

BLOOMSBURY RESIDENTS' ACTION GROUP

PROOF OF EVIDENCE 8

Problems caused to hospital patients and staff

STATEMENT

by PETER STORFER

Co-Chair of the University College London Hospital's Cancer Patient Policy Advisory Group (CPPAG)

- a) I have been co-Chair of the University College London Hospital's Cancer Patient Policy Advisory Group (CPPAG) from July 2015 to July 2017. During this time I have been made aware of the serious concerns of UCLH Patient Transport Services, regarding the effects of the experimental traffic order imposed on Tavistock Place and Torrington Place traffic flow, without consultation with the Hospital, as an important local stakeholder. Our group has also heard growing complaints not only from mobility impaired disabled drivers attempting to access the Macmillan Centre and UCH but also from pedestrians and underground users (especially those using Euston Square station).
- b) The concerns we have noted from Patient Transport services (PTS) include:
 - i) Patients being transported by its vehicles were suffering significant delays, resulting in treatment and procedure delays and increased patient anxiety.
 - ii) Transportation times between the National Hospital for Neurology, the Royal National Throat, Nose and Ear Hospital and UCH have increased between 300% and 500%.
 - iii) There was been significant increases in traffic congestion around the area of the hospital which has significantly increased the air pollution locally. This is at no time desirable, but is clearly most undesirable around hospital treating frail and significantly ill people.
 - iv) Enormous anxiety and anger expressed by blue badge holders to PTS, regarding access to the hospital and local parking facilities, including the availability of single yellow line restrictions, in order to be able to employ Camden's Disabled Person's Parking Dispensation for the Hospital area.
- c) Additionally, our Group has been very concerned with the inability of Camden to clarify access to the Hospital from disabled drivers and PTS when the Tottenham Court Road redevelopment plans are instituted. Camden appears to be displaying a serious lack of joined up thinking regarding the needs and requirements of UCH patients in general and Disabled patients in particular. Numerous complaints have been received about the danger of simply crossing the road (Gower Street) after exiting the South side exit of Euston Square Station in order to access the hospital, owing to the chaotic nature of the traffic filtering onto Gower Street in that area.

- d) It should be noted by the Independent adjudicator that Cancer patients are statutorily disabled persons for the purpose of the Disability Discrimination Act. Camden has a responsibility to give primary consideration to those people defined under the Act as disabled when proposing any changes to road or transport services. In the instance of the Experimental order, Camden appear to have wholly abjured their statutory responsibility under the DDA, and they appear to be compounding this failure with their refusal to consider the permanent implementation of the traffic order with their yet unclear and inchoate plans for Tottenham Court Road.

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