

# Intelligence Report

May 15<sup>th</sup> - Aug 15<sup>th</sup> 2023 - Travel and Transport

## Key themes and issues....

- There is a lack of information about how people can get to mainland hospitals, including travel and funding options.
- People report difficulties in booking a ferry when they need to collect someone from a mainland hospital, particularly during the summer months.
- Some people are making life changing decisions about treatment, based on their ability to afford travel costs.
- Some people have had difficulty in getting home from A&E, as there are limited taxis running during the night.
- Some people have moved to the mainland to make it easier to travel for treatment to mainland hospitals

## What are we hearing?

Individual has cancer and has been advised that he needs daily treatment at Portsmouth hospital. He has a limited income and cannot afford the daily travel so has told his consultant that he is unable to have the treatment.

Individuals relative recently had surgery at Portsmouth hospital. He was due to be discharged so his relative rang the hospital to ask what time he would be discharged so she could book a ferry. The hospital were only able to say that he would be discharged in the afternoon, so individual booked a ferry but arrived some time after their relative had been discharged. They felt lucky to be able to book a ferry given that it was during the busy summer period.

Individual had a heart attack at 11am and by 2.45pm he had been transferred to the QA hospital in Portsmouth, with his heart blockage cleared and back on the ward. Very impressive, efficient care.

“When having to travel 3 times a week it does get extremely expensive. I dread the time when we have to start that again!”

Individual’s relative had cardiac surgery at Southampton hospital and felt the travel to and from the hospital was seamless.

Individual spent over an hour travelling to his dental appointment, only to be told when he arrived, that his appointment had been cancelled.

Individual needed information about how to get a relative with mobility problems to an appointment at St Mary’s hospital.