

**Minutes of the Transport for Health Working Group
(formerly the Integrated Transport Working Group)**

Held on Friday 23rd October 2009

2:00pm – 4:00pm

Boardroom, Brook House

Chair

Zoe (ZF) Fright Senior Lead Commissioner, Urgent Care – ECK PCT

Attendees:

Martyn (MA) Ayre Senior Corporate Policy Manager – KASS

Sally (SB) Bengé Partnership Officer – Kent Highway Services

Stephen (SC) Carey PPE Representative

Andrew (ABC) Cole Head of Urgent & Continuing Care – ECK PCT (attended part meeting)

Sheila (SF) Flynn Senior Transport Planner – Canterbury City Council

Alex (AH) Hine Transport Manager – Maidstone & Tonbridge Wells Transport

Elizabeth (EI) Insley Finance Manager Commissioning – ECK PCT

Rowena (RL) Landham Commissioning Support Manager – ECK PCT

Dave (DL) Laws Chairman - East Kent Association of Older Citizens Forums

Chris (CL) Lewis Commissioning Assistant – NHS West Kent

Martine (MMc) McCahon Commissioning Manager – NHS West Kent

Ali (AOG) O’Grady Administrator (note taker)

Francis (FO) Outtrim Head of Business Management Services – NHS ECK Community Services

Bridget (BO) Owen Dover District Volunteer Centre

Steve Pay Transport Integration - KCC

(SP) Plumstead Transport Rep – East Kent Pensioner’s Forum
David
(DP) Read Regeneration Projects Officer – Swale Borough Council
Jill
(JR) Rodriguez Assistant Director of Public Health – ECK PCT
John
(JRod) Sawyer Manager – Ashford Volunteer Centre
Sue
(SueS) Short Planning Policy & Ed Manager – Shepway District Council
David
(DS) Springer Graduate Trainee in Commissioning – NHS West Kent
Santosh
(SS) Whitburn Action with Communities in Rural Kent
Nigel
(NW) Woolmer Corporate Policy Officer - KCC
Tim
(TW)

Apologies:

Matthew Arnold (MA) Business Development Manager - Arriva
Diane Aslett (DA) Regional Adviser (Partners) – Age Concern, Help the Aged
Malcolm Barry (MB)
Kenneth Cobb (KC) Transport Integration Manager - KCC
David Hall KCC
(DH)
Louise Murrell Link Development Worker – East Kent
(LM)
Mick Sutch KCC
(MS)

Item		Action
1	<p>Apologies and Introductions Apologies were noted and introductions made.</p>	
2	<p>Firstly the group agreed that this particular meeting will now be known as 'Transport for Health Working Group'.</p> <p>ZF informed the group there had previously been an integrated transport working group in place which brought together a number of stakeholders to collaborate on certain service improvement initiatives. Following various changes in management this group has not met for some while. As the PCT sees patient transport as an important commissioning area, in particular the need for a partnership approach it was agreed that the group should be re-established with a different focus and jointly led with colleagues from KCC. ZF confirmed that this was the first meeting of this re-established multi-agency patient transport group.</p> <p>ZF confirmed the purpose of this group is to facilitate effective communication between transport for health stakeholders across Kent and Medway. The group will be commissioning led and work towards the intensions stated in the 'Commissioning Transport for Health' summary report of the NHS lead transport event which took place on 18th May 2009, and the 'Kent wide health and transport day' hosted by KCC which took place on 22nd September 2009.</p> <p>The main priorities as agreed by the attendees as these events were:</p> <ul style="list-style-type: none"> • Undertaking a Needs Assessment for health transport services • Developing a toolkit/checklist for transport in NHS/LA commissioning plans • Better use of existing, available, off-campus transport/facilities for patients, visitors and staff (e.g park and ride schemes) • The need to market current transport options and services to patients, professionals, and public. <p>ZF reported that we recognise the importance of ensuring patients get to where they need to go and we need ensure these barriers are moved. This is a priority for us as a PCT. We want to make sure this is a working group and key actions are taken forward.</p>	

