NHS
North East Lincolnshire
Clinical Commissioning Group

By e-mail

19 August 2014

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Dear Sir

Please see below our response to your consultation on the Transpennine express rail franchise and the Northern Rail Franchise.

North East Lincolnshire CCG, in conjunction with commissioning colleagues in North Lincolnshire and key health and social care providers in the area, is undertaking a review and transformation programme entitled healthy Lives, Healthy Futures, which is looking to transform the way health and care is delivered in our area. In particular we are reviewing some hospital services which may need to be delivered in specialised centres out of our area and would necessitate patients and their carers/relatives travel from towns and villages in North East Lincolnshire to cities such as Doncaster and Sheffield. In considering options and responses to your tendering process we would like you to consider the potential impact on patients and carers travelling these routes to access care.

Further information on Healthy Lives, Healthy Futures can be found at
http://www.healthyliveshealthyfutures.nhs.uk/

TO1: *What are your views on increasing below-average fares over time to levels typical on the rest of the network in order to improve the frequency, capacity and quality of local services? Do you have any evidence to support your views?*

A range of patients who may need to access specialist care in other areas are reliant on public transport from towns and villages in North East Lincolnshire. Car ownership levels are extremely low for some groups in our communities – average car ownership levels are 70%, but this drops in areas of high deprivation where health needs are greatest. An increase in fares would disproportionately affect patients living on low incomes who need to access healthcare in other areas.

TO3: *What are your views on allowing some reduction in the hours ticket offices are open and staffed if this is accompanied by the ability for passengers to have widespread access to ticket buying opportunities (e.g. through new and improved approaches such as smart ticketing, increased advance purchase ticketing or via mobile phones), adequate measures to ensure vulnerable passengers are not disadvantaged and more effective customer service by both station and on-train staff? Do you have any evidence to support your views?*

Reducing the hours when ticket offices are open should be carefully considered in order not to disadvantage groups in the community which have limited access to technology and mobile phones, in particular those on low incomes who may rely on face to face interactions to be able to purchase tickets.

STP2: *What factors do you consider should be taken into account in the assessment of the remapping and South Humberside connectivity options? Please provide any evidence you may have.*

Public transport and connectivity for the South Humber is crucial to support the effective delivery of health and social care services, allowing staff members to travel to and from work affordably and safely. It is also crucial to enabling patients and services users to access treatment and care.

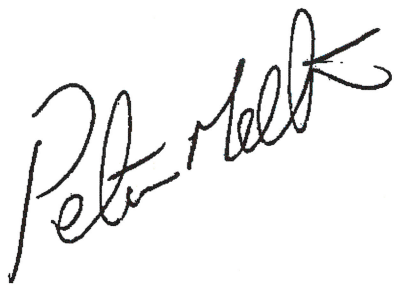
STP3: *In particular, what factors do you think should be taken into account in considering the case for replacing TPE services between Doncaster and Cleethorpes with a service operated by Northern? Please provide any evidence you may have.*

Maintaining the rail links between Cleethorpes and Doncaster is critical in order to support patients and service users travelling to access specialist care in centres of excellence outside Northern Lincolnshire. In particular, enabling parents of children receiving specialist care in Sheffield – a regional hub for some paediatric specialist services, is essential to the support and recovery of those children.

Further work is due to take place in the coming months on the modelling of children's services as part of our Healthy Lives, Healthy Futures programme, including an analysis of the impact on this particular group on emerging proposals.

We would welcome the opportunity to feed in further to the proposed Invitation to Tender documentations to ensure that rail links can be maintained for the patients and service users involved.

Yours sincerely



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