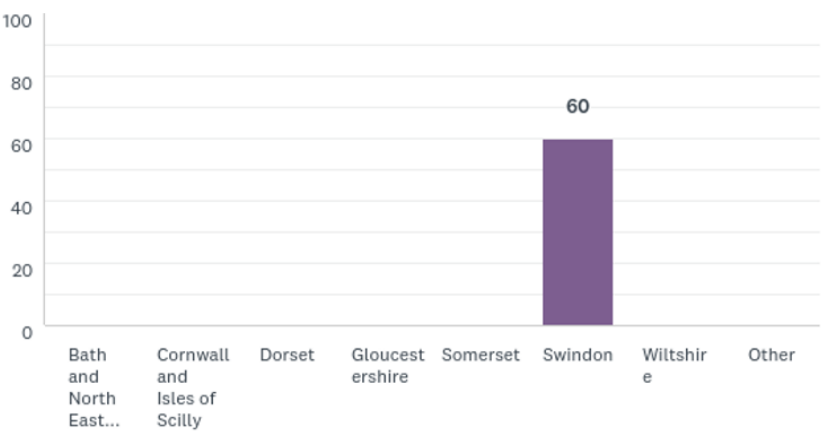


APPENDIX 1 – Swindon CCG Survey Responses

Q1: If you are a patient or responding on behalf of a patient please provide us with the first part of your postcode e.g. GL3 or TA9.

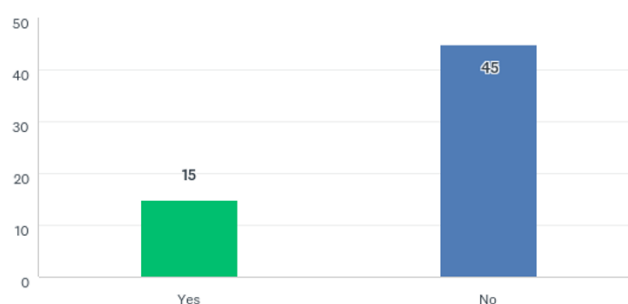
SN25_{SN6} SN4_{SN2} Sn3_{Sn5} SN1

Q2: In which area is your GP practice based?

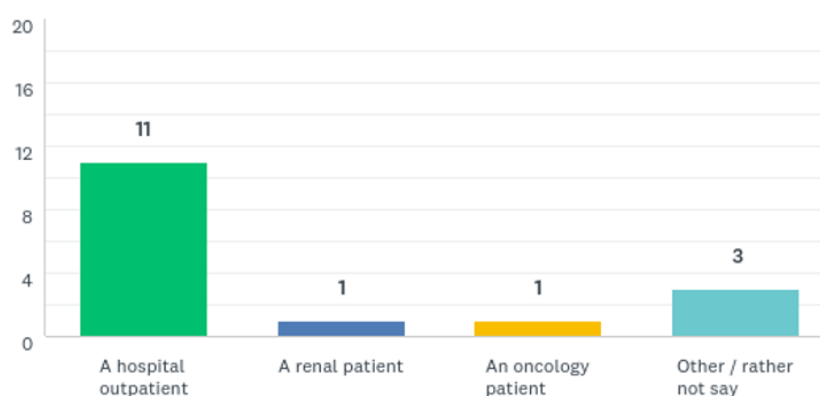


Total of responses across the South West was 2159 of which 60 were specific to Swindon.

Q3: Are you someone who has used NHS funded non-emergency patient transport in the last year



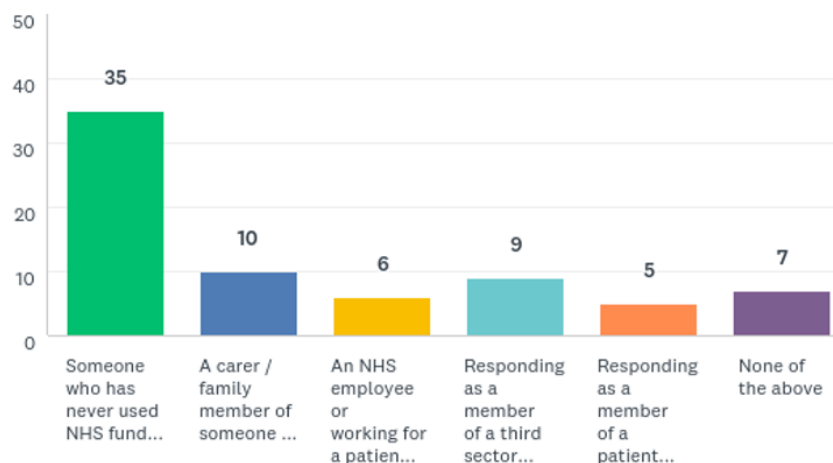
Q3a: If you have said yes to Q3 are you:



