door.

- Of those who walk from the bus stop 44% find the current walk quite hard or very difficult.
- Of those who currently do not use public transport, 55% say they would definitely consider it if a bus went to the front door, with a further 24% saying they might consider it.

Two thirds (65%) of visitors to the hospital are women. There is little difference overall in the ages of men and women who visit, although there are significantly more women aged between 20-40; this is probably because of maternity services and womens' on-going role in looking after children.

The most heavily used medical services are the blood clinic and the walk in centre. Reported difficulties in walking and hence public transport use apply more to users of other services, such as physiotherapy.

Some 60% of visitors come from the N2, N3, N11, N12 and N20 postcodes. A further 12 % come from the EN postcode area, mainly EN4 and 5, and a further 11% from NW codes, mainly NW11 and NW7. The spread of postcodes and of bus usage reported suggests that a circular "hoppa" bus connecting the hospital to the bus station and existing multiple buses would be the most likely to improve bus access.

Survey method and issues

The survey was a two sided self-completed paper survey, with help available from volunteers. The hospital management were involved in the survey design and helped with organisation.

The survey was carried out by volunteers between 8.30am and 9pm on Tuesday 1 April and between 7.45am and 9pm on Wednesday 2 April. The weather was good on both days, with no rain, which may have influenced some journeys.

Volunteers handed survey forms out, explained the reason for the survey and helped those unable to understand or complete any questions (for example, because English was not their first language and/or they found difficulty in reading). Survey forms were also available on reception desks and notices explained that a survey was taking place. Some surveys were returned immediately but others were put in boxes or handed in later. So while a two hour time slot can be allocated to most surveys, a more exact time is not always available.

The majority of visitors to the hospital completed a survey. However, it is not possible to give a number for all adults and children visiting the hospital on either day.

a) Where two or more individuals arrived together they often filled in only one survey form, especially where children were involved. In some cases two or more adults attending together filled in separate surveys. In most cases the maximum number in a party was two. The exceptions normally involved children; sometimes two adults attended with their child, or more than one child attended with one or both parents.

b) Some staff completed questionnaires, most did not. Data is available with and without staff.

c) Volunteers covered the ground floor of the hospital but may have missed visitors to the wards on the first floor. Some early visitors to the blood clinic on Tuesday were missed.

d) There were a few incomplete forms returned.

Getting to the hospital

The total number of **journeys** recorded was 953; 527 on Tuesday and 426 on Wednesday. Of these, at least 148 were records of the visit of at least two people, as this number said they were parents or partners/relatives or friends. 905 journeys were made by individuals using at least one health related service. 30 journeys were made by staff, and 18 by other visitors (for example, volunteers, workmen, people delivering equipment/attending meetings).

Analysis showed similar patterns on both days so most tables in this survey are based on the two days combined.

Table 1a: method of transport	Tues	wed	all	% journeys
all private cars	322	269	591	62%
all bikes and scooters	5	2	7	1%
other vehicles – taxi, special transport etc.	25	20	45	5%
all public transport (bus and tube or bus or tube only)	106	85	191	19%
walk only	69	50	119	12%
TOTAL	527	426	953	

Almost two thirds (63%) of recorded journeys to the hospital are by private car, either with people driving their own car or getting a lift. 19% are by bus (some including tube) and 12 % of visitors walk. There is a small but important number who use minicabs/taxis; some of these have to pay their fares and comments showed that this was not always easy, especially for those who have to attend on a regular basis.

Find it a job walking and having to pay for a cab which I cannot afford. Would be very pleased if a bus was laid on.

Have total hip replacement; attend at least once a week for outpatient physiotherapy. It is a £15 round trip in a taxi – tried bus once but very difficult even when sunny.

A number of drivers noted the good (and free for three hours) parking available. There were a couple of comments on there not being enough disabled parking bays.

A couple of respondents also commented on relatively poor signage to the hospital from some approaches local, and the lack of maps and signs at all relevant bus stops.

