

**Equality Forum
5 July 2012
Q&A**

Questions arising from Item 4 – Interactive Session

- **Members of the deaf community expressed concern about the hospital barrier on the car park. At the moment if there are any issues with the barriers you need to press a button to call for services. This is not a practical solution for those people who are deaf or have hearing difficulties. What would the Hospital Trust do to address this issue.**

Stephanie Iaconianni from Lancashire Teaching Hospitals NHS Foundation Trust responded:

“The Trust recognises that car parking barriers are problematic (for the deaf). It has been suggested that as part of the first annual review of Disabled Go, patients will be advised that if they are due to come into hospital they can e-mail or text the Trust to ensure a car parking attendant is available upon their arrival. This review is scheduled to take place in the next 3 months and feedback will be provided once this is implemented. The Trust is also investigating the possibility of providing this information in patient appointment letters.

The Facilities Management have also requested that the Chorley Equality Forum provide suggestions as to how we can improve our services in this area.

In the future the Trust will be looking at the installation of visual aids within the car park areas, however in the interim suggestions are welcomed from the group and should be e-mailed to me on this email address (Stephanie.IACONIANNI@lthtr.nhs.uk).”

- **Members of the taxi trade expressed concern of the slow response received from the police in relation to verbal and physical racial abuse.**

In response, Sargent Hickey advised that it was a breach of Force policy not to respond immediately to racial incidents. Any cases when an immediate response was not received should be directed to Sargent Hickey on email:

Jeanette.Hickey@lancashire.pnn.police.uk

Other questions received

- **Judith Daniels expressed concern about the cutting of the no.18 bus and changing it to no. 1 stating that the buses are a lifeline for disabled people. Judith thinks it is appalling that this route should be changed again in such a short time. Before the frequency was cut from every half hour to every hour. Judith's question is:**

What will be the frequency of this new route. Is this just a way of cutting expenditure on the bus pass?

Alan Capstick, Lancashire County Council Highways advised:
Below was an extract from our July Bus Service Changes Leaflet, highlighting the changes. In summarising, the Service 18 will be replaced with Services 1, 2 & 2A, maintaining frequency and providing a direct link to the Hospital.

CHORLEY SERVICES

1/1A/2/2A Chorley Hospital - Eaves Lane - Chorley – Coppull (STG leaflet).

From 22 July 2012 Stagecoach in Lancashire will revise the route and timetable merging with Services 11, 12 & parts of Service 18 which would extend these services through to Chorley Hospital via Eaves Lane.

Services 1, 2 & 2A are commercial services run by Stagecoach between Chorley Hospital, Chorley and Coppull. The loops within Coppull off the main B5251 road around Chapel Lane, Lancaster Street and The Heys as well as serving Springfield Road and Park Road will continue to be served as present. Also incorporated within these extended services are the sections of the withdrawn

Service 18 route, part subsidised by Lancashire County Council, as follows:

- Walgarth Drive and Collingwood Road will be served by Service 1;
- Harrison Road and Eaves Green Road will be served by Service 2/2A.

These revisions will create a new direct link between Coppull and parts of south west Chorley through the town centre with Chorley Hospital. The Monday to Saturday daytime frequency will be every 30 minutes in each direction, with each of the diversions within Chorley and the loops in Coppull served hourly.

Harrison Road and Pilling Lane will be additionally served by revised Service 3 (see below for details). Lancashire County Council's subsidised hourly Monday to Saturday evening and Sunday daytime Service 11A, which operates a circular route between Chorley and Chorley via Eaves Lane, will be renumbered Service 1/1A in line with the commercial Monday to Saturday daytime service.

3/3A Chorley - Adlington - (Blackrod)
(STG leaflet)

From 22 July 2012 Stagecoach in Lancashire will revise the route and timetable to operate between Chorley and Adlington only. The section through to Blackrod will be withdrawn with the exception of a single return journey on Tuesday and Friday market days.

The route between Chorley and Adlington will also be revised with all journeys operating via Harrison Road, Pilling Lane, Carr Lane and Kirkstall Road to the A6 Bolton Road, and then continue through to Adlington serving Rawlinson Lane at Heath Charnock.