

Access to Health Sites Scrutiny Review

Recommendation Follow Up

Recommendation	Initial Response	Progress to Date
<p>a). Strengthening Working Relationships</p> <p>1. NHS Brent takes steps to improve engagement with Transport for London and Brent Council's Transportation Unit during the early stages of service planning. The Health Select Committee should follow this up with Transport for London and the Transportation Unit in 12 months to check whether this is happening.</p>	<p>LBB Transportation Unit - The Transportation unit welcomes this recommendation and has many contacts within TfL, including London Underground Limited and more importantly for this task London Buses. The unit will be pleased to look at NHS proposals at an early stage and offer constructive advice if required, at the same time acting as a 'broker' with the various units in TfL.</p> <p>NHS Brent - NHS Brent will take steps to improve engagement with TFL and Brent Council's Transportation Unit during the early stages of planning.</p>	<p>LBB Transportation Unit – Since the review has been completed there has been no contact between the Brent Transportation Unit and NHS Brent as far as the Director of Transportation is aware. There have been attempts to make contact with NHS Brent, but other issues have taken priority such as preparing for swine flu. The department hopes that following up the recommendations can kick-start a dialogue with NHS Brent.</p> <p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>
<p>2. NHS Brent nominates a senior officer to be responsible for ensuring public transport considerations are included in the commissioning</p>	<p>LBB Transportation Unit - The Transportation unit supports this recommendation, noting that in the case of the (North West London) Hospitals Trust, Philip Sutcliffe, services director, already takes an active interest in transport matters and is supportive of travel plans and public and sustainable transport initiatives in</p>	<p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>

<p>process. The task group suggests the nominated officer is a director, to reflect the importance of this issue.</p>	<p>general.</p> <p>NHS Brent - Jo Ohlson and Jim Connelly will be responsible for ensuring public transport considerations are included in the commissioning process.</p>	
<p>3. Brent Council holds a Public Transport Liaison meeting on a quarterly basis with representatives from Transport for London. As an interim measure representative from NHS Brent and North West London NHS Hospitals Trust should be invited to attend these meetings, to help develop working relationships with Transport for London and Brent Council and to raise the profile of public transport issues within the health sector in Brent.</p>	<p>LBB Transportation Unit - The Transportation unit accepts this as an interim measure, but believes the scope of the Public Transport Liaison Meeting extends into many other issues and ultimately separate meetings would be more useful.</p>	<p>LBB Transportation Unit – The Public Transport Liaison meetings continue to take place, although NHS Brent has not sent a representative to date. However, the items on the agenda maybe of marginal interest to the PCT and so regular attendance probably isn't necessary. However, as engagement with TfL is now to be done through the borough Public Transport Liaison meetings, there may be issues affecting the NHS on future agendas that would benefit from their attendance.</p> <p>North West London NHS Hospitals – Philip Sutcliffe, Director of Corporate Services has attended one Public Transport Liaison meeting since the review was completed and the trust will be represented at a second meeting in May 2010. The focus of the meetings is public transport across Brent, so there will be occasions where the hospital trust is not affected by the issues being discussed on the agenda. As TfL have decided to only attend borough liaison meetings (see recommendation 12 below), the Public Transport Liaison meeting will be an important forum for the NHS in Brent to engage with TfL.</p>
<p>b). Healthcare for London</p> <p>4. NHS Brent work with Transport for London and Brent Council's Transportation Unit to</p>	<p>LBB Transportation Unit - The Transportation unit welcomes this proposal and, as indicated above, will be pleased to work with the Primary Care Trust on these proposals.</p> <p>NHS Brent - NHS Brent will work with</p>	<p>LBB Transportation Unit – NHS Brent has not discussed plans for polyclinic developments at Central Middlesex Hospital or Willesden Centre for Health and Care with the Brent Transportation Department.</p> <p>Transport for London - Whilst TfL have not been required to respond directly to Recommendation 4, it should be noted that we would wish to receive at the earliest opportunity any information concerning the proposed polyclinic</p>