Of those who have used NHS funded non-emergency patient transport in the last year, most had done so as outpatients.

Renal patient representation was the lowest in Swindon than across the other CCG's within the South West.

Q4: Are you? (you may tick more than one box)



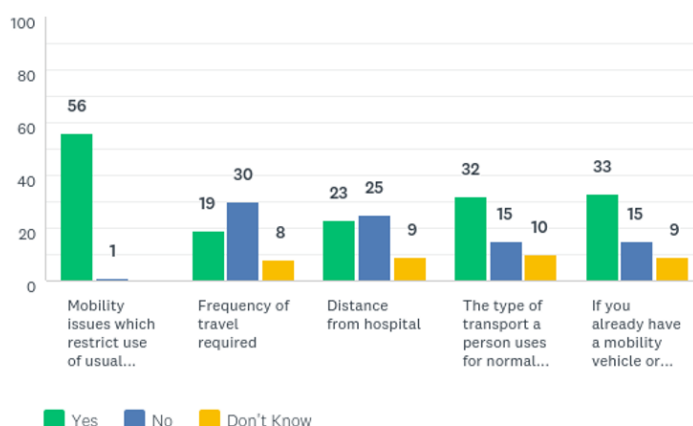
Swindon CCG responses have very similar proportions to the South West overall however very slight differences in the categories detailed below:-

Higher than the South West

A carer/family member of someone who uses NHS funded non-emergency patient transport

Responding as a member of a third sector organisation or community group

Q5: Eligibility is currently based on medical condition, what other factors do you think need to be taken into consideration? (for each factor please select yes, no or don't know)



Options read, in full:

- Mobility issues which restrict use of usual forms of transport
- Frequency of travel required
- Distance from hospital
- The type of transport a person uses for normal daily living
- If you already have a mobility vehicle or other similar benefit

Swindon findings were:

- Strongest support was for **mobility** issues which restrict use of usual forms of transport to be taken into account
- Strong support for type of transport a person uses for **normal daily living** to be taken into account
- Strong support whether having a **mobility vehicle or other benefit** should be taken into account

Swindon CCG responses above match the SW overall proportions with the exception of the following two factors where the responses were higher to **NOT** take the following factors into consideration:

- **distance** from hospital to be taken into account
- **frequency** of travel required to be taken into account (Albeit very close 23 Yes vs 25 No)

