



**People's experiences of
travelling to hospitals in
Oxford and Banbury**

May 2017



Your voice in health and social care

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1 Executive summary

Healthwatch Oxfordshire was commissioned by Oxfordshire Clinical Commissioning Group (OCCG) to conduct a qualitative travel experience survey of people's experiences attending the John Radcliffe (JR) Hospital in Oxford, the Horton General Hospital (HGH) in Banbury, the Churchill Hospital, and the Nuffield Orthopaedic Centre (NOC) in Headington, Oxford. The purpose of the survey was to gain an understanding of people's experience when travelling to and, parking at, the four Oxford University Hospitals NHS Foundation Trust (OUHFT) hospital sites.

We randomly selected and spoke to 295 people over a three-week period between 8th May and 26th May 2017.

2 Summary of findings

2.1 People's experiences

Overall, people's experience of travelling to the four hospital sites was that they would have early starts to avoid traffic, leave plenty of time to queue and park, and they were stressed by the thought of the queue to get into the John Radcliffe or Churchill sites. They also observed that it took three people to make the appointment on time - driver, patient escort and patient - and the sense of 'would it all come together and will I get to my appointment on time?' ran through many of the comments.

Despite the planning needed and uncertainty about the journey and parking, most people reported that their journey felt fine, 'as expected'. Others reported that the parking experience was not fine - queuing, being let into parking areas where there were no spaces (only Blue Badge spots), the price of parking and for HGH the fact that the change machine was giving new pound coins that were not accepted by the parking meters.¹

2.1.1 Travelling by car and parking

Most people chose to travel by car and park on the hospital site. Some were pleasantly surprised, relieved, to find that the journey and parking were easier than they had expected. Many people told us that setting off and planning for the journey was a stressful time as traffic onto the site was expected to be difficult and parking a 'nightmare'.

Travel times to the hospital sites varied based on the time of day and whether people came from outside Oxfordshire (taking 1-2 hours) or within Oxfordshire taking 30 minutes to 1 hour. On arrival, the longest time taken to park varied depending on the time of day. Finding a parking space took longer between 10am and 2pm - up from under 15 minutes in the early morning to at least 30 minutes after 10am at the JR, NOC and Churchill sites. Parking at the HGH was usually achieved under 15 minutes throughout the day.

¹ Healthwatch Oxfordshire raised this with OUHT on the day and they responded within 4 hours by suspending parking meters.

The experience of parking for many people varied between easy ‘one of the good [experiences] today’ - usually early morning and most often at the HGH, to ‘horrendous’.

People from Oxfordshire generally had a total travel and parking time of between 45 and 75 minutes to all the hospital sites.

Many people who travel to hospital regularly told us of much more difficult experiences they have had on earlier visits, including missing appointments, dropping the patient off and looking for parking and not getting parked in time to be with them for the appointment. On the day one person told us:

‘...took 20 minutes [to park] ...I queued for 57 minutes from the junction...wife gone into surgery without seeing me even though I was there, just couldn’t park. It’s just horrendous...’ (JR site)

The preference to travel by car was influenced by many factors, including lack of public transport from outside of Oxford or Banbury, travel times and having to take multiple buses, the cost of public transport, and patients unable to use public transport due to illness or disability. People did comment that with more direct buses to the hospital sites and serving the hospitals later at night - both from their point of departure and park & ride sites - they would consider using them, if able so to do.

2.1.1.1 Suggestions from people using cars

People took the opportunity to make suggestions that would make their, and others’, experience better. These included the provision of nearby multi-storey car parks, off-site parking with a regular shuttle bus, car park barriers not letting people in when only Blue Badge spaces were available, better information on the park and ride buses about drop-off points, spreading appointment times to ease pressure on access and parking on site, and having direct buses from all park and ride sites to the hospitals.

3 Considerations and recommendations

The preferred choice, and often the only choice, for people attending as outpatients at the four OUHT hospital sites is to travel by car.

3.1 Horton General Hospital

At the HGH all of those who spoke to Healthwatch had arrived by car. If this is representative of most people visiting the hospital site then it has implications for the proposed expansion of outpatient and day case appointments at this hospital. People’s current experience is usually positive: easy parking and shorter journey times than using public transport (and often public transport is not an option). In our view a significant increase in the number of out-patients using the HGH will most probably have a negative impact on the patient experience of attending the site.

3.1.1 Recommendations

Part of the planning process for the development of the HGH site should include:

1. Consideration of ease of access to the site
2. A proportionate and prompt increase in parking spaces on site
3. Consideration for dedicated park and ride facilities located on the main routes into Banbury from the expected direction of travel of the 'additional' outpatients.

Without more parking and maintaining the ease of access to the hospital site it is anticipated that the move to the Horton of outpatient appointments from the Headington hospital sites will take with it the negative travel (queuing) and negative parking experiences of patients currently visiting the Headington sites.

3.2 Headington hospitals sites

Access to the Headington hospitals sites by car is at its worse mid-morning to early afternoon when most out-patient appointments are held.

Our survey did not reflect the general public's perception of getting to and parking at JR being a 'constant nightmare' to access the site and park. However, there were a sizeable number of people whose travel and parking experience had a major negative impact on their visits to the hospital.

Two frustrations voiced were queuing for parking when spaces were only available for Blue Badge holders and being given access to car parks by non-Blue Badge holders when only Blue Badge spaces were available.

Recommendations

1. OUHFT should further explore 'spreading' out-patient appointments across the day / week. This will relieve the pressure on the access routes and parking facilities, thus improving the patient experience of attending a hospital appointment.
2. OUHFT should undertake a review of the number of Blue Badge spaces available at all sites, and their use
3. OUHFT should explore a simple solution, adopted by other hospitals in the country, of a dedicated Blue Badge only parking area with separate access.

3.2.1 People's suggestions

Suggestions have been made during this survey by people visiting the JR, NOC and Churchill sites that could improve their travel and parking experience.

Healthwatch recommends that OUHFT respond to the following public suggestions:

1. Introduction of multi-storey parking: The public needs regular updates on this proposal, if only to dispel the myth or hope that one day there will be multi storey car parks that solve the queuing and parking problems.
2. Introduction of nearby off-site parking with a frequent shuttle bus running to all sites.
3. Introduction of cheaper parking fees.
4. More frequent and later direct buses from all park and ride sites and the City.

3.3 Staff parking

Some OUHFT staff expressed concerns about parking and access to public transport to the hospital site.

3.3.1 Recommendation

OCCG and OUHFT should survey staff to understand the impact of travelling to work, both by public transport and car, on recruitment and retention of staff.

4 Travel survey at four hospital sites

4.1 Background

Healthwatch Oxfordshire was commissioned by Oxfordshire clinical Commissioning Group (OCCG) to conduct a survey of patients attending the John Radcliffe (JR) Hospital in Oxford, the Horton General Hospital (HGH) in Banbury, the Churchill Hospital, and the Nuffield Orthopaedic Centre (NOC) in Headington, Oxford. The purpose of the survey was to gain an understanding of patient experience when travelling to and parking at the four Oxford University Hospitals NHS Foundation Trust (OUHFT) hospital sites.

Oxfordshire Clinical Commissioning Group (OCCG) undertook a consultation between 16th January and 9th April 2017 looking at acute hospital services, specifically:

- Changing the way we use our hospital beds and increasing care closer to home in Oxfordshire
- Planned care at the Horton General Hospital (planned care includes tests and treatment planned in advance and not urgent or emergency care)
- Acute stroke services in Oxfordshire
- Critical care (critical care helps people with life-threatening or very serious injuries and illnesses) at the Horton General Hospital
- Maternity services at the Horton General Hospital including obstetrics and the Special Care Baby Unit (SCBU).

Initial analysis by both OCCG and Healthwatch of the issues raised throughout the consultation period included concerns over travel and car parking times from Banbury and the surrounding areas to the John Radcliffe Hospital. In the south of the county travel times and parking availability and time to park at Oxford hospitals were also raised during the consultation.

This report will inform OCCG's consideration for transforming health services in Oxfordshire.

4.2 Methodology

4.2.1 Questionnaire

Using an agreed questionnaire², Healthwatch Oxfordshire:

1. Conducted face to face interviews with patients, or their representatives (carers, relatives going with patients) visiting the four hospital sites.
 - a. Interviews were conducted at the main entrance to the hospital buildings, in public areas specifically in the hospital entrances, foyer and cafés.

² Attached as Appendix F to this report

- b. Where people were unable to complete the questionnaire with the Healthwatch representative, they were offered a paper copy for self-completion with the copy to be returned to Healthwatch by free post.

4.2.2 Process

- 1 The survey was undertaken at separate times, on different days across the four hospital sites over a three-week period between 8th May and 26th May, avoiding school holidays. The survey times were divided into three blocks - 6-10am, 10am-2pm, and 2-6pm to cover different periods of the day.
- 2 Healthwatch staff undertook the face to face questionnaire, collated and analysed the results.
- 3 The survey questions were drafted and agreed by Healthwatch and OCCG and were designed to provide data on a range of areas such as considerations when making the journey, choosing a mode of transport and the impact of the journey experience to the hospital.
- 4 No personal details were collected and people were not asked to disclose any symptoms/ illness details.
 - a. However, people were given the opportunity to give their contact details if they wished to be informed of the outcome of the survey and / or wanted to be kept informed of Healthwatch's activities. This data would be recorded separately from the survey data and maintained in accordance with Healthwatch's data protection policy and procedures.

4.3 Report

The data collected was analysed and findings and recommendations are included in this Report. The report includes:

- a. Numbers of completed questionnaires by site and time of day.
- b. Analysis of questionnaires by site and time of day.
- c. Common concerns and positive statements from respondents.
- d. Recommendations to the OCCG and OUHFT when redesigning services and parking changes.

5 Main findings for each site

Over a three-week period, we spoke to 295 people at the four hospital sites (Table 1). This is 95 more people than originally planned for and is reflected across each site. Fewer people were spoken to between 2-6pm than first thing in the morning (6-10am) and mid-morning/early afternoon (10am to 2pm).

Table 1 Number of people spoken to by site and session

	HGH	JR	CH	NOC		%
7 to 10am	23	75	9	24	131	44%
10 to 2pm	32	41	20	18	111	38%
2pm - 6pm	15	12	16	10	53	18%
TOTAL	70	128	45	52	295	
Target	40	80	40	40	200	

The following sections give a summary of the main findings from the survey at each site. Appendices B to E to this report provide detail data, data analysis and people's comments for each hospital site.

5.1 John Radcliffe site (JR)

Total number of people spoken to at the John Radcliffe site (JR) was 128 over five days 8th - 17th May 2017. Healthwatch staff were present on site for three sessions - 7am-10am, 10am-2pm and 2pm-6pm. Table 2 below shows the number of people spoken to by date and session

Table 2 John Radcliffe: Number of people spoken to at each session

	8 May 2017	10 May 2017	11 May 2017	16 May 2017	17 May 2017	Total
7am-10am	19	7	16	18	15	75
10am-2pm		8	12	21		41
2pm-6pm				12		12
Total	19	15	28	51	15	128

5.2 Main findings

5.2.1 Respondent profile

57% of respondents were outpatients while most others were either going with a patient or visiting one.

79% of respondents came from within Oxfordshire.

5.2.2 Mode of travel and journey times

73% used their own car.

The main reasons given for people using a car were:

- convenience (many said it was easier, quicker or that they were being accompanied by someone who drove them);

- the lack of any public transport (around a quarter said there were no buses from where they lived);
- or the inability to use public transport because of ill health, disability or the hospital procedure (around 25% of those surveyed).

Journey times

Those coming from within Oxfordshire, 57% said it took between 30 minutes and an hour to get to the hospital. For those coming from outside Oxfordshire, 100% responding said it took between 1 and 2 hours.

When asked how the journey made them feel 79% said they felt fine and the journey was as expected. Slightly more people felt fine about it in the morning period (6-10am) than in the late morning/early afternoon (10-2pm). More of those who came later on in the morning mentioned finding queuing to get into the car parks and the experience of parking quite stressful.

5.2.3 Parking

77% parked without a blue badge.

82% of people coming from within Oxfordshire parked on the hospital premises. Most of those who didn't used park and ride services and buses. Only one person coming from outside of Oxfordshire reported parking off-site at a park and ride service. Several people commented on the lack of direct bus routes to the hospital from where they lived and the lack of dedicated bus lanes, which meant the buses got stuck in traffic.

Most people reported allowing up to 30 minutes at least to park. There were differences in how long it actually took to park that seemed to be dependent on time of day.

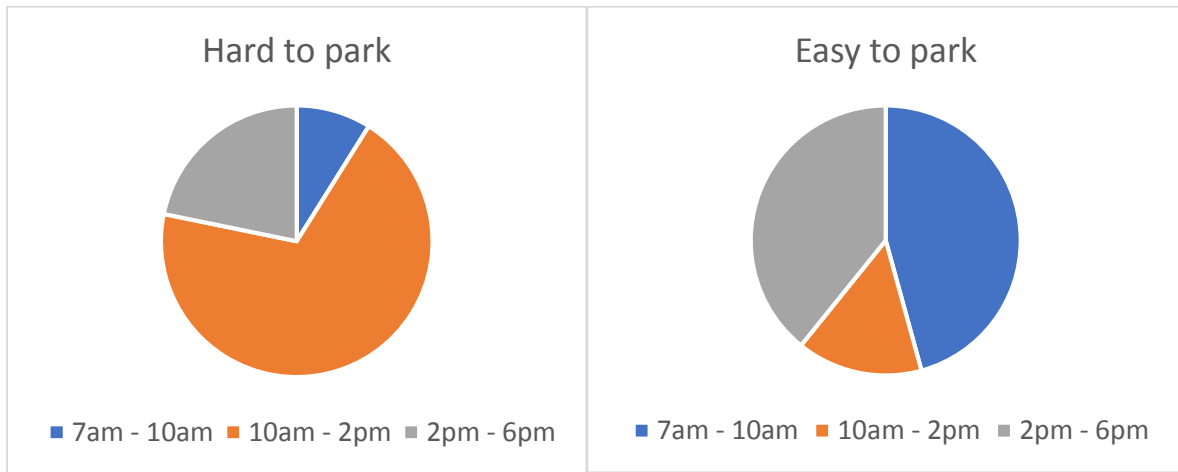
Between 6-10am - 60% of those who responded found a parking space in less than 15 minutes

Between 10am-2pm - 35% of those who responded found a space in less than 15 minutes

Between 2-6pm - 56% of those who responded found a space in less than 15 minutes.

The figures indicate that it is easier to find a space more quickly earlier in the morning as compared to late morning and early afternoon. Two people reported waiting 30 minutes to 1 hour for a parking space between 7am and 10am, whereas eight people reported waiting 30 minutes to 1 hour between 10am and 2pm and one person reported waiting for 30 minutes between 2pm and 6pm.

This variation in time taken to park is also reflected in whether people found it easy or hard to park:



5.2.4 Comments from people about their parking experience included:

- The words “stressful” and “horrendous” were commonly used to describe negative experiences of parking.

“Sat in a queue for the car park- one in one out system. It may let you in and there is still no space. Horrendous. Car park No1 works better. I always allow a good couple of hours to park.” “Stress you don't need” “Worrying and anxious” “Awful, one in one out - really stressful, especially with children, when people in pain or children in pain - it's a terrible experience.” “It's stressful, you are watching the clock ticking away”

- Some people said they left home very early- some citing 5am, or arrived very early- some citing 7am for an appointment at 8.45am. Another said they left home at 6.30am for a 9.30am appointment.
- Some said they bring two people with them- one to accompany them into the hospital and one to park.

“Difficult because you're waiting for a car to come out before you can go in. I did 6 or 7 laps of the car park waiting for a space, about a dozen other cars were doing the same thing. Stressful. Needs two adults to accompany an elderly patient- couldn't have done it on my own- I would have been a wreck.”

- Many people suggested some form of multi-storey car park to ease the pressure on existing spaces.

“I come to the hospital at least once a week- every time I have to allow at least 30 mins for parking. Would love to see a multi-storey car park built.” “It felt stressful- radio off, total concentration on. Hoping someone who leaves will tell you where they've come out of. The car park seems to have been built at an earlier time- seems to aim to discourage parking. Surprised

they only have one level car park here. Multi-storey would fit more people in.”

