

## **Customer Service and Operational Performance Panel**

**Date: 6 June 2018**

**Item: Review of Bus Services to London's Hospitals - Update**

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### **This paper will be considered in public**

#### **1 Summary**

1.1 This paper gives an update on progress from the review carried out by TfL on the provision of bus services to London's hospitals in 2017.

#### **2 Recommendation**

2.1 **The Panel is asked to note the paper.**

#### **3 Background**

3.1 Good access to hospitals is vital for communities and a key part of what the bus service is there to provide. In 2017, in line with the Mayor's aim of improving access to health services in London, TfL undertook a strategic overview of the delivery of bus services to London's hospitals. This was reported to the Customer Service and Operational Performance Panel meeting on 13 July 2017. Link: <http://content.tfl.gov.uk/csopp-20170713-part-1-item06-review-of-bus-services-to-londons-hospitals.pdf>

3.2 The overview included a detailed analysis of London's 37 general hospitals as well as two specialist and two community hospitals. Key potential actions for the bus network around each hospital were identified and these were given one of three priorities for action. The priority levels were based on the following factors:

- (a) value for money to customers and to TfL;
- (b) feasibility, including infrastructure and other necessary support;
- (c) the likely level of stakeholder support; and
- (d) availability of funding.

3.3 The progress on each of the top priority hospitals is detailed in this paper together with any action on any of the lower priorities, and other updates.

#### **4 Progress on Top Priority Actions**

4.1 There were seven top priority sites identified; these are listed in Table 1 together with any updates. Three of the suggested schemes have now been introduced and good progress made on two more.

4.2 Table 1: Top priority actions

<b>Hospital</b>	<b>Action</b>	<b>Update</b>
Central Middlesex Hospital (Park Royal)	Provide better direct links to Wembley	It is proposed to extend route 440 from Stonebridge Park along Harrow Road to the Wembley Eastern Lands. Funding is dependent on receipt of Section 106 contributions from Wembley area developments. Scheme is to be consulted upon in Summer 2018. It is expected that this will be implemented by the end of 2018.
Darent Valley Hospital (Dartford, Kent)	Divert route 96 to directly serve the hospital	Following agreement with Kent County Council, and consultation, Route 96 was diverted to serve the hospital via Fastrack roads from 16 December 2017. The stop at the hospital is used by about 360 passengers per day, of which 35 per cent are to or from the London Borough (LB) of Bexley and 10 per cent to or from Royal Borough of Greenwich.
Epsom Hospital (Epsom, Surrey)	Direct links to Sutton via route 470; requires new stand at hospital	A route test was held and some infrastructure works on the hospital site were identified which were necessary to facilitate the service change. These have now been undertaken. Consultation on any changes will be required and this is likely to be later in the year. Depending on the outcome of these and satisfactory operating costs it is hoped to introduce the service by the end of 2018.
North Middlesex University Hospital (Edmonton)	Direct new bus links to Winchmore Hill and Enfield	Meetings held with LB Enfield. There is currently no funding available for the preferred scheme which is an extension of route W10, but TfL will continue to work with Enfield to identify suitable Section 106 opportunities from planning applications. TfL will not be able to finalise the details or timetable for delivery until funding is confirmed.
Queen's Hospital (Romford)	Provide new links to Barking via route 5	A zero cost scheme was negotiated with the bus operator with a very slight drop in frequencies in the less busy AM off-peak period. This meant that the scheme could be implemented quickly, with route 5 diverted to serve the hospital from 26 August 2017. There now about 1,200 passengers per day boarding or alighting on route 5 at the hospital, with about 50 per cent of passengers going to or from the LB Barking & Dagenham area.

Queen Mary's Hospital (Sidcup)	Increase R11 frequency and restructuring	Route R11 frequency was increased from 26 August 2017. There are now about 370 passengers per day boarding or alighting on route R11 at the hospital, an increase of about 50 per cent from 2014.
Whittington Hospital (Highgate)	Extend an existing bus route to the hospital	Sources of funding for infrastructure costs still to be identified, and it is likely that any scheme would be dependent on a redevelopment of part of the hospital site. Implementation unlikely before 2020, and subject to consultation.

