



**COMMUNITY
WAIKATO**

"Thriving Communities"
Hapori Mauriora



**Waikato Community
Transport Forum**

Community Transport Provider Engagement Report

Compiled by Community Waikato



"One recent request was for a man with MRSA and another for a young man who had been in a fight and had facial lacerations and bruises. We do not like our clients to feel they are at risk."

Waikato Community Forum Survey participant, 2018



SurveyMonkey®

Background

Survey outline

The Waikato Community Transport Forum, Community Waikato and Waikato Regional Council are working with the Waikato District Health Board to identify issues related to community transport. The role of Community Waikato is to collate the views and concerns of Community Transport Providers, providing an independent and anonymous voice for feedback to the Waikato District Health Board.

Questions asked

1. When picking up passengers from Waikato Hospital, have you ever had any issues with the discharge process in regards to:

- Timing (for example: very early or late request to collect a patient)
- Readiness of passenger when you arrived to pick them up (for example: passenger does not have discharge paperwork or is not ready to leave hospital)
- Full information provided regarding pick up of the passenger (for example: whether they have a mobility aid, or specific medication needs on their way home)
- Other

2. What information would you like the Waikato DHB to know about your experience providing transport to and from Waikato Hospital?

3. If you have had any issues regarding appointment times set for your passengers please describe them here

4. If you have had challenges transporting people with disabilities, mobility challenges or with issues associated with illness, please describe them here

5. Is there anything else you would like to tell us about your experience with the Waikato DHB?

6. If you are happy for us to talk to you more about your experiences with the Waikato DHB please provide your name and email or phone number



Who took part?

Survey Participants

In April 2018 a survey was sent out to the 74 members of the Waikato Community Transport Forum. Of these 20 are transport providers. Some were transport coordinators who sent this survey on to their providers.

The survey closed 11 May 2018, and 24 people participated.

Forum members are rural transport providers from the Waikato region, Waikato DHB, Regional and local Council, local funders, and interested community

The Results

What we found out

Q1: When picking up passengers from Waikato Hospital, have you ever had any issues with the discharge process in regards to:

- Timing (for example: very early or late request to collect a patient)
- Readiness of passenger when you arrived to pick them up (for example: passenger does not have discharge paperwork or is not ready to leave hospital)
- Full information provided regarding pick up of the passenger (for example: whether they have a mobility aid, or specific medication needs on their way home)
- Other

"I have discussed a pick up time with staff at the hospital and then they have not been ready yet. I have had to ring to follow them up. We have had incidents when they have booked a ride home but on pick up they are no where to be seen or found."

"Late pick up requiring 2.5 hours before arriving at the hospital as the distance we have to travel."