- There was frustration expressed at the fact that often the car park is full but there are free disabled bays. Equally, frustration was expressed at having a blue badge and empty disabled bays but still being stuck in long queues to park.
- A few people mentioned the high cost of parking.
- A patient, who was also a member of the Oxford University Hospitals Trust staff, said parking problems were having a knock-on effect on staff. They said:
“Now you have to live as far away as Milton Keynes, High Wycombe or Chipping Norton to qualify for a staff parking permit. They are taking permits off staff. It would cost £1000 to use the Park and ride for a year. Have worked at (Oxford hospital) for 11 years but will look for a new job at the end of the year when they take away my permit. Would like designated parking for staff, even if it off site and they have to ship people in.”
- One person saying he had missed his pregnant wife’s ultrasound scan.
- A suggestion was made for a dedicated park and ride for the hospital where you drop your patient off and then go off site to park and have a bus to come back in. Another said it would also ease pressure if they had off-site parking with a shuttle.
- Another said that before parking *“I queued for 57 minutes from the junction. The whole experience is stressful. On the other hand you see so many (free) disabled car parking spaces. It is terrible. I started my journey at 8.45am but was held up at the hospital. My wife has gone into surgery without seeing me even though I was here, just couldn't park. It's just horrendous- they should make a multi-storey car park.”*
- *“Was allowed into car park but couldn't find a space. It didn't bother me because I'd allowed so much time. It would have been awful for patients- the last thing you want.”*
- *“Seem to offer lots of appointments at the same time- block bookings. Have 10 people come in one go. Should stagger appointments. Stressful to visit family here and stressful to be member of nursing staff- no parking.”*
- *“Annoyed, always feel large reception looks good but more parking would have been a better use of space.”*

- *“Just waiting in queue not knowing when or if you can park car. There must be a better system.”*

5.3 Horton General Hospital (HGH) site

We spoke to 70 people at the HGH site was 70 over three days from 8th May - 10th May 2017 during the hours of 6-10am, 10am-2pm and 2pm-6pm.

Table 3 Number of people spoken to at each session

	8 May 2017	9 May 2017	10 May 2017	Total
7am-10am	14	2	7	23
10am-2pm	19	2	11	32
2pm-6pm		12	3	15
Total	33	16	21	70

5.3.1 Main findings

Main findings from the Horton:

Most respondents were outpatients, mostly from within Oxfordshire and the majority used their own car.

The main reasons given for people using their own car were convenience and the lack of any public transport from where they were travelling.

5.3.2 Journey time

Most respondents said it took under 30 minutes, although for people in the 2-6pm slot it was longer, with half taking between 30 minutes and 1 hour.

A majority felt fine about the journey.

5.3.3 Parking

A majority parked without a blue badge and on the hospital premises.

The majority of respondents said it took less than 15 minutes to park and that it felt easy to park.

Most felt fine about parking with a few feeling stressed - particularly about the parking coin machines not accepting the new £1 coins. (This was raised by Healthwatch Oxfordshire (HWO) and was rectified the same day by OUHT).

5.4 Nuffield Orthopaedic Centre (NOC) site

The total number of people spoken to at the Nuffield Orthopaedic Centre (NOC) was 52 over two days 18th May and 23rd May. Healthwatch staff were present on site for three sessions on the 23rd May and two sessions on 18th May. Table 4 below shows the number of people spoken to by date and session.

Table 4 Number of people spoken to at each session

	18 May 2017	23 May 2017	Total per session
7am - 10am	12	12	24
10am - 2pm	8	10	18
2pm-6pm		10	10
Total per day	20	32	52

5.4.1 Main findings

Of those interviewed, 62% were outpatients, 50% of whom came from within Oxfordshire and 50% from outside Oxfordshire. 75% drove to hospital (either their own or a friend's or family member's car) and seven people (13%) used the Park and Ride services.

The main reasons given for people using a car were the lack of suitability of public transport because of the distance travelled, ill health or disability (50%) with only 37% saying they used a car because of convenience.

One person said "Easier with wheelchair, No trains from MK. Can't find taxis who can take wheelchair and would involve 5 busses and 3 hours!" Another commented "Takes over an hour to get here and can't use public transport anyway." One parent said using a car was the only way to bring their son in his wheelchair.

5.4.2 Journey time

Between 7am -10am- 67% of both those coming from within and outside Oxfordshire reported a journey time of between 30 minutes and 1 hour.

Between 10am to 2pm - 67% still reporting a journey time of between 30 minutes and 1 hour from within Oxfordshire, with 92% of those from outside the county reporting a journey length of more than one hour.

Between 2pm -6pm - 50% said it took them between 30 minutes and 1 hour, and 50% reported a journey length of between 1 hour and 90 minutes for those within Oxfordshire; 75% of people travelling from outside Oxfordshire reported a journey time of between 1 hour and 90 minutes.

Overall, 64% of people, when asked how the journey made them feel, said they felt fine and the journey was as expected.

5.4.2.1 Comments and suggestions included:

"I was prepared for it! Would like to have timings of buses with the appointment letter from Thornhill and the hospital. So can plan journey better. Saves sitting around for 45 minutes."

"Awful- lot of traffic- worse than normal. it was bad today, don't know why"

One person said they had to leave at 5.30am to get here at 11am and another saying the journey was fine though the parking was bad.

"Exhausted", "Stressful"

"We put ourselves out because care at the hospital is so good. it depends on time of day as to how long it takes to park."

One person, who came on a park and ride service said *“lots of things could be better. A designated hospital bus (is needed)- mum has walker and there is not enough space on the bus for the clientele it's providing a service for. People with walking aids need space and there wasn't enough space for people needing the space. The bus should also let you know what the next stop is. An elderly couple got off at the wrong stop and then had to walk back. Not enough information on the bus about the stops.”*

5.4.3 Parking

58% of those who responded to the question said they did not have a blue badge; 95% of those who responded parked on the hospital premises.

For 94% of those who responded to the question in the morning (6-10am), it took less than 15 minutes to find a parking space.

For those who responded to the question and looked to park late morning to early afternoon, between 10am-2pm, 58% reported finding a space in less than 15 minutes with 42% stating it took between 15 and 30 minutes.

For those responding to the question, and looking for a space between 2-6pm, 88% said it took them less than 15 minutes to park.

82% who responded said they found it easy to park with 18% saying they found it hard.

5.4.3.1 Comments from people about their experiences included:

“Got a space straightaway- first time ever. Normally drive around after dropping husband off. Saw on a screen in the waiting room that if you're over time with the parking you can call receptionist or nurse: what is that about? If there is help available so you don't have to keep rushing back to your car then they should publicise it better, most people wouldn't see it. If you're on your own and have to run up and down to the car if your appointment runs over, then this would be useful. All the park and ride services should have a hospital shuttle- come to the Redbridge site so there is no park and ride³. Can't we have a shuttle service like at the airports, parking away from the hospitals and then have a shuttle to hospital? For us the park and ride is no use- would take an hour to Oxford and then take a long time to get here.”

“Usually come early. If you come at noon, you have a job to park, even with the disabled badge. All the visitors are coming at that time so compete with them for space.”

“Couldn't find a parking space at 9.30am ended up on the pavement with a sign that says do not park- because there's no place. Hope I don't get a ticket, went right way round, could see cars waiting, saw pavement, used it.”

“Incredibly difficult to find parking. There are people driving round and round in the car park. There is potential for aggression and accidents when people spot a

³ Reviewing the OUHFT patient parking information on their web site it appears that there is no direct bus to the NOC from Redbridge Park & Ride, people will have to change in the City to the No 400 bus service. However, the X3 runs from the Redbridge Park & Ride site directly to the entrance at John Radcliffe Hospital

parking space becoming empty. Dropped husband off and was waiting to park. Felt there were drivers who were quite aggressive and racing into parking spaces. Suggestion- people with certified mobility problems and blue badges and frailty should be granted certificate to park at the hospital. Should be more parking for staff. Everyone else should be given instructions for the park and ride- clear instructions on what buses to catch. Buses should turn into the hospital- hard to walk from the road. Detailed instructions should be given to patients on how long it will take and how to get there. Should be dedicated park and ride for the JR. Transport should be more integrated. People would use public transport more willingly if there were more certainty.”

One patient, who is also a member of staff said “They want me to be here at 7am. If I come on the bus I have to leave home at 5am. Then I am too knackered to do a 12 hour shift from the start. I drive at the moment because I have a permit but the buses are really hard to do. If I use the park and ride and my shift finishes at 10pm there are no buses from the hospital. I have to walk to the High Street in Headington in the dark to catch a bus. Even with a permit in the afternoons can't find parking. Have to park in patients parking and risk a fine. Really need a travel survey with staff. Park and ride costs me £150 a month plus the buses don't go after 7pm. Need a multi-storey car park like other areas. Find so many patients upset about parking. At protected lunch times when you ask people to leave they get really upset because they say 'but I've struggled to park and now you're asking me to leave.”

“Parking is not too bad but the journey is really difficult. I'm 83 and husband 84- it's very hard for us to do the journey. The journey is costing us a fortune in petrol. It's a 200 mile round trip, costs £40 each way.”

“As I turned right (into the hospital)- the stress starts knowing that I might not get a space and might not be able to get to the hospital at my allocated time. You arrive in a tense situation but the relief when someone pulls out! I consider myself really lucky when I get a place because it is so difficult. Otherwise might miss appointment.”

“Always find it ok”

“Normally an issue but today was fine”

“Unusually good today. You have to get here before 9 or you've had it!”

One person said they had to leave at 5.30am to get here at 11am

“Exhausted”

“Stressful”

“We put ourselves out because care at the hospital is so good. It depends on time of day as to how long it takes to park.”

“Could have been better. Used park and ride because can never find parking here. They recommend on their website not to park here so we don't.”

One person, who came on a park and ride service said “lots of things could be better. A designated hospital bus (is needed)- mum has walker and there is not enough space on the bus for the clientele it's providing a service for. People with walking aids need space and there wasn't enough space for people needing the space. The bus should also let you know what the next stop is. An elderly couple got off at the wrong stop and then had to walk back. Not enough information on the bus about the stops.”

“Bit of a nightmare. Luckily person I was bringing- in a wheelchair- had brought her mum with her. Would have missed appointment if I had brought her on my own because I had to drop her off at the entrance and go and look for parking while her mum brought her in.”

“Hard to find a non-disabled space- as a volunteer driver I get a special permit to park in the ambulance spaces. Normally it is fine but for the first time in 6 years we had to wait for an ambulance to move. Busy today.”

“Left over 2 hours for travel and parking. Parking was not too bad- just drove round a few times. It was a matter of going round a couple of times to find a space- dozens of others were driving round. My husband dropped me off- if I were by myself I would have been stressed. But because I was dropped off I was fine.”

“Harder than usual. Had to wait for someone to come out of a disabled bay. It was ok, took a bit longer than usual but it wasn't a problem. Today people seem to be waiting for spaces, it isn't normally so bad. At the Churchill where we go often, the car park is badly arranged- people trying to get out block the way of people trying to get in.”

“Depends on time of day - at 9am, travelling and parking is horrendous”

“Today it was difficult, I found a bay eventually but it was far away and I had to walk (which is hard for me - the disabled spot is too far away for people like me) so I was late for my appointment. Usually I always get a place by the Tebbit centre but today I had to drive round and round.”

“Very relaxed. Came here on Monday and waited 12 mins for a space. I can walk on crutches now so chose side road rather than hospital car park. I can always get a space if you're prepared to wait in my 5 weeks of experience.”

5.5 Churchill Hospital site (CH)

The total number of people interviewed at the Churchill hospital site was 45 on 17th May and 22nd May. Table 5 below shows the number of people spoken to by day and session.

Table 5 Number of people spoken to at each session

	17 May	22 May	Total
7am-10am	9		9
10am-2pm	6	14	20
2pm-6pm		16	16
Totals	15	30	45

5.5.1 Respondent profile

89% of respondents were outpatients, 78% of whom came from within Oxfordshire and 22% from outside Oxfordshire.

5.5.2 Mode of transport

62% used their own or a friend's or family member's car to get to hospital and 22% used the park and ride services or a bus service. The main reasons given for people using a car were the lack of suitability of public transport because of the distance travelled, ill health or lack of availability (58%) with only 39% saying they used a car because of convenience.

5.5.2.1 Comments included:

"This is the first time I've come by car because I've got to go on to another medical appointment and I can't get to that by bus. Anyone who comes here by car otherwise is an idiot."

"More convenient"

"Because of where we live- in the middle of nowhere- it's easier to come by car"

"Public transport takes days!"

"Much easier from my place. Brings me right here from where I live."

"Because we come from Northamptonshire- and then we pick up our son from Leighton Buzzard and come here. Convenience."

"Didn't know how dad would feel when finished so we can go straight home."

"Didn't want to be upset on bus."

"Buses unreliable."

"Would have to change buses several times."

"Easier to get here [in a car] but not to park."

"Know can't get parking, mornings are bad so try and get later appointments."

"Taxi would cost £30 from Wheatley."

"Quick, bus service infrequent. Feel nervous enough anyway."

"Too far, usually do park & ride, appointment was later today."

Some of the comments by people who had used park and ride services or another bus service included:

"Warned off car park, told it is so hopeless you can't get in, website says to avoid parking."

"Easier - Oxford has really got its act together! The park and ride are very good, excellent system!"

"Usually take hospital bus but it wasn't running today because of water/road works, had to take three buses from Kidlington."

“Easier to come although will probably have to wait around to get back to park and ride.”

“Don't want the hassle of trying to park.”

5.5.3 Travel time

41% of respondents reported a journey time of between 30 minutes and one hour, 31% said it took between one hour and 90 minutes and 28% said it took less than 30 minutes.

When asked how they felt about the journey, 51% said it was fine or ok or as expected, 40% felt stressed or had difficulty with traffic and roadworks they encountered on their way to the hospital.

5.5.3.1 Comments included

“Bit busy on A34. End part of journey- held up by roadworks.”

“Doesn't worry me- used to the traffic problems”

“Wasn't too bad- queued to the Headington roundabout but it moved fairly quickly.”

“Terrible- get stressed out because of road works, motorway backed up. Leave early and know all the routes- have to get here early to park. If you leave it till 11am, it's hopeless.”

“Been amazing- came on 2 buses- straight on a bus from home and when I got to the Park and ride the 900 was standing there. Only took 45 minutes. That was excellent. If I had missed the 900 it would have been a half hour wait. It was good.”

“Terrible- such traffic problems.”

“Because I'd left plenty of time, I was alright. Left really early, otherwise I would have been really stressed.”

“It was slow but fine. Traffic was quite bad.”

“Terrible because of the weather. The M40 and the lorries in the rain- horrible.”

“Bit wet but ok”

“Fine. As expected- husband deliberately didn't park here- he dropped me and then went to get a coffee. Had to go somewhere because we were worried about finding a place to park. So didn't attempt it.”

“As expected- better!”

“Bit tiring- more so for my son. He's recovering.”

5.5.4 Parking

83% of those who responded said they did not have a blue badge and 96% of those who responded parked on the hospital premises. 74% of people said it was easy to park with 26% saying it was hard.

Between 7 -10am - 78% of those who responded said it took less than 15 minutes to find a parking space, with 22% reporting a longer wait of between 15 and 30 minutes

Between 10am-2pm - 56% reported finding a space in less than 15 minutes with 44% stating it took between 15 and 30 minutes.

Between 2-6pm - 71% said it took them less than 15 minutes to park with 29% still needing to wait between 15 and 30 minutes just to find a space.

5.5.4.1 Comments from people about their parking experiences included:

“Daughter dropped me at the door and went off to park. She said it was quite easy today but yesterday it was a nightmare at the Nuffield Orthopaedic. Got here at 9.30am and it was fine but now (noon) there are no spaces. They let you into car park and you still have to drive around.”

“Parking is not up to scratch here. I object to paying for parking my car here in the hospital. Astounded that blue badge holders also have to pay. Parking has got worse over time here. They should issue a daily parking permit valid for the whole day- I don't think you should have to pay.”

“We come early, particularly since the roadworks.”

“Been lucky today. You can go straight in or you can wait an hour to find parking. Car park too small. Car park was full- one came out so we got in. We were going into a disabled bay so we were lucky. But still had to queue with everyone, even though we can park in the disabled bay. Have a blue badge and can park in a disabled slot but still get stuck in traffic because car park was full. Once into car park, a space was available today, though it can take an hour.”

“Have a special permit to park. It would be a total nightmare without permit. Come to front of Churchill and park straight across entrance. In Banbury they are building 1000s of new houses and they want to take the hospital away- disgusting. They can do treatments there, they should.”

“It was fine, wasn't sure where I was so just followed signs to general hospital. I have been here before, if I hadn't it feels like you don't quite know where to go. For me, if the park and ride were only stopping at the hospital- coming here directly I would feel better about using it. The current park and ride isn't only for the hospital. May not be sure where to get off.”