<p>consider the transport implications of the proposed polyclinic developments at Willesden Centre for Health and Care and Central Middlesex Hospital. This is linked to recommendation 1, that engagement should be early on in the service planning process.</p>	<p>Transport for London and Brent Council's Transportation Unit to consider the transport implications of the proposed polyclinic developments at Willesden Centre for Health and Care. This is linked to recommendation 1, that engagement should be early on in the service planning process.</p>	<p>developments at Willesden Centre for Health and Care in order that any future public transport implications can be considered.</p> <p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>
<p>5. NHS Brent asks the service provider at the GP led health centre in Wembley to develop a travel plan for the centre, to identify ways to improve accessibility and promote use of the service.</p>	<p>LBB Transportation Unit - The Transportation unit welcomes this initiative and can give advice on preparing a Travel Plan.</p> <p>NHS Brent - NHS Brent will ask the service provider at the GP led health centre in Wembley to develop a travel plan for the centre, to identify ways to improve accessibility and promote use of the service.</p>	<p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>
<p>6. NHS trusts in Brent should consider using the H-stat transport modelling tool when planning service developments. The tool has been developed by Transport for London and NHS London specifically for health service commissioners</p>	<p>LBB Transportation Unit - The Transportation unit agrees in principle with this recommendation, subject to H-Stat being confirmed as a reliable transport modelling tool, and can liaise with TfL.</p> <p>North West London NHS Hospitals - The H-Stat transport modelling tool is already available to the Trust and will be used in future projects.</p>	<p>North West London NHS Hospitals - The North West London Acute Commissioning Partnership is negotiating with TfL on behalf of acute trusts in the area to make the use of H-stat more affordable. Currently it costs NHS trusts around £3,000 each time it is used, and in many cases this cost is prohibitive. Negotiations on an agreement with TfL will continue and the trust is hopeful that an arrangement can be agreed.</p> <p>H-stat has not been used to model the transport implications of the changes to paediatric services in Brent and Harrow. This is because the number of patients involved is relatively small and the cost of doing the modelling outweighs the benefits.</p>

<p>and providers and will help build working relationships.</p>		
<p>7. An analysis of transport needs is written into the terms of reference for the joint acute commissioning strategy, so that transport is given a higher profile in service planning from the beginning of this work.</p>	<p>LBB Transportation Unit - The Transportation supports this recommendation.</p> <p>North West London NHS Hospitals - We agree that an analysis of transport needs should be written into the terms of reference for the joint acute commissioning strategy so that transport is given a higher profile.</p>	
<p>8. NHS Brent raises the issue of eligibility criteria for ambulance transport with NHS London and lobby for the rules to be changed. The task group believes that eligibility criteria should be changed so that those who currently receive ambulance transport to hospital outpatient appointments should continue to receive the service if the location of their appointment moves from a hospital to a primary care facility. Lord Darzi believes that "funding</p>	<p>NHS Brent - NHS Brent will consider the issue of eligibility criteria for ambulance transport so that those who currently receive ambulance transport to hospital outpatient appointments should continue to receive the service if the location of their appointment moves from a hospital to a primary care facility. Current arrangements do not allow the use of ambulance transport to a primary care facility.</p>	<p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>

