

UCH Hospital (T4)
 Capital Estates & Facilities Directorate
 235 Euston Road
 London
 NW1 2BU
 Direct line: 020 34479823

David Joyce
 Director of Regeneration and Planning
 Camden Town Hall
 Judd Street
 London WC1H 9JE

Switchboard: 0845 155 5000/ 020 3456 7890
 Ext: 79823

[email: tavistocktrafficorder@camden.gov.uk]
 26th May 2017
 Email: robert.bexson@uclh.nhs.uk
 Website: www.uclh.nhs.uk

Dear David,

RE: THE CAMDEN [TORRINGTON PLACE TO TAVISTOCK PLACE] [PRESCRIBED ROUTES, WAITING AND LOADING RESTRICTIONS AND LOADING PLACES] TRAFFIC ORDER [2017]

Further to your email dated 9th May 2017, UCLH provided responses on 5 February 2016 and 21 October 2016, copies of which are attached for ease of reference. Since that date we have continued to discuss the above proposals and their impact on our patients and staff.

We remain concerned about additional journey times from our Gray's Inn Road hospitals [Royal National Throat Nose & Ear Hospital and The Eastman Dental Hospital] and Queen Square hospitals [National Hospital for Neurology & Neurosurgery and The Royal London Hospital for Integrated Medicine] to UCH.

Although we have no data to provide for previous years on patient transport service, the PTS team advise that an average journey between the UCH and Queens Square, used to take below 20 minutes before the introduction of the one way system.

The current situation is as follows:

From hospital to UCH	Average of Time on vehicle	Number of journeys
National Hospital for Neurology & Neurosurgery	52	112
Royal National Throat Nose & Ear Hospital	35	19
Royal London Hospital for Integrated Medicine	47	35

There is continued support for the proposals from staff that cycle to and from work.

We wish to see good provision for cyclists but also need a solution that does not cause delay and stress for our patients.

If you have any queries or would like to discuss further or would prefer to meet to discuss in person, please contact myself or Tom Hughes.

Yours sincerely,

UCH Hospital (T4)

Capital Estates & Facilities Directorate
235 Euston Road
London
NW1 2BU

Charlotte May
Principal Transport Planner
Environment and Transport
Supporting Communities
London Borough of Camden
5 Pancras Square
London N1C 4AG

Direct line: 020 34479823

Switchboard: 0845 155 5000/ 020 3456 7890
Ext: 79823

[[email:torringtontavistocktrial@camden.gov.uk](mailto:torringtontavistocktrial@camden.gov.uk)]

Email: robert.bexson@uclh.nhs.uk
Website: www.uclh.nhs.uk

18 October 2016

Dear Charlotte,

Torrington Place/Tavistock Place route: Proposed improvements for walking and cycling

We provided our response on 5 February 2016, a copy of which is attached for ease of reference. Since that date we have continued to discuss the above proposals and their impact on our patients and staff. We have received further comments from several of our Governors as well as both clinical and non-clinical colleagues, which may be summarised as follows:

- We remain concerned about additional journey time from our Gray's Inn Road hospitals and Queen Square hospitals to UCH. Our patient transport service colleagues do not have data recording this [there is no provision for this in the provider contract] but advise that PTS drivers report on average westbound journey time increasing as set out in the appended letter. However the journey time eastbound has improved, but not to any material extent;
- There is support for the proposals from staff who cycle to and from work.

We would conclude by suggesting that there is a further period of study that explores methods of easing journey time from east to west by further changes to the highway network. We wish to see good provision for cyclists but also need a solution that does not cause delay and stress for our patients.

If you have any queries or would like to discuss further or would prefer to meet to discuss in person, please contact myself or Tom Hughes.

Yours sincerely,


Robert Bexson
Head of Property and Advisors

Cc: Tom Hughes, Operations Manager: Property and Transport Management

UCH Hospital (T4)

Capital Investment & Facilities Directorate
235 Euston Road
London NW1 2BU

Direct line: 020 3447 9823

Switchboard: 0845 155 5000/ 020 3456 7890

Ext: 79823

Email: robert.bexson@uclh.nhs.uk

Website: www.uclh.nhs.uk

London Borough of Camden
Culture and Environment Directorate
Transport Strategy Service
FREEPOST RSLT-RJBR-TXAA
London, WC1H 9JE

5 February 2016

Dear Sirs

Torrington Place to Tavistock Place Experimental Traffic Changes

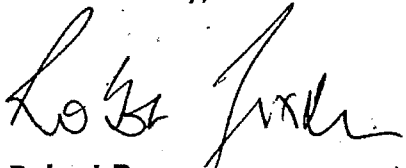
I am writing on behalf of University College London Hospitals NHS Foundation Trust [UCLH]. My colleagues and I have discussed the above trial in relation to how it affects our patients. I list below concerns raised by UCLH Governors, Patient Transport Services [PTS] drivers and managers, clinical and non-clinical colleagues and would like to formally register these concerns and would be grateful if you could consider these points before any decisions are made.

The experimental one way system has caused lengthy delays in traffic going in the direction from National Hospital for Neurology and Neurosurgery [NHNN] in Queen Square to University College Hospital [UCH] campus at the junction of Tottenham Court Road and Euston Road. It is therefore adversely impacting patient's journeys and consequently appointments.

1. Patients being transported by PTS vehicles from the NHNN to UCH were delayed, resulting in their procedures being delayed and increased patient anxiety.
2. A young tracheostomy patient was delayed in returning from UCH for 3 hours due to transport issues as a result of this experiment.
3. Previous ambulance journeys took around 10 minutes from NHNN to UCH campus. Since this experiment commenced the journey time has increased to 45 minutes on a good day and sometimes over an hour.
4. During peak times, the average travel time from the Royal National Throat, Nose and Eye Hospital [RNTNEH] in Gray's Inn Road and the UCH campus has increased from 15 minutes to 37 minutes.
5. The congestion around the area caused by the experiment has increased and consequently our CO2 emissions have also increased.
6. London Ambulance Service and other emergency vehicles are experiencing delays. They have informed us they will be contacting you direct.

I would appreciate your view, solutions or suggestions to address these points. If you have any queries or would like to discuss further or would prefer to meet to discuss in person, please contact me.

Yours faithfully,



Robert Bexson
Head of Property and Asset Management

Cc: Tom Hughes, Operations Manager: Property and Transport Management