“Once through the barrier it was quite easy, but waited outside for 20 minutes. Parking is a problem- it's pretty horrendous. £7 a day is quite a lot to pay.”

“Was ninth in the queue to get into car park. Took 15-30 mins to park.”

“Parking not in a designated bay because can't find one.”

“Can be horrendous sometimes.”

“Confusing to park; no legitimate spaces - I am probably parked illegally but other people were too.”

“Traffic was awful today, bus drivers didn't know anything because of the traffic. We booked a taxi from the park and ride, but the bus came first.”

“Once you're in, it's alright as there are 8 or 9 disabled spaces. Car park was full. Went on the phone- pushed the button on the machine and talked to security. If you tell them you have a blue badge they let you in as there are spaces in disabled bays. Car park 1- disabled parking there is always full. But no5 has spaces. Know people who have missed appointments because of the parking problem.”

“One of the good days today. Sometimes a nightmare to get a parking space. We come here regularly. Very expensive to park- considering we don't have much choice but to come here.”

“Quite familiar with it- expect it to be hard so allow time and watch people with car keys. We hate coming here because of the parking.”

“Not too bad today. Today was fine, last week was a long wait, had to queue to park for an hour. Bit tiring that was.”

“Today it has been fine, other times I take a taxi because I know it can be hard, took a chance today!”

“Normally really bad.”

“Had to come all the way into main hospital to park.”

6 Appendix A - John Radcliffe Hospital site

6.1 Morning experiences

Main findings about people's journey and parking experiences in the early morning to the John Radcliffe hospital:

Time (JR)	7 -10am
Total number of respondents	75
60% were outpatients	44 out of 75
29% were going with a patient or visiting a patient	22 out of 75
79% came from within Oxfordshire	59 out of 75
73% used own car or a friend's or family member's car	55 out of 75
Why they used a car	
The most common reason was convenience with 31% of those who had used a car citing this	17 out of 55
The other two common reasons were the lack of public transport (22%) or the inability to use public transport because of disability, ill health or hospital procedure (22%)	12 out of 55
Length of journey	
For 59% of those who responded to the question and were coming from within Oxfordshire the journey took between 30 minutes and 1 hour	32 out of 54
For 30% of those who responded and were coming from outside of Oxfordshire it took anywhere from 1 hour to more than 2 hours	4 out of 12
How they felt about the journey	
78% of those who responded felt fine about journey saying it was as expected. There were many caveats about people leaving their homes very early (some as early as 5am) and allowing plenty of time to travel (some as much as 3 hours or more), as well as planning their journey using back roads. This was common to those who came from within Oxfordshire as well as outside.	53 out of 68
Parking	
75% of those who responded to the question had parked without blue badge	45 out of 61
In terms of parking on hospital premises, there were differences in those who came from within Oxfordshire versus those who were coming from outside Oxfordshire: 78% of people coming from within Oxfordshire parked at the hospital with most who did not stating that they either used a park and ride service or another bus.	35 out of 45 15 out of 16
94% of those who came from outside of Oxfordshire parked on the hospital premises with only 1 person using a park and ride service.	
Though people often allowed 30 minutes or more to park, of those that reported how long it took them to find a space, 60% actually found a space in less than 15 minutes. 10% reported a wait of over 15 minutes; this included 2 people who had to wait between 30 minutes and 1 hour to park.	41 out of 68 6 out of 68

Time (JR)	7 -10am
Total number of respondents	75
87% of those who responded to the question from within Oxfordshire found it easy to park while 100% of those who responded to the question from outside Oxfordshire found it easy to park.	33 out of 38 15 out of 15
Comments about parking experience	
79% of those who responded to the question coming from within Oxfordshire felt their parking experience was fine on the day. However, comments included: <ul style="list-style-type: none"> • They left very early (they parked at 7am for a much later appointment for instance). • They had brought someone else to accompany the patient in addition to the driver who was then free to look for parking • Parking had been stressful in the past. • Some said there should be a multi-storey car park built as soon as possible. • Others used the word stressful and horrendous to describe previous parking experiences. • One person noted that they have a blue badge but had to queue with all the other cars to get in even though there were disabled spaces free and often when you ring the buzzer for parking assistance no one answers. • A few people mentioned the high cost of parking. • A member of the Oxford University Hospitals Trust staff said parking problems were having a knock-on effect on staff. They said that “Now you have to live as far away as Milton Keynes, High Wycombe or Chipping Norton to qualify for a staff parking permit. They are taking permits off staff. It would cost £1000 to use the Park and ride for a year. Have worked at (Oxford hospital) for 11 years but will look for a new job at the end of the year when they take away my permit. Would like designated parking for staff, even if it off site and they have to ship people in.” • Two people mentioned that difficulty in finding parking meant they almost missed their appointment, with one person saying he had missed his pregnant wife’s ultrasound scan. • One person suggested park and ride buses should have their own dedicated lane so they don’t get stuck in traffic. 	31 out of 39
100% of those who responded to the question and came from outside Oxfordshire felt their parking experience was fine. Caveats included: <ul style="list-style-type: none"> • They had left very early- one person said they left their home at 5am, another said they had arrived at 7am for an 8.45am appointment, while yet another said they left home at 6.30am for a 9.30am appointment. Another said “you have to leave yourself loads of time to find parking.” • Several people mentioned the high cost of parking. • Another suggested a dedicated park and ride for the hospital where you drop your patient off and then go off site to park and have a bus to come back in. 	15 out of 15

Time (JR)	7 -10am
Total number of respondents	75
<ul style="list-style-type: none"> Another person made a plea for a multi-storey car park. 	

Date	8 May 2017
Time (JR)	7am-10am
Total number of respondents	19
53% were outpatients	10 out of 19
32% were accompanying a patient	6 out of 19
63% came from within Oxfordshire	12 out of 19
79% used own car	15 out of 19
Why they used their own car	
From within Oxfordshire	
42% said there were either no buses, or none that ran at the early time in the morning for their appointment	5 out of 12
33% said convenience	4 out of 12
From outside of Oxfordshire	
43% said there was no alternative or public transport	3 out of 7
29% said convenience	2 out of 7
29% said the distance was the deciding factor	2 out of 7
Length of journey	
From within Oxfordshire	
50% took between 30 minutes and 1 hour	6 out 12
25% took between 1 hour and 90 minutes	3 out of 12
From outside Oxfordshire	
43% took between 30 minutes and 1 hour	3 out of 7
29% took over 2 hours	2 out of 7
How they felt about the journey	
From within Oxfordshire	
50% said it was fine or as expected	6 out of 12
33% said the journey was fine but they left very early and allowed a lot of travel time and time to park	4 out of 12
One person wondered why there was no access from the dual carriageway to the hospital. Another said "Coming in the middle of the day is really difficult. Day before it was really tough- there are not enough parking spaces- nearly missed appointment. "	
From outside Oxfordshire	
71% said it was fine or as expected though one said they had to leave at 5am and another said they had to use the back roads and plan the journey beforehand.	5 out of 7

Date	8 May 2017
Time (JR)	7am-10am
Parking	
From within Oxfordshire 50% parked without blue badge	6 out of 12
From outside Oxfordshire 86% parked without a blue badge	6 out of 7
From within Oxfordshire 50% parked on hospital premises (2 used park and ride services and 1 person used buses)	6 out of 12
From outside Oxfordshire 100% parked on hospital premises	7 out of 7
From within Oxfordshire 29% allowed less than 15 minutes to park, 29% allowed 15-30 minutes and another 29% allowed 30 minutes to an hour to park, with only 1 person allowing more than 1 hour.	2 out of 7
From within Oxfordshire it actually took 86% less than 15 minutes to park	6 out of 7
From outside of Oxfordshire 57% allowed more than 1 hour to find parking	4 out of 7
From outside Oxfordshire for 100% it actually took less than 15 minutes to park	7 out of 7
From within Oxfordshire 86% found it easy to park with 1 person saying it was hard.	6 out of 7
From outside Oxfordshire 100% said it was easy to park.	7 out of 7
Comments about parking	
From within Oxfordshire	
50% said it was fine today but pointed out that <ul style="list-style-type: none"> • they left very early (one person parked at 7am for instance) • they had brought someone else to accompany the patient as well as the driver who was then free to look for parking 	4 out of 8
25% said it was hard and they had almost missed their appointments. One person said for instance that his pregnant wife almost missed her ultrasound scan and that he had missed it because he couldn't find parking.	2 out of 8
25% had the benefit of a lift with a member of staff who had a staff parking permit or were a member of staff who had parked at another hospital close by and had walked. The member of staff said parking problems were having a knock-on effect on staff. They said that "Now you have to live as far away as Milton Keynes, Staff said had to live at High Wycombe or Chipping Norton to qualify for a staff parking permit. They are taking permits off staff. It would cost £1000 to use the Park and ride for a year. Have worked at the (Oxford hospital) for 11 years but will look for a new job at the end of the year when they take away my permit. Would like designated parking for staff, even if it off site and they have to ship people in. The other person said that they live in Watlington and without the lift they would have to rely on a bus that only went once every hour from there.	2 out of 8

Date	8 May 2017
Time (JR)	7am-10am
From outside Oxfordshire	
100% said it was fine today but several pointed out that they had left very early- one person said they left their home at 5am, another said they had arrived at 7am for an 8.45am appointment. Another said you have to leave yourself loads of time to find parking. 2 people mentioned the high cost of parking.	7 out of 7

Date (JR)	10 May 2017
Time	7am-10am
Total number of respondents	7
43% were outpatients	3 out of 7
29% were going with a patient	2 out of 7
100% came from within Oxfordshire	7 out of 7
57% used own car and one person used the park and ride, and one used family/friend's car	4 out of 7
Why they used own car	
One person said it was easiest, 1 person said it was because of an early appointment and they were bringing a patient, one person said the bus takes too long for a child with special needs and one person said it was too early to use their bus pass	
43% said the park and ride, getting a lift or coming on foot was the easiest option	3 out of 7
Length of journey	
For 80% of people who answered the question the journey took less than 30 minutes	4 out of 5
How they felt about the journey	
80% felt fine about journey	4 out of 5
Parking	
67% parked without blue badge	4 out of 6
83% parked on hospital premises	5 out of 6
75% allowed between 30 minutes and 1 hour to park	3 out of 4
60% actually took less than 15 minutes to park	3 out of 5
40% actually took between 30 minutes and 1 hour to park	2 out of 5
80% said it was easy to park	4 out of 5
Comments about parking	
80% said it was fine today but it had been stressful in the past. 40% said there should be a multi-storey car park built as soon as possible. Others used the word stressful and horrendous to describe previous parking experiences.	4 out of 5

Date (JR)	11 May 2017
Time	7am-10am
Total number of respondents	16
50% were outpatients	8 out of 16
50% were accompanying a patient	8 out of 16
69 % came from within Oxfordshire	11 out of 16
75% used own car	12 out of 16
Why they used this means of transport	
From within Oxfordshire	
55% said they couldn't use public transport because of disability, the hospital procedure or illness	5 out of 9
44% said there was no public transport	4 out of 9
From outside of Oxfordshire	
60% said convenience while one person said there was no other way and one said the distance	3 out of 5
Length of journey	
From within Oxfordshire	
63% took between 30 minutes and one hour	7 out of 11
From outside Oxfordshire	
40% took between 1 hour and 90 minutes	2 out of 5
How they felt about the journey	
From within Oxfordshire	
60% said it was fine or as expected	6 out of 10
30% said the journey made them feel stressed	3 out of 10
One person said the bus routes through Oxford really need improvement.	
From outside Oxfordshire	
80% said it was fine or as expected though one said they had to leave very early and another said they had to use the back roads and plan the journey beforehand.	4 out of 5
Parking	
From within Oxfordshire 75% parked without blue badge	6 out of 8
From outside Oxfordshire 100% parked without a blue badge	5 out of 5
From within Oxfordshire 100% parked on hospital premises	8 out of 8
From outside Oxfordshire 100% parked on hospital premises	5 out of 5
From within Oxfordshire 50% allowed 30 minutes to an hour to park	4 out of 8
From within Oxfordshire it actually took 89% less than 15 minutes to park	7 out of 8
From outside Oxfordshire for 100% it actually took less than 15 minutes to park	5 out of 5
From within Oxfordshire 89% found it easy to park with 1 person saying it was hard.	7 out of 8
From outside Oxfordshire 100% said it was easy to park.	5 out of 5

Date (JR)	11 May 2017
Time	7am-10am
Comments about parking	
From within Oxfordshire	
89% said it was fine today but pointed out that <ul style="list-style-type: none"> they have a blue badge but had to queue with all the other cars to get in even though there were disabled spaces and often when you ring the buzzer no one answers for parking assistance the cost is high 	7 out of 8
One person suggested park and ride buses should have their own dedicated lane so they don't get stuck in traffic.	
From outside Oxfordshire	
100% said it was fine today but several pointed out that they had left very early- one person said they left their home at 6.30am for a 9.30am appointment, another mentioned the high cost of parking. Another suggested a dedicated park and ride for the hospital where you drop your patient off and then go off site to park and have a bus to come back in while another person made a plea for a multi-storey car park.	7 out of 7

Date (JR)	16 May 2017
Time	7am-10am
Total number of respondents	18
78% were outpatients	14 out of 18
89 % came from within Oxfordshire	16 out of 18
61% used own car	11 out of 18
22% used a friend's or family member's car	4 out of 18
Why they used this means of transport	
From within Oxfordshire	
31% said they couldn't use public transport because of disability, illness or that there were no direct buses	5 out of 16
31% said that was how the person accompanying them chose to travel	5 out of 16
1 person came on the bus and pointed out that there were no direct buses from Blackbird Leys to the hospital	
Length of journey	
From within Oxfordshire	
63% took between 30 minutes and 1 hour	10 out of 16
How they felt about the journey	
From within Oxfordshire	
81% said it was good, fine or as expected	13 out of 16
Parking	

Date (JR)	16 May 2017
Time	7am-10am
80% parked without blue badge	12 out of 15
From within Oxfordshire 85% parked on hospital premises	11 out of 13
From outside Oxfordshire 100% parked on hospital premises	2 out of 2
From within Oxfordshire 67% allowed 15 to 30 minutes to park	8 out of 12
From within Oxfordshire it actually took 50% less than 15 minutes to park	6 out of 12
From within Oxfordshire it actually took 33% between 15 to 30 minutes to park	4 out of 12
From within Oxfordshire 83% found it easy to park with 2 people saying it was hard.	10 out of 12
From outside Oxfordshire 100% said it was easy to park.	2 out of 2
Comments about parking	
From within Oxfordshire	
83% said it was fine today	10 out of 12

Date (JR)	17 May 2017
Time	7am-10am
Total number of respondents	15
60% were outpatients	9 out of 15
87 % came from within Oxfordshire	13 out of 15
53% used own car	8 out of 15
40% used a bus including park and ride	6 out of 15
Why they used this means of transport	
88% who used a car said convenience	7 out of 8
30% who used buses said it was to avoid parking at the hospital	2 out of 6
One person used a taxi because they got no response from a volunteer driver scheme	
Length of journey	
60% took between 30 minutes and 1 hour	9 out of 15
27% took between 1 hour and 90 minutes	4 out of 15
How they felt about the journey	
73% said it was ok, fine or as expected	11 out of 15
One person said "OK in the morning and mid day. In the evening not very good. Sometimes the bus does not show up after 8pm." Another said the taxi cost them £40 each way.	
Parking	
75% parked without blue badge	6 out of 8
75% parked on hospital premises	6 out of 8
71% allowed less than 15 minutes to park	5 out of 7

Date (JR)	17 May 2017
Time	7am-10am
100% took less than 15 minutes to park	7 out of 7
100% said it was easy to park	7 out of 7
Comments about parking	
86% said their parking experience was ok though one person said that to be here for 3 days was costing them more than £20 in parking.	6 out of 7

6.2 Main findings about people's experience at JR from 10am to 2pm

Time (JR)	10am-2pm
Total number of respondents	41
63% were outpatients	26 out of 41
80% came from within Oxfordshire	33 out of 41
71% used own car or a friend's or family member's car	29 out of 41
20% used buses	8 out of 41
Why they used a car	
The most common reason was convenience with 50% of those who had used a car citing this	14 out of 28
The other two common reasons were the lack of public transport (25%) or the inability to use public transport because of disability, ill health or hospital procedure (26%)	7 out of 28 6 out of 23
Length of journey	
59% of those who responded and came from within Oxfordshire the journey took between 30 minutes and 1 hour	20 out of 34
The picture was more mixed for those coming from outside and the numbers of people were much smaller than those from within Oxfordshire but two people said between 1 hour and 90 minutes and two said more than two hours.	
How they felt about the journey	
73% of those who responded felt fine about journey saying it was as expected. Caveats included the fact that: <ul style="list-style-type: none"> • People found parking/queuing stressful. • Some people felt the buses in Oxford were terrible. • One person said the journey had been horrendous the Friday before. 	
Parking	
80% of those who responded to the question had parked without blue badge	24 out of 30
87% of people coming from within Oxfordshire parked at the hospital. Those that did not stated that they got someone to drop them off.	20 out of 23
100% of those who came from outside of Oxfordshire parked on the hospital premises.	

