South Tyneside District Hospital Site Audit

Report

Contents Amendments Record

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1 Introduction

1.1 JMP was commissioned by the NHS South Tyneside Clinical Commissioning Group (CCG) to evaluate accessibility to South Tyneside General Hospital. The accessibility review is required as part of a project to consider the relocation of the Jarrow Walk In Centre (currently located at Palmer Community Hospital, Wear Street, Jarrow NE32 3UX) to South Tyneside General Hospital (Harton Lane, South Shields, NE34 0PL) as part of the development of a one stop, one front door ‘urgent care hub’.

1.2 The Commissioning Group are currently undertaking a public consultation on the proposed changes and would like to understand the travel impact for the residents of South Tyneside, and in particular those living in Jarrow and Hebburn.

1.3 As such the CCG are keen to understand the current transport links and how long it will take to access the hospital site, including parking once at the hospital.

1.4 South Tyneside District Hospital is located south-west of South Shields as shown on Figure 1.1. The hospital serves the South Tyneside towns of South Shields, Jarrow, Hebburn and Boldon, as well as serving to a lesser extent the remaining area of Tyne and Wear.

Figure 1.1 Location Map
2 Site Audit

2.1 To understand the transport provision to the new site at South Tyneside General Hospital JMP undertook a site audit on the 12th August 2014 at approximately 10am. A further site visit was conducted on the 1st September 2014 at 2pm, to assess the parking levels during patient visitor times.

2.2 The site audit focused on considering what travel options are available for residents of the local area to access the site.

Car Parking Facilities

Staff Parking

2.3 Hospital staff park on-site in locations surrounding the hospital buildings. The weekly cost for a parking permit is £8.50. The staff car parking areas were very busy at the time of the audit, with available spaces very scarce (Figure 2.1). Many staff appeared to park off-site on McAnany Avenue (Figure 2.2).

Figure 2.1 Staff Car Parking Area
Visitor Parking

The levels of visitor parking are adequate in non-peak times (Figure 2.3). However, during the second site visit, car park levels were extremely busy, due to visiting times being between 2pm and 4pm (Figure 2.4). Shows the parking levels counted during the afternoon site visit. The majority of the disabled spaces surrounding the site buildings were also in use. Figure 2.3 Visitor Car Park (10am)
2.4 Car parking at South Tyneside District Hospital site is strictly controlled with separate areas being allocated for staff and visitors parking. Staff parking is by pre-issued parking permit whilst visitor parking is by ‘Pay and Display’. When entering the site, visitor car parking is not very well signposted.

**Number of parking spaces: 377**

**Number of disabled parking spaces: 45**

<table>
<thead>
<tr>
<th>Mon-Sun</th>
<th>24 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>£1.20</td>
<td>/ 1 hour</td>
</tr>
<tr>
<td>£3.60</td>
<td>/ 24 hours</td>
</tr>
<tr>
<td>£8.50</td>
<td>/ week</td>
</tr>
<tr>
<td>Free</td>
<td>/ Disabled</td>
</tr>
</tbody>
</table>
2.5 A free, 20-minute period allowing ‘pick-ups’ and ‘drop-offs’ is available in designated areas only. A new half-hourly charge of 60p is also available, which can be selected once the first hour of parking has been paid.

2.6 Disabled (blue) badge holders are exempt from parking charges. However, users must register their car registration and badge serial number at the main hospital reception to ensure they are not fined. The only on-site information showing this is on the parking payment machines (Figure 2.5). This is not the best place to show this information as blue badge holders are used to being exempt from charges and don’t go to the payment machine. Extra information should be displayed near the disabled parking spaces.

Figure 2.5 Parking Payment Machine Information
Bus Transport

2.7 South Tyneside District Hospital is well served by the local bus network. The bus stops which serve the hospital are shown on Figure 2.6, these include the bus stops in the immediate vicinity of the hospital on Harton Lane and McAnany Avenue as well as the bus stops on Boldon Lane, a 5 minute walk from the hospital.

2.8 The bus stop located inside the hospital site, serves only the TB504 evening service.

Figure 2.6 Bus Stop Locations
There are three sets of bus stops along Harton Lane, with the closest to the hospital being located outside the main vehicle entrance. The bus services that serve Harton Lane and their hourly frequency are shown in Table 2.2.

