

Imtac Health and Transport Survey

Support and assistance in completing this survey

We want to make completing this survey as easy as possible and accessible to everyone. If using this online survey is difficult for you we can offer alternative ways for you to complete the survey. Examples of how we can support you include:

- Completing the survey over the phone
- Completing a hard copy of the survey which we will send you

If you would like support with completing the survey, including discussing any other reasonable adjustments, we can provide please contact us by email on info@imtac.org.uk or telephone 028 9072 6020.

Once completed can you return this survey by email to info@imtac.org.uk or by post to:

**Imtac
Titanic Suites
55-59 Adelaide Street
Belfast
BT2 8FE**

The closing date for the survey is Monday 18th November 2024.

Imtac Health and Transport Survey

Background to the survey

This page is more information about the survey including who we are and why we are doing it.

Before You Start

My name is Rebecca Bamford and I am a member of academic staff in School of History, Anthropology, Philosophy and Politics, Queen's University Belfast. Thank you for considering participating in this research project, which is being conducted with Imtac - The Inclusive Mobility and Transport Advisory Committee. Before you decide if you would like to take part, I would like you to understand what the research is about and what we are asking you to do.

What is the study about?

In this project, we will explore public views on transport to health services. We seek to understand how well people think transport for health services is currently working in meeting their requirements, and what changes, if any, may be needed. The survey results will be used to develop a preliminary report that will guide further discussion on this issue.

Are there any risks involved in participating in this study?

This study, like all research, has both risks and benefits. Because this research studies the experiences and views of the public, including Deaf, disabled, and older people, about using transport for health services, there is a risk that participation in this study can cause an increase in emotional distress. However, we have sought to minimize this risk by making you aware of the overall purpose of the project and the contents beforehand. As a survey participant you can opt out for any reason at any time until publication of our preliminary report (target date 15 December 2024). Potential benefits include a better understanding of current transport for health services experiences and needs in Northern Ireland.

Will your taking part in this study be kept confidential?

Yes! Once you have read this description, have confirmed that you are over 18, and have given full consent to participate by clicking on options below, all information gathered in this survey will be fully confidential. Our survey platform, SurveyMonkey, does not collect IP addresses (but does collect basic cookies that are not accessible by the researcher: for more information, you can read their privacy policy (<https://www.surveymonkey.com/mp/legal/privacy/>). We will be asking for demographic information on age ranges, gender, ethnicity, disability, dependents, and general city/town/rural location but we will not be asking for names, city/town/village name, or postcode. Surveys that do not indicate informed consent will be disregarded and deleted immediately. All information will be stored on the IMTAC secure drive for five years, to comply with research ethics and data regulations.

You can also withdraw your information from the survey, up until the circulation of our preliminary report based on survey data, on December 15 2024. If you have any concerns or questions, please contact me at r.bamford@qub.ac.uk or at 028 9097 3626. If you have wider concerns, please contact the Chair of the HAPP Research Ethics Committee via: happresearch@qub.ac.uk.

Thank you for participating in our survey!

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Your consent

We need to ask for your permission to use the information you give to us in this survey. Can you please answer the following questions to help us do this? (Your response will not be considered if you do not answer yes to the following questions)

1 You must be over the age of 18 to complete this survey. Are you over the age of 18?

Yes

No

2 Have you read the background to the survey on the previous page?

Yes

No

3 Do you know who to contact if you have any concerns?

Yes

No

4 Do you agree to have your answers recorded for this research (all answers are anonymous)?

Yes

No

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About you

These questions are an opportunity for you to tell us a little bit about who you are.

5 What age are you?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

6 What term best describes your gender identity?

- Male
- Female
- Non Binary
- Transgender
- Cisgender
- Prefer not to say

7 Do you consider yourself to be a disabled person?

- Yes
- No

8 Do you consider yourself to have a health condition or conditions that impacts on your day-to-day life?

- Yes
- No

9 Do you have dependents? (Tick all that apply)

- No caring responsibilities
- I care for children
- I care for a disabled person
- I care for an older person
- Other (please specify)

10 How would you describe your ethnic origin?

- Bangaldeshi
- Black African
- Black Caribbean
- Chinese
- Indian
- Irish Traveller
- Mixed ethnic group
- White
- Prefer not to say
- Other ethnic group (please specify)

11 How would you describe where you live?

- In a city
- In a town
- In a village
- In the countryside

12 Which Northern Ireland Council area do you live in?

- Antrim and Newtownabbey Borough Council

- Ards and North Down Borough Council
- Armagh City, Banbridge and Craigavon Borough Council
- Belfast City Council
- Causeway Coast and Glens Borough Council
- Derry City and Strabane District Council
- Fermanagh and Omagh District Council
- Lisburn and Castlereagh City Council
- Mid and East Antrim Borough Council
- Mid Ulster District Council
- Newry, Mourne and Down District Council

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The health services you use

These questions are about which health services you have to travel to use.