Time (JR)	10am-2pm
<p>56% of those who responded allowed between 15 and 30 minutes to find a space while another 33% allowed between 30 minutes and 1 hour.</p> <p>For those that reported how long it actually took to find a space, 35% reported that it took less than 15 minutes, 31% reported it took between 15 and 30 minutes and another 31% said between 30 minutes and an hour.</p>	<p>15 out of 27 9 out of 27</p> <p>9 out of 26 8 out of 26 8 out of 26</p>
<p>70% of those who responded to the question found it hard to park.</p>	<p>19 out of 27</p>
<p>Comments about parking experience included:</p> <ul style="list-style-type: none"> • It would be easier if people could be dropped off right outside the door. It would also ease pressure of they had off-site parking with a shuttle. • Fed up with long queue. • Very hard to find a space. After entering the car park it took 20 minutes. Before that I queued for 57 minutes from the junction. The whole experience is stressful. On the other hand you see so many (free) disabled car parking spaces. It is terrible- started journey at 8.45am but was held up at the hospital. Wife has gone into surgery without seeing him even though he was here, just couldn't park. It's just horrendous- they should make a multi-storey car park • Just join the queue. As expected- disappointing. I come to the hospital at least once a week- every time I have to allow at least 30 mins for parking. Would love to see a multi-storey car park built. • Was allowed into car park but couldn't find a space. It didn't bother me because I'd allowed so much time. It would have been awful for patients- the last thing you want. • Sat in a queue for the car park- one in one out system. It may let you in and there is still no space. Horrendous. Car park 1 works better. I always allow a good couple of hours to park • Seem to offer lots of appointments at the same time- block bookings. Have 10 people come in one go. Should stagger appointments. Stressful to visit family here and stressful to be member of nursing staff- no parking. • It felt stressful- radio off, total concentration on. Hoping someone who leaves will tell you where they've come out of. The car park seems to have been built at an earlier time- seems to aim to discourage parking. The cost to us in terms of fuel, time and the environment is enormous. Surprised they only have one level car park here. Multi-storey would fit more people in. • Difficult because you're waiting for a car to come out before you can go in. I did 6 or 7 laps of the car park waiting for a space, about a dozen other cars were doing the same thing. Stressful. Needs two adults to accompany an elderly patient- couldn't have done it on my own- I would have been a wreck. 	

Time (JR)	10am-2pm
<ul style="list-style-type: none"> • Annoyed, always feel large reception looks good but more parking would have been a better use of space • Just waiting in queue not knowing when or if you can park car, must be a better system • Stress you don't need • Worrying and anxious • Awful, one in one out - really stressful, especially with children, when people in pain or children in pain - it's a terrible experience. • It's stressful, you are watching the clock ticking away 	

6.2.1 Findings from mid-morning to early afternoon at John Radcliffe site (10:00-2pm)

Date (JR)	10 May 2017
Time	10.00am-2pm
Total number of respondents	8
75% were outpatients	6 out of 8
75% came from within Oxfordshire	6 out of 8
50% came in a friend's or family member's car with 25% used their own car	4 out of 8
In total 75% used a car	6 out of 8
Why they used a friend's or family member's car	
60% said convenience	3 out of 5
40% said there were no buses	2 out of 5
Length of journey	
86% took between 30 minutes and one hour to make their journey	6 out of 7
How they felt about the journey	
50% felt fine about journey	4 out of 8
38% said it was fine but parking/queuing for parking was stressful	3 out of 8
Parking	
57% parked with a blue badge	4 out of 7
83% parked on hospital premises	5 out of 6
60% allowed 15-30 minutes to park	3 out of 5
50% took less than 15 minutes to park with 33% taking between 30 minutes and one hour	
67% said it was easy to park	4 out of 6
Comments about parking	
50% said it was fine	3 out of 6
One person said they were fed up because of the long queue to park, one said they were upset because they couldn't pick the patient up outside the door. Another said "It would be easier if people could be dropped off right outside the door. It would also ease pressure of they had off-site parking with a shuttle."	

Date (JR)	11 May 2017
Time	10am-2pm
Total number of respondents	12
50% were outpatients	6 out of 12
42% were either going with a patient or accompanying a patient	5 out of 12
67 % came from within Oxfordshire	8 out of 12
83% used own car or a friend's or family member's car	10 out of 12
Why they used this means of transport	
50% said convenience	5 out of 10
50% said they couldn't use public transport because of disability, the hospital procedure or a lack of available transport	5 out of 10
From outside of Oxfordshire	
75% said there was no public transport	3 out of 4
Length of journey	
From within Oxfordshire	
50% took between 30 minutes and 1 hour	4 out of 8
38% took less than 30 minutes	3 out of 8
From outside Oxfordshire	
50% took between 1 hour and 90 minutes	2 out of 4
One person took between 30 minutes and one hour and one took between 90 minutes and two hours	
How they felt about the journey	
From within Oxfordshire	
75% said it was fine or as expected	6 out of 8
One person who used the bus said Oxford was a terrible city for buses.	
From outside Oxfordshire	
100% said it was fine or as expected though one said it was horrendous on the Friday before.	4 out of 4
Parking	
From within Oxfordshire 86% parked without blue badge	6 out of 7
From outside Oxfordshire 100% parked without a blue badge	3 out of 3
From within Oxfordshire 83% parked on hospital premises	5 out of 6
From outside Oxfordshire 100% parked on hospital premises	3 out of 3
From within Oxfordshire 60% allowed 30 minutes to an hour to park	
From within Oxfordshire 40% said it took between 15 and 30 minutes to park with others reporting a range from under 15 minutes to more than one hour.	2 out of 5
From outside Oxfordshire	
100% allowed between 30 minutes and one hour but for 66% it took less than 15 minutes to park	3 out of 3 2 out of 3
From within Oxfordshire 100% said they found it hard to park.	5 out of 5
From outside Oxfordshire 67% found it hard to park.	2 out of 3

Date (JR)	11 May 2017
Time	10am-2pm
Comments about parking	
From within Oxfordshire	
<p>100% said it was hard to find parking, even the person who dropped his wife off and then went to look for parking on local side roads. Comments included:</p> <ul style="list-style-type: none"> • Very hard to find a space. After entering the car park it took 20 minutes. Before that I queued for 57 minutes from the junction. The whole experience is stressful. It is terrible- started journey at 8.45am but was held up at the hospital. Wife has gone into surgery without seeing me even though I was here, just couldn't park. It's just horrendous- they should make a multi-storey car park. • Just join the queue. As expected- disappointing. I come to the hospital at least once a week- every time I have to allow at least 30 mins for parking. Would love to see a multi-storey car park built. • Was allowed into car park but couldn't find a space. It didn't bother me because I'd allowed so much time. It would have been awful for patients- the last thing you want. • Sat in a queue for the car park- one in one out system. It may let you in and there is still no space. Horrendous. Car park 1 works better. Today wasn't too bad. I always allow a good couple of hours to park. 	
From outside Oxfordshire	
<ul style="list-style-type: none"> • It felt stressful- radio off, total concentration on. Hoping someone who leaves will tell you where they've come out of. The car park seems to have been built at an earlier time- seems to aim to discourage parking. The cost to us in terms of fuel, time and the environment is enormous. How does it work for local people when people come in from outside? Royal Berks has a multi-storey car park. Surprised they only have one level car park here. Multi-storey would fit more people in. • Difficult because you're waiting for a car to come out before you can go in. Did 6 or 7 laps of the car park waiting for a space, about a dozen other cars were doing the same thing. Stressful. Needs two adults to accompany an elderly patient- couldn't have done it on my own- I would have been a wreck. 	

Date (JR)	16 May 2017
Time	10am-2pm
Total number of respondents	21

Date (JR)	16 May 2017
Time	10am-2pm
67% were outpatients	14 out of 21
29% were either going with a patient	6 out of 21
90 % came from within Oxfordshire	19 out of 21
62% used a car either their own and a friend's or family member's	13 out of 21
29% used buses	6 out of 21
Why they used this means of transport	
For those who used a car	
62% said convenience	8 out of 13
23% said they there was no public transport available One person they could not use public transport because of their wife's health	3 out of 13
For those who used buses	
33% said buses were the only way they could get to hospital	2 out of 6
33% said it was to avoid the stress of parking at the hospital	2 out of 6
All six people who used buses got off at a hospital bus stop and four used the X13	
Length of journey	
From within Oxfordshire	
53% took between 30 minutes and 1 hour	10 out of 19
32% took between 1 hour and 90 minutes	6 out of 19
From outside Oxfordshire	
100% took more than 2 hours	2 out of 2
How they felt about the journey	
76% said it was fine today or as expected though 2 out of the 16 people said the parking was stressful	16 out of 21
Parking	
85% parked without blue badge	11 out of 13
92% parked on hospital premises	12 out of 13
77% allowed 15 minutes to 30 minutes to park	10 out of 13
38% took 15 to 30 minutes to park and another 38% took 30 minutes to an hour to park	5 out of 13
77% said it was hard to park	10 out of 13
Comments about parking	
69% said it was stressful being stuck in a long queue of traffic. Comments included: <ul style="list-style-type: none"> • Awful, one in one out - really stressful, especially with children, when people in pain or children in pain - it's a terrible experience. • Just waiting in queue not knowing when or if you can park car, must be a better system 	

6.2.2 Findings from late afternoon to evening - John Radcliffe Hospital site

Date (JR)	16 May 2017
Time	2-6pm
Total number of respondents	12
67% were visiting patients	8 out of 12
25% were outpatients	3 out of 12
75 % came from within Oxfordshire	9 out of 12
75% used own car	9 out of 12
Why they used this means of transport	
From within Oxfordshire	
67% said convenience	4 out of 6
One person said there were no buses	
From outside of Oxfordshire	
100% said convenience	3 out of 3
Length of journey	
From within Oxfordshire	
44% took less than 30 minutes	4 out of 9
From outside Oxfordshire	
100% took between 1 hour and 90 minutes	3 out of 3
How they felt about the journey	
83% said it was fine or as expected	10 out of 12
Parking	
From within Oxfordshire 83% parked without blue badge	5 out of 6
From outside Oxfordshire 100% parked without a blue badge	3 out of 3
From within Oxfordshire 100% parked on hospital premises	6 out of 6
From outside Oxfordshire 100% parked on hospital premises	3 out of 3
56% allowed 15-30 minutes to park	5 out of 9
56% actually took less than 15 minutes to park	5 out of 9
78% said it was easy to park	7 out of 9
89% said their parking experience had no impact on them	8 out of 9

7 Appendix B - Horton General Hospital site

7.1 Summary

Total number of people spoken to at the Horton: 70

Number of people spoken to at each session:

	Date: 8 May 2017	Date: 9 May 2017	Date: 10 May 2017	Total per session
Session 7am-10am	14	2	7	23
Session 10am-2pm	19	2	11	32
Session 2pm-6pm		12	3	15
Total per day	33	16	21	

7.2 Main findings from the Horton:

- Total number of people spoken to was 70.
- Most respondents were outpatients
- Most respondents came from within Oxfordshire
- A majority used their own car.
- The main reasons given for people using their own car were convenience and the lack of any public transport from where they were travelling.
- Journey time for the majority was under 30 minutes though for people in the 2-6pm slot it was longer with half taking between 30 minutes and one hour.
- A majority felt fine about the journey.
- A majority parked without a blue badge and on the hospital premises.
- For a majority it took less than 15 minutes to park and they said it felt easy to park.
- Most felt fine about parking with a few feeling stressed- particularly about the coin machines not accepting the new £1 coins. This was raised by Healthwatch Oxfordshire (HWO) and was rectified as a result of HWO intervention.

Some of the comments from people included:

- “Usually takes between 30min and 1 hour to park and it is usually hard. Waiting 40 mins is stressful- that's what I usually wait. Also expensive.”
- Several people raised the problem with the parking machines not accepting the new £1 coins. “The machine did not take the new £1 coin and I only found this out after they found a space. So had to leave car park and return after obtaining old coins.” Another said “stressful because machine won't accept new £1 coins. Had to change £10 into lots of 20p. What are the old and people who can't see or walk well supposed to do?”

- “Bit stressful, went round and round, had to park on grass.”
- “I work at the JR, parking is fine for my early or night shift but if I am on a late or a study day then I can drive around for an hour looking for a staff space that have to pay for. It's impossible.”
- “Costs £2.80, why are the sick and dying made to pay?” and “expensive”
- “Don't let it (parking) stress me - just wanted to leave. If I had had an appointment, not a walk-in clinic I would have been stressed.”
- “Always stressful wondering if I can get a space.”
- “Stressed. Parking meter is broken and having to go and pay in the other car park.” And “very stressful- nightmare, ticket machines not working.”
- “Didn't worry because we had a lift- normally very difficult to park with only one disabled bay by Fiennes. Expensive parking fines.”
- “Had no idea how long I'd be here so bought 4 hours parking. Pay by contactless card helpful.”
- “Not always easy. Jolly pleased so easy today.”
- “I am wheelchair bound. My husband pushed me from A&E to Outpatients. He was in the JR Cardiac ward two weeks ago.”
- “Friend dropped me off and is waiting for me to call. Previous experience have found it VERY difficult to park.”

7.3 Morning experiences

Main findings about people's journey and parking experiences in the early morning to the Horton hospital:

Time (HGH)	7.00am-10am
Total number of respondents	23
70% were outpatients	16 out of 23
78% came from within Oxfordshire	18 out of 23
78% used own car	18 out of 23
Number of people who gave reasons for using own car	14
Why they used own car	
43% said convenience	6 out of 14
21% said there was no public transport or that a car was the only way to get there	3 out of 14
14% said they could not use public transport because of reasons such as a disability	2 out of 14
Length of journey	
For 52% it took less than 30 mins	12 out of 23
For 39% it took between 30 minutes and 1 hour	9 out of 23
How they felt about the journey	
74% felt fine about journey	17 out of 23
Parking	
83% parked without blue badge	19 out of 23
91% parked on hospital premises	21 out of 23
52% allowed less than 15 mins to park	11 out of 21
24% allowed 15-30mins	5 out of 21
21% allowed 30 mins to an hour	3 out of 14

Time (HGH)	7.00am-10am
For 78% it actually took less than 15 mins to park	18 out of 23
83% said it was easy to park	19 out of 23
Comments about parking	
43% said it was fine or good today	10 out of 23
24% mentioned cost in some form- either that they found it difficult to have to pay in advance when they did not know their length of stay or felt it was too expensive or that they would like free parking.	5 out of 21
Other comments included the fact that parking can be a nightmare in the afternoon,4 people felt it was better than having to park at an Oxford hospital, and concern that the pay machines wouldn't take the new £1 coins (this was addressed by HWO)	

7.3.1 Day by day

Date (HGH)	8 May 2017
Time	7.00am-10am
Total number of respondents	14
71% were outpatients	10 out of 14
71% came from within Oxfordshire	10 out of 14
79% used own car	11 out of 14
Number of people who gave reasons for using own car	5 out of 11
Why they used own car	
40% said convenience	2 out of 5
40% said inability to use public transport for reasons such as disability	2 out of 5
Length of journey	
For 57% it took less than 30 mins	8 out of 14
For 43% it took between 30 minutes and 1 hour	6 out of 14
How they felt about the journey	
71% felt fine about journey	10 out of 14
1 person mentioned traffic and another frustration with the pay machines	
Parking	
86% parked without blue badge	12 out of 14
93% parked on hospital premises	13 out of 14
21% allowed 15-30mins	3 out of 14
21% allowed 30 mins to an hour	3 out of 14
For 86% it actually took less than 15 mins to park with only 1 person taking between 15 and 30 mins	12 out of 14
86% said it was easy to park	12 out of 14

Date (HGH)	8 May 2017
Time	7.00am-10am
Comments about parking	
29% said it was fine or good today	4 out of 14
29% said it was better than having to park at an Oxford hospital	4 out of 14
29% mentioned cost in some form- either that they found it difficult to have to pay in advance when they did not know their length of stay or felt it was too expensive or that they would like free parking.	4 out of 14
Other comments included the fact that parking can be a nightmare in the afternoon and concern that the pay machines wouldn't take the new £1 coins (this was addressed by HWO)	