Table 1b: detail of public transport and private car use	Nos. of journeys	% of all journeys
bus/tube and walk	310	32.5
taxi or minicab	39	4.1
Own car	439	46.1
Lift	152	15.9
Others	13	1.4

Does the current walk from bus stops reduce public transport uptake?

Those who walked were asked how hard they found the walk from the bus stop, on a scale of 1 to 5 (where 1 is easy and 5 is hard.) 90% of bus users and 69% of those who walked all the way answered this question. 41% of the bus users found the walk hard or quite hard; 44% of those who walked all the way found the same.

68 people who came by car also answered this question; on other occasions, they may have walked and found the walk hard or quite hard. The responses (including these respondents who came by car are similar, with 47% finding the walk quite hard or hard. Some of the comments elaborated on this.

At the moment I can manage the walk to the hospital, but I have back and knee problems so it is possible that in the near future I would need transport. As someone living near to the hospital I am aware of numbers of people struggling to it from the nearest bus stop which is probably a15-20 minute walk.

As someone who works in a GP surgery we often refer, particularly elderly people. It really is a difficult journey for anyone with walking difficulties.

Pregnant – the walk becomes a little more difficult

Table 2: Views on the difficulty of the walk	walk easy 1	walk quite easy2	walk ok3	walk quite hard4	walk hard 5	TOTAL S	total who could have responded
number of responses from walkers including those using buses	48	28	45	44	50	215	310
% of responses by these walkers	22.3%	13.0%	20.9%	20.5%	23.3%		69.13%
Bus user only responses	39	22	40	35	36	172	191
% of bus user responses	22.67%	12.79%	23.26%	20.35%	20.93%		90.05%
All responses including some car drivers	64	32	53	60	74	283	
% of all responses	22.6%	11.3%	18.7%	21.2%	26.1%		

Would more use a bus if it came to the hospital front door?

Those who do not use public transport were asked whether they would consider a bus if it came to the front door of the hospital.

88% answered the question; of these, 55% said they would consider using such a bus and a further 24% thought they might use it. These numbers suggest a significant number of visitors who might switch to a bus if one were provided.

Table 3 Potential switchers to a bus that came to the door	Yes	no	maybe	non respondees
All non-public transport users (including walkers)	374	146	164	79
% of those responding	55%	21%	24%	
All non-public transport users (excluding walkers)	309	120	139	81
% of those responding	54%	21%	24%	

Which buses are used?

The 263 and the 382 were the most used buses. Bus users did not all remember or choose to give the number of the bus they used. A few people gave individual details of long journeys with several trains and buses involved. Most gave the number of their 'last bus' only.

Table 4: bus numbers

Bus	70	82	263	326	221	134	460	125	382
number who used this bus	1	24	68	2	11	6	11	12	36
% of recorded bus journeys	0.6%	14%	46.6%	1.4%	7.5%	4.1%	7.5%	8.2%	24.7%

(answers from 144 people cover 181 buses as many responders gave more than one bus number)

Is transport type affected by age and gender?

Around one third of all surveys were completed by men and two thirds by women. This is a common finding; women in Britain use health services more than men. In part this may reflect more women attending as carers/companions.

The only significant difference in terms of transport type used is that women are less likely to drive their own car. (45%, compared to 57% of men). They are correspondingly more likely to be driven. Because overall so many more women than men visit the hospital, twice as many women are public transport users.

I would not have been able to get here without my young neighbour driving me

If bus comes up to hospital then I don't need to ask for other people help. Sometimes it's very hard to get a lift

Table 5: Type of travel	walk only	public transport	car	lift	totals
Men	28	55	160	38	281
% all men where travel info available	9.96%	19.57%	56.94%	13.52%	
Women	76	117	237	93	523
% all women where travel info available	14.53%	22.37%	45.32%	17.78%	
all where gender records	104	172	397	131	804

all where activity records	119	191	439	152	901
% records where gender given	87.39%	90.05%	90.43%	86.18%	89.23%

Gender was recorded on 837 surveys - 88% of all survey returns. Male visitors are overall older than women, although because there are twice as many female visitors the number of women in all age groups is higher. The most significant difference in age group attendance is in the 20-40 age group; 29% of all women compared to 21% of all men. It may be that this is due to maternity services and women attending with children.