### Table 2.2 Bus Services serving Harton Lane

<table>
<thead>
<tr>
<th>Service Number</th>
<th>Destination</th>
<th>Mon-Sat Daytime</th>
<th>Mon-Sat Evening</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>South Shields – Chichester Metro – Fellgate Metro – Jarrow</td>
<td>2 per hour</td>
<td>1 per hour</td>
<td>1 per hour</td>
</tr>
<tr>
<td>10/11</td>
<td>South Shields – Jarrow</td>
<td>2 per hour</td>
<td>1 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>12/12A</td>
<td>Mile End Road – South Shields – The Lonnen</td>
<td>2 per hour</td>
<td>1 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>88/88A</td>
<td>South Shields – Chichester Metro – Jarrow – Lukes Lane Estate</td>
<td>4 per hour</td>
<td>2 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>TB504</td>
<td>South Shields – Horsley Hill</td>
<td>-</td>
<td>1 per hour</td>
<td>1 per hour</td>
</tr>
</tbody>
</table>

The bus shelters on Harton Lane are in very good condition. The westbound shelter is large and enclosed (Figure 2.7) and the eastbound shelter is a cantilever structure (Figure 2.8). Both shelters have an information board showing the services that use that stop. The bus stops, further west along Harton Lane (Figure 2.9) are a mixture of bus stops metal poles and stone cantilever structures.
Figure 2.8 Harton Lane Eastbound Shelter

Figure 2.9 Bus Shelters further west along Harton Lane
2.11 In addition to serving the shelters on Harton Lane, the 12/12A service stops at the McAnany Avenue shelters to the east of the site, close to the main visitors car park. The bus shelters on McAnany Avenue are standard cantilever structures (Figure 2.10).

Figure 2.10 McAnany Avenue Northbound Shelter (left) and Southbound Shelter (right)
2.12 In addition to the services that run along Harton Lane, there are further services which stop on Boldon Lane, a 5 minute walk from the hospital. These are shown in Table 2.3.

### Table 2.3 Bus Services serving Boldon Lane

<table>
<thead>
<tr>
<th>Service Number</th>
<th>Destination</th>
<th>Mon-Sat Daytime</th>
<th>Mon-Sat Evening</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>South Shields – Biddick Hall – South Shields</td>
<td>6 per hour</td>
<td>2 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>4</td>
<td>South Shields – Biddick Hall – South Shields</td>
<td>6 per hour</td>
<td>2 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>12/12A</td>
<td>Mile End Road – South Shields – The Lonnen</td>
<td>2 per hour</td>
<td>1 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>17</td>
<td>South Shields – White Leas – South Shields</td>
<td>6 per hour</td>
<td>2 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>18</td>
<td>South Shields – Brockley Whins – South Shields</td>
<td>6 per hour</td>
<td>2 per hour</td>
<td>2 per hour</td>
</tr>
<tr>
<td>50/50A</td>
<td>Durham – Washington – South Shields</td>
<td>2 per hour</td>
<td>1 per hour</td>
<td>1 per hour</td>
</tr>
<tr>
<td>TB504</td>
<td>South Shields – Horsley Hill</td>
<td>-</td>
<td>1 per hour</td>
<td>1 per hour</td>
</tr>
</tbody>
</table>

2.13 The bus stops on Boldon Lane are in good condition (Figure 2.11), the northbound shelter is a cantilever structure and the southbound shelter is a brick structure. Both shelters have an information board showing details of the services that serve that stop.

**Figure 2.11 Boldon Lane Northbound (left) and Southbound (right) Bus Shelter**

Access from Hebburn and Jarrow

2.14 JMP has considered access to the new site from Hebburn and Jarrow specifically as many patients have been identified as living in those areas.