<p>should follow the patient”, but at present patients are not allowed to use ambulance transport to get to a primary care facility.</p>		
<p>c). Service Planning</p> <p>9. If service provision from existing buildings change, then health commissioners or providers should still consider the transport implications for patients, staff and visitors, including the production of a travel plan if the service change is significant.</p>	<p>LBB Transportation Unit - The transportation supports this and, as mentioned previously, can offer help and advice with Travel Planning.</p> <p>North West London NHS Hospitals - The Trust will consult with the Council’s Transportation Unit when planning service developments or changes.</p> <p>NHS Brent - If service provision from existing buildings change then commissioners or providers should consider the travel implications for patients, staff and visitors.</p>	<p>LBB Transportation Unit – The Northwick Park Public Transport Liaison group is a useful forum that keeps the unit informed of long term plans for the hospital. A similar group planned for Central Middlesex Hospital should do the same for that site.</p> <p>North West London NHS Hospitals – The planned changes to paediatric services have involved consideration of the transport impacts on patients and their families. As the Health Select Committee has been informed, the trust is investigating the use of its shuttle bus between Central Middlesex and Northwick Park to transport parents between sites if necessary. At present the number of trips between the sites, and the times of these trips are being reviewed, but if necessary the trust will consider replacing the existing vehicle with a bigger shuttle bus. Taxis can also be used when it is essential and there is no alternative. Apart from paediatrics, there have been no other significant changes to take place since the scrutiny review was finished, although the sector wide acute services review will have transport implications that will need careful consideration. Consultation on this is likely in the autumn.</p>
<p>10. Brent Council should not grant planning permission for a new hospital or healthcare facility in the borough, unless a travel plan is produced demonstrating how it will serve its catchment area for patients, staff and visitors.</p>	<p>LBB Transportation Unit - There are existing criteria for producing a Travel Plan, which should encompass any hospital and larger healthcare facilities. These are available from Transportation on request.</p> <p>North West London NHS Hospitals - Planning permission and travel plans are a ‘given’ but both the Trust’s sites have them and they are being actively</p>	<p>LBB Transportation Unit – The criteria for planning applications in Brent haven’t changed since the review was completed. However, any new health development would in all likelihood require a travel plan due to its size and the number of people using the facility. The council is not aware of any forthcoming applications for new health service buildings.</p>

	<p>developed. The CMH travel plan (a development control condition of the new hospital planning approval) is being incorporated into an area travel plan covering the redevelopment of adjacent sites by private developers.</p> <p>At Northwick Park/St Mark's Hospitals a new voluntary travel plan will be produced (with funding support from TfL) to allow integration with the University of Westminster travel plan, forming an area travel plan for the Northwick Park campus. Area Travel Plans will strengthen the synergies between both hospitals and their neighbouring developments as far as travel planning is concerned.</p>	
<p>d). Service Location 11. NHS Brent considers public transport access assessments when it is planning the location of new services. This is to ensure that people who live in areas with poor public transport access are still able to get to essential services.</p>	<p>LBB Transportation Unit - The Transportation unit fully supports this recommendation and wishes to assist as much as possible by using its existing contacts.</p> <p>NHS Brent - NHS Brent will consider public transport access assessments when planning the location of new services.</p>	<p>LBB Transportation Unit – See comment on recommendation 1 above.</p> <p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>
<p>e). Northwick Park Hospital 12. London Buses continue to work with</p>	<p>LBB Transportation Unit - This matter is continually raised at Group meetings. An experimental northbound stop is planned on the western (Harrow) side of Watford</p>	<p>North West London NHS Hospitals – The trust is disappointed that TfL no longer send a representative to attend the Northwick Park Public Transport Liaison Group meetings. This decision has been taken at a corporate level, rather than locally. TfL will work with boroughs via Public Transport Liaison meetings (see recommendation 3, above). This is a regressive step and the</p>

<p>the Northwick Park Public Transport Liaison Group to see if a case can be made to divert the northbound and southbound 182 buses into the hospital site.</p>	<p>Road, before the controlled pedestrian crossing, in addition to the stop near Northwick Park roundabout.</p> <p>Transport for London - We have investigated this request in the recent past. The diversion would result in significantly-increased journey time for approximately 3000 through passengers per day. Therefore, we have no current plans to divert route 182 into the hospital site. However, please see our response to recommendation 13.</p>	<p>trust hopes that TfL will reconsider this decision.</p> <p>In terms of diverting buses into the grounds of Northwick Park Hospital, the southbound 182 service still does not enter the hospital bus station, but stops on Watford Road. This is because TfL, having modelled the route, concluded that this adversely penalises those who do not wish to alight at the hospital.</p> <p>The northbound 182 bus does not call into the hospital grounds (this would be a significantly longer diversion than for southbound buses), but an additional bus stop has been put in place on Watford Road opposite the hospital entrance. The stop will be used from March 2010 when the reduced speed limit on Watford Road will be in place (it is changing from 40mph to 30mph). This is a welcome development that will benefit hospital patients and staff.</p> <p>LBB Transportation Unit – The Council’s Transportation Unit is pleased with the location of the additional bus stop to serve Northwick Park Hospital. However, at this time we do not think that TfL will approve any more of the requests that have been made in relation to Northwick Park (i.e. diverting southbound 182 buses into the site) and won’t be actively lobbying on these issues any longer.</p> <p>Transport for London – The initial response remains the current TfL position.</p>
<p>13. If the northbound 182 bus cannot be diverted into the hospital grounds, then the task group hopes that an alternative solution can be found to improve access to the hospital. Ideally, the northbound bus stop should be moved closer to the hospital, next to the controlled</p>	<p>LBB Transportation Unit - See above.</p> <p>Transport for London - A site meeting was held in November 2008 where it was agreed that moving the stop existing nearer to the pedestrian crossing appeared feasible. The proposal is currently being progressed by colleagues from the relevant departments in the London Boroughs of Brent and Harrow and the TfL Bus Priority Team. Assessment of the</p>	<p>North West London NHS Hospitals – See recommendation 12 above.</p> <p>Transport for London – TfL have supported the Council and have re-sighted the northbound bus stop nearer to the hospital entrance. However, the stop is not yet operational as the road requires a speed reduction for safety reasons from 40mph to 30mph.</p> <p>A traffic order has been obtained and the necessary signing and road marking are being altered to make the bus stop operational. This work is expected to be completed by March 2010.</p> <p>TfL are ready to stop buses at the new stops as soon as speed limit issues have been resolved by LB’s of Brent and Harrow.</p>