13 Which health services have you had to travel to in the last year?
(Tick all boxes that apply)

- Local GP and community health services including for example pharmacy services, podiatry, dentists, opticians
- Travel to your local hospital for routine admissions and appointments
- Accessing emergency services including A&E and Out of Hours GP services
- Travel to a major regional hospital for specialised health services such as cancer services
- Travel to a clinic for example physiotherapy, low vision or audiology appointments
- Travel to a day centre / day opportunities
- Travel for a cross-border health appointment
- Travel to a hospital to visit family or friends
- Other (please specify)

14 On average, how often in the last year did you need to travel to use / access health services? (Tick one box only)

- More than once a week
- Weekly

- Monthly
- 5 to 11 times a year
- Less frequently than 5 times a year

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Your travel to and from services

These questions are about how you travel to and from health services.

15 Do you need support and assistance when travelling to and from health appointments? (Tick one box only)

- I always need support and assistance when travelling to and from health appointments
- I sometimes need support and assistance when travelling to and from health appointments
- I don't need support and assistance when travelling to and from health appointments

16 How do you usually travel to access GP and community health services including for example pharmacy services, podiatry, dentists, opticians? (Tick all boxes that apply)

- I haven't had to travel to my GP or community health services
- I walk or wheel
- I cycle
- I use Translink bus or train services
- I use Rural Community transport services
- I use DATS (Disability Action Transport Scheme)
- I book a local taxi service to take me
- I use transport provided by the health service such as Health Trust bus, Non-Emergency Patient Transport, a taxi or a volunteer car service
- I drive to appointments in my own car
- I drive to appointments as a passenger in my own car
- I get a lift from family or friends in their car
- Other (please specify)

17 How do you usually travel for local hospital admissions, appointments or visiting? (Tick all boxes that apply)

- I haven't had to travel to my local hospital
- I walk or wheel (wheel means you use a wheelchair or a mobility scooter)
- I cycle
- I use Translink bus or train services
- I use Rural Community transport services
- I use DATS (Disability Action Transport Scheme)
- I book a local taxi service to take me
- I use transport provided by the health service such as Health Trust bus, Non-Emergency Patient Transport, a taxi or a volunteer car service
- I drive to appointments in my own car
- I drive to appointments as a passenger in my own car
- I get a lift from family or friends in their car
- Other (please specify)

18 If you have had to use emergency health services such as attending A&E and Out of Hours GP, how did you travel? (Tick all boxes that apply)

- I haven't had to travel emergency health services
- I walk or wheel (wheel means you use a wheelchair or a mobility scooter)
- I cycle

- I use Translink bus or train services
- I use Rural Community transport services
- I use DATS (Disability Action Transport Scheme)
- I book a local taxi service to take me
- I use transport provided by the health service such as Health Trust bus, Non-Emergency Patient Transport, a taxi or a volunteer car service
- I travelled in an emergency ambulance
- I drive to appointments in my own car
- I drive to appointments as a passenger in my own car
- I get a lift from family or friends in their car
- Other (please specify)

19 If you have had to use specialised regional health services such as cancer services (or have had to visit someone), how did you travel (Tick all boxes that apply)

- I have haven't had to travel to use specialised regional health services
- I walk or wheel (wheel means you use a wheelchair or a mobility scooter)
- I cycle
- I use Translink bus or train services
- I use Rural Community transport services
- I use DATS (Disability Action Transport Scheme)
- I book a local taxi service to take me
- I use transport provided by the health service such as Health Trust bus, Non-Emergency Patient Transport, a taxi or a volunteer car service
- I drive to appointments in my own car

- I drive to appointments as a passenger in my own car
- I get a lift from family or friends in their car
- Other (please specify)

20 If you use a day centre / day opportunities how did you travel?
(Tick all boxes that apply)

- I haven't had to travel to a day centre / day opportunities
- I walk or wheel (wheel means you use a wheelchair or a mobility scooter)
- I cycle
- I use Translink bus or train services
- I use Rural Community transport services
- I use DATS (Disability Action Transport Scheme)
- I book a local taxi service to take me
- I use transport provided by the health service such as Health Trust bus, Non-Emergency Patient Transport, a taxi or a volunteer car service
- I drive to appointments in my own car
- I drive to appointments as a passenger in my own car
- I get a lift from family or friends in their car
- Other (please specify)

21 If you could choose, which would be your preferred way to travel to and from health appointments? (Tick one box only)

- I'd walk or wheel (wheel means you use a wheelchair or a mobility scooter)

- I'd cycle
- I'd use Translink bus or train services
- I'd use Rural Community transport services
- I'd use DATS (Disability Action Transport Scheme)
- I'd book a local taxi service to take me
- I'd use transport provided by the health service such as Health Trust bus, Non-Emergency Patient Transport, a taxi or a volunteer car service
- I'd drive to appointments in my own car
- I'd drive to appointments as a passenger in my own car
- I'd get a lift from family or friends in their car
- Other (please specify)

22 Would you like to tell us anything else about how you travel to and from health services?

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What makes it difficult for you to travel to and from health appointments

These questions are the chance for you to tell us about what makes it difficult to travel to and from health appointments.