Date (HGH)	9 May 2017
Time	7.00am-10am
Total number of respondents	2
50% were outpatients	1 out of 2
100% came from within Oxfordshire	2 out of 2
50% used own car and 50% friends or family car	1 out of 2
Number of people who gave reasons for using own car	2 out of 2
Why they used own car	
50% were staff (so came in own car)	1 out of 2
50% said no buses so had someone drop them	1 out of 2
Length of journey	
For 50% it took between 30 mins and 1 hour	1 out of 2
For member of staff it took between 1 hour and 90 minutes	1 out of 2
How they felt about the journey	
50% felt fine about journey	1 out of 2
Member of staff felt frustrated by journey	1 out of 2
Parking	
100% parked without blue badge	2 out of 2
100% parked on hospital premises	2 out of 2
100% said it took less than 15 minutes to park	2 out of 2
100% said it was easy to park	2 out of 2
Comments about parking	
Both said it was easy to park	

Date (HGH)	10 May 2017
Time	7.00am-10am
Total number of respondents	7
71% were outpatients	5 out of 7

Date (HGH)	10 May 2017
Time	7.00am-10am
86% came from within Oxfordshire	6 out of 7
86% used own car	6 out of 7
Number of people who gave reasons for using own car	7 out of 7
Why they used own car	
57% said convenience	4 out of 7
Other reasons included the fact that there were no direct buses (14%), own car was the only way to get to the Horton (14%) and one person (14%) had used a volunteer driver scheme.	1 out of 7
Length of journey	
For 57% it took less than 30 mins	4 out of 7
For 29% it took between 30 minutes and 1 hour	2 out of 7
For 14% it took between 1 hour and 90 mins	1 out of 7
How they felt about the journey	
86% felt fine about journey	6 out of 7
Parking	
71% parked without blue badge	5 out of 7
86% parked on hospital premises	6 out of 7
57% allowed less than 15 mins to park	4 out of 7
29% allowed 15-30mins	2 out of 7
For 57% it actually took less than 15 mins to park	4 out of 7
For 29% it actually took between 15 and 30 mins	2 out of 7
71% said it was easy to park while 14% found it hard to park	5 out of 7
Comments about parking	
57% said their parking experience had no impact on them	4 out of 7
14% person said parking was stressful- drove round and round, parked on grass	1 out of 7
14% felt negative about cost	1 out of 7

7.4 Mid- morning to afternoon experiences:

Date (HGH)	8 May 2017
Time	10.00am-2pm
Total number of respondents	19
79% were outpatients	15 out of 19
89% came from within Oxfordshire	17 out of 19
95% used own car	18 out of 19
Number of people who gave reasons for using own car	17 out of 18
Why they used own car	
39% said convenience	7 out of 18
22% said it was the only way to get there or that there was no public transport	4 out of 18
17% said they were bringing children who then had to go back to school	3 out of 18
Length of journey	
For 63% it took less than 30 mins	12 out of 19

Date (HGH)	8 May 2017
Time	10.00am-2pm
For 37% it took between 30 minutes and 1 hour	7 out of 19
How they felt about the journey	
95% felt fine about journey	18 out of 19
One person said it was stressful	
Parking	
95% parked without blue badge	18 out of 19
95% parked on hospital premises	18 out of 19
32% allowed less than 15 mins to park	6 out of 19
47% allowed 15-30mins	9 out of 19
89% it took less than 15 mins to park	16 out of 18
94% said it was easy to park	16 out of 17
Comments about parking	
61% said it was fine or had no impact on them	11 out of 18
22% said it made them stressed because of time available, the coin machine not working or having to drive around to find a space.	4 out of 18

Date (HGH)	9 May 2017
Time	10.00am-2pm
Total number of respondents	2
100% were outpatients	2 out of 2
100% came from within Oxfordshire	2 out of 2
50% used own car and 50% friends or family car	1 out of 2
Number of people who gave reasons for using own car	1 out of 1
Why they used own car	
The person said no buses	1 out of 1
Length of journey	
For 100% it took less than 30 minutes	2 out of 2
How they felt about the journey	
50% felt fine about journey	1 out of 2
50% felt stressed that they might be admitted	1 out of 2
Parking	
50% parked without blue badge	1 out of 2
Both (100%) parked on hospital premises	2 out of 2
50% allowed less than 15 minutes to park	1 out of 2
50% allowed 15-30 minutes to park	1 out of 2
50% said it actually took less than 15 mins to park	1 out of 2
50% said it too 15-30 minutes to park	
50% said it was easy to park	1 out of 2

Date (HGH)	9 May 2017
Time	10.00am-2pm
50% said it was hard to park	1 out of 2
Comments about parking	
One said it was very stressful to park and the other said it was fine because they had a lift	

Date (HGH)	10 May 2017
Time	10.00am-2pm
Total number of respondents	11
82% were outpatients	9 out of 11
55% came from within Oxfordshire	6 out of 10
100% had used own car	10 out of 10
Number of people who gave reasons for using own car	8 out of 10
Why they used own car	
25% said convenience	2 out of 8
25% said there were no buses to take	2 out of 8
25% said they could not use public transport because it was too far or because of a disability	2 out of 8
Length of journey	
For 55% it took less than 30 minutes	6 out of 11
For 45% it took between 30 mins and 1 hour	5 out of 11
How they felt about the journey	
80% felt fine about journey	8 out of 10
20% felt stressed by the journey	2 out of 10
Parking	
90% parked without blue badge	9 out of 10
91% parked on hospital premises	10 out of 11
45% allowed less than 15 minutes for parking	5 out of 11
64% took less than 15 minutes to park	7 out of 11
73% said it was easy to park	8 out of 11
Comments about parking	
64% said it had no impact on them or it was fine	7 out of 11
18% said it made them anxious	2 out of 11
One person mentioned the machine did not take new £1 and the stress that caused.	

Main findings about people's journey and parking experiences in the mid-morning to afternoon sessions at the Horton hospital:

Time	10.00am-2pm
Total number of respondents	32
81% were outpatients	26 out of 32
81% came from within Oxfordshire	25 out of 31
94% used own car	29 out of 31
Number of people who gave reasons for using own car	26 out of 29
Why they used own car	

Time	10.00am-2pm
Total number of respondents	32
35% said convenience	9 out of 26
26% said there was no public transport or that a car was the only way to get there	7 out of 27
19% said they could not use public transport because of reasons such as a disability or bringing children for an appointment	5 out of 26
Length of journey	
For 63% it took less than 30 mins	20 out of 32
For 37% it took between 30 minutes and 1 hour	12 out of 32
How they felt about the journey	
87% felt fine about journey	27 out of 31
Parking	
90% parked without blue badge	28 out of 31
94% parked on hospital premises	30 out of 32
38% allowed less than 15 mins to park	12 out of 32
48% allowed 15-30mins	10 out of 21
77% took less than 15 mins to park	24 out of 31
83% said it was easy to park	25 out of 30
Comments about parking	
58% said it was fine or good today	18 out of 31
23% said it was stressful with several mentioning the coin machines that would not take the new £1 coins	7 out of 31

7.5 Late afternoon to evening:

Date (HGH)	8 May 2017
Time	2pm-6pm
Total number of respondents	1
Came in ambulance so discounted	

Date (HGH)	9 May 2017
Time	2pm-6pm
Total number of respondents	12
90% were outpatients	9 out of 10
92% came from within Oxfordshire	11 out of 12
83% used own car	10 out of 12
Number of people who gave reasons for using own car	10 out of 10
Why they used own car	
40% said convenience	4 out of 10
30% said there was no public transport	3 out of 10
20% said it was the quickest way to travel	2 out of 10
Length of journey	

Date (HGH)	9 May 2017
Time	2pm-6pm
For 27% it took less than 30 mins	3 out of 11
For 45% it took between 30 minutes and 1 hour	5 out of 11
For 27% it took between 1 hour and 90 minutes	3 out of 11
How they felt about the journey	
83% felt fine about journey	10 out of 12
One person said they felt tired	
Parking	
75% parked without blue badge	9 out of 12
100% parked on hospital premises	12 out of 12
58% allowed less than 15 mins to park	7 out of 12
33% allowed 15-30mins	4 out of 12
For 75% it actually took less than 15 mins to park	9 out of 12
For 25% it took 15-30 minutes to park	3 out of 12
82% said it was easy to park	9 out of 11
Comments about parking	
33% said they were happy with the experience or had no impact on them	4 out of 12
33% said it was stressful because meters/coin machines not working/not taking new £1	4 out of 12
1 person suggested contactless for payments and 17% (2 out of 12) said they were happy not to have had to pay as the machines weren't working	

Date (HGH)	10 May 2017
Time	2pm-6pm
Total number of respondents	3
67% were outpatients	2 out of 3
67% came from within Oxfordshire	2 out of 3
100% used own car	3 out of 3
Number of people who gave reasons for using own car	3 out of 3
Why they used own car	
67% said convenience	2 out of 3
33% said there was no public transport	1 out of 3
Length of journey	
33% took less than 30 mins	1 out of 3
67% took between 30 minutes and 1 hour	2 out of 3
How they felt about the journey	
67% felt fine about journey	2 out of 3

Date (HGH)	10 May 2017
Time	2pm-6pm
Parking	
67% parked without blue badge	2 out of 3
67% parked on hospital premises	2 out of 3
33% allowed less than 15 mins to park	1 out of 3
33% allowed 15-30mins to park	1 out of 3
33% allowed 30mins-1 hour	1 out of 3
For 67% it actually took less than 15 mins to park	2 out of 3
100% said it was easy to park	3 out of 3
Comments about parking	
67% said it was fine	2 out of 3
One person said "I do however, work at the JR, parking is fine for my early or night shift but if I am on a late or a study day then I can drive around for an hour looking for a staff space that have to pay for. It's impossible."	

Main findings about people's journey and parking experiences in the late afternoon to evening sessions at the Horton hospital:

Time (HGH)	2pm-6pm
Total number of respondents	15
85% were outpatients	11 out of 13
87% came from within Oxfordshire	13 out of 15
87% used own car	13 out of 15
Number of people who gave reasons for using own car	13 out of 13
Why they used own car	
46% said convenience	6 out of 13
31% said there was no public transport or that a car was the only way to get there	4 out of 13
20% said it was quickest	2 out of 10
Length of journey	
29% took less than 30 mins	4 out of 14
50% took between 30 minutes and 1 hour	7 out of 14
27% took between 1 hour and 90 minutes	3 out of 11
How they felt about the journey	
80% felt fine about journey	12 out of 15
Parking	
73% parked without blue badge	11 out of 15
93% parked on hospital premises	14 out of 15
83% allowed less than 15 mins to park	8 out of 15
33% allowed 15-30mins	3 out of 15
73% took less than 15 mins to park	11 out of 15
25% took 15-30 minutes to park	3 out of 12
86% said it was easy to park	12 out of 14
Comments about parking	

Time (HGH)	2pm-6pm
40% said it was fine	6 out of 15
33% said it was stressful with several mentioning the coin machines that would not take the new £1 coins	4 out of 12

8 Appendix C - Churchill Hospital site

8.1 Morning experiences:

Date (CH)	17 May 2017
Time	7-10am
Total number of respondents	9
89% were outpatients	8 out of 9
89% came from within Oxfordshire	8 out of 9
67% used own car while 22% used patient transport	6 out of 9 2 out of 9
Why they used their own car	
67% said public transport is not suitably because of ill health or lack of availability	4 out of 6
33% said it was because of convenience	2 out of 6
Length of journey	
44% took between 30 minutes and 1 hour	4 out of 9
33% took between 1 hour and 90 minutes	3 out of 9
How they felt about the journey	
56% mentioned problems with traffic and the roadworks, though some said they were expecting this and one person said they left early to make it on time. Comments included: <ul style="list-style-type: none"> • “Bit busy on A34. End part of journey- held up by roadworks.” • “Doesn't worry me- used to the traffic problems” • “Wasn't too bad- queued to the Headington roundabout but it moved fairly quickly.” • “Terrible- get stressed out because of road works, motorway backed up. Leave early and know all the routes- have to get here early to park. If you leave it till 11am, it's hopeless.” • “Been amazing- came on 2 buses- straight on a bus from home and when I got to the Park and ride the 900 was standing there. Only took 45 minutes. That was excellent. If I had missed the 900 it would have been a half hour wait. It was good.” • “Terrible- such traffic problems.” • “Because I'd left plenty of time, I was alright. Left really early, otherwise I would have been really stressed.” • “It was slow but fine. Traffic was quite bad.” 	6 out of 9
Parking	
71% of those who responded had parked without a blue badge	5 out of 7
100% of those had driven had parked on the hospital premises (in addition 2 had used Patient transport and 1 had used the 900 park and ride service)	6 out of 6

Date (CH)	17 May 2017
Time	7-10am
In terms of time allowed to find parking, 50% said they allowed less than 15 minutes and 50% said they allowed between 30 minutes and 1 hour.	3 out of 6 3 out of 6
71% said it took less than 15 minutes to find parking with 29% reporting a wait of between 15 and 30 minutes.	5 out of 7 2 out of 7
From within Oxfordshire 71% found it easy to park with two people saying it was hard.	
100% of those who responded to the question said they had found it easy to find parking.	4 out of 4
<p>Comments about parking included:</p> <ul style="list-style-type: none"> • “Daughter dropped me at the door and went off to park. She said it was quite easy today but yesterday it was a nightmare at the Nuffield Orthopaedic. Got here at 9.30am and it was fine but now (noon) there are no spaces. They let you into car park and you still have to drive around.” • “Parking is not up to scratch here. I object to paying for parking for parking my car here in the hospital. Astounded that blue badge holders also have to pay. Parking has got worse over time here. They should issue a daily parking permit valid for the whole day- I don't think you should have to pay.” • “We come early, particularly since the roadworks.” • “Been lucky today. You can go straight in or you can wait an hour to find parking. Car park too small. Car park was full- one came out so we got in. We were going into a disabled bay so we were lucky. But still had to queue with everyone, even though we can park in the disabled bay. Have a blue badge and can park in a disabled slot but still get stuck in traffic because car park was full. Once into car park, a space was available today, though it can take an hour.” • “Have a special permit to park. It would be a total nightmare without permit. Come to front of Churchill and park straight across entrance. In Banbury they are building 1000s of new houses and they want to take the hospital away- disgusting. They can do treatments there, they should.” • “It was fine, wasn't sure where I was so just followed signs to general hospital. I have been here before, if I hadn't it feels like you don't quite know where to go. For me, if the Park and Ride were only stopping at the hospital- coming here directly I would feel better about using it. The current Park and ride isn't only for the hospital. May not be sure where to get off.” 	

Date (CH)	17 May 2017
Time	7-10am
<ul style="list-style-type: none"> “Once through the barrier it was quite easy, but waited outside for 20 minutes. Parking is a problem- it's pretty horrendous. £7 a day is quite a lot to pay.” 	

8.2 Mid- morning to afternoon experiences:

Date (CH)	17 May 2017
Time	10am-2pm
Total number of respondents	6
66% were outpatients and 33% were going with a patient	4 out of 6 2 out of 6
83% came from outside Oxfordshire	5 out of 6
In total 83% used a car with one person using the 700 park and ride bus	5 out of 6
60% of people said they used a car because of the length of time it would take to travel to the hospital by public transport from where they lived. 40% said it was convenience. Comments included: <ul style="list-style-type: none"> “This is the first time I've come by car because I've got to go on to another medical appointment and I can't get to that by bus. Anyone who comes here by car otherwise is an idiot.” “More convenient” “Because of where we live- in the middle of nowhere- easier to come by car” “Public transport takes days!” “Much easier from my place. Brings me right here from where I live.” “Because we come from Northamptonshire- and then we pick up our son from Leighton Buzzard and come here. Convenience.” 	3 out of 5 2 out of 5
Length of journey	
50% said it took between 30 minutes and 1 hour, while 33% said it took more than 1 hour and one said it took less than 30 minutes.	3 out of 6
How they felt about the journey 66% said the journey was ok or as expected. 33% felt more negative about it. Comments included: <ul style="list-style-type: none"> “Terrible because of the weather. The M40 and the lorries in the rain- horrible.” “Bit wet but ok” “Fine. As expected- husband deliberately didn't park here- he dropped me and then went to get a coffee. Had to go somewhere because we were worried about finding a place to park. So didn't attempt it.” “As expected- better!” “Bit tiring- more so for my son. He's recovering.” 	4 out of 6 2 out of 6

Date (CH)	17 May 2017
Time	10am-2pm
Parking	
75% of those who responded did not have a blue badge.	3 out of 4
80% of those who used a car parked on the hospital premises. One person had her husband drop her. She said "Husband deliberately didn't park here- he dropped me and then went to get a coffee. Had to go somewhere because we were worried about finding a place to park. So didn't attempt it."	4 out of 5
75% allowed between 30 minutes and one hour to park.	3 out of 4
50% took less than 15 minutes and 50% took between 15 and 30 minutes.	2 out of 4 2 out of 4
75% said they found it easy to find a parking space.	3 out of 4
<p>Comments about parking included:</p> <ul style="list-style-type: none"> • "Once you're in, it's alright as there are 8 or 9 disabled spaces. Car park was full. Went on the phone- pushed the button on the machine and talked to security. If you tell them you have a blue badge they let you in as there are spaces in disabled bays. Car park No 1- disabled parking there is always full. But no5 has spaces. Know people who have missed appointments because of the parking problem." • "One of the good days today. Sometimes a nightmare to get a parking space. We come here regularly. Very expensive to park- considering we don't have much choice but to come here." • "Quite familiar with it- expect it to be hard so allow time and watch people with car keys. We hate coming here because of the parking." • "Not too bad today. Today was fine, last week was a long wait, had to queue to park for an hour. Bit tiring that was." 	