Further detailed information on SW overall survey

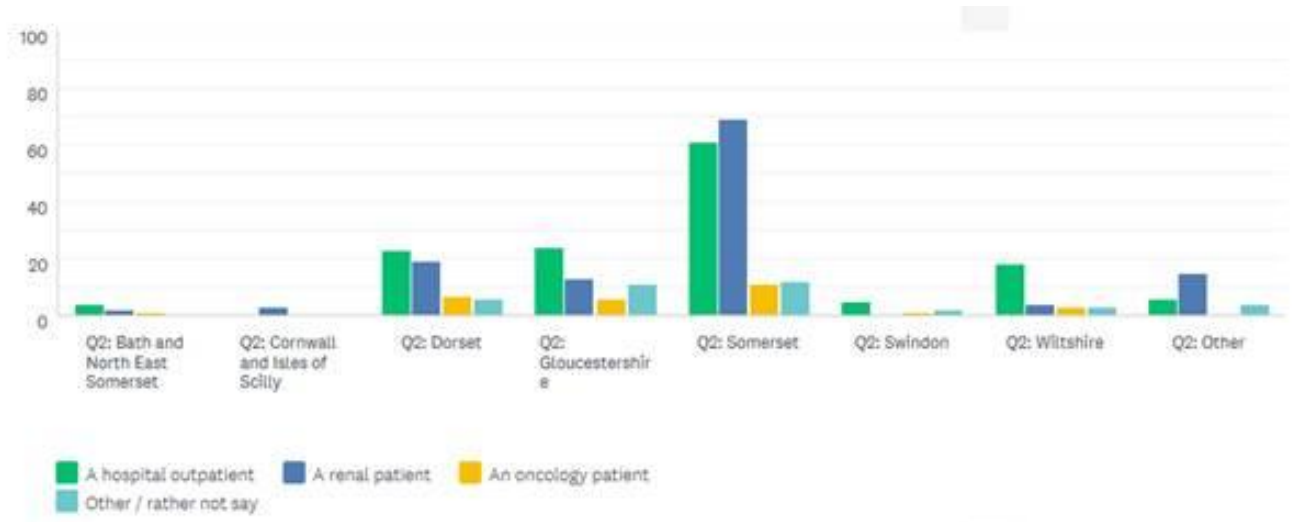
Patients (also cut by renal patients) who have said yes to both frequency and distance as factors that should be considered within the eligibility assessment.

To note:

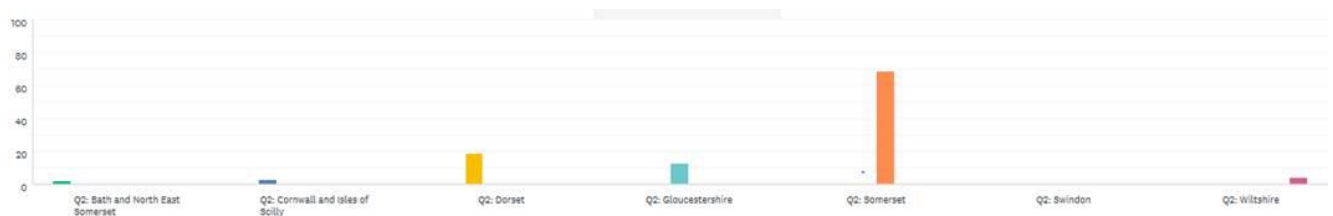
From all responses a total of:-

- 125 patients said yes to both frequency and distance
- 109 selected frequency only
- 105 selected distance only

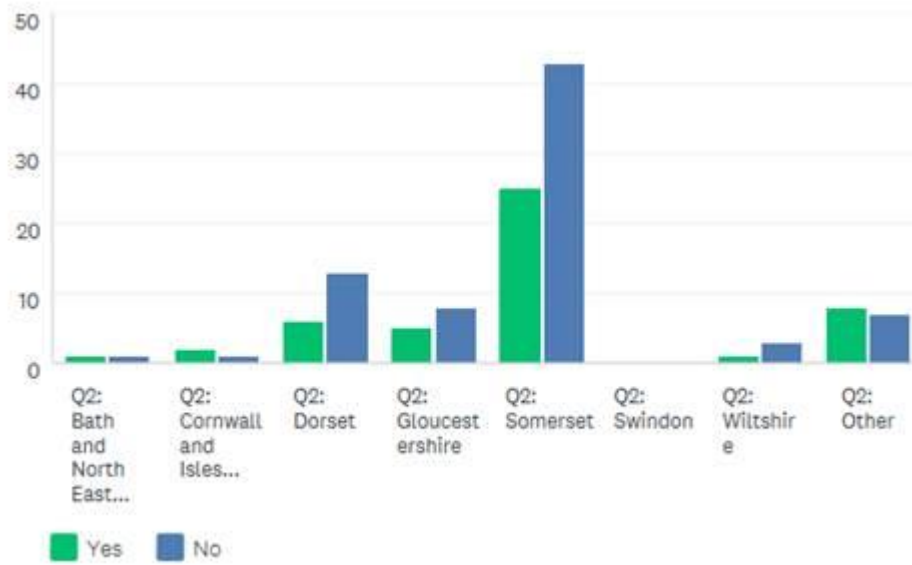
Breakdown of split by area for patients who said yes to both frequency and distance as factors that should be considered within the eligibility assessment.