23 Which of these options best describes how easy it is for you to travel to and from health and hospital appointments in your local area? (Tick one box only)

- Very easy
- Usually easy
- Neither easy or difficult
- Sometimes difficult
- Often difficult
- Always difficult

24 Which of these options best describes how easy it is for you to travel to and from health and hospital appointments outside your local area? (Tick one box only)

- Very easy
- Usually easy
- Neither easy or difficult
- Sometimes difficult
- Often difficult
- Always difficult

25 What are the main difficulties you experience travelling to and from health services? (Tick all boxes that apply)

- There are no transport services available to me
- I'm not aware of what transport is available to me
- Information about transport that is available is not accessible to me

- The transport available to me, including public transport, is not accessible to me
- I don't have access to a car
- I am reliant on others for a lift and they are not always available
- I find it very difficult to travel the distance to the hospital
- Journeys are too long and too complicated (for example having to use multiple bus services)
- There are no transport services available to get me to my appointment on time and home and again
- Appointment times are too early or too late for me to travel easily
- I find I have to wait too long at hospital to get transport home again
- I am not eligible or aware of some travel options including health service transport, Rural Community Transport and DATS (Disability Action Transport Service)
- I cannot afford to pay for travel
- I do not feel confident driving to locations
- I have difficulties parking at locations
- I need to travel with someone and they are not always available or are not allowed to travel with me on available transport
- Other (please specify)

26 Have you ever missed or cancelled a health appointment because of transport and travel difficulties?

- Yes, I have missed or cancelled a health appointment because of transport and travel difficulties
- No, I haven't missed or cancelled a health appointment because of transport and travel difficulties

27 If yes, how many times in the last year have you had to cancel or rearrange a health appointment because of transport and travel difficulties? (Tick one box only)

- Once or twice
- Three or four times
- More than four times

28 Have you ever had problems getting home from a health appointment or hospital stay because of transport and travel difficulties?

- Yes
- No

29 Do you want to tell us about any other issues you have had travelling to and from health appointments?

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Making it easier to travel to and from health services

These questions are a chance for you to tell us what would make it easier for you to travel to and from health appointments.

30 Would any of the following make it easier for you to travel to and from health services? (Tick all boxes that apply)

- Better and more frequent public transport links to and from health services including hospitals
- Bus and trains that are more accessible to me
- Better and more accessible information about travel options to and from health services including hospitals including help with the cost of travel
- Better parking at health service sites including hospitals
- More parking that is accessible to me at health services sites (including accessible parking bays and bays accessible to users of wheelchair accessible vehicles (WAVs))
- Making it easier for me to walk or wheel to health appointments
- Making it easier for me to cycle to health appointments including somewhere safe and accessible to park my cycle
- Being able to access patient transport services offered by the health service more easily to travel to and from my home to health services
- Being able to access taxi services to travel to and from my home to health services
- Being able to access community transport including Rural Community Transport and DATS (Disability Action Transport Services) to travel to and from my home to health services
- Being able to travel with a family member or carer on all forms of transport
- Having health appointments at times when it is easier for me to travel
- Health services delivered closer to where I live
- More health services delivered to me in my home

- Using technology such as ZOOM to enable me to access health appointments in my home without having to travel
- More help to reduce the cost of travel to and from health services including hospitals

31 Do you want to tell us your suggestions for making travel to and from health services easier?

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Support available for travel to and from health services

These questions are about current support that is available to help you travel to and from health services.

32 The Hospital Travel Costs Scheme provides help with the cost of travel to and from some health appointments. Are you aware of this scheme?

Yes

No

33 If you have answered yes to the previous question, how beneficial did you find the Hospital Travel Costs Scheme (Tick one box only)?

I have never used the Hospital Travel Costs Scheme

Beneficial

Neither beneficial or not beneficial

Not beneficial

If not beneficial please tell us why

34 Have you used a Department for Infrastructure concessionary travel SmartPass to travel when accessing health services?