Date (CH)	22 May 2017
Time	10am-2pm
Total number of respondents	14
93% were outpatients	13 out of 14
57 % came from Oxfordshire with 43% coming from outside Oxfordshire	8 out of 14 6 out of 14
57% used own car or a friend's or family member's car with 29% using a bus or park and ride service	8 out of 14 4 out of 14
Reason for choice of transport 50% of those who used a car said it was because public transport was not appropriate for them. They said: <ul style="list-style-type: none"> • "Didn't know how dad would feel when finished so we can go straight home." 	4 out of 8

Date (CH)	22 May 2017
Time	10am-2pm
<ul style="list-style-type: none"> • “Didn’t want to be upset on bus.” • “Buses unreliable.” • “Would have to change buses several times.” <p>38% said they used a car because of convenience. Comments included: “Easier to get here [in a car] but not to park.”</p> <p>The 3 people who had used the park and ride services also said it was to enable them to avoid driving and parking. Comments included:</p> <ul style="list-style-type: none"> • “Warned off car park, told it is so hopeless you can’t get in, website says to avoid parking.” • “Easier - Oxford has really got its act together! The Park & Ride are very good, excellent system!” 	3 out of 8
Length of journey	4 out of 11
36% reported a journey time of less than half an hour and 36% reported a journey time of between one hour and 90 minutes.	4 out of 11
How they felt about the journey	
63% said the journey was ok or fine	5 out of 8
38% reported feeling stressed.	3 out of 8
83% had parked without a blue badge.	5 out of 6
100% of those who responded had parked on hospital premises.	6 out of 6
67% allowed less than 15 minutes to park	4 out of 6
33% allowed 15-30 minutes to park	2 out of 6
60% took less than 15 minutes to park while 40% took between 15 and 30 minutes.	3 out of 5 2 out of 5
50% said it was easy to park and 50% said it was hard.	3 out of 6 3 out of 6
Comments about parking: <ul style="list-style-type: none"> • “Was 9th in the queue to get into car park. Took 15-30 mins to park.” • “Parking not in a designated bay because can’t find one.” • “Can be horrendous sometimes.” • “Confusing to park; no legitimate spaces - I am probably parked illegally but other people were too.” • “Traffic was awful today, bus drivers didn’t know anything because of the traffic. we booked a taxi from the park and ride, but the bus came first.” 	

8.3 Main findings about people’s experience from 10am to 2pm

Time (CH)	10am-2pm
Total number of respondents	20
85% were outpatients	17 out of 20

Time (CH)	10am-2pm
55% came from outside Oxfordshire and 45% from within Oxfordshire	11 out of 20 9 out of 20
65% used own car or a friend's or family member's car 25% used a bus or park and ride service	13 out of 20 5 out of 20
Why they used a car	
38% of respondents said they used a car because of convenience (quicker, easier) 31% said public transport was not appropriate and 23% said it was too far to travel on public transport. Comments included: <ul style="list-style-type: none"> • “This is the first time I've come by car because I've got to go on to another medical appointment and I can't get to that by bus. Anyone who comes here by car otherwise is an idiot.” • “More convenient” • “Because of where we live- in the middle of nowhere- easier to come by car” • “Public transport takes days!” • “Much easier from my place. Brings me right here from where I live.” • “Because we come from Northamptonshire- and then we pick up our son from Leighton Buzzard and come here. Convenience.” • Didn't know how dad would feel when finished so we can go straight home.” • “Didn't want to be upset on bus.” • “Buses unreliable.” • “Would have to change buses several times.” • “Easier to get here [in a car] but not to park.” 	5 out of 13 4 out of 13 3 out of 13
25% of people used the park and ride services or a bus and comments included: <ul style="list-style-type: none"> • “Warned off car park, told it is so hopeless you can't get in, website says to avoid parking.” • “Easier - Oxford has really got its act together! The park and ride are very good, excellent system!” 	5 out of 20
Length of journey	
29% said it took them less than 30 minutes 29% said it took them between one hour and 90 minutes 18% reported a journey time of between 30 minutes and one hour.	5 out of 17 5 out of 17 3 out of 17
How they felt about the journey: 64% reported feeling fine or ok about the journey while 36% reported feeling stressed. Comments included: <ul style="list-style-type: none"> • “Terrible because of the weather. The M40 and the lorries in the rain- horrible.” • “Bit wet but ok” • “Fine. As expected- husband deliberately didn't park here- he dropped me and then went to get a coffee. Had to go somewhere because we were worried about finding a place to park. So didn't attempt it.” • “As expected- better!” 	9 out of 14 5 out of 14

Time (CH)	10am-2pm
<ul style="list-style-type: none"> • “Bit tiring- more so for my son. He’s recovering.” 	
Parking	
80% of those who responded to the question had parked without blue badge	8 out of 10
91% of respondents parked on hospital premises. One person said her husband dropped her off.	10 out of 11
40% allowed less than 15 minutes to park 30% allowed 30 minutes to 1 hour 20% allowed 15 to 30 minutes.	4 out of 10 3 out of 10 2 out of 10
56% took them less than 15 minutes to park 44% said it took between 15 and 30 minutes to park.	5 out of 9 4 out of 9
60% found it easy to park 40% said it was difficult.	6 out of 10 4 out of 10
Comments about parking experience included: <ul style="list-style-type: none"> • “Was 9th in the queue to get into car park. Took 15-30 mins to park.” • “Parking not in a designated bay because can’t find one.” • “Can be horrendous sometimes.” • “Confusing to park; no legitimate spaces - I am probably parked illegally but other people were too.” • “Traffic was awful today, bus drivers didn’t know anything because of the traffic. we booked a taxi from the park and ride, but the bus came first.” • “Once you’re in, it’s alright as there are 8 or 9 disabled spaces. Car park was full. Went on the phone- pushed the button on the machine and talked to security. If you tell them you have a blue badge they let you in as there are spaces in disabled bays. Car park 1- disabled parking there is always full. But no5 has spaces. Know people who have missed appointments because of the parking problem.” • “One of the good days today. Sometimes a nightmare to get a parking space. We come here regularly. Very expensive to park- considering we don’t have much choice but to come here.” • “Quite familiar with it- expect it to be hard so allow time and watch people with car keys. We hate coming here because of the parking.” • “Not too bad today. Today was fine, last week was a long wait, had to queue to park for an hour. Bit tiring that was.” 	

8.4 Late afternoon to evening:

Date (CH)	22 May 2017
Time	2pm-6pm
Total number of respondents	16

Date (CH)	22 May 2017
Time	2pm-6pm
94% were outpatients	15 out of 16
88 % came from within Oxfordshire	14 out of 16
56% used their own car 31% used buses and park and ride services Two people used taxis.	9 out of 16 5 out of 16
Why they used this means of transport	
44% of those using a car cited convenience as a reason for using one. One said they had never had a problem parking. Other comments included: <ul style="list-style-type: none"> • “Know I can't get parking, mornings are bad so try and get later appointments.” • “Taxi would cost £30 from Wheatley.” • “Quick, bus service infrequent. Feel nervous enough anyway.” • “Too far, usually do park & ride, appointment was later today.” 	4 out of 9 5 out of 16
People using a bus/ park and ride service said: <ul style="list-style-type: none"> • “Usually take hospital bus but it wasn't running today because of water/road works, had to take three buses from Kidlington.” • “Easier to come although will probably have to wait around to get back to park and ride.” • “Don't want the hassle of trying to park.” 	
The two people who used taxis said it was to avoid parking and to reduce the amount of walking necessary.	
Length of journey	
46% of respondents reported it took them between 30 minutes and 1 hour 31% said it took less than 30 minutes 23% reported a journey time of between 1 hour and 90 minutes.	6 out of 13 4 out of 13 3 out of 13
How they felt about the journey	
71% felt fine about their journey 29% said they felt stressed or anxious as a result of their journey	10 out of 14 4 out of 14
Parking	
100% of those who responded said they had not parked with a blue badge	7 out of 7
100% of those who responded said they had parked on hospital premises	9 out of 9
44% allowed less than 15 minutes to park 44% allowed between 15 to 30 minutes to park	4 out of 9 4 out of 9
78% reported that it took less than 15 minutes to park 22% took between 15 and 30 minutes to park.	7 out of 9 2 out of 9
78% said it was easy to park 22% said it was difficult to park.	7 out of 9 2 out of 9
56% felt their parking experience had no impact on them. Comments included: <ul style="list-style-type: none"> • “Today it has been fine, other times I take a taxi because I know it can be hard, took a chance today!” • “Normally really bad.” 	5 out of 9

Date (CH)	22 May 2017
Time	2pm-6pm
<ul style="list-style-type: none"> • “Had to come all the way into main hospital to park.” 	

8.5 Main findings at Churchill hospital site

Total number of people spoken to at the Churchill was 45

Number of people spoken to at each session:

	17 May 2017	22 May 2017	Total per session
Session 7am - 10am	9		9
Session 10am-2pm	6	14	20
Session 2pm-6pm		16	16
Total per day	15	30	45

Main findings from the Churchill:

Total number of people spoken to were 45.

89% of respondents were outpatients.

78% of respondents came from within Oxfordshire

22% from outside Oxfordshire.

62% used their own or family or friend’s car to get to hospital

22% used the park and ride services or a bus service.

The main reasons given for people using a car were the lack of suitability of public transport because of the distance travelled, ill health or lack of availability (58%), with 39% saying they used a car because of convenience.

Comments included:

- This is the first time I've come by car because I've got to go on to another medical appointment and I can't get to that by bus. Anyone who comes here by car otherwise is an idiot.”
- “More convenient”
- “Because of where we live- in the middle of nowhere- easier to come by car”
- “Public transport takes days!”
- “Much easier from my place. Brings me right here from where I live.”
- “Because we come from Northamptonshire- and then we pick up our son from Leighton Buzzard and come here. Convenience.”
- Didn't know how dad would feel when finished so we can go straight home.”

- “Didn't want to be upset on bus.”
- “Buses unreliable.”
- “Would have to change buses several times.”
- “Easier to get here [in a car] but not to park.”
- “Know can't get parking no, mornings are bad so try and get later appointments.”
- “Taxi would cost £30 from Wheatley.”
- “Quick, bus service infrequent. Feel nervous enough anyway.”
- “Too far, usually do park and ride, appointment was later today.”

Some of the comments by people who had used park and ride services or another bus service included:

- “Warned off car park, told it is so hopeless you can't get in, website says to avoid parking.”
- “Easier - Oxford has really got its act together! The Park & Ride are very good, excellent system!”
- “Usually take hospital bus but it wasn't running today because of water/road works, had to take 3 buses from Kidlington.”
- “Easier to come although will probably have to wait around to get back to park and ride.”
- “Don't want the hassle of trying to park.”

41% of respondents reported a journey time of between 30 minutes and one hour 31% took between one hour and 90 minutes
28% took less than 30 minutes.

When asked how they felt about the journey

51% said it was fine or ok or as expected

40% felt stressed or had difficulty with traffic and roadworks they encountered on their way to the hospital.

Comments included:

- “Bit busy on A34. End part of journey- held up by roadworks.”
- “Doesn't worry me- used to the traffic problems”
- “Wasn't too bad- queued to the Headington roundabout but it moved fairly quickly.”
- “Terrible- get stressed out because of road works, motorway backed up. Leave early and know all the routes- have to get here early to park. If you leave it till 11am, it's hopeless.”
- “Been amazing- came on 2 buses- straight on a bus from home and when I got to the Park and ride the 900 was standing there. Only took 45 minutes. That was excellent. If I had missed the 900 it would have been a half hour wait. It was good.”
- “Terrible- such traffic problems.”
- “Because I'd left plenty of time, I was alright. Left really early, otherwise I would have been really stressed.”
- “It was slow but fine. Traffic was quite bad.”
- “Terrible because of the weather. The M40 and the lorries in the rain- horrible.”

- “Bit wet but ok”
- “Fine. As expected- husband deliberately didn't park here- he dropped me and then went to get a coffee. Had to go somewhere because we were worried about finding a place to park. So didn't attempt it.”
- “As expected- better!”
- “Bit tiring- more so for my son. He's recovering.”

83% of those who responded to the question said they did not have a blue badge.

96% of those who responded had parked on the hospital premises.

Between 6-10am - 78% took less than 15 minutes to park, with 22% reporting a longer wait of between 15 and 30 minutes

Between 10am-2pm - 56% took less than 15 minutes, with 44% stating it took between 15 and 30 minutes.

Between 2-6pm -71% took them less than 15 minutes to park, with 29% taking between 15 and 30 minutes

74% said it was easy to park, with 26% saying it was difficult

Comments from people about their experiences included:

- Daughter dropped me at the door and went off to park. She said it was quite easy today but yesterday it was a nightmare at the Nuffield Orthopaedic. Got here at 9.30am and it was fine but now (noon) there are no spaces. They let you into car park and you still have to drive around.”
- “Parking is not up to scratch here. I object to paying for parking for parking my car here in the hospital. Astounded that blue badge holders also have to pay. Parking has got worse over time here. They should issue a daily parking permit valid for the whole day- I don't think you should have to pay.”
- “We come early, particularly since the roadworks.”
- “Been lucky today. You can go straight in or you can wait an hour to find parking. Car park too small. Car park was full- one came out so we got in. We were going into a disabled bay so we were lucky. But still had to queue with everyone, even though we can park in the disabled bay. Have a blue badge and can park in a disabled slot but still get stuck in traffic because car park was full. Once into car park, a space was available today, though it can take an hour.”
- “Have a special permit to park. It would be a total nightmare without permit. Come to front of Churchill and park straight across entrance. In Banbury they are building 1000s of new houses and they want to take the hospital away- disgusting. They can do treatments there, they should.”
- “It was fine, wasn't sure where I was so just followed signs to general hospital. I have been here before, if I hadn't it feels like you don't quite know where to go. For me, if the Park and Ride were only stopping at the hospital- coming here directly I would feel better about using it. The current Park and ride isn't only for the hospital. May not be sure where to get off.”
- “Once through the barrier it was quite easy, but waited outside for 20 minutes. Parking is a problem- it's pretty horrendous. £7 a day is quite a lot to pay.”
- “Was ninth in the queue to get into car park. Took 15-30 mins to park.”
- “Parking not in a designated bay because can't find one.”
- “Can be horrendous sometimes.”

- “Confusing to park. There were no legitimate spaces. I am probably parked illegally but other people were too.”
- “Traffic was awful today, bus drivers didn't know anything because of the traffic. We booked a taxi from the park and ride, but the bus came first.”
- “Once you're in, it's alright as there are 8 or 9 disabled spaces. Car park was full. Went on the phone- pushed the button on the machine and talked to security. If you tell them you have a blue badge they let you in as there are spaces in disabled bays. Car park 1- disabled parking there is always full. But no5 has spaces. Know people who have missed appointments because of the parking problem.”
- “One of the good days today. Sometimes a nightmare to get a parking space. We come here regularly. Very expensive to park- considering we don't have much choice but to come here.”
- “Quite familiar with it- expect it to be hard so allow time and watch people with car keys. We hate coming here because of the parking.”
- “Not too bad today. Today was fine, last week was a long wait, had to queue to park for an hour. Bit tiring that was.”
- “Today it has been fine, other times I take a taxi because I know it can be hard, took a chance today!”
- “Normally really bad.”
- “Had to come all the way into main hospital to park.”