2.15 Buses from Hebburn and Jarrow serving South Tyneside General Hospital are detailed in Table 2.4.
**Table 2.4 Buses from Jarrow and Hebburn serving South Tyneside General Hospital**

<table>
<thead>
<tr>
<th>Start Location</th>
<th>Service</th>
<th>Operating Company</th>
<th>Time Taken</th>
<th>Frequency</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jarrow</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brockley Whins, Inverness Road-Skye Grove (E-bound)</td>
<td>88A (towards South Shields)</td>
<td>Go North East</td>
<td>9 mins (bus) + 3 mins (walk) = 12 mins</td>
<td>2 per hour (Wed-Sat: 9am–5pm)</td>
<td>Single - £2.00 Day - £3.50 Weekly - £11.60</td>
</tr>
<tr>
<td>Brockley Whins, Inverness Road-Syke Grove (E-bound)</td>
<td>18 (towards West Harton)</td>
<td>Stagecoach North East</td>
<td>9 mins (bus) + 11 mins (walk) = 20 mins</td>
<td>6 per hour (Mon-Fri: 6:30am–10:30pm)</td>
<td>Single - £1.15 and £3.20 Day - £3.80 Week - £12.50 Monthly - £48.00</td>
</tr>
<tr>
<td>Jarrow Bus station (W-bound)</td>
<td>88 (towards South Shields)</td>
<td>Go North East</td>
<td>30 mins (bus) + 3 min (walk) = 33 mins</td>
<td>2 per hour (Mon–Sun: 7am–12pm)</td>
<td>Single - £2.00 Day - £3.50 Weekly - £11.60</td>
</tr>
<tr>
<td><strong>Hebburn</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hebburn</td>
<td>88 (towards South Shields)</td>
<td>Go North East</td>
<td>46 mins</td>
<td>2 per hour (Mon–Sun: 7am–12pm)</td>
<td>Single - £2.00 Day - £3.50 Weekly - £11.60</td>
</tr>
</tbody>
</table>
Tyne and Wear Metro / Rail Transport

2.16 Tyne Dock is the nearest Metro Station approximately ¾ of a mile from the site (Figure 2.12). This serves services to Newcastle, North Tyneside and South Tyneside with trains approximately every 12 minutes. Trains to and from Sunderland area accessible by changing trains at Pelaw. Many of the bus services listed above, serve the metro stations of Jarrow, Chichester and South Shields allowing for interchange between public transport services. The hospital is signposted from Tyne Dock Metro station, however the Metro station is not signposted from the hospital.

Figure 2.12 Location of Nearest Tyne and Wear Metro Station

2.17 Metro services from Jarrow and Hebburn serving South Tyneside General Hospital are detailed in Table 2.5.

Table 2.5 Metro services from Jarrow and Hebburn serving South Tyneside General Hospital

<table>
<thead>
<tr>
<th>Start Location</th>
<th>Service</th>
<th>Operating Company</th>
<th>Time Taken</th>
<th>Frequency</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jarrow Metro Station</td>
<td>Yellow Line (Subway towards South Shields)</td>
<td>Nexus Metro</td>
<td>6 mins (Metro) + 16 mins (Walk) = 22 mins</td>
<td>5 per hour (Mon-Sun: 7am–11:30pm)</td>
<td>Single - £2.60, Day - £3.60, Week - £14.80, Monthly - £52.00</td>
</tr>
<tr>
<td>Hebburn Metro station</td>
<td>Yellow Line (Subway towards South Shields)</td>
<td>Nexus Metro</td>
<td>9 mins (Metro) + 16 mins (Walk) OR 10 mins (Bus – 88A)</td>
<td>5 per hour (Mon-Sun: 7am–11:30pm)</td>
<td>Single - £2.60, Day - £3.60, Week - £14.80, Monthly - £52.00</td>
</tr>
</tbody>
</table>

2.18 The nearest mainline rail station is Heworth Railway Station. This is accessible by the local bus network and has an interchange with the Tyne and Wear Metro. Trains to Hexham and Middlesbrough run on an hourly service. More services will be available at the regions larger
railway stations, Newcastle Central and Sunderland, which are accessible using the Tyne and Wear Metro.
Pedestrian and Cycle Infrastructure

2.19 Pedestrian links in the vicinity of the hospital are very good. There are signalised pedestrian crossings on Boldon Lane, the main street in the area. Two uncontrolled dropped crossings are located either side of the hospital entrance on Harton Lane, as shown on Figure 2.13.

*Figure 2.13 Pedestrian Facilities on Harton Lane*

2.20 There are no designated cycle routes in vicinity of the hospital, however the local roads are lightly trafficked, so cycling could be encouraged.