Yes

No

35 If you have answered yes to the previous question, which services have you used your free or half fare concessionary travel SmartPass on to travel to and from health services? (Tick all boxes that apply)

Translink bus services

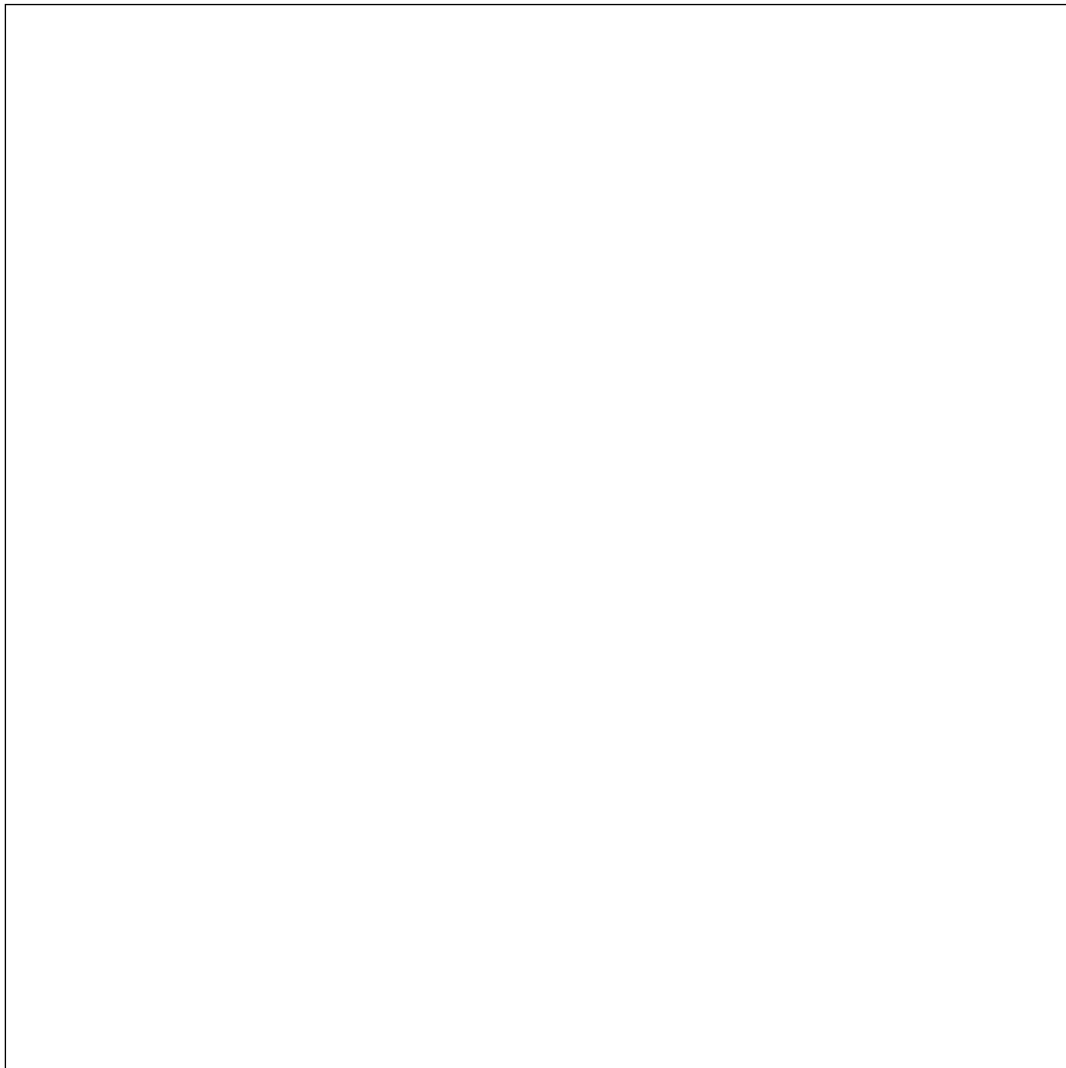
- Translink train services
- Rural Community Transport
- Other (please specify)

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Any other comments

This is a final opportunity for you to tell us about any other issues you think are important for us to consider when thinking about improving travel to and from our health services.

36 Do you have any final comments or suggestions about anything we have asked about in this survey?



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One last question

We'd like to know how you heard about this survey.

37 How did you hear about this survey? (Tick one box only)

- I was contacted by Imtac directly
- I was contacted by another organisation that works with Deaf, disabled or older people
- I was contacted by someone who works for my Health Trust
- I was contacted by my Rural Community Transport provider
- I was contacted by my DATS provider
- I heard through Translink
- I saw it on social media such as X, Facebook etc
- Other (please specify)

This is the end of the survey. Thank you for your help with this project.