



Demolition of the existing buildings and redevelopment
for a building of 6 storeys in height including ground and 3 storeys basement,
for use as a specialist head and neck facility (Class D1)

Former University College London (UCL) Student Union and Royal Ear Hospital,
Huntley Street, Bloomsbury

Strategy for Patient Transport Services

27 February 2015

Former University College London (UCL) Student Union and Royal Ear Hospital

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Appendix A. PTS Strategy Plan

Important note about your report

The sole purpose of this report and the associated services performed by Jacobs is to review and recommend an appropriate strategy for managing Patient Transport Services at University College London Hospital (UCLH), in particular relation to the relocating to the coordination centre from the former Student Union building on Huntley St. This report has been produced in accordance with the scope of services set out in the contract between Jacobs and the Client. That scope of services, as described in this report, was developed with the Client.

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1. Introduction

1.1 Background

- 1.1.1 This report outlines the strategy for managing parking and waiting of Patient Transport Services (PTS) at University College London Hospitals (UCLH). It has been written in support of a planning application for demolition of the former University College London (UCL) Student Union and Royal Ear Hospital buildings, and redevelopment for use as a specialist head and neck facility.
- 1.1.2 The redevelopment will see, among other things, the relocation of PTS parking to the site of the Royal National, Throat, Nose and Ear Hospital (RNTNEH) on Gray's Inn Road. By no later than March 2019, there will be a further relocation of PTS to the Eastman Dental Hospital (EDH), once the RNTNEH site has been vacated.
- 1.1.3 The PTS is a free to use non-emergency service in which patients with mobility issues are transported between their home and the hospital for the attendance of medical appointments.
- 1.1.4 The provision of PTS services is currently shared between UCLH itself and a number of contractor companies.

1.2 Report Structure

- 1.2.1. This report is structured as follows:
- Chapter 2 summarises the existing situation at both the current site, and the proposed sites of the relocation
 - Chapter 3 examines the proposals for the UCLH fleet of PTS vehicles
 - Chapter 4 surveys the proposals for Contractor fleet of PTS vehicles
 - Chapter 5 provides a summary of the key findings and points raised in the report.

2. Existing Situation

2.1 Fleet Information

- 2.1.1 Current services are shared between UCLH itself and contractor companies at a ratio of approximately 1 in 3.
- 2.1.2 The UCLH fleet of non emergency Patient Transport Services vehicles comprises of 12 vehicles including:
- 8 car based ambulances
 - 5 van based ambulances
 - 1 medium sized Transit Connect Van (Postvan)
 - 1 x 3.5T Van for Sterile Services
- 2.1.3 The contracted fleet, of whom “Medical Services” is the largest provider, is formed of some 80 vehicles in total although only around 12 will be on the UCLH site at any one time.
- 2.1.4 The average number of journeys per day to the UCLH campus (UCLH Cancer Centre, Mortimer Market and EGA) is 416 journeys of which 152 journey are delivered by the in-house service. Pick-up times peak between 10am to 2pm when an average of 164 patient journeys are made by all PTS vehicles to the campus. This equates to 39% of the total daily journeys within 4 hours or around 40 an hour during this period.
- 2.1.5 The average period of time between patients is 15 to 20 minutes. Between drop-off and pick up, vehicles currently park in Ambulance bays around the campus.
- 2.1.6 The UCLH fleet of PTS vehicles are currently based at Huntley Street, at the site of the old UCL Student Union, before departing to locations within UCLH for pick-ups or to homes or care homes within 3 miles of the hospital. The UCLH van ambulances currently park overnight at Huntley St. The UCLH car ambulances park overnight at 250 Euston Rd.
- 2.1.7 Contractor vehicles cover a wider area and are based elsewhere, so overnight elsewhere.

2.2 Issues

- 2.2.1 In the borough of Camden, single yellow lines reflect the restrictions laid out in the Controlled Parking Zones (CPZ). The current site falls into zone CA-E which restricts parking between 0830 and 1830 Monday to Saturday.
- 2.2.2 PTS vehicles are exempt from these parking regulations when picking up or dropping off patients, however issues arise during the layover period, between dropping off a patient and picking up the next.
- 2.2.3 As a result of this conflict, it is essential that a strategy is in place to manage the PTS vehicles. The following sections provide a brief summary of the proposals and the facilities that are in place.

2.3 Huntley Street Base

- 2.3.1. The Huntley Street base has capacity for 6 ambulances in the service yard accessed from Shropshire Place.
- 2.3.2. The area of Huntley Street immediately outside the Student Union, between Capper Street and Torrington Place comprises of permitted parking and single-yellow lines on its eastern side and single-yellow lines, with a restriction on buses and vehicles over 5 tonnes stopping between 1830 – 2359 and 0000 – 0800 on the western side.
- 2.3.3. A parking beat survey was conducted on Tuesday 29th July 2014 which included the aforementioned area. Conducted between 0700 and 2100, peak single-yellow occupancy was identified between 1430 and 1600, with an occupancy rate of 57% during this period. Over half of the daily occupation of vehicles on this section displayed a disabled permit.
- 2.3.4. A further NHS vehicle parking beat survey was undertaken along the single yellow line extent on Huntley Street (between Torrington Place and Capper Street), on 17th February 2015. The survey determined the percentage occupancy of UCLH PTS vehicles currently utilising the full extent (23 spaces capacity) of the single yellow line section between Capper Street and Torrington Place, between 1100 and 1600hrs. It is understood that all UCLH PTS vehicles parking on the single yellow line only park to utilise the existing staff facilities at 43-49 Huntley Street. The busiest time period for UCLH PTS vehicle on-street parking was surveyed (1100-1600hrs). Table 2.1 displays the results of the survey.