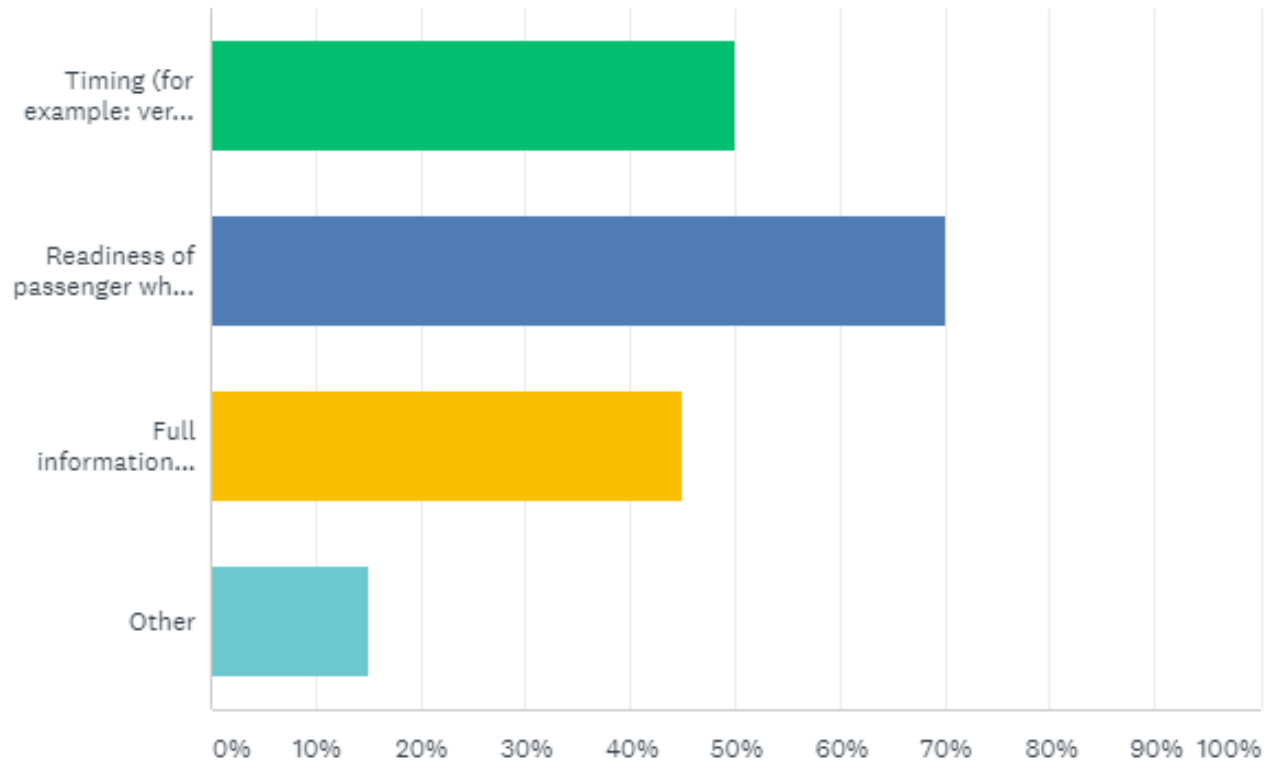
"When making a shuttle booking for a discharged patient that has any equipment / mobility aid please let the shuttle know as we often don't have enough room for it. The hospital is inclined to just expect it to be taken."

"Client who was taken by a driver who had an appointment early in the day and then much later in the day and the driver could not stay for the appointment which ended up being after 5.00pm."

"No issues"

When picking up passengers from Waikato Hospital, have you ever had any issues with the discharge process in regards to:

Answered: 20 Skipped: 4



ANSWER CHOICES	RESPONSES	
▼ Timing (for example: very early or late request to collect a patient)	50.00%	10
▼ Readiness of passenger when you arrived to pick them up (for example: passenger does not have discharge paperwork or is not ready to leave hospital)	70.00%	14
▼ Full information provided regarding pick up of the passenger (for example: whether they have a mobility aid, or specific medication needs on their way home)	45.00%	9
▼ Other	15.00%	3

Q.1 When picking up passengers from Waikato Hospital, have you ever had any issues with the discharge process

"Late pick ups are fairly regularly requested, ie after 4.00pm when we might have finished for the day. I do not recall driver after he has completed his work with our booked clients. Sometimes patients are not at Transit lounge or where they should be at the time and place arranged. Often don't have discharge papers ready so van has to either wait (causes inconvenience to patients who are already in the van waiting to come home), or leave and make a special trip back on some occasions. Until I started asking of specific questions, I didn't know whether patients needed our wheelchair van (which is sometimes not on the road that day), sometimes patients have equipment to bring home which won't fit in the van. Sometimes they have a family member or support person with them and they may not be room in the van for that person."

"Congestion of Gate 2 pick-up area (double parking impeding *all* traffic flow, people parking for 30+ minutes, people parking in taxi-only parking)."

"We have on several occasions received a phone call from the hospital asking to organise a driver to collect a patient who has already been discharged. This is very short notice for us as the hospitals are either 1.5hrs or 3hrs away, our drivers are all volunteers and we can not guarantee availability at such short notice."

Q.1 continued

When picking up passengers from Waikato Hospital, have you ever had any issues with the discharge process

"Ward will give us a time to pick the person up but they are not ready. Our service is based around people pre booking 24 hours in advance, we take discharge patients if we can fit them in between bookings. Sometimes the hospital expects us to take people at short notice."

"none"

"no issues"

"being told a patient was able to walk only to find that the person could not weight bear."

"Generally very good. Just occasionally we have to wait for a discharge. We appreciate when staff phone and give us a warning that patient going to be late

The Results

Q.2: What information would you like the Waikato DHB to know about your experience providing transport to and from Waikato Hospital?