Lower gender recording rates as well as smaller overall numbers in the 60 to 80 and 80+ age groups make it more difficult to comment on these groups.

Table 6: Age and gender of those completing surveys						
	under 20	20 to 40	40 to 60	60 to 80	80+	total
men	11	63	97	96	29	296
	3.72%	21.28%	32.77%	32.43%	9.80%	35.36%
women	15	155	186	153	32	541
	2.77%	28.65%	34.38%	28.28%	5.91%	64.64%
where gender records	26	218	283	249	61	837
where activity records	26	230	299	280	82	
% records where gender given	100	94.78%	94.65%	88.93%	74.39%	

Reasons for visiting the hospital

Most visitors come to use a medical service or to support someone using such a service. Overall the blood clinic had the highest number of users on the two days we surveyed, closely followed by the walk in centre, then outpatients. A number of individuals used more than one service and 39%

described themselves as ‘regular’ visitors. Regular visitors include staff and others; the regular medical users were spread across all the medical areas.

Table 7: Medical services used	Walk in	Blood	Out Patient	X-ray /ENT	Other medical
number of respondents using this medical service	222	276	174	96	89
% all survey respondents using this medical service	23.3%	28.9%	18.2%	10.1%	9.3%

Total is less than 100% as not all survey respondents used a medical service

Other reasons for visiting

The most common non-medical reason for visiting was to accompany someone who was using a service, including being the adult who came with a child. Some came to visit people in the wards or to visit staff members. The ‘other’ category includes volunteers and workmen not attached full time to the hospital.

Table 8: Other reasons for visiting the hospital	Accompany another	Parent /carer	Visiting	Staff	Other
Number of surveys	113	47	27	30	21
Percentage of surveys	11.8%	4.9%	2.8%	3.1%	2.2%

Note: the percentages do not total to 100% because some individuals had more than one reason to visit.

Where do people start their journeys from?

The majority of visitors (85%) travel from home, though there are a few who said they go from the hospital on into work or come to the hospital on their way home.

Table 9: where journeys started	Started journey at home	Started journey at work	Started journey at other place (e.g college)
number of respondents	815	59	44
% survey respondents	85.4%	6.2%	4.6%

People were asked to give a shortened postcode or the name of the place they started from when traveling to the hospital. Unfortunately responses to this question vary in accuracy, legibility and clarity so only the main postcode data is good enough to analyse. Only a minority gave the next figure from postcodes, which would allow more detailed area analysis.

The broader postcodes recorded show that the most common start areas for visitors were the local postcode areas of Finchley and Whetstone with N12, N2, N20, N3; various EN codes, especially EN4 and 5 (Barnet); and parts of NW, especially NW7 and NW11. (Table 10).

Table 10 Reported Postcodes where journeys start	number of journeys	% all post coded journeys			
N12	173	19.57%			
N1	16	1.81%			
N14	33	3.73%			
N11	53	6.00%			
N2	78	8.82%			
N20	84	9.50%			
N3	146	16.52%			
Other N	58	6.56%	N5	1	0.11%
			N6	4	0.45%
			N8/9	6	0.68%
			N22	7	0.79%
			N13	4	0.45%
			N10	22	2.49%
			N18	5	0.57%
			N21	2	0.23%
			N22	7	0.79%
			TOTAL OTHER N	58	6.56%
NW	96	10.86%	NW11	33	3.73%
			NW7	26	2.94%
			other NW	37	4.19%
			TOTAL OTHER NW	96	10.86%
EN	107	12.10%	EN4	39	4.41%
			EN5	46	5.20%
			Other EN	22	2.49%
			Total EN	107	12.10%
HA	18	2.04%			
Other postcodes	22	2.49%			
All entries with a	884				

postcode					
% of all surveys	88.93%				

Comments made by survey respondents

The survey included a free text box. A list of all comments is attached as an appendix. Those completing the survey were aware that the reason for the survey was linked to discussing bus routes, so most of the comments made are about the advantages of better bus access. Others comment on individuals mobility problems and how these restrict mobility. There are a few comments about car parking (commended) and signage to the hospital (not rated).

