

Bus Users UK response to Nevill Hall Abergavenny Stakeholder Questionnaire 2023

1. What do you think about the issues? Are there any other issues concerning bus service to / from Nevill Hall hospital?

The opening of the new Radiotherapy Centre for Cancer patients provides an opportunity to promote access by public transport as those receiving treatment, even if they have access to a car, will not be able to drive following treatment. For bus users, the main issues are getting to the hospital in the most convenient way and having clean, comfortable accessible waiting facilities with access to public toilet facilities and clear and accurate bus service departures information.

2. What do you think about the proposed scheme objectives? Are there any other objectives that should be added?

Whilst the document mentions improved walking route, we feel this should be more prominent in the objectives. A safe and accessible walking route is necessary, preferably well-lit and covered to protect users from heavy rainfall etc. A risk assessment should be undertaken to ensure that those with protected characteristics are taken into account in planning the access from the bus stop to the hospital entrance.

3. What do you think about option 1?

We prefer this option. It will provide passengers with a new double length bus stop layby near the main building, a large modern shelter, seating and an information board which will be used for all services to/from Nevill Hall.

With regards the bus route to the hospital. Operators are best placed to comment on the practicalities of this. A common feature of bus routes accessing hospital grounds are the fact that indiscriminate parking that has no enforcement tends to delay services and in a number of cases withdrawal from the hospital. The creation of a new bus turnaround and a bus-only accessed route from the A40 will hopefully address the issue of delays caused by indiscriminate parking.

The route from the bus stop to the main hospital entrance needs to be an accessible, safe walking route. It also needs to be as direct as possible, given how unwell many of the patients will be, before, during and immediately after treatment.

4. What do you think about option 2?

Option 2 is a variant of Option 1. Passengers would benefit from the same facilities with the same main bus stop (with shelter, seating and an information board) but a different access route.

The route from the bus stop to the main hospital entrance needs to be an accessible, safe walking route. It also needs to be as direct as possible, given how unwell many of the patients will be before, during and immediately after treatment.

5. What do you think about option 3?

Option 3 proposes the creation of a new set of bus stops at the A40/Union Road West junction. We feel that option 1 and 2 offer better facilities for passengers and a shorter walking route to the hospital main entrance.

Operators are best placed to comment on the vehicle routing to the hospital. There is the potential for confusion over which stop serves which direction/service with multiple stops. There would need to be a safe, accessible, direct walking route from the A40 bus stops to the hospital main entrance.

6. Which option do you prefer? (Please rank in order 1,2,3)

Option	Rank
1	1
2	2
3	3

7. Are there any other options that you can think of that would address the issues and achieve the objectives?

None

8. Have you got any other comments about the proposal?

It would be helpful for passengers if an electronic timetable display was installed in the reception area of the hospital. Information provided will need to be accessible. Vehicles serving the hospital unless exempt, will need to comply with the Public Services (Accessible Information) Regulations 2023 which come into force 1st October 2023.

We would suggest that, if not already actioned, relevant Community Transport operators are consulted as they would be able to convey passengers less able to access conventional bus services to determine the most appropriate access to the hospital for their users.

About Bus Users

Bus Users UK is a charity that campaigns for inclusive, accessible transport. We are the only approved Alternative Dispute Resolution Body for the bus and coach industry and the designated body for handling complaints under the Passenger Rights in Bus and Coach Legislation. We are also part of the Sustainable Transport Alliance, a group working to promote the benefits of public, shared and active travel.

Alongside our complaints work we investigate and monitor services and work with operators and transport providers to improve services for everyone. We run events, carry out research, respond to consultations, speak at government select committees and take part in industry events to make sure the voice of the passenger is heard.

Bus Users UK Charitable Trust Ltd is a registered charity (1178677 and SC049144) and a Company Limited by Guarantee (04635458).

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