9 Appendix D - Nuffield Orthopaedic Centre

9.1 Morning experiences:

Date (NOC)	18 May 2017
Time	7am-10am
Total number of respondents	12
83% were outpatients	10 out of 12
83% came from within Oxfordshire	10 out of 12
75% used own car	9 out of 12
Within Oxfordshire 70% used their own car 100% of people coming from outside Oxfordshire used their own car	7 out of 10 2 out of 2
Why they used their own car	
From within Oxfordshire	
43% said they were unable to use public transport because of ill health or disability	3 out of 7
43% said there was no public transport available or it was impossible on public transport	3 out of 7
From outside of Oxfordshire	
100% said there was no alternative or no public transport for them at all	2 out of 2
Length of journey	
From within Oxfordshire	
60% took between 30 minutes and 1 hour	6 out of 10
30% took between 1 hour and 90 minutes	3 out of 10
From outside Oxfordshire	
One person took between 30 minutes and one hour and one more than two hours	
How they felt about the journey	
From within Oxfordshire	
60% said it was fine, as expected, or a bit better than expected.	6 out of 10
40% felt negatively about their journey citing traffic and road works as the problem.	4 out of 10
From outside Oxfordshire	
100% felt stressed by the journey	2 out of 2
Parking	
57% from within Oxfordshire parked with blue badge	4 out of 7
50% from outside Oxfordshire parked with a blue badge	1 out of 2
100% from within Oxfordshire who used a car parked on hospital premises	7 out of 7
100% from outside Oxfordshire parked on hospital premises	2 out of 2
60% from within Oxfordshire allowed 30 minutes to an hour to park	3 out of 5
86% from within Oxfordshire took less than 15 minutes to park	6 out of 7
From outside of Oxfordshire one person allowed 15-30 minutes and one person less than 15 minutes to find parking	

Date (NOC)	18 May 2017
Time	7am-10am
100% from outside Oxfordshire took less than 15 minutes to park	2 out of 2
71% from within Oxfordshire found it easy to park	5 out of 7
One from outside Oxfordshire person found it easy to park while the other found it hard to park.(Gone into figures again?????)	
Comments about parking	
From within Oxfordshire	
<ul style="list-style-type: none"> • 43% said it was fine and that had found a space easily. • One person said “Got a space straightaway- first time ever. Normally drive around after dropping husband off. Saw on a screen in the waiting room that if you're over time with the parking you can call receptionist or nurse what is that about? If there is help available so you don't have to keep rushing back to your car then they should publicise it better, most people wouldn't see it. If you're on your own and have to run up and down to the car if your appointment runs over, then this would be useful. All the park and ride services should have a hospital shuttle- come to the Redbridge site so there is no park and ride. Can't we have a shuttle service like at the airports, parking away from the hospitals and then have a shuttle to hospital? For us the p and r no use- would take an hour to oxford and then take a long time to get here.” • 29% said they had come early to find a space. One person said “Usually come early. If you come at noon, you have a job to park, even with the disabled badge. All the visitors are coming at that time so compete with them for space.” • 29% said they found it difficult to park. One person said “Couldn't find a parking space at 9.30am ended up on the pavement with a sign that says do not park- because there's no place. Hope I don't get a ticket, went right way round, could see cars waiting, saw pavement, used it.” • Another said “Incredibly difficult to find parking. There are people driving round and round in the car park. There is potential for aggression and accidents when people spot a parking space becoming empty. Dropped husband off and was waiting to park. Felt there were drivers who were quite aggressive and racing into parking spaces. Suggestion- people with certified mobility problems and blue badges and frailty should be granted certificate to park at the hospital. Should be more parking for staff. Everyone else should be given instructions for the park and ride- clear instructions on what buses to catch. Buses should turn into the hospital- hard to walk from the road. Detailed instructions should be given to patients on how long it will take and how to get there. Should be dedicated park and ride for the JR. Transport should be more integrated. People would use public transport more willingly if there were more certainty.” 	<p>3 out of 7</p> <p>2 out of 7</p> <p>2 out of 7</p>

Date (NOC)	18 May 2017
Time	7am-10am
<p>One member of staff said</p> <ul style="list-style-type: none"> • They want me to be here at 7am. If I come on the bus I have to leave home at 5am. Then I am too knackered to do a 12 hour shift from the start. I drive at the moment because I have a permit but the buses are really hard to do. If I use the park and ride and my shift finishes at 10pm there are no buses from the hospital. I have to walk to the High street in Headington in the darkness to catch a bus. Even with a permit in the afternoons can't find parking. Have to park in patients parking and risk a fine. Really need a travel survey with staff. Park and ride costs me £150 a month plus the buses don't go after 7pm. need a multi-storey car park like other areas. Find so many patients upset about parking. At protected lunch times when you ask people to leave they get really upset because they say 'but I've struggled to park and now you're asking me to leave.' 	
<p>From outside Oxfordshire, both people had comments about their experience:</p> <ul style="list-style-type: none"> • "Parking is not too bad but the journey is really difficult. I'm 83 and husband 84- it's very hard for us to do the journey. The journey is costing us a fortune in petrol. It's a 200 mile round trip, costs £40 each way." • "As I turned right (into the hospital)- the stress starts knowing that I might not get a space and might not be able to get to the hospital at my allocated time. You arrive in a tense situation but the relief when someone pulls out! I consider myself really lucky when I get a place because it is so difficult. Otherwise might miss appointment." 	

Date (NOC)	23 May 2017
Time	7am -10am
Total number of respondents	12
50% were outpatients, and 25% were going with a patient	6 out of 12 3 out of 12
58% came from within Oxfordshire	7 out of 12
42% came from outside Oxfordshire	5 out of 12
83% used their own car or a friend's or family member's car	10 out of 12
86% from within Oxfordshire used their own car	6 out of 7
80% from outside Oxfordshire used their own car	4 out of 5
Why they used their own car	
100% from within Oxfordshire said it was the easiest and quickest option	5 out of 5
75% of those outside Oxfordshire said it was it was too far to travel by public transport	3 out of 4
Length of journey	
86% from within Oxfordshire took within 30 minutes to an hour	6 out of 7

Date (NOC)	23 May 2017
Time	7am - 10am
From outside Oxfordshire for 60% it took between 30 minutes and one hour	3 out of 5
How they felt about the journey	
66% from within Oxfordshire felt ok about their journey	4 out of 6
33% said it was a difficult journey.	2 out of 6
60% from outside Oxfordshire felt ok about their journey	3 out of 5
Parking	
100% from within Oxfordshire and outside Oxfordshire who parked did not have a blue badge	5 out of 5 4 out of 4
83% from within Oxfordshire parked on hospital premises	5 out of 6
100% of those who used a car from outside Oxfordshire parked on hospital premises	4 out of 4
50% from within Oxfordshire allowed less than 15 minutes to park	5 out of 5
100% took less than 15 minutes to park	
50% from outside Oxfordshire allowed less than 15 minutes	4 out of 4
100% took less than 15 minutes to park.	
100% of people said it was easy to park	9 out of 9
Comments about parking	
83% from within Oxfordshire said it was fine to park. Comments included: <ul style="list-style-type: none"> • “Always find it ok” • one person mentioned the high cost of parking • two people said it had been hard to park in the past • And one person said it was better than parking at the JR 	5 out of 6
100% from outside Oxfordshire felt it was fine to park Comments included: <ul style="list-style-type: none"> • “Normally an issue but today was fine” • “Unusually good today. You have to get here before 9 or you've had it!” 	4 out of 4

Main findings about people’s journey and parking experiences in the early morning at the NOC:

Time (NOC)	7am - 10am
Total number of respondents	24
67% were outpatients	16 out of 24
62.5% came from within Oxfordshire	15 out of 24
37.5 came from outside Oxfordshire	9 out of 24
79% used own car or a friend’s or family member’s car	19 out of 24
Why they used a car	
61% cited the lack of public transport, being too unwell to use public transport or having too far to travel to use public transport.	11 out of 18
27% of this group said convenience was the reason for choosing to use a car.	5 out of 18
Length of journey	
67% took 30 minutes to one hour (this includes those from within and outside Oxfordshire who responded to the question).	16 out of 24

Time (NOC)	7am - 10am
How they felt about the journey	
57% felt the journey was as expected. One person said “I was prepared for it! Would like to have timings of buses with the appointment letter from Thornhill and the hospital. So can plan journey better. Saves sitting around for 45 minutes.”	13 out of 23
43% of people felt negative about their journey. One person said they were “shattered” after their journey, another said “Awful- lot of traffic- worse than normal. it was bad today, don't know why”	10 out of 23
Parking	
72% parked without a blue badge	13 out of 18
95% of people who used cars parked on the hospital premises	18 out of 19
94% found parking in less than 15 minutes.	
Comments about parking experience	
83% of those who responded to the question said it had been easy to find parking.	15 out of 18
61% of those within Oxfordshire felt fine about their parking experience. Comments included:	8 out of 13
<ul style="list-style-type: none"> • “Got a space straightaway- first time ever. Normally drive around after dropping husband off. Saw on a screen in the waiting room that if you're over time with the parking you can call receptionist or nurse what is that about? If there is help available so you don't have to keep rushing back to your car then they should publicise it better, most people wouldn't see it. If you're on your own and have to run up and down to the car if your appointment runs over, then this would be useful. All the park and ride services should have a hospital shuttle- come to the Redbridge site so there is no park and ride. Can't we have a shuttle service like at the airports, parking away from the hospitals and then have a shuttle to hospital? For us the p and r no use- would take an hour to oxford and then take a long time to get here.” • “Usually come early. If you come at noon, you have a job to park, even with the disabled badge. All the visitors are coming at that time so compete with them for space.” • “Couldn't find a parking space at 9.30am ended up on the pavement with a sign that says do not park- because there's no place. Hope I don't get a ticket, went right way round, could see cars waiting, saw pavement, used it.” • “Incredibly difficult to find parking. There are people driving round and round in the car park. There is potential for aggression and accidents when people spot a parking 	

Time (NOC)	7am - 10am
<p>space becoming empty. Dropped husband off and was waiting to park. Felt there were drivers who were quite aggressive and racing into parking spaces. Suggestion- people with certified mobility problems and blue badges and frailty should be granted certificate to park at the hospital. Should be more parking for staff. Everyone else should be given instructions for the park and ride- clear instructions on what buses to catch. Buses should turn into the hospital- hard to walk from the road. Detailed instructions should be given to patients on how long it will take and how to get there. Should be dedicated park and ride for the JR. Transport should be more integrated. People would use public transport more willingly if there were more certainty.”</p> <ul style="list-style-type: none"> • “Always find it ok” <p>One person mentioned the high cost of parking Two people said it had been hard to park in the past</p> <p>One person said it was better than parking at the JR</p>	
<p>100% From outside Oxfordshire, felt fine about their parking experience. Comments included:</p> <ul style="list-style-type: none"> • “Parking is not too bad but the journey is really difficult. I'm 83 and husband 84- it's very hard for us to do the journey. The journey is costing us a fortune in petrol. It's a 200 mile round trip, costs £40 each way.” • “As I turned right (into the hospital)- the stress starts knowing that I might not get a space and might not be able to get to the hospital at my allocated time. You arrive in a tense situation but the relief when someone pulls out! I consider myself really lucky when I get a place because it is so difficult. Otherwise might miss appointment.” • “Normally an issue but today was fine” • “Unusually good today. You have to get here before 9 or you've had it!” 	4 out of 4

Mid- morning to afternoon experiences:

Date (NOC)	18 May 2017
Time	10am - 2pm
Total number of respondents	8
50% were outpatients and 50% were going with a patient	4 out of 8 4 out of 8
63% came from outside Oxfordshire	5 out of 8
50% in total used a car	4 out of 8
40% from outside Oxfordshire used their own car	2 out of 5

Date (NOC)	18 May 2017
Time	10am - 2pm
40% used the park and ride 20% used a taxi	2 out of 5 1 out of 5
67% from within Oxfordshire used their own car 33% used the park and ride	2 out of 3 1 out of 3
The two people from outside Oxfordshire who used their own car said they did it for convenience.	2 out of 5
The two who used park and ride services said it was to avoid parking at the hospital (one person chose to park at the park and ride and take a taxi to bring her dad, on crutches, to the hospital and yet avoid parking)	2 out of 5
one person used a volunteer driver scheme.	1 out of 5
100% of those from within Oxfordshire used their own car because they could not use public transport because of mobility problems.	3 out of 3
The person who used the park and ride service said it was "purely to get me out of parking, let alone driving through Oxford."	1 out of 3
Length of journey	
60% from outside Oxfordshire took between one hour and 90 minutes 40% said it took more than two hours	3 out of 5 2 out of 5
33% from within Oxfordshire took less than 30 minutes	1 out of 3
33% between 30 minutes and one hour	1 out of 3
33% between 90 minutes and two hours	1 out of 3
How they felt about the journey	
80% from outside Oxfordshire, felt fine about their journey with one person saying they had to leave at 5.30am to get here at 11am.	
67% within Oxfordshire felt fine about the journey	2 out of 3
Parking	
67% from outside Oxfordshire did not have a blue badge 33% had a blue badge.	2 out of 3 1 out of 3
50% from within Oxfordshire had a blue badge 50% did not have a blue badge	
100% from outside of Oxfordshire who came in their own car parked on hospital premises.	3 out of 3
For those from within Oxfordshire 50% parked on hospital premises 50% parked on a nearby road	1 out of 2 1 out of 2
60% allowed less than 15 minutes to park. 100% from outside Oxfordshire took 15-30minutes to park 100% from within Oxfordshire took less than 15 minutes to park.	3 out of 5
67% from outside of Oxfordshire found it difficult to park	2 out of 3
Comments about parking included: <ul style="list-style-type: none"> • "Bit of a nightmare. Luckily person I was bringing- in a wheelchair- had brought her mum with her. Would have 	

Date (NOC)	18 May 2017
Time	10am - 2pm
<p>missed appointment if I had brought her on my own because I had to drop her off at the entrance and go and look for parking while her mum brought her in.”</p> <ul style="list-style-type: none"> • “Hard to find a non-disabled space- as a volunteer driver I get a special permit to park in the ambulance spaces. Normally it is fine but for the first time in 6 years we had to wait for an ambulance to move. Busy today.” • “Left over 2 hours for travel and parking. Parking was not too bad- just drove round a few times. It was a matter of going round a couple of times to find a space- dozens of others were driving round. My husband dropped me off- if I were by myself I would have been stressed. But because I was dropped off I was fine.” • “Harder than usual. Had to wait for someone to come out of a disabled bay. It was ok, took a bit longer than usual but it wasn't a problem. Today people seem to be waiting for spaces, it isn't normally so bad. At the Churchill where we go often, the car park is badly arranged- people trying to get out block the way of people trying to get in.” 	

Date (NOC)	23 May 2017
Time	10am-2pm
Total number of respondents	10
90% were outpatients	9 out of 10
70 % came from outside Oxfordshire	7 out of 10
80% used own car or a friend's or family member's car	8 out of 10
20% used their car and then a park and ride service	2 out of 10
Why they used a car	
71% cited convenience	5 out of 7
Length of journey	
100% from within Oxfordshire took between 30 minutes and one hour	3 out of 3
57% from outside Oxfordshire took between one hour and 90 minutes	4 out of 7
29% took more than two hours	2 out of 7
How they felt about the journey	
100% from within Oxfordshire said it was fine or not too bad	3 out of 3
50% from outside Oxfordshire found it ok. One person said it was exhausting, one described the journey as “stressful” and one said “We put ourselves out because care at the hospital is so good. It depends on time of day as to how long it takes to park.”	3 out of 6
Parking	
One person from within Oxfordshire only responded and said they did not park with a blue badge.	
83% from outside Oxfordshire parked with a blue badge.	5 out of 6
33% from within Oxfordshire parked on hospital premises	1 out of 3
100% from outside Oxfordshire parked on hospital premises	6 out of 6
67% from outside Oxfordshire allowed 15-30 minutes to park	4 out of 6
50% from within Oxfordshire allowed 15-30minutes	1 out of 2

Date (NOC)	23 May 2017
Time	10am-2pm
67% from outside Oxfordshire took less than 15 minutes to park 33% took between 15 and 30 minutes.	4 out of 6 2 out of 6
100% from within Oxfordshire found it easy to park.	2 out of 2
83% from outside Oxfordshire found it easy to park.	5 out of 6
Comments about parking	
From within Oxfordshire	
Comments included: <ul style="list-style-type: none"> “Two weeks ago it took me one and a half hours to park at the Churchill. There seemed to be spaces in the staff area.” 	2 out of 2
60% from outside Oxfordshire, felt their parking experience had no impact on them. Comments included: <ul style="list-style-type: none"> “Depends on time of day - at 9am, travelling and parking is horrendous” “Today it was difficult, I found a bay eventually but it was far away and I had to walk (which is hard for me - the disabled spot is too far away for people like me) so I was late for my appointment. Usually I always get a place by the Tebbit Centre but today I had to drive round and round.” 	