<p>crossing opposite the hospital entrance.</p>	<p>impacts on traffic will be required. We will continue to support this project.</p>	
<p>14. If the northbound bus stop can't be relocated, then the task group believes that the underpass next to the current bus stop has to be improved. It is too steep for wheelchair users and can be intimidating for other users, particularly in the dark. This should be addressed if other solutions can't be implemented.</p>	<p>LBB Transportation Unit - This is not currently being pursued due to cost and longer-term plans to redevelop the hospital and potentially build an extra slip-road into the site from Northwick Park roundabout.</p>	<p>North West London NHS Hospitals – Although the bus stop has been moved, there are plans to improve the underpass. It is hoped that it can be upgraded, so that it has equal access for bikes and pedestrians. Cycle lanes are now in place on Watford Road so it is seen as a continuation of that scheme. The area will also be cleaned up and graffiti removed.</p>
<p>15. Because of the small number of buses from Brent to Northwick Park Hospital, London Buses reconsiders extending the 18 from Sudbury Town to terminate at Northwick Park Hospital. Additional buses may be required if the hospital attracts more services as a result of <i>Healthcare for London</i>.</p>	<p>LBB Transportation Unit - This is considered too costly, in view of London Buses end-to-end running of bus services policy, but other suggestions, such as an extension of route 223 back to Harrow from Wembley Central via North Wembley (to become a circular route) are being put forward to London Buses.</p> <p>North West London NHS Hospitals - The Extension of route 18 is no longer our preferred option – we would prefer to see route 204 extended from Sudbury Town Station to Northwick Park instead. We would also like to see route 487 to be extended from South Harrow station to Northwick</p>	<p>North West London NHS Hospitals – Lobbying from the hospital trust has not resulted in changes to any of the bus routes that would provide additional links for CMH or NWP.</p> <p>Route 204 – Extending the 204 from Sudbury Town Station would link NWP with the Piccadilly Line (and therefore, provide a good route from Ealing). TfL has estimated that the cost of doing this is £500,000 which they consider prohibitive.</p> <p>Route 18 – The route 18 is changing from bendy buses to double deckers and so TfL was approached again about an extension to NWP to tie in with the review. Again, costs were considered prohibitive and commercially unviable.</p> <p>A bus link from NWP to CMH is now considered a priority in Brent. The route 223 is a possibility for this, terminating at CMH rather than Alperton Bus Garage. At present the last couple of miles of this route are “dead miles”, where the drivers take the bus back to Alperton without passengers, for their break. An alternative would be to terminate the service at CMH, where drivers</p>