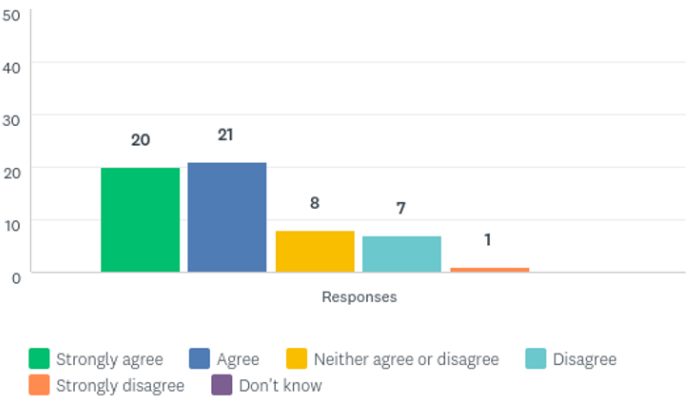
Further breakdown of split by area for **renal** patients who said yes to both frequency and distance as factors that should be considered within the eligibility assessment.



Further detail filtered by renal patients who selected distance and frequency as factors that should be considered within the eligibility assessment.



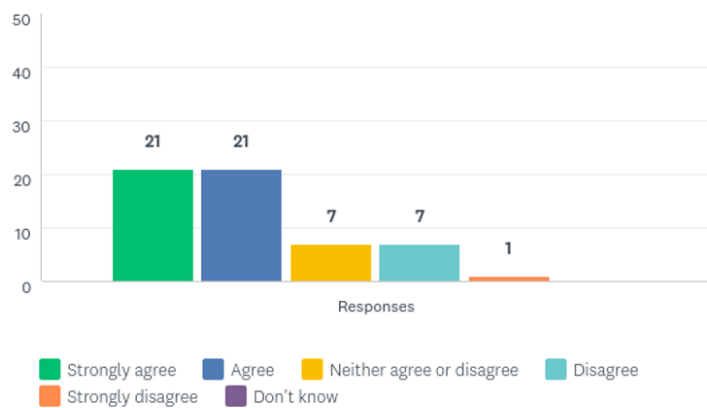
Q6: People who are able to make their own way to or from other appointments including hospital (e.g. driving themselves, being driven by friends, neighbours, family or voluntary services, or able to use public transport) should normally be assessed as NOT eligible for NHS funded non-emergency patient transport (tick one)



Clear overall Swindon support for the view that people who are able to make their own way to or from other appointments including hospital, should **NOT** normally be assessed as eligible for NHS-funded non-emergency patient transport

Swindon CCG responses match SW overall proportions

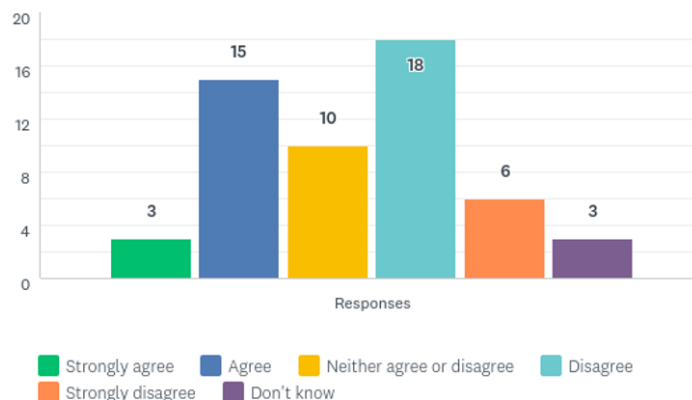
Q7: NHS funded non-emergency patient transport should be available only to people who need it for a medical reason, that is, they cannot travel safely by any other means (tick one)



Clear overall Swindon support for the view that NHS-funded non-emergency patient transport should be available only to those with a medical reason i.e. cannot travel safely by other means