## 5 Progress on Lower Priority Actions

- 5.1 The full lists for the second and third priorities and the four selected specialist/ community sites are set out in Tables 2, 3 and 4 in Appendix 1, with a summary of progress on each one. On the third group in particular on many of the actions there is generally no business case to carry them out and funding is limited, though opportunities will continue to be explored when other service changes are investigated.
- 5.2 When reviewing the bus network access to hospitals is included in the criteria for assessment of service change proposals. This takes account of stakeholder requests for direct links from many areas to nearby hospitals.
- 5.3 Most of these journeys can be made with a simple interchange between high frequency bus services. With the introduction of the new unlimited one-hour Hopper fare and the wide availability of passenger information on journey planning and waiting times the deterrent to changing buses is now lower than in the past. As part of this we are looking at infrastructure at interchange points to make these changes easier. This would include providing bus shelters (if not already there) and appropriate information to assist interchanging passengers.
- 5.4 An example of this would be the aspiration for the provision of direct links between Northwick Park Hospital (NPH) and Harlesden and the Central Middlesex Hospital. There is no business case for a direct bus link but a change at the same bus stop in Sudbury between routes 182 and 18 would give a simple link from NPH to Harlesden. The proposed extension of route 440 to Wembley will mean that a change from the 483 or 182 at the bus stops at Wembley Stadium station to the 440 would give a simple link from NPH to the Central Middlesex Hospital.
- 5.5 In a few cases where the hospital entrance is remote from the bus network, such as Finchley Memorial Hospital work continues to try to find a solution. As usage grows at the site the justification also grows, but in this case is not yet at a point where a new service can be justified.
- 5.6 For many hospitals aspirations for better bus links are quite wide-ranging and it is likely that these will be considered over the next few years as routes are reviewed in the local areas. Others would have major funding implications and this would take time to address.

## **6 GP Surgery Access**

- 6.1 As mentioned in the 2017 paper, an initial review of access to the lower level health facilities was carried out. These are generally GP surgeries where most people often have their main and initial contact with NHS services.
- 6.2 There are about 1,400 GP practices and surgeries in Greater London (data from 2016 NHS Choices [data.gov.uk](http://data.gov.uk)). Their locations was examined in relation to the bus network (see map in Appendix 2) and this shows that nearly all of them are within about 400 metres (5 minutes' walk) of the bus network. This would suggest that at the local level bus access to healthcare is generally satisfactory.
- 6.3 There will inevitably be some GP Surgeries in locations which are more remote from the bus network but they are often in residential areas where the road layout makes provision of bus access difficult.

## **7 Mayor's Transport Strategy**

- 7.1 The Mayor's Transport Strategy (MTS) outlines how the bus network will be re-shaped to increase its focus on outer London. In the medium and longer term the anticipated growth in bus use under the Healthy Streets Approach will enable more of the lower priority actions to be achieved.
- 7.2 Focused reviews such as the TfL 2017 Review of Bus Services to London's Hospitals are seen by the MTS as supporting the strategic approach to improving the bus service in outer London.

## **8 Next Steps**

- 8.1 Better information at hospitals has been mentioned as an issue by stakeholders and this continues to be pursued. The provision and updating of "spider" bus maps at each hospital is being reviewed. Promotion of bus connections to hospitals is presently only done when a route changes rather than reminding people of existing services, this is also being reviewed.
- 8.2 Provision of improved information with clearer maps and signage at the places where passengers make their bus to bus interchanges is needed and in particular it should be ensured it is clear (where applicable) that there is a route to a hospital with one bus interchange.
- 8.3 With bus network reviews being carried out throughout London, access to hospitals will continue to be included in the criteria for assessment of service change proposals.
- 8.4 It is proposed that the Review of Bus Services to London's Hospitals will now be updated on an annual basis, with a further paper to the Panel in spring 2019.

### **List of Appendices to this Report:**

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| Appendix 1: | Tables showing lower priority                    |
| Appendix 2: | Map showing GP Surgeries and Practices in London |

**List of background papers:**

Review of Bus Services to London's Hospitals – Customer Service and Operational Performance Panel, 13 July 2017.

Mayor's Transport Strategy – Greater London Authority, March 2018.