Table 2.1: Huntley Street (Capper St – Torrington Place section) Single Yellow Line NHS Vehicle Parking Survey Results.

Time Period	UCLH PTS Vehicles Parked	Disabled Badge Holders (inc dispensation holders)	Other Vehicle Parked	Total Number of Vehicles parked
1100-1130	2	3	1	6
1130-1200	4	3	1	8
1200-1230	8	2	0	10
1230-1300	6	2	0	8
1300-1330	4	2	0	6
1330-1400	2	3	0	5
1400-1430	3	4	1	8
1430-1500	3	4	1	8
1500-1530	5	3	0	8
1530-1600	3	3	0	6
Total	40	29	4	73
% Split	55%	40%	5%	100%

- 2.3.5. Table 2.1 shows that an average of 55% of all vehicles parking on the single yellow line during the time period surveyed are UCLH PTS vehicles. Up to 8 UCLH PTS vehicles park here at any one time.
- 2.3.6. As the Huntley Street base will need to be relocated when the old Student Union, and the adjacent Dental Hospital, are redeveloped, all ambulance parking associated with the PTS base will also relocate away from Huntley St.

2.4 Royal National Throat Nose and Ear Hospital (RNTNEH)

- 2.4.1. The RNTNEH is located at the northern end of Gray's Inn Road, at its junction with Swinton Street and is approximately 300m from Kings Cross Rail Station and a 1.8km drive, (8 to 10 min) from the current site.
- 2.4.2. The parking compound is accessible from Wicklow Street to the north-east of the site and provides space for 5 UCLH van ambulances. There are 2 dedicated on-street ambulance bays located on Gray's Inn Road, 2 on Swinton St and additional on-street parking on Wicklow Street of up to 13 ambulances. This space is available immediately.

2.5 250 Euston Road

- 2.5.1. 250 Euston is located to the north of the main Euston Road and is accessible from Gower Street. UCLH have a long lease on the site, the basement car park of which is only suitable for car ambulances, providing space for all 8 cars. Additional space is available in a courtyard behind 250 Euston Rd where 4 to 5 van ambulances could wait. This space is available immediately.

2.6 Eastman Dental Hospital (EDH): Existing

- 2.6.1 EDH is located on Gray's Inn Road, near to its junction with Heathcote Street approximately 650m from Kings Cross Rail Station and 2.4km (10 min drive) from the current site.
- 2.6.2 The compound is accessible from Seddon Street to the east of the site and provides space for the 6 ambulance vans. This space will be available at a later date, once Phase 5 is completed.

2.7 Drummond St and Longford St

- 2.7.1 Drummond St is just north of the main UCLH campus, just a 2 minute drive away. A natural loop is possible from Hampstead Road, west along Drummond St and Longford St, south along Osnauburgh St and east back to the UCLH campus along the Euston Rd.
- 2.7.2 There are single yellow lines along the length of Drummond St and Longford St.

3. Other Developments and Likely Changes in Local Area

3.1 High Speed 2

3.1.1 Euston station is currently identified as the terminal station for the proposed High Speed 2 route between London and Birmingham, with ongoing connections to Manchester and Leeds.

3.1.2 Changes to the streets around the station are proposed including Cardington St.

3.2 West End Project Highways Proposals

3.2.1 LBC are currently developing plans for the introduction of two-way working to much of the highway network that surrounds UCH.

3.2.2 For Gower Street, two-way working would be introduced throughout and the Euston Road slip contraflow bus lane will become an all traffic route.

3.2.3 Grafton Way would remain one-way westbound, with the addition of an eastbound contraflow cycle lane.

3.2.4 Huntley Street would remain one way south bound. Footways on Huntley Street's western footway, north of University Street, would be widened whilst retaining sufficient carriageway width for one-way traffic. A contra-flow cycle facility is planned for the entire length of Huntley Street.

3.2.5 Capper St will be closed at the junction with Tottenham Court Road to become a 'Pocket Park'.

3.2.6 Tottenham Court Road will become two-way but with restricted access on certain sections to just buses, taxis and bicycles.

3.2.7 Chenies Mews is proposed to become a one way cul-de-sac with one way southbound vehicle entrance permitted from Huntley Street (via the north of Chenies Mews) and two way access permitted via Torrington Place (via the south of Chenies Mews). Vehicles entering Chenies Mews from the south would be required to perform a U turn to exit the street.

3.2.8 Shropshire Place is proposed to become a shared surface for pedestrians, linking Shropshire Place with Tottenham Court Road via Queen's Yard.

3.2.9 The West End Project proposals result in a net loss of 4 PTS / ambulance parking bays in the immediate area.

3.3 Hospital Developments

UCLH Emergency Department Proposals

- 3.3.1 Construction has recently begun for the proposed redevelopment of UCLH's emergency department (application reference 2013/2824/P).
- 3.3.2 The proposals involve the infilling of the existing emergency ambulance set down area, accessed from Gower Street, with an alternative access strategy for emergency ambulances and a reconfiguration of the wider site layout.

3.4 UCLH Phase 4

- 3.4.1 Approval was granted to UCLH on 22nd September 2014 at the former Odeon site and Rosenheim Building for:
- 3.4.2 *"Redevelopment of the former Odeon site and demolition of the Rosenheim Building to provide a Proton Beam Therapy (PBT) cancer treatment facility and day surgery facilities in 4 levels of basement; inpatient medical facilities and a ground floor retail unit (175 sq m approximate GIA) in a 7 storey development above ground (34,596.5 sq m GIA in total) including roof plant, a new pedestrian entrance on corner of Grafton Way and Huntley Street, a new service entrance on