Swindon CCG responses match SW overall proportions

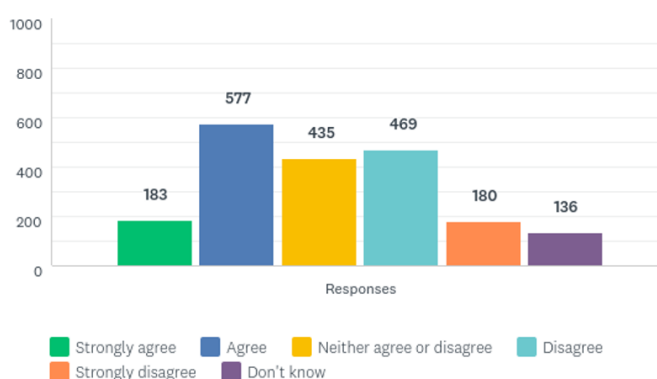
Q8: People should be entitled to NHS funded non-emergency patient transport if they need help getting to and from the vehicle, that is, they have no particular medical or mobility need for the transport journey itself (tick one)



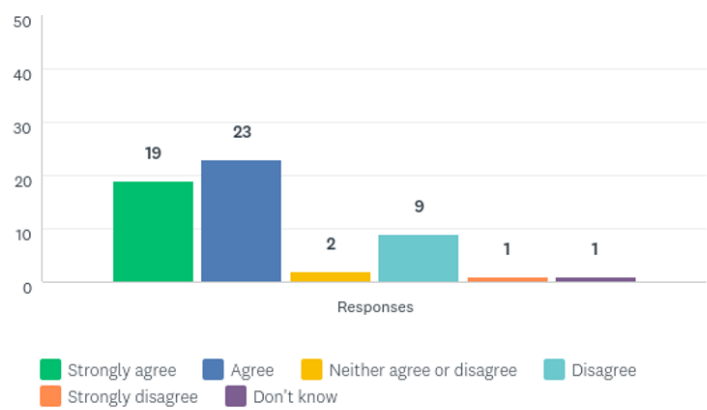
The Swindon view was non-committal for the view that NHS-funded non-emergency patient transport should also be available for those who only need help getting to/from the vehicle, rather than needing support for the transport journey itself. (Strongly agree/Agree 18 vs Disagree 18)

SW showed slightly less support for the view that NHS-funded non-emergency patient transport should also be available for those who only need help getting to/from the vehicle, rather than needing support for the transport journey itself

Q8: People should be entitled to NHS funded non-emergency patient transport if they need help getting to and from the vehicle, that is, they have no particular medical or mobility need for the transport journey itself (tick one)



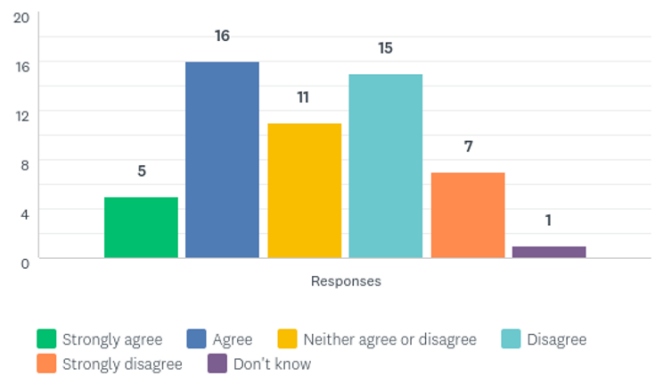
Q9: NHS funded non-emergency patient transport should not be available to people if they are able to travel safely by private car or public transport (tick one)



Strong Swindon support for the view that those who are able to travel by private car or public transport should not normally be eligible for NHS-funded non-emergency patient transport

Swindon CCG responses match SW overall proportions

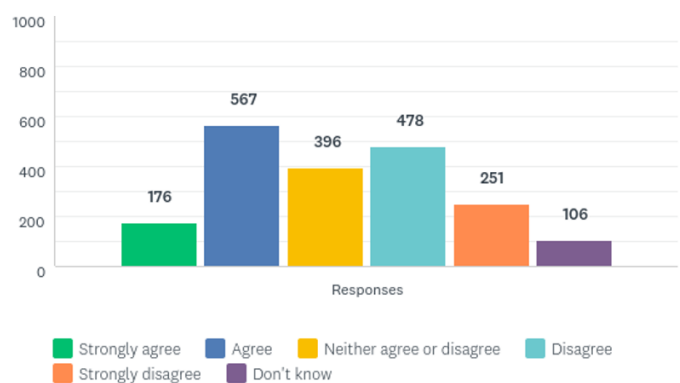
Q10: People who have a mobility vehicle, or similar, or who are in receipt of a higher level mobility payment should also be eligible to receive NHS funded non-emergency patient transport (tick one)



