

## Appendix 3: Feedback from written responses

In addition to the stakeholder events and public survey, we also received 11 written responses; these included responses from the Community Partnership Network (CPN) in Banbury, West Oxfordshire District Council, Age UK, Carers Voice and the Oxfordshire County Council's Supported Transport programme. The corporate responses will be displayed in the OCCG public website.

Corporate response concerns were most strongly reflected from the Community Partnership Network, West Oxfordshire District Council and West Oxfordshire District Council

- West Oxfordshire District Council determined that neither of the proposed options as shown in the report can be supported;
- CPN raises a number of concerns and amongst many requests call for the CCG to approach this exercise from patient need and have flexible guidelines based on this
- OCC Supported Transport Programme response requests that any likely pressure on these services and related services, such as Oxtail service are understood and supported.
- Age UK have echoed concerns of others on Integration of transport solution, importance of information provision and important practicalities such as parking and drop off

There was recognition of OCCG's need to save money and in general respondents agreed with the proposals. However, it was felt by five of respondents that this needs to be in partnership with other statutory services and that transport as whole needs to be holistic.

*'The PTS is part of a much wider countywide transport 'whole system', a system that is not without flaws, all of which impact on other parts of the system. One part of the system cannot make changes without impacting on the rest of the system and impairing still further the ability of people – particularly the more frail, whose independence is already seriously compromised – to get around'.*

The main areas addressed in the written responses were:

- Funding for community transport
- Elderly and Frail, impact of people who have co-morbidities
- Rurality and equality of access across the county, including cross boundary issues

*'I would agree that cuts need to be made and that non-essential transport need to be considered'*

Some specific suggestions were made for OCCG to explore in mitigating the impact of any changes following these proposals, which included:

- Exploring bus subsidies for people who are not eligible
- Exploring additional funding for volunteer driver schemes
- Investigating a nominal fee charge for the use of non-emergency patient transport
- Delivering more care closer to home, so people don't have to travel
- Ensuring that there is greater wheelchair provision at the hospital sites
- Improving parking facilities at the hospital sites
- Providing greater information to patients about the eligibility criteria and the options available to patients who are not eligible.

*'Consideration should also be given to how difficult it is to actually get a parking space at the John Radcliffe and Nuffield Orthopaedic hospitals at the moment and would need to increase car parking facilities'*

*'Sadly the public availability of wheelchairs for patients at most hospitals in Oxford is unreliable, if it exists at all'*

It should be noted however, that some of the respondents asked for a longer implementation period to ensure that any changes were rigorous and communicated appropriately to people in Oxfordshire.