

Patient Transport Update – May 2023



The Patient Transport Taskforce was re-established in April 2023 with representatives attending from the IW NHS Trust, HIOW Integrated Care Board, IW Council and IW Transport Improvement Board.

The Taskforce committed to:

- Understanding Scope and Current Picture
- Improving Patient Experience in the short term ('quick wins')
- Working with the transport companies to improve patient experience
- Developing a future framework - longer term solutions

Progress to date:

- Scope agreed.
- Processes established at Portsmouth Hospitals NHS Trust to ensure appointment times for Island residents are appropriate; work is underway to establish similar processes with other hospitals in Hampshire.
- Patient travel data has been collated, including numbers & types of appointments for which people are having to travel, and for which services.
- A learning event has been scheduled with Hovertravel in June.
- A meeting with Chief Executives of our key transport providers is being scheduled.

Next Steps:

- Engage patients, public and staff on current picture and future solutions for cross-Solent Patient Transport
- Undertake further analysis and benchmarking
- Improve patient transport information
- Engage transport providers