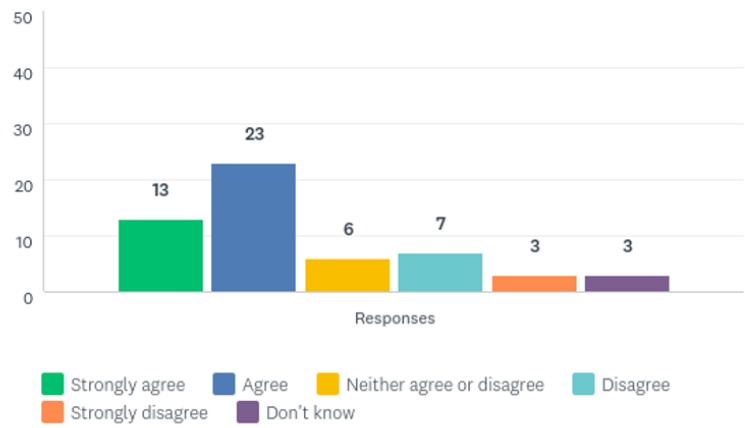
The Swindon view was non-committal for the view that those with access to a mobility vehicle or higher level mobility payment should not be eligible for NHS-funded non-emergency patient transport. (Strongly agree/Agree 21 vs Disagree/strongly disagree 22)

SW showed more support for the view that those with access to a mobility vehicle or higher level mobility payment should not be eligible for NHS-funded non-emergency patient transport.

Q10: People who have a mobility vehicle, or similar, or who are in receipt of a higher level mobility payment should also be eligible to receive NHS funded non-emergency patient transport (tick one)



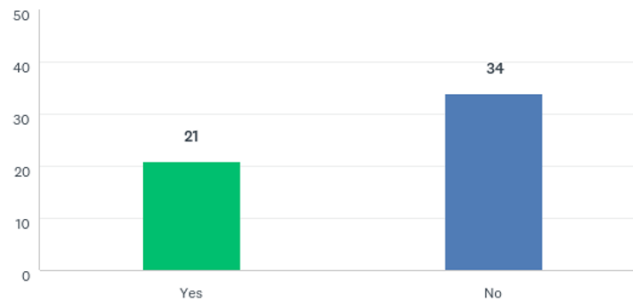
Q11: The same eligibility assessment for NHS funded non-emergency patient transport should be applied equally to all (tick one)



Very strong Swindon support for the view that the same eligibility assessment should be applied to all (i.e. no protected groups/excluded groups)

Swindon CCG responses match SW overall proportions

Q12: Some people who are not eligible for NHS funded non-emergency patient transport but who are either on a low income or in receipt of specific benefits may be eligible to claim travel costs under the Healthcare Travel Cost Scheme (HTCS). Are you aware of this scheme?



Generally low level of awareness of the Healthcare Travel Costs Scheme: awareness 38% in Swindon, 26% across the SW.

Q13: If you have any suggestions or comments, including how we can support people to make alternative plans to get to their hospital appointment rather than rely on NHS funded non-emergency patient transport, please note them here. (Please do not include any personal details) It will not be possible to individually respond to comments but all comments will be considered. The full report will be available on the individual CCG websites in due course.