	<p>ZF went through the Terms of Reference in detail. A number of changes were made and will be sent out with the notes of this meeting.</p> <p>The group were asked to review the Terms of Reference for the group once received and send any in any additional comments before they were finalised.</p> <p>Suggested frequency of this meeting was agreed as bi-monthly to start with and eventually may move to quarterly.</p> <p>A discussion took place around whether we are focusing on Eastern and Coastal Kent area or whether it be Kent and Medway. It was agreed it would be Eastern and Coastal Kent area with liaison to other areas.</p>	<p>ZF</p> <p>ALL</p>
<p>3</p>	<p>Feedback and Outputs from recent Transport Events</p> <p>Commissioning Transport of Health – 18th May 09. There were a number of group discussions at the event and ZF went through the appendices which detailed the flip charts discussions at the back of the summary, priorities for further development, key themes, governance arrangements, funding sources, scope of projects and timescales.</p> <p>Kent Wide Health & Transport Day – 22nd Sept 09. MA reported the meeting provided the chance to develop multi-agency working between representatives from both health and transport professions, with the common aim to further improve the services currently offered. A number of tasks were carried out to facilitate discussion and shape actions to ultimately identify the gaps left by current provision and to potentially develop new innovative transport solutions. The draft notes need to be signed off and will go out with the notes of this meeting. MA to forward notes to AOG for circulation.</p>	<p>MA</p>
<p>4</p>	<p>Taking forward workshop outputs and developing and integrated Action Plan</p> <p>ZF confirmed she is happy to take on board any comments to help us construct our priorities and action plan.</p> <p>DL reported the bus pass usage. He feels a lot of outpatient appointments are made too early in morning for pensioners to use their bus pass. EKHUFT have introduced an evening PTS</p>	

service but feels people are not aware of this. In Health News transport section, only one drop off point in Folkestone is mentioned. It was reported in the new revamped Health News, reference information regarding transport is not mentioned at all. Information should be readily available to the public. DL mentioned he had written to the PCT and Shepway District Council but had not received a response from either.

SC suggested this group needed to examine the groups we are trying to help. There are issues with parking, especially if disabled bays are full which appears to be frequent.

ZF asked JRod if he is aware of a needs assessment for transport. He is not. SC suggested Health Matters Reference Group (HMRG) is always keen to be involved with this type of work. JRod reported it would be good to define what core transport is with district councils, county councils etc so we have a framework that people can understand. He suggested sub-groups could look at local areas.

It was suggested an operational group to help focus on the running of these services is required which will have an overview of all the services.

Financial Framework – JRod made suggestion there should be some incentive for people to help themselves to get to an outpatient appointment.

BO suggests it would be helpful if Dover District Volunteer Centre advert were to appear in EKHUFT leaflet.

JRod would like to see the development of an ethical framework. We would need to link through the financial aspects and link it to the ethical aspects.

DP suggests a sensible point of contact would be beneficial and a questionnaire put in GP practices.

SP commented that many things fall under the district council, all of which demands the presence of other people to attend the group.

Another suggestion was perhaps there should be an analysis of an outpatient list. TW reported a mapping of assets that are out

<p>there would be advisable.</p> <p>FO reported that community services have links around east Kent around diverse therapy. Information could be collected fairly easily but not likely for outpatient appointments.</p> <p>NW reported there are parish planning databases. We also need to remember that some patients need to have somebody to accompany them to appointments.</p> <p>DS asked members what the core skills are from the districts that need representation on this group. MA thinks this will differ on different occasions depending on what is being discussed. ZF commented we will consider whether we have groups at a local level.</p> <p>It was agreed there certainly needs to be focus groups.</p> <p>AH confirmed the Travel Planner for PFI at West Kent will attend the next meeting. AH to invite him.</p> <p>RL suggested promoting mobile clinics.</p> <p>SB is interested in aspirations of this group so she can build into her development of strategies.</p> <p>ZF reported she would take on board all comments and start to put a plan together on some of the top proprieties that were mentioned today. By December ZF would like to see a lot of workstreams up and running by then.</p> <p>ABC reported there are a number of key themes to take away from this. He would urge the group to consider the transport issues for Medway because of the population of Swale. We need to understand how we are going to move forward. We need to establish quickly what we are working on and who is going to champion them, then use this meeting to feed back to the wider group. He is very keen we are progressing these actions. ABC suggests three activities per locality are looked at.</p> <p>MA also pointed out it is two way traffic so it would be good to inform the PCT and KCC if you require representation at one of your meetings from time to time.</p>	<p>AH</p>
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	There is a whole array of things to look at with regard to communication, especially around leaflets etc. Out of date material is not acceptable.	
5	Confirm Next Steps ZF thanked everyone for their contributions; we have gained lots of ideas and thoughts to draw together. The next meeting will be in December to see what we are delivering and who is involved in this.	
6	Any Other Business None	
7	Date of next meeting To be arranged but will be in December.	