APPENDIX: ALL COMMENTS MADE IN FREE TEXT BOX ON SURVEY
As a member of staff I have many patients complain about the long walk to the hospital. A bus stop would be very beneficial
do have problems walking and it would be nice if I could get a direct bus so that I didn't have to drive.
3 hrs parking very helpful
a bit odd that the entrance is such a long walk, ..bit of a design flaw
A bus is imperative
A bus service would be a wonderful idea. Make it so
A bus service would be fab
A bus service would be most helpful
A bus stop by the hospital would help my disabled daughter and other similar people
A bus stopping outside would be a godsend. I am developing Parkinsons and will soon have to rely on public transport
A bus us a much needed resource
A bus would be a great service to locals and other patients. It would not inconvenience anyone.
A bus would be really helpful as it is a long walk to get here
A bus would be very helpful as I am carer for my frail mother
A bus would ease congestion in the car park and reduce pollution
All very easy thank you
arthritis, asthma
as I live so close to the hospital I am not personally affected, but I am very sorry for others, particularly the elderly and disabled, for whom it would surely be possible for there to be a small shuttle bus service from the hospital entrance to eg tally ho corner.
As some appointments are in the evening, please ensure that the street lighting on the pedestrian walkways is kept functioning. Once none of them was and the pedestrian approach across open space was in pitch darkness and I felt very vulnerable
As someone who works in a GP surgery we often refer, particularly elderly people. It really is a difficult journey for anyone with walking difficulties.
as we get older and cannot drive need bus
At the moment I can manage the walk to the hospital, but I have back and knee problems so it is possible that in the near future I would need transport. As someone living near to the hospital I am aware of

numbers of people struggling to it from the nearest bus stop which is probably a15-20 minute walk.
Better if a bus, many people use taxis which cost them a lot
Blue badge holder; need podiatry; problem - when car not available a very long walk from the bus stop!
Both ends make it a long walk for the elderly
breathing problem and brittle bones
brilliant if buses stopped outside the hospital; would be useful and easier for many people
bus needs to stop closer to door
bus please
bus stopping outside would be very handy
Bus to hospital welcome
bus would be great
By bus it would take 1.5 hours
can come by car now - but would need a bus if more ill
Can't do walk and can't take bus
chronic nerve pain – can't walk far
Come for emergency blood test; not possible to walk from the main road when you are not feeling well
Currently on crutches so had to take a cab from Edmonton. This has obviously cost me a lot of money. Bus needed. Nearly cancelled my appointment as no bus.
Def need bus stopping outside
don't like to walk so long
Don't privatise the NHS
Easier to take a sick child in a car. Otherwise I walk.
Easier with a bus and dedicated stop
easier with bus - ideally free for all
Elderly esp. need a bus service
every day for 6 months visit to hospital
excellent hospital
excellent idea to have a bus . Will help less mobile and encourage use of public transport
Excruciating
Find it a job walking and having to pay for a cab which I cannot afford. Would be very pleased if a bus was laid on.
For those who don't drive it is terrible; the walk from Granville rd is so long for older people and sick
Found journey really difficult
free parking a pleasant surprise and removed stress when bringing a child to hospital
free parking good
Generally I walk, so would therefore take the bus. But I have found the walk too long from the bus stop and have difficulty walking too far.
Good idea for a bus service
good to be able to park free
Good to have a bus` to the hospital
great car park
great idea a bus
had to pay for second mini cab to go on to another A&E as xray closed