	<p>Park to provide a direct link between CMH and NPH.</p> <p>Transport for London - Route 182 provides a high-frequency service to the Hospital (every eight minutes during the day and every twelve minutes in the evening and on Sundays). It has convenient interchange with routes to other parts of Brent. Route 223 also links the Hospital to other locations in the Borough. Extension of route 18 would be largely over the same roads as route 182 and the extra benefits could not justify the extra cost. Moving the northbound stop for route 182 (see above) would assist with access into the Hospital grounds.</p> <p>TfL keeps the network under regular review and will certainly take account of changes arising from Healthcare for London as part of this ongoing review process. We are hopeful that other recommendations in your report will assist with earlier discussions about the transport implications of such changes.</p>	<p>could also take their break. The contract for this route is up for review in 2011 and the hospital trust has asked TfL to consider this option.</p> <p>LBB Transportation Unit – The Transportation Unit has recently changed its approach to lobbying for changes to bus routes or the implementation of additional services. Rather than asking for extensions to specific routes, the unit will identify areas that aren't well served by buses and work with TfL on solutions to area based issues. TfL has reported that they prefer this approach from local authorities.</p> <p>When bus route contracts are up for review the unit will lobby on specific requests. But this approach is now only used when a route is being reviewed. For example, when route 18 was reviewed the council submitted options that would have provided greater coverage to Brent, by splitting the route into two separate parts. However, this was rejected by TfL.</p> <p>Transport for London – There is no policy of end to end running. Rather there is a preference for a simple network. Complexity is repeatedly shown to be a deterrent to bus travel.</p> <p>The proposal to extend the route 18 is too costly even if part of the service were extended as the route already provides a high frequency service along this link. There are two bus services between Northwick Park Hospital and places in Brent, routes 182 and 223. The former runs every 8 minutes, the latter every 20 minutes.</p> <p>For trips from other parts of the Borough, 'same stop' interchange to route 182 is available at stops in Wembley or Sudbury. TfL reviewed the case for extending either route 18 or route 204 to increase the number of areas directly linked. However, the extra subsidy required could not be justified against the extra benefits it would deliver.</p>
<p>16. London Underground adds Northwick Park</p>	<p>LBB Transportation Unit - This has been put to London Underground Limited through the Northwick Park</p>	<p>North West London NHS Hospitals – There has been no progress with this recommendation. Harrow-on-the-Hill station has been taken off the TfL development programme, meaning that Northwick Park is likely to be further</p>