9.2 Main findings about people’s experience from 10am to 2pm

Time (NOC)	10am-2pm
Total number of respondents	18
72% were outpatients	13 out of 18
67% came from outside Oxfordshire	12 out of 18
67% used own car or a friend’s or family member’s car	12 out of 18
28% used a park and ride services	5 out of 18
Why they used a car	
58% cited convenience.	7 out of 12
The other frequently given reason was the inability to use public transport because of disability or ill health.	
38% of people used the park and ride services to avoid parking at the hospital	3 out of 8
Length of journey	
58% from outside Oxfordshire took between one hour and 90 minutes. 33% took more than two hours.	7 out of 12 4 out of 12
67% of those within Oxfordshire took between 30 minutes and one hour.	4 out of 6
How they felt about the journey	

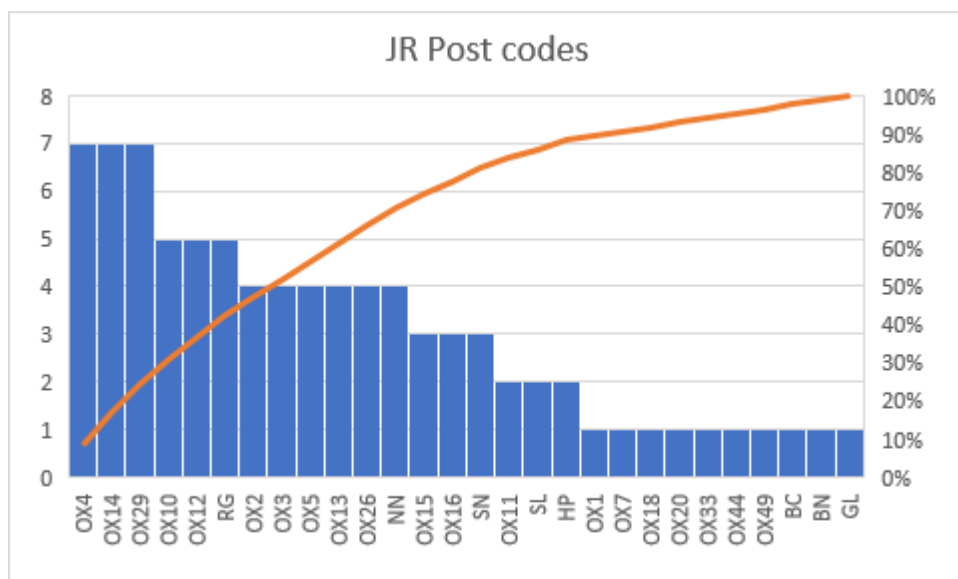
Time (NOC)	10am-2pm
64% from outside Oxfordshire felt fine about their journey. 83% from within Oxfordshire felt fine about their journey.	7 out of 11 5 out of 6
Parking	
58% parked with a blue badge	7 out of 12
75% from within Oxfordshire parked at the hospital. One person saying parked on a nearby road.	3 out of 4
100% from outside of Oxfordshire parked on the hospital premises.	9 out of 9
58% took less than 15 minutes to park 42% took between 15 and 30 minutes to park	7 out of 12 5 out of 12
69% found it easy to park.	9 out of 13
31% found it difficult to park.	4 out of 13
<p>Comments about parking experience included:</p> <ul style="list-style-type: none"> • “Bit of a nightmare. Luckily person I was bringing- in a wheelchair- had brought her mum with her. Would have missed appointment if I had brought her on my own because I had to drop her off at the entrance and go and look for parking while her mum brought her in.” • “Hard to find a non-disabled space- as a volunteer driver I get a special permit to park in the ambulance spaces. Normally it is fine but for the first time in 6 years we had to wait for an ambulance to move. Busy today.” • “Left over 2 hours for travel and parking. Parking was not too bad- just drove round a few times. It was a matter of going round a couple of times to find a space- dozens of others were driving round. My husband dropped me off- if I were by myself I would have been stressed. But because I was dropped off I was fine.” • “Harder than usual. Had to wait for someone to come out of a disabled bay. It was ok, took a bit longer than usual but it wasn't a problem. Today people seem to be waiting for spaces, it isn't normally so bad. At the Churchill where we go often, the car park is badly arranged- people trying to get out block the way of people trying to get in.” • Depends on time of day - at 9am, travelling and parking is horrendous” • “Today it was difficult, I found a bay eventually but it was far away and I had to walk (which is hard for me - the disabled spot is too far away for people like me) so I was late for my appointment. Usually I always get a place by the Tebbit centre but today I had to drive round and round.” • “Very relaxed. Came here on Monday and waited 12 mins for a space. can walk on crutches now so chose side road rather than hospital car park. can always get a space if you're prepared to wait in my 5 weeks of experience.” 	

9.3 Late afternoon to evening:

Date (NOC)	23 May 2017
Time	2pm-6pm
Total number of respondents	10
100% were outpatients	10 out of 10
50 % came from within Oxfordshire 50% from outside Oxfordshire	5 out of 10 5 out of 10
80% used either their own car or a friend's or family member's car. 20% used Patient Transport.	8 out of 10 2 out of 10
Why they used this means of transport	
50% from within Oxfordshire said it was easier 50% said they were being accompanied by the driver	2 out of 4 2 out of 4
75% from outside of Oxfordshire said it was too far for public transport or there was no suitable public transport. One person said "Easier with wheelchair, No trains from Milton Keynes. Can't find taxis who can take wheelchair and would involve five busses and three hours!" .	3 out of 4
Length of journey	
50% from Oxfordshire took between 30 minutes and one hour 50% took between one hour and 90 minutes. 75% from outside Oxfordshire took between 1pnehour and 90 minutes and 1oneperson saying it took between 90 minutes and two hours.	2 out of 4 2 out of 4 3 out of 4 1 out of 4
63% in total took between one hour and 90 minutes	5 out of 8
How they felt about the journey	
75% from outside Oxfordshire said it was fine 75% from within Oxfordshire said it was fine	3 out of 4
Parking	
50% parked with a blue badge	3 out of 6
100% from within Oxfordshire parked on hospital premises	4 out of 4
100% from outside Oxfordshire parked on hospital premises	4 out of 4
63% allowed less than 15 minutes to park	5 out of 8
88% took less than 15 minutes to park	7 out of 8
100% said it was easy to park	8 out of 8
100% said their parking experience had no impact on them.	8 out of 8

10 Appendix E - Postcodes of visitors to the 4 hospital sites

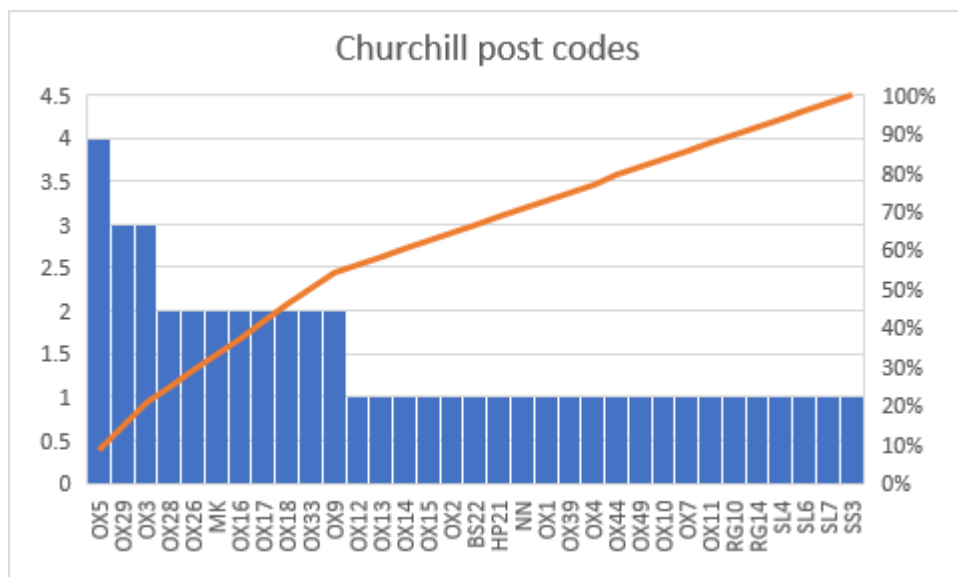
10.1 John Radcliffe site



28 different post codes

Majority from within Oxfordshire

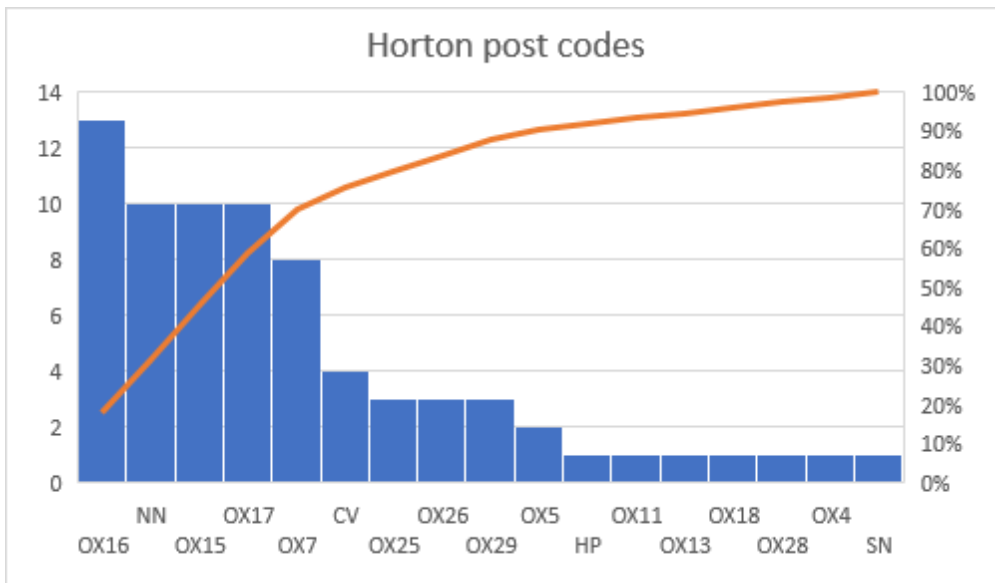
10.2 Churchill site



33 different postcodes

Majority within Oxfordshire

10.3 Horton General Hospital site

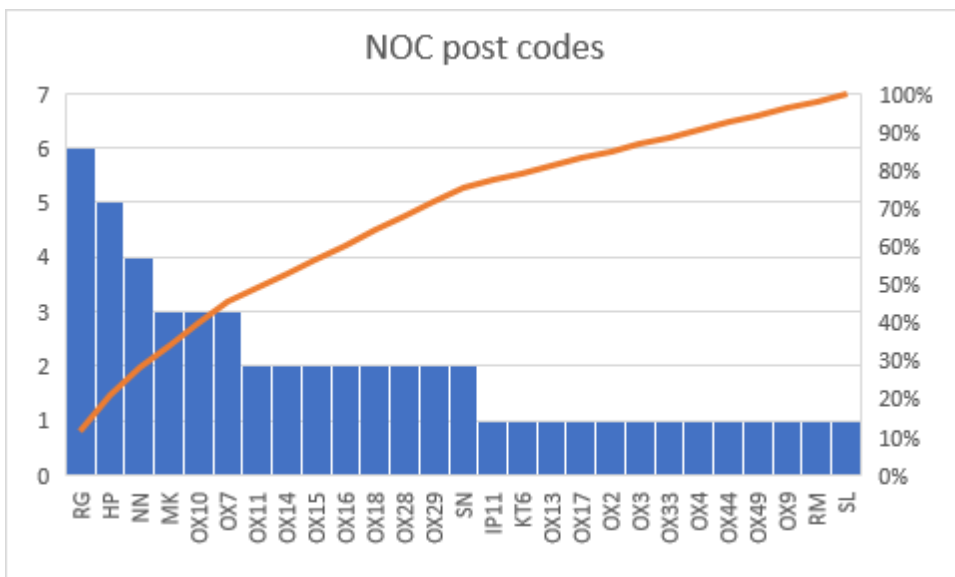


17 different post codes

Significant minority from Northamptonshire (10/69)

Principal areas: Banbury town and surrounding villages

10.4 Nuffield Orthopaedic Centre site



27 different post codes

47% outside of Oxfordshire

10.5 Oxfordshire post codes and surrounding counties



11 Appendix F - Questionnaire



Tell us your experience of travel and parking at the hospital today

Healthwatch Oxfordshire believes that people's experience of getting to their hospital appointment or visiting relatives and friends is very important as it can influence their overall wellbeing.

These questions will take no more than five minutes of your time.

Do take this, complete it when you can and send it back to us. We want to hear from you -

it will cost nothing as is free post.

Healthwatch Oxfordshire will publish a report on the findings of this survey. The Oxfordshire Clinical Commissioning Group (the organisation that pays for our hospital services), and Oxford University Hospitals NHS Foundation Trust will hear your voice.

Once again, thank you very much for your time.

A. Your journey to hospital	
Please tell us the date:	
and arrival time:at the hospital	
1. Which department or ward are you visiting?	
Which hospital did you visit? (please tick)	
John Radcliffe Hospital	<input type="checkbox"/>
Churchill Hospital	<input type="checkbox"/>
Nuffield Orthopaedic Centre	<input type="checkbox"/>
Horton General Hospital	<input type="checkbox"/>
2. Are you: (please tick one)	
Inpatient	<input type="checkbox"/>
Outpatient	<input type="checkbox"/>
Going with a patient	<input type="checkbox"/>
Visiting a patient	<input type="checkbox"/>
Other	<input type="checkbox"/>
3. What is the first part of <u>the post code</u> or name of town or village from where you set off from today?	
.....	
Please turn to page 2	

4. How did you travel to hospital today? You can tick more than one box			
Own Car	<input type="checkbox"/>	Foot	<input type="checkbox"/>
Friends' or Family Car	<input type="checkbox"/>	Bus	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	Car + Park and Ride	<input type="checkbox"/>
Motorcycle / scooter	<input type="checkbox"/>	Taxi	<input type="checkbox"/>
		Train	<input type="checkbox"/>
		Volunteer Car Scheme	<input type="checkbox"/>
		Patient Transport service	<input type="checkbox"/>
Why did you choose to use this form of transport?	4b If you travelled by bus which service did you use?		
	Where did you get off the bus?		
	Hospital bus stop <input type="checkbox"/> Away from hospital <input type="checkbox"/>		
5. How did it take you to travel to hospital?			
Less than 30 min	<input type="checkbox"/>	30 min – 1 hour	<input type="checkbox"/>
		1 hour – 90 minutes	<input type="checkbox"/>
		90 minutes – 2 hours	<input type="checkbox"/>
		More than 2 hours	<input type="checkbox"/>
		I do not know	<input type="checkbox"/>
6. How did your journey make you feel?			
B. Your experience of parking at the hospital			
7. Have you travelled with a blue badge today? Yes <input type="checkbox"/> No <input type="checkbox"/>			
8. Did you park on the hospital premises? Yes <input type="checkbox"/> No <input type="checkbox"/>			If No, Why did you choose this?
If no, where did you park? Local public car park <input type="checkbox"/>			
Nearby road <input type="checkbox"/> Private land <input type="checkbox"/>			
9. How much time did you allow for parking?			
		Less than 15 min	<input type="checkbox"/>
		15-30 min	<input type="checkbox"/>
		30min - 1 hour	<input type="checkbox"/>
		More than 1 hour	<input type="checkbox"/>
10. How long did it actually take to park your car?			
		30min - 1 hour	<input type="checkbox"/>
		60 - 90 min	<input type="checkbox"/>
Less than 15 min	<input type="checkbox"/>	90min - 2 hours	<input type="checkbox"/>
15-30 min	<input type="checkbox"/>	Over 2 hours	<input type="checkbox"/>
		I do not know, someone else parked the car	<input type="checkbox"/>
		I missed my appointment today because I could not park in time	<input type="checkbox"/>
11. Did you find it easy or hard to find a parking space? Easy <input type="checkbox"/> Hard <input type="checkbox"/>			
12. How has your parking experience affected you?			Please return using the Freepost envelope provided. Thank you!