Have problem with knees; very hard to walk 10 mins
have total hip replacement; attend at least once a week for OP physio. It is £15 round trip in taxi - tried bus once but very difficult even when sunny.
having a bus coming near the hospital will make it easier for staff and patients
Help for wheelchair not available. Bus impossible as no direct one from New Southgate.
helpful if a bus came straight outside hospital
helpful to have a bus service to arrive as close as possible thanks you
I can manage not too bad at the moment - depends how my knee is on the day. But would be excellent to have a bus for older people.
I could not travel by bus as physical problem but many could and there should be a service
I could not walk to hospital. It is far enough for me to walk just from the car park as at themoment
I couldn't believe it when I heard that the nearest bus stop is 500 yards...well done to the planning I don't think. Wake up!
I definitely need a bus
I do have spinal problems. Sometimes like today it is not easy to drive. Id rather use public transport.
I had no car in E Finchley for many years; for those who do not drive a stop outside is very necessary
I have a back and leg problem and find the walk from the current bus stop too onerous. But if there was a bus from Woodside Park station which stopped directly outside the entrance I would be able to use it.
I have a disability myself - bus stop outside would be very useful in case of no car
I have a physical problem with walking and a local bus to the hospital would make life much easier and without stress of parking a car
I have a physio problem which is getting worse and I may not be able to drive shortly because of hip and back
I have driven because the walk from the bus stop is too far for me
I have had knee surgery. By public transport I would have had to take two buses and walk another 10 mins from the main road
I have pain if I walk much, A bus to the door would be better for everybody
I have problems with my heart - it is too far to walk from the main road
I have rheumatoid arthritis
I have to drive as I visit patients in their homes
I have to take three buses each way and have osteo-arthritis in my left hip
I hope I'm not assigned to this centre for treatment while there isn't a bus to the hospital grounds. I suffer from osteoarthritis.
I normally travel from E Finchley and it is v difficult by bus
I think it is really good that you give your patients free parking for three hours. Well done!
I usually drive but those without a car should have a bus ti the front door
I will have to walk back to the tube for work after the physio
I would not have been able to get here without my young neighbour driving me
I would use a bus every time
I'd prefer to use the local bus. A connection to Ballards Lane would take ne door to door.
If bus comes up to hospital then I don't need to ask for other peoples help. Sometimes it's very hard to get a lift.
If I didn't get a lift it would be hard to get to the door
If the buses can go down side roads why not to a hospital?

If there was a bus it would be better is too much walk
if there was no family help the appointment might have been missed
If there was a bus Id use it but must stop near entrance
In the local press I read that the metroline refuse to alter any existing routes in the area due to cost. However I would suggest that route 383 could be extended to the hospital from Woodside park station, particularly as it is operated by a smaller bus which could negotiate the streets round here quite easily
It is a long walk from the bus stop and I have to cross a busy road. A lot of uneven surfaces. I also need a cane. A bus would be a great help.
It is easy for car drivers to get here but a bus would be wonderful for elderly people
It is hard to get here especially for older people. One bus stop should be in front of the hospital.
It is very needed to have public transport that leaves people very close to the hospital, so that people who don't drive can make it. When we are in pain, everything is harder!
it seems a long walk for the elderly or those suffering osteo/physio
It would be a great help to have a bus service to the hospital
It would be beneficial to have a bus stop so that disabled people don't have to walk so far.
It would be difficult to walk especially in winter
It would be good to have a bus
It would be helpful for people with disabilities and older people and would help with the stress of making it to appointments on time.
It would be nice if a bus would come as far as the front door so that older and disabled people could use the facility
It would be useful to have a bus for others but I would not use it.
It would make sense for a bus stop outside the hospital for the elderly
It's a terrible walk, no seats to rest on from the gate to the entrance. Very bad for the elderly
It's not easy to locate the place
It's very hard to get here if we don't drive, because the bus stop is so far away, and when we are in pain it seems further
joint pains
limited vision
Long tiring and tedious;121 and 125 and walk - one hour
Long walk
Lovely walk but no traffic lights to make Ballards Lane crossing easier
Lupus arthritis
Many of my patients book transport because they say the bus stop is too far away
more street signs indicating hospital site
mum uses a wheelchair and we would love to be able to get here on the bus and get off outside the hospital
My mother and I often have blood tests. She is 80+ and relies on me for lifts. A bus from Southgate would make such a difference to her as she likes to be independent.
my mum is 94 and we had to walk - no car
My parents come by bus; a shuttle bus would be useful for them
My son has a possible fracture in his foot so we travelled by minicab as it would be impossible for him to walk from the bus stop to the main entrance
need bus stop in the hospital
need car for home visits