<p>Underground Station to its development programme to make access to the station step free. As the station serves a major hospital and university campus and has over 3.5 million users each year, it should be given a higher priority.</p>	<p>group, but the whole step-free access programme has been delayed due to the economic situation, so there are no grounds for optimism relating to this request.</p> <p>Transport for London - The recent TfL Business Plan confirmed funding for step-free stations planned to be completed by 2010 and some limited funding for further schemes up until 2018. Northwick Park station is not included in either of these groups.</p> <p>The impact of hospitals on making a station step-free was included in our early analysis. This was also augmented with data on the number of older people, younger people and disabled people within a certain area of each station. Despite this, at the network level, Northwick Park is still less of a priority than many other stations.</p> <p>Other factors that we use to make decisions about which stations should be step-free include how busy a station is, the number of step-free trips that could be taken should that station be made step-free and the demographics of a 1.5km surround which included the number of disabled people and the number of older and younger people. This demographic</p>	<p>down the list for step free access improvements.</p> <p>Transport for London – There is no prospect of step-free access at Northwick Park being delivered in the foreseeable future.</p> <p>The TfL Business Plan published in October 2009 confirmed the funding for step-free schemes planned to start or be completed by the end of the 2017/18 financial year. Northwick Park Station is not included and is not a priority for work after that date.</p> <p>In order to get best value for all customers TfL will focus on delivering step-free access as part of wider schemes at stations. Future schemes will, in general, be part of congestion relief or developer/partnership projects.</p> <p>The proximity of Northwick Park Station to a hospital does not significantly increase the priority of providing step-free access at this station compared with other stations for two reasons.</p> <ul style="list-style-type: none"> • There are other stations which are near hospitals which are not step free but which are busier stations. Tooting Broadway and Old Street are two examples. • Hospitals are not as large a generator of step-free journeys as is commonly perceived. <p>Other factors that have to be taken into account when determining the need for step-free access include how busy a station is, the number of step-free trips that could be taken should that station be made step-free and the demographics of a 1.5km surround which included the number of disabled people and the number of older and younger people. This demographic model accounts for the specific needs of customers in the area.</p> <p>A final factor in determining the priority given to a scheme is the cost. TfL have previously considered step-free access at Northwick Park and carried out a feasibility study of the station in 2005. This showed that providing step-free</p>
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	<p>model accounts for the specific needs of customers in the area.</p> <p>We have previously considered step-free access at Northwick Park and carried out a feasibility study of the station in 2005. This showed that providing step-free access would be difficult and expensive due to the narrow island platform and also the need to make significant changes to the existing layout of the ticket hall/subway.</p>	<p>access would be difficult and expensive due to the narrow island platform and also the need to make significant changes to the existing layout of the ticket hall/subway.</p> <p>When all these factors are taken into account it is clear that providing step-free access at Northwick Park is not a priority compared to many other stations on the London Underground network.</p>
<p>17. North West London NHS Hospitals Trust works with Transport for London to improve bus facilities for patients at Northwick Park Hospital. If possible, real time information should be installed in the reception area of the hospital and on the bus stands to provide up to date information on bus services for passengers.</p>	<p>LBB Transportation Unit - The Northwick Park group should take this up as a higher priority than is currently the case.</p> <p>North West London NHS Hospitals - This applies to Central Middlesex as well as Northwick Park bus station: we are asking TfL to improve both, including countdown indicators inside the hospital entrances and possibly elsewhere.</p> <p>Transport for London - Thank you for your request which we will consider.</p>	<p>North West London NHS Hospitals – Northwick Park is to be a pilot site for TfL’s I-Bus, real time technology. Real time information should be put in reception areas (and hopefully in the café areas at the site). The trust would like CMH to be added into the pilot. It may also be possible to put live departure boards in the hospital, which show London Underground times. The pilot will be taking place in 2011.</p> <p>Transport for London – In September 2009, TfL awarded three contracts as part of the delivery of a new Countdown system, which will allow Londoners to find out when their next bus is due using their mobile phones or the internet.</p> <p>The new and improved Countdown system is the next step in London Buses’ provision of real time bus service information to our passengers. Bus users will be able to access bus arrival time predictions for every one of the 19,000 bus stops and all 700 routes in London via the internet and mobile phones. This service will be complemented by a new generation of Countdown signs which will provide real time information at around 2,500 key bus stops in London which will include the stop located outside Northwick Park Hospital in Watford Road.</p>

		<p>The Internet and text message services are scheduled to be available by early 2011. The roll out of new Countdown signs will start in spring 2011 and will be complete by summer 2012.</p> <p>Stop Selection Strategy</p> <p>As part of the roll out of the new Countdown system, the selection of stops to receive on-street signs will be based upon a stop-selection strategy in which every stop in London will be assessed against a range of criteria.</p> <p>The Stop Selection Strategy aims to prioritise bus stops for Countdown signs, targeting locations where the need for on-street RTI is thought to be greatest. Ultimately, new generation Countdown signs will be installed at strategic locations where they will provide the most benefit to the greatest number of passengers, whilst addressing social needs where possible.</p> <p>All stops across the London bus network have been considered as part of this stop selection process. The location of on-street Countdown signs will be finalised following discussions with the London boroughs which commenced in January 2010.</p>
<p>18. North West London NHS Hospitals Trust continue to work with Brent Council's Transportation Unit and Transport for London and keep them informed of planned developments at the Northwick Park site. The task group will follow this up in 12 months time to check this is happening.</p>	<p>LBB Transportation Unit - The transportation unit strongly supports this recommendation.</p>	<p>LBB Transportation Unit – The Northwick Park Public Transport Liaison group continues to meet – there are plans to bring Ealing Council into this group because of the poor transport connections to Greenford and Northolt, which are in the hospitals natural catchment area. A similar group is planned for Central Middlesex Hospital, in collaboration with other organisations based at Park Royal. They are useful forums to lobby on transport matters and keep up to date on service developments.</p> <p>The Transportation Unit will provide a link to Transport for London, through the Public Transport Liaison group as TfL will now only attend these meetings on a regular basis. This link is important in order to show the council and NHS are working together to influence transport policy and operational decisions in Brent.</p>