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## Lower Priority Actions

Table 2: Second priority actions

Hospital	Action	Update
Ashford Hospital (Ashford, Surrey)	Provide direct links to Feltham town centre.	Passengers can interchange between high frequency bus routes 235 and 116 in North Feltham to reach the hospital from Feltham town centre. Currently there is insufficient demand to justify a new link but this request will continue to be borne in mind. Any scheme would either be a diversion of an existing route such as the 117 or a new route. A new route would not be value for money and diverting the 117 would give an extended journey time and break through links for some existing passengers.
Chase Farm Hospital (Enfield)	Provide direct links to South East Enfield.	Enfield town centre is linked to much of the borough by direct bus routes. There is good interchange in Enfield town centre to frequent buses to Chase Farm on route W8, and also on 313 and W9. Therefore a new link would unlikely to be value for money.
Croydon University Hospital (Thornton Heath)	Extend an existing route to give a direct link to parts of Addiscombe.	Extension of route 130 was examined but this would not be value for money given existing bus links. Passengers can interchange between existing bus services in Thornton Heath to travel between Addiscombe and the hospital, or take the 289 from Lower Addiscombe Road.
Ealing Hospital (Hanwell)	Provide direct links to Hillingdon Hospital.	Passengers can interchange between existing high frequency bus services on Uxbridge Road to travel between the two hospitals, such as from the 607 to the U2. The daily level of demand between the hospitals is likely to be relatively low and so a new direct link is unlikely to be value for money.
Hillingdon Hospital (Uxbridge)	Provide direct links to Southall.	Passengers can interchange between high frequency existing bus services on Uxbridge Road to travel between Southall and Hillingdon hospital such as from the 427 or 607 to the U2. Currently there is considered to be insufficient demand to justify a new link but a direct link will continue to be borne in mind in future reviews.

Kings College Hospital (Denmark Hill)	Traffic congestion in the area results in extended journey times and so bus priority measures could be implemented.	Bus priority will continue to be examined in this area.
Newham University Hospital (Plaistow)	Implement route restructuring to provide links to the Elizabeth line.	New route 304 linking Manor Park, East Ham and Custom House, and serving Newham Hospital was the subject of recent consultation on proposed changes to bus services following the opening of the Elizabeth line. If confirmed this change would be implemented in December 2018.
Northwick Park Hospital (Harrow)	Provide direct links to Harlesden and Central Middlesex Hospital.	A new direct link would not be value for money but the proposed extension of route 440 to Wembley will give new interchange opportunities.
Queen Elizabeth Hospital (Woolwich)	Provide direct links to parts of Kidbrooke Village.	The 178 will be re-routed to run via Tudway Road to better serve the areas of the east part of Kidbrooke Village in June 2018. In addition the route is being converted to double deck bus operation.
St Helier Hospital (Sutton)	Provide direct links to Epsom Hospital.	Extension of route 470 to Epsom Hospital (see above) will give new interchange opportunities.
West Middlesex University Hospital (Isleworth)	Provide direct links to Ealing.	It was not possible to divert route E8 to directly serve the hospital due to objections from stakeholders and residents on local roads. Passengers can interchange between existing high frequency bus services in Brentford, such from the E8 to the 267.
Whipps Cross University Hospital (Leytonstone)	Implement development plans in the grounds to allow double-decker buses to be used and provide space to terminate buses.	This is dependent on any forthcoming redevelopment of the hospital.