Q.2: What information would you like the Waikato DHB to know about your experience providing transport to and from Waikato Hospital?

"Our operating hours are between 8.00am & 4.00pm Mon-Fri. Our priority is to our booked clients, hospital pick ups are at the discretion of the co-ordinator, in consultation with the driver and according to what is on the driver's schedule for the day. We will fit hospital patients in to come back to Te Awamutu as long as there is room, the driver's schedule is not disrupted to the extent it causes lateness for other clients and that the patient is where they are supposed to be at the time that has been arranged. Discharges need to fit into our pre-arranged schedule, not the other way round. In saying that consideration and respect is shown to all patients. We do not transfer patients between Waikato hospital and Matariki Out of respect for other people in the vans, discharges need to be presentably dressed We will bring patients back from ED if we can. One recent request was for a man with MRSA and another for a young man who had been in a fight and had facial lacerations and bruises. We do not like our clients to feel they are at risk."

"When we have a last minute addition or pick up from the hospital it is essential that we work in with the schedule already in action. In some instances we have been unable to help when the shuttle is already back in Huntly. In some instances it has been an unpleasant conversation."

"Late request to collect patient has meant rather late knock off after a full day."

Q. 2 continued

What information would you like the Waikato DHB to know about your experience providing transport to and from Waikato Hospital?

"It needs to be seamless both for the patient and the person picking them up."

"The hospital need to recognize that the distance we have to travel means we have to leave very early in the morning to meet appointment times."

"The shuttle has most problems with NTA. This seems to be a never ending goal post changing beast. The shuttle service bends over backwards to get clients to appointments and home when discharged, with NTA doing the opposite to help fund with this transportation. Also could more Shuttle parking be made available that is suitable for getting passengers in / out of the hospital. Feedback from my drivers is that it is quite hard to find designated parking sometimes."

"Appointments need to be collated with the various specialists etc. For Rural people the appointments need to be when drivers are able to take them."

"over 90% of our clients are being transported to Waikato Hospital for outpatient appointments. Most of our people have no other way of getting to the hospital. Many of our clients have some sort disability eg: Wheel Chairs, Blind, Deaf etc"

Q. 2 continued

What information would you like the Waikato DHB to know about your experience providing transport to and from Waikato Hospital?

"I find the patients really appreciate the service we give them"

"It would be very helpful if the hospital staff were all on the same page. For example I went to pick up my Dad once and was told he was he was being discharged but when I arrived new staff on and no-one knew anything about it."

"reliant on person who has small children and being on time would help"

"Good most of the time"

"We are asked to pick up discharged patients all the time. This is often difficult to fit in with our already busy schedules but we try to accommodate. The problem is that we are not supposed to because we are a shuttle service not a taxi. When is the DHB going to recognise we are providing a service by helping to clear the wards and recompense us for taking discharged people home who otherwise would not be able to get home? Community transport providers bring a lot of people to hospital for appointments which may otherwise have not been possible."

Q. 2 continued

What information would you like the Waikato DHB to know about your experience providing transport to and from Waikato Hospital?

"Our volunteer drivers travel using their own vehicles to assist patients to attend their medical appointments. It takes up to 3.5hrs each way. The cost of petrol in our area is approx ten cents per litre more than in the main centres. This all adds up and the funding the volunteers receive does cover petrol but not much else"

"how fit the person is to be transported."

"community transport places in C2 are too few in number."

"Our 3 shuttles have cards given to passengers to keep in touch with us."

The Results

Q.3: If you have had any issues regarding appointment times set for your passengers please describe them here



Q. 3 If you have had any issues regarding appointment times set for your passengers please describe them here

"Our booked clients often experience long wait times at outpatient clinics, of note the Eye Clinic"

"We require 48 hours notice before we book an appointment and we have had several issues with clients not knowing about an appointment till the day before. If this happens it makes us hard to fit them in the schedule already planned."

"I escort 90% of my patients to their appointments which helps to keep on top of process."

"Patient after appointment admitted to ward but no advice given to the waiting Driver who was there all day but finally getting information from transit lounge. Driver arriving back home 10pm."