		<p>North West London NHS Hospitals – Work continues to take place on a formal and informal basis with the local authority. The trust attends the Public Transport Liaison meetings, whilst the council also attends the Northwick Park Public Transport Liaison Group. The Director of Corporate Services at the hospitals trust also meets informally with Brent Council’s Director of Planning to talk through issues affecting the trust, for example, the forthcoming development of the old CMH site.</p>
<p>f). Central Middlesex Hospital</p> <p>19. Brent Council’s Transportation Unit and London Buses consider whether there is a case for implementing bus priority initiatives to improve poor performing bus services in the borough, particularly those serving hospitals.</p>	<p>LBB Transportation Unit - Bus Priority initiatives are continually pursued by Brent Council, but Central Middlesex Hospital (and indeed Northwick Park Hospital) is on the borough boundary, therefore adjacent boroughs should also pursue bus priority initiatives.</p> <p>Transport for London - Bus service reliability in Brent has been transformed in recent years through a variety of measures including Quality Incentive Contracts, improved service control and bus priority. Specific examples of recent changes on routes you had raised with us were provided in a previous communication. We recognise the need for continuous attention to service quality and welcome any further assistance the Council can provide in considering bus priority.</p> <p>TfL’s Bus Priority team works closely with councils across London. Each borough has a dedicated TfL engineer who works alongside council officers</p>	<p>North West London NHS Hospitals – The trust is currently pressing for an improved exit for buses at CMH. This might be possible once the site is developed (see recommendation 18 above) and could mean a bus lane on Acton Lane is no longer required. The trust will keep working on this.</p> <p>Fast Bus linking Wembley with CMH is some way off and it is disappointing to the trust that express routes have not been put in place, despite assurances from the Mayor of London that they would be.</p> <p>LBB Transportation Unit – Fast bus is not a short term option in Brent. However, London Buses are considering a link from Wembley to Central Middlesex Hospital and if bus priority is fully implemented then it will have similar benefits to Fast bus. The Mayor of London had pledged to improve bus services in the outer London boroughs, but to date only one express route has been enhanced (Croydon to Heathrow) – this point was included in the council’s response to the consultation on the Mayor’s Transport Strategy.</p> <p>Transport for London - Bus route improvements schemes currently being implemented include Ealing Road/Carlyn Road junction, Wembley High Road, Forty Lane, Blackbird Hill and Neasden Lane (3G route) and improving accessibility for all road users to various bus stops.</p> <p>The new LIP process has reduced the number of programme areas from 20 to 5 from 2010/11 and beyond. An allocation has been made by TfL to LB Brent under the corridor improvement programme which would include improvement of bus reliability along selected corridors. Details are currently being developed by LB Brent.</p>

	<p>to identify and implement schemes that reduce journey times and increase reliability and accessibility. Current projects in Brent include a range of schemes planned for route 182 under the “3G” bus priority programme, including measures specifically to enhance access to Northwick Park Hospital.</p>	
<p>g). Transport Improvements</p> <p>20. London Buses change the displays and announcements for buses stopping close to the Wembley Centre for Health and Care on Ealing and Harrow Road, so people are aware that they should alight for the GP led health centre.</p>	<p>LBB Transportation Unit - Transportation supports this initiative.</p> <p>Transport for London - Thank you for this suggestion for ‘alight here for...’ information. At this time there are no plans to expand real time information to cover individual health centres. However, we will give consideration to your request.</p>	<p>Transport for London – In June 2009, Transport for London (TfL) commenced trialling ‘Alight Here For’ announcements on three bus routes providing further information to passengers regarding stops that serve points of interest including NHS and private hospitals of significant size. The trial concluded at the end of August 2009. Independent passenger research was carried out at the conclusion of the trial with results indicating a very positive response to further ‘Alight Here For’ announcements across the network.</p> <p>TfL are currently planning to further trial an additional 20 routes (routes and go-live date to be confirmed). The initial three trial routes will remain.</p> <p>Following the conclusion of the trial, a decision on whether to introduce “Alight Here For” announcements more widely across the network will be taken.</p>
<p>21. Signage for pedestrians directing them to health sites in Brent is improved. There are three specific issues that need to be addressed:</p> <ul style="list-style-type: none"> • Brent Council and NHS Brent should put up signs for 	<p>LBB Transportation Unit - Transportation supports these initiatives and will work with colleagues in Streetcare towards their implementation.</p> <p>NHS Brent - Signage to health sites in Brent should be improved, in particular to Wembley and Willesden Centres for Health and Northwick</p>	<p>North West London NHS Hospitals – The trust is aware of two issues it would like to address – signage from Northwick Park Underground Station to the hospital, which it needs to improve. The trust would also like signage from Harlesden Underground Station to be put in place to direct people to CMH. TfL or Brent Council are more likely to be responsible for this than the hospital trust.</p> <p>LBB Transportation Unit – If it’s available, Section 106 funding can be used for signage improvements. The Transportation Unit is happy to implement schemes with Streetcare colleagues, but funding for signs to health services</p>