Voluntary Swindon Travel Safely Issues Cost Help Getting Bus
 GWH Hospital Health Patient Transport
 Scheme Medical Parking Spaces Able Regularly Mobility
 Elderly

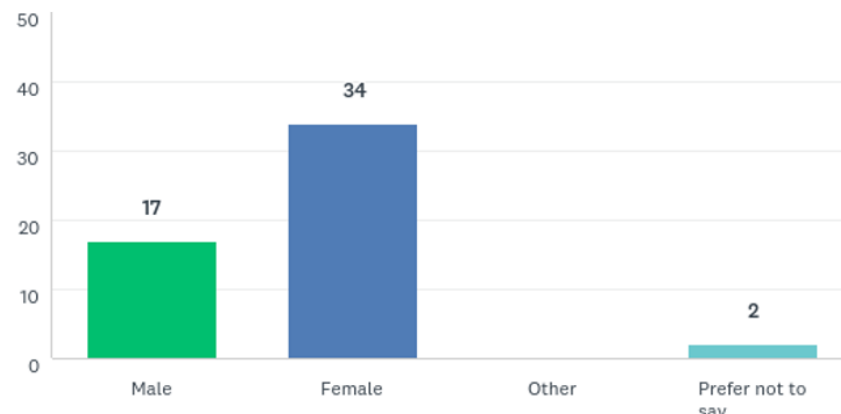
Size of writing denotes frequency of response

Many individual comments were received from Swindon respondents, common themes include:

- Provision of adequate parking (close to the building) especially at peak times
- Reduce hospital parking charges for those on low income / for carers
- Improve Public Transport i.e. more frequent journeys to GWH
- Consider requesting a contribution towards the NEPTS from patients who wouldn't qualify
- Voluntary services
- Potential beneficiaries should be supported by a medical practitioner
- Funding Volunteer Cars or community transport schemes

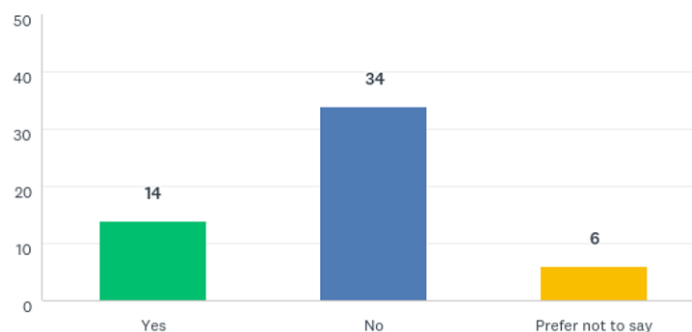
- Consideration of treatments that could be performed at home by the community nurses to save the patients making a journey at all.
- Criteria to be based on medical need and not financial needs.

Q14: What is your Gender?



Swindon CCG responses match SW overall proportions.

Q15: Do you have a disability?(This means a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.)



Swindon CCG responses match SW overall proportions.

Q16: Do you have a disability?(This means a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.)

Limited Pain Condition

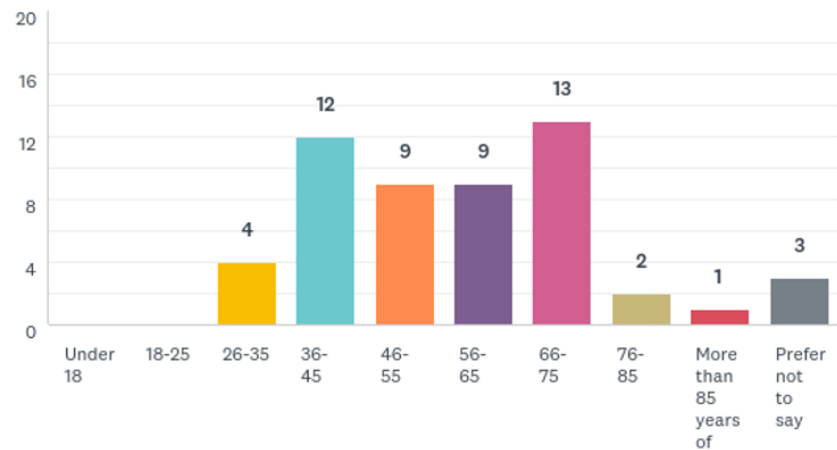
Size of writing denotes frequency of response

SW showed a wider range of disabilities:-

Q16: If you ticked yes and are happy to, please very briefly describe the nature of the disability