2.21 The hospital provides locked cycle shelters for staff (Figure 2.14), located to the east of the hospital entrance. These are in a reasonable condition, however they were at full capacity at the time of the audit. There is sufficient, uncovered cycle parking facilities for visitors (Figure 2.15), located opposite the hospital main entrance.

*Figure 2.6 Staff Cycle Parking*
Figure 2.7 Visitors Cycle Parking
3  Accessibility Mapping

Accession Mapping

3.1 To further explore accessibility to the site for local residents JMP undertook Accession mapping. The accessibility maps below consider accessibility to South Tyneside General Hospital using public transport. Figure 01 shows accessibility during the AM-peak and Figure 02 shows accessibility during the Inter peak.
3.2 Accessibility times are largely consistent between the AM-peak and the Inter-peak, especially near to Metro stations. Accessibility times to the site by public transport are particularly shorter for locations of a similar distance to site along Metro and rail corridors, such as towards Newcastle to the west and Sunderland to the south. Accessibility to South Tyneside General Hospital by public transport is more difficult to the north of the River Tyne due to the lack of river crossings to the east of Newcastle for public transport routes.

Postcode Mapping

3.3 The following map shows that from the 4472 postcodes of patients at Palmer Community Hospital, 849 (19%) live with 2km of the hospital, a further 2545 (57%) live within 2-5km of the hospital and 1078 live over 5km from the hospital. Most of the postcodes outside of the 5km boundary are located to the east of Palmer Community Hospital, particularly in West & East Bolden and to the south east of South Shields.
3.4 From the 4472 postcodes provided for patients at Palmer Community Hospital the map below highlights that 1267 (28%) live within 2km from South Tyneside General Hospital, a further 2479 (55%) live between 2 and 5km from South Tyneside General Hospital and 726 live over 5km from South Tyneside General Hospital. Most of the postcodes beyond the 5km boundary are located to the west of South Tyneside General Hospital, particularly to the south of Hebburn.
3.5 Furthermore, 76% of the postcodes provided are within 5km of Palmer Community Hospital, which increases to 84% within 5km of South Tyneside General Hospital. If current patients at Palmer Community Hospital use South Tyneside General Hospital instead, South Tyneside General Hospital would have a greater number of patients than Palmer Community Hospital within a 5km catchment area.

3.6 When looking at the accessibility maps and the postcode maps together it can be seen that a majority of the patients included within the analysis are able to access the South Tyneside General Hospital within 40 minutes using public transport. Those patients living over 5km from the sites have a 40 – 60 minute journey time from South Tyneside General Hospital.

3.7 Particularly of interest to this report is how accessibility will be impacted in Jarrow and Hebburn. Patients living close to Hebburn Metro station can access South Tyneside General Hospital within 30 mins. Other areas of Hebburn further away from the Metro station can access the hospital within 40 mins. The hospital is 20 minutes from Jarrow Metro station, and is within 30 minutes from most areas of Jarrow for patients walking to the Metro station.

3.8 The majority of the provided postcodes located over 5km from South Tyneside General Hospital are located in or to the south of Hebburn. Of these postcodes, most are within 40 minutes’ accessibility of South Tyneside General Hospital with some within 30 minutes accessibility due to the nearby location of Hebburn Metro station. Additionally, most of the postcodes that were over 5km from Palmer Community Hospital are now within 30 minutes of South Tyneside General Hospital.
3.9 The following map shows accessibility to public transport services from the postcodes of patients at the existing facility at Palmer Community Hospital. The map shows that 2314 (52%) patients live within 400m of a public transport route that serves South Tyneside General Hospital. 400m is considered an acceptable walking distance to public transport services. As discussed previously, patients living over 5km from South Tyneside General Hospital in Hebburn have good accessibility to the hospital with the Metro and 88/88A bus route linking the two locations. Patients living within 400m of the 88/88A bus route are shown in the map below.

3.10 Generally the analysis carried out as part of this study has revealed that moving the Jarrow Walk In Centre would not affect the accessibility to the service provision for the majority of existing patients. Relocating the centre to South Tyneside General Hospital reduces the number of patients travelling over 5km to the Walk in Centre from 24% to 16%, with residents in South Shields particularly benefiting.