**Table 3: Third priority actions**

<b>Hospital</b>	<b>Action</b>	<b>Update</b>
Barnet Hospital (Barnet)	Provide better links to the south of London Borough of Barnet (e.g. Edgware, Mill Hill).	Restructuring of local routes such as the 384 is being considered. Any changes would be subject to consultation.
Central Middlesex Hospital (Park Royal)	Provide direct links to Northwick Park Hospital.	This is similar to the reverse link from Northwick Park Hospital outlined above. The proposed extension of route 440 to Wembley will give new interchange opportunities.
Hammersmith Hospital (White City)	Consider the possible impact of White City / Westfield developments.	A wider review of bus links in the area is due to be carried out taking into account forthcoming Oak Old, HS2 and Park Royal developments.
Homerton University Hospital (Hackney)	Provide direct links to other parts of London Borough of Hackney (e.g. Stamford Hill).	Passengers can interchange between existing high frequency bus services in nearby Hackney town centre (such as between the 236 and the 253) and extending or diverting routes would not be value for money.
King George Hospital (Goodmayes)	Provide direct links to the Becontree / Lodge Avenue area.	Passengers can interchange between existing high frequency bus services at Chadwell Heath (e.g. between 173 and 368) and extending or diverting routes would not be value for money.
Kingston Hospital (Kingston)	Provide direct routes to Hook and Epsom.	Passengers can interchange between existing bus services in nearby Kingston town centre (e.g. from the 71 and 406 to 57 or 85) and so extending or diverting routes would not be value for money.
Mount Vernon Hospital (Northwood)	Mitigate the minor bus timing issues.	Alterations were made to timetable of H11.
Princess Royal University Hospital (Orpington)	Provide direct links to West Wickham.	Diverting route 353 has been investigated but impact on existing passengers would be significant. The probable relatively small demand means it would not be value for money. Passengers can interchange between existing bus services 119 and 353 in Hayes.
Queen Elizabeth Hospital (Woolwich)	Provide an all-week night service.	Not considered to be sufficient demand to justify this at present. Currently only about 10 passengers per night board the night service on route 486 at the hospital at weekends.

<b>Hospital</b>	<b>Action</b>	<b>Update</b>
Queen's Hospital (Romford)	Provide direct links to the Newbury Park area.	Passengers can interchange between existing bus services in nearby Romford town centre (such as between the 66 and 5) and so extending or diverting routes would not be value for money.
Royal Free Hospital (Hampstead)	Provide direct links to Finchley.	Passengers can interchange between existing high frequency bus services at Archway (such as between the 263 and C11 at Archway) and unlikely to be a business case to extend or divert routes.
Royal London Hospital (Whitechapel)	Provide further links to the Elizabeth line.	A scheme to reroute the 115 to run via Whitechapel station (and so serve the hospital) was included in consultation on proposed changes to bus services following the opening of the Elizabeth line. However highway amendments would be required to on the proposed new routing. Without these changes buses could not use certain roads and these highway works are not yet confirmed.
St George's Hospital (Tooting)	Consider impact of the redevelopment work in the area.	Nearby Springfield Hospital is being redeveloped in the next few years so routes in the area, particularly the G, will be reviewed in conjunction.
St Mary's Hospital (Paddington)	Provide links to the Elizabeth line.	Hospital is within walking distance of Elizabeth line station.
University College London Hospital (Euston)	With the expansion of this hospital, consideration will be made to having Tottenham Court Road as two-way.	Tottenham Court Road two-way traffic (West End Project) construction to start during 2018, and access to UCH is taken into account in planning revised bus routeings.
University Hospital Lewisham (Catford)	Extend route 178 from Lewisham.	Not currently a viable scheme; no location to turn or stand buses, and no proven business case. Seven high frequency routes already link hospital to Lewisham town centre for interchange to the 178.

**Table 4: Actions for the selected specialist and community hospitals**

<b>Hospital</b>	<b>Action</b>	<b>Update</b>
Royal Marsden Hospital (Sutton)	Ensure that there is sufficient bus capacity to the London Cancer Hub development (second priority level).	Further review of bus links and capacity will take place as site developments are confirmed.
Royal National Orthopaedic Hospital (Stanmore)	Consider direct bus links from Stanmore London Underground Station (second priority level).	Non-TfL UNO route 615 provides an infrequent service. A new TfL service would not currently be value for money but there may be further opportunities as and when the hospital is developed and demand grows.
Finchley Memorial Hospital (Finchley)	Consider direct bus links to the main entrance of the hospital (third priority level) work continues to try to find a solution.	As usage grows at the site the justification also grows, but in this case is not yet at a point where a new service can be justified.
Surbiton Heath Centre (Surbiton)	Consider direct bus links from the Chessington and Hook areas (third priority level).	Diversion of route K4 examined but not value for money. Passengers can change between existing bus routes 71 and 281 at Surbiton Station.

GP Surgeries and Practices with 400 metre catchment and bus network