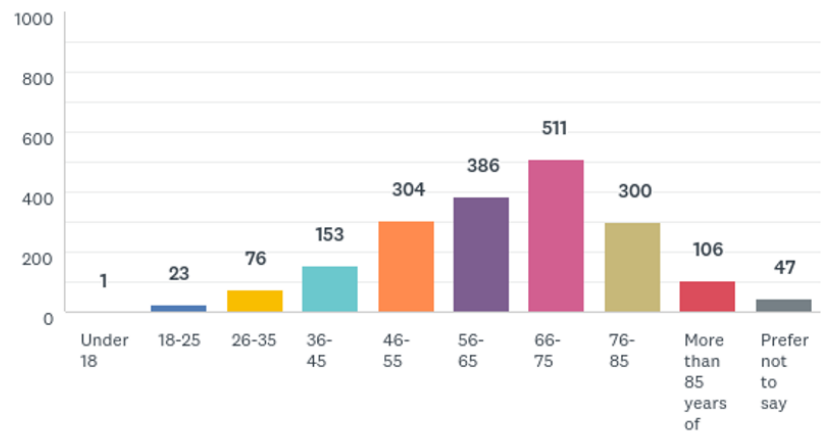
Disease Right Ankle Pain Hip Replacements Cancer Registered Blind
Leg Heart Failure Mobility Renal Failure Arthritis
Sighted Walk Dementia Problems Stroke Knee
Heart Condition Diabetes Blood Pressure COPD Hearing Loss
Spinal Peripheral Neuropathy Kidney Failure

Q17: What is your age?



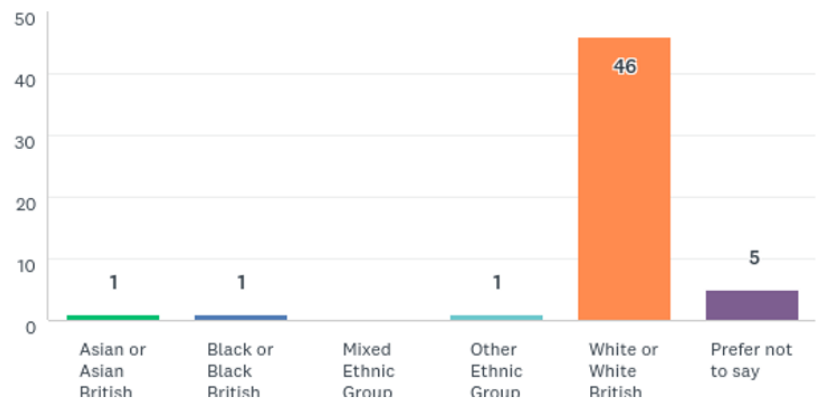
SW

Q17: What is your age?



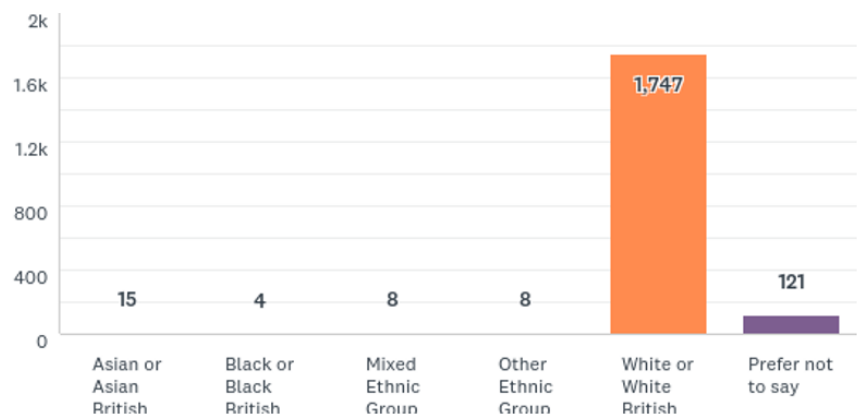
Swindon had a much higher proportion of 36-45 year olds in comparison to the overall SW proportions. Respondents to the survey in the 76-85 age group was much lower than the overall SW proportions.

Q18: How would you define your ethnic origin?



SW

Q18: How would you define your ethnic origin?



Swindon CCG matched the proportions of the SW overall survey with White or White British remaining the predominant ethnic origin.