need more phonelines (?)
Nice if the bus stopped outside esp. for people with walking difficulty
No bus route near. Not a lot of disabled parking spaces - always full
no lights at zebra makes it dangerous
not everyone has a car and I don't like driving far
ok for me but for older people a bus is a must
osteoarthritis
pain when walking
people who have been in surgery have serious difficulties in walking long distance
People with walking difficulties may find the stop a little far away
People with injuries or trolleys for walking have serious difficulties to walk long distance
physical probs cause pain while walking
physio problem so any walking painful
Please paint yellow/white lines on the steps from the park to the bike shed. I am registered blind and severely sight impaired so need these.
please repair large holes in road
podiatric problems
poor provision for disabled parking at hospital
post hip transplant
Pregnant - the walk becomes a bit more difficult as time goes by
required to take car to work so used it on way home
Ridiculous design of footpath network in new open space. No thought has been given to natural desire lines or where people might wish to get to/from in the most efficient manner.
Some boards to show the direction to the hospital from the nearest bus stops would be useful like at Victoria Park
The distance is too far to walk from the bus stop and main road
The free parking is wonderful - such a relief to be able to park with ease
The hospital is not signposted from the main road
The only hospital I have to drive to
The parking is a huge help for those of us who have to drive
The walk from the bus stop is far too long especially for older or disabled people
the walk in centre is very useful
There were no signs on the main road to the hospital
Too tiresome and horrible and can't make to appointed time (by bus) due to traffic and inconvenience
Unstable on legs - use frame
very hard to walk for so long
very helpful for working parents or stay at home mums to have a bus so you could come straight from work or home
walk from the entrance to the ward is quite a distance if you are elderly or injured
walked from Golders Green. Would be brilliant if a bus could pick people up from a station or a supermarket or stops similar to RNOH Stanmore (?) which picks up from S station, Edgware and runs throughout the day and timetable is available - so could go from e.g. Barnet Odeon to Temple Fortune.
walking and/or bus would be impossible
walking gets harder now I'm 9 months pregnant; a bus would be easier

walking to the hospital difficult for me as problem with my knee
we live very close but chose to drive as baby poorly
We need a bus for old folks
We walked from my daughter's home. She is having a chest Xray
when a person is already in pain a long walk makes it unbearable. Please lets have a bus
When I'm not able to cycle ID LIKE GOOD PUBLIC TRANSPORT
With such a wonderful NHS service here please make it available for all - it is often we oldies who need to use it most and most rely on buses
wonderful services
Would be helpful to have a chair at the entrance as I hurt my foot and have pain and difficulty walking
Would be helpful to have bus. Cheaper than a taxi or dial a ride as old people travel free on bus.
would come by bus if there was one convenient
Would have to walk even further - from Tally Ho - if bus.
Would help to have a bus
Would help to have a bus to the door. Limited disabled parking - too far to walk from car park
Would help to have a bus to the hospital
Would prefer bus to come inside to avoid long walk
Yes - need stop right outside

FS/FOFMH/GG/16.06.2014Z