<p>pedestrians walking to the GP led health centre from Harrow Road. At present, there are no signs.</p> <ul style="list-style-type: none"> • Signs for pedestrians walking to the Willesden Centre for Health and Care should be put in place from Willesden High Road, particularly if services there are expanded in the future. • Signs from Northwick Park Underground Station to the hospital need to be made clearer. The task group believes that at present it is easy to confuse the hospital and university sites from the exit at Northwick Park Underground Station. 	<p>Park Hospital.</p> <p>Transport for London - London Underground has examined the signage at Northwick Park and believes that it meets our criteria for clear way finding. Both the university and the hospital are clearly signposted both inside the station and outside (on council owned signs). They are also marked on the continuing your journey poster inside the station. London Underground believes that adding additional signage inside the station would create unnecessary clutter and could even make the route more confusing. If, however, there is a specific problem that Brent council have identified at the station, we will look again at this issue.</p>	<p>should be funded by the NHS.</p> <p>Transport for London – London Underground has examined its signage at Northwick Park station and believes that it meets our criteria for clear way-finding. Both the university and the hospital are clearly signposted inside the station and are also marked on the ‘Continuing Your Journey’ poster.</p> <p>London Underground believes that adding additional signage inside the station would create unnecessary clutter and could even make the route more confusing. London Underground has no objection to LB Brent improving council owned signage outside the station.</p> <p>NHS Brent – Will provide a verbal update at the Health Select Committee meeting.</p>
<p>22. NHS Brent</p>	<p>NHS Brent - NHS Brent will consider</p>	<p>NHS Brent – Will provide a verbal update at the Health Select Committee</p>

consider whether patients should be able to access the GP led health centre from Harrow Road. At present, people who approach that way have to walk around the site to get into the building.	revising pedestrian access to the Wembley Centre. At present, people who approach that way have to walk around the site to get into the building.	meeting.
23. The North West London NHS Hospitals Trust consider offering patients the choice of a later appointment (if they do not do so already) so they don't have to travel on public transport at peak hours to make an early morning appointment.	North West London NHS Hospitals - These are already available on request, and the Trust will ensure that more prominence is given to this option when appointments are being made.	North West London NHS Hospitals – Later appointments are offered to patients, priority is given to those getting to hospital by ambulance so they are not being transported in rush hour traffic. It was noted that moving appointment times from 9am – 5pm to 10am – 6pm would be unpopular with staff and isn't being considered at present.

Additional Information

North West London NHS Hospitals Trust

The hospital trust is close to completing a travel plan for Northwick Park Hospital and a separate travel plan for Central Middlesex Hospital. The NWP plan should be presented to the trust board in March, and just needs final editing. The CMH plan can't be completed until outstanding survey results have been collated, but this work won't take long and the plan should be approved in the next few months.

An NHS Travel Network has been set up by the acute trusts in North West London. The role of the network is to lobby and campaign on behalf of trusts in the area on transport and travel matters and to share information and best practice on transport issues within the sector. The co-ordinator for this group is based at the Royal Free Hospital and Gerry Devine attends on behalf of North West London Hospitals NHS Trust.