"Appointments being at various times and dates necessitating several trips and needing to start out really early or getting home really late."

"I've had patients waiting for 3 - 4 hrs for their appointments as the specialist has been called away but no-one has bothered to let them know and give them the option of re-booking. Very hard on the elderly"

""we have had to wait three hours or more at L3 reception H for our clients eye appointments."

Q. 3 continued

If you have had any issues regarding appointment times set for your passengers please describe them here

"As we are over an hour from hospital appointments before 10am means an early start. Appointments after 3pm means getting stuck in traffic leaving Hamilton."

"Dialysis patients who have to get up super early to get to the clinic and volunteers who have to get up even earlier. Is there a way when booking an appointment that the patient can be contacted to see if they are using a shuttle before giving them a time?"

"appointments being late in the day. last minute appointments"

"The earliest we can comfortably get patients to appointments is 9.30am. Patients sometimes have earlier appointments which we can not deliver on time. For people to be taken home on our shuttle, appointments need to be finished by 3pm."

"appointments issued after the hours of available transport and/or late evening discharge"

"Early appointments or appointments later in the day are often difficult as it means an extra early start or driving home in the late evening which is not ideal. it would be great if the appointments were made with the travel time in mind."

Q. 3 continued

If you have had any issues regarding appointment times set for your passengers please describe them here

"No consideration is given by DHB as to the distance patients have to travel when giving them very early morning or late afternoon appointments."

"We prefer patients to have their appointments before 3 pm to enable to travel back to Matamata in daylight especially in the winter."

The Results

Q.4: If you have had challenges transporting people with disabilities, mobility challenges or with issues associated with illness, please describe them here



Q. 4 If you have had challenges transporting people with disabilities, mobility challenges or with issues associated with illness, please describe them here

"We have two vehicles, one with a wheelchair hoist the other without. As co-ordinator I designate the vans on the basis of who is on the schedule on any given day and what their needs are. If all clients are able to get in and out of the van on their own or with assistance from our volunteers, I do not deploy the wheelchair van for that day. If a request comes in for someone to be brought back in a wheelchair, it is sometimes possible for our volunteers to swap vehicles back in Te Awamutu, but certainly not always. We can accommodate a walking frame, but there is no room in our vans for large pieces of equipment such as wheelchairs, hoists, toilet seats etc."

"We have had issues with multiple people in wheel chairs asking for the use of the vehicles at the same time. doesn't happen very often though."

"I have been able to work within the restrictions of the patient. Getting patient home before dark has been touch and go on one occasion, just managing to get patient settled inside before darkness fell fully."

"No as we have a shuttle with Hoist facilities."

Q. 4 continued

If you have had challenges transporting people with disabilities, mobility challenges or with issues associated with illness, please describe them here

"WDHB has an ACCESSIBILITY POLICY, BUT IS NOT PUTTING IT INTO PRACTICE!! WDHB need to provide for ALL modes of Transport for Hospital patients and visitors, not just motor vehicles (which it currently does). Local people traveling to the Hospital, from Deanwell, Melville, (and with Wairere Drive OFFROAD PED/CYCLE PATHS nearing completion = from Hamilton East, Claudelands, Flagstaff and Rototuna, etc) in wheelchairs, electric mobility scooters and bikes need ramped access of the stairs beside the Scout Hall. This would provide a direct access to Hague Road close to the Outpatients clinics in the Meade Centre. The alternative is a much, much longer trip up Lorne Street hill, and along Ohaupo Rd + Hague Road. Ramping the stairs by the Scout Hall is much needed, and long overdue!!"

"We transport a lot of elderly patients who need a wheelchair at the hospital. Our challenge is to find a wheelchair and then get someone (if our driver is too busy to help) to take the patient to the appointment."

"Not enough disability parking spaces"

"No issues"

"Have had to ask for a wheel chair to take my mum home, but was provided with one no problem and in fact an orderly as well."

Q. 4 continued

If you have had challenges transporting people with disabilities, mobility challenges or with issues associated with illness, please describe them here

"No challenges. We have a vehicle to accommodate mobility aids if necessary."

"Vomiting and/or necessary toileting stops"

"Patients being discharged and still quite ill, needing more support than we offer than this service is designed for. Often these people are going home to an empty house with no support and we have been very concerned to be leaving them there."

"at times there seems to be a lack of wheelchairs for our clients."

"People who need help with these challenges, we are not advised of these issues when DHB requests transport at short notice. We are mainly retired volunteers who cannot physically lift people in and out of vehicles, help is not usually available from DHB employees. In such cases they should be transported by Ambulance."

"As long as they can get up 3 steps into the shuttle, and sit for at least an hours travelling."

The Results

Q.5: Is there anything else you would like to tell us about your experience with the Waikato DHB?



Q. 5 Is there anything else you would like to tell us about your experience with the Waikato DHB?

"A recent experience: received a call from Transit Lounge for us to pick up medication and take it to Matariki for a patient who had been discharged that morning. The patient was collected from the ward, the meds were sent to Transit Lounge and needed to get to Matariki urgently as the patient had to take doses at lunch time. Better co-ordination needed in this case."

"Some moments have been great when dealing with the Hospital. It would make life so much easier and less stressful if it is more often than not, better"

"Cups of Tea etc. at canteen are much appreciated."

"We find the staff are very helpful at all times. We would appreciate if all appointments are between 10 and 2pm. Discharges are notified to us before Noon due to the distance we have to travel. All paper work is completed before discharge."

"I would love to have a phone number of a manager of the NTA to take my concerns to."

"Departments don't talk to each other or ensure that appointments can be made for the same client on the same day at a reasonable time."

Q. 5 continued

Is there anything else you would like to tell us about your experience with the Waikato DHB?

"More patient shuttles are needed to transport around hospital"

"Sometimes a very long wait especially at the eye clinic"

"Please consider equity to supporting community transport services. The way some are supported financially by the DHB and others are not is unfair and causes competition when we should be working together. We are all fighting to remain sustainable while providing service to our communities and the health system."

"Communication on discharge between hospitals is not always sufficient e.g. Patient follow up (district nurse visits for wound care, homecare and personal care assessments) are sometimes left for the patient to follow up with the local hospital."

"Staff members on the wards/A+E seem to get quite stressed when we can't transport patients needing to go home and there isn't any other option for them."

Q. 5 continued

Is there anything else you would like to tell us about your experience with the Waikato DHB?

"Appointment times are spread out through the day requiring either patients to wait around at hospital for hours, or requiring the vehicles to make multiple runs, more efficient scheduling of appointment times would be beneficial to all concerned."

"We admire the receptionists patience in dealing with the public."

Anecdotal feedback

Gathered from forum minutes, emails, and hospital complaints form

"Some of our drivers and support people get very concerned when they take patients home from hospital to an empty house, no spouse, family members do not live in town or even nearby and nothing in the house such as food and other essential supplies. They wonder whether the next-of-kin of these people could be alerted so can have provide support and practice assistance. They also wonder whether people are assessed by social workers to ensure they have support. We have had a number of situations where elderly, frail, unwell people got home to nothing and nobody and no means of getting supplies."

"Patient had been led to believe that he would spend the night on the ward following his procedure. This did not happen. Whilst in recovery, the cheek wound bled constantly and the HCA changed the dressing but could not stop it. Patient was discharged with a large box of tissues to staunch the wound. Transport had to stop on way home at Thames Hospital ED to finally get blood flow stopped."

Anecdotal feedback

Gathered from forum minutes, emails, and hospital complaints form

"Mobility bus was called by hospital to drive a discharged patient home. Driver spent considerable time driving around trying to find the patient's wife, to get the house keys. Hospital ward staff were aware that wife was not at home to let patient in when they called for the bus, as they had previously tried to find her."

"New transport waiting area does not feel safe, very impersonal and uncomfortable, and in full view of the public."



In conclusion

Summary

Co-design a solution

This survey has identified some challenges for Waikato based community transport providers when providing transport to the Waikato Hospital.

We invite the Waikato District Health Board, together with the Waikato Community Transport Forum, Community Waikato and Waikato Regional Council, to co-design an appropriate response to address these challenges.



Thank you.

Please don't hesitate to contact us if
you have any questions

Sarah Gibb, Community Waikato, sarah@communitywaikato.org.nz



**COMMUNITY
WAIKATO**

"Thriving Communities"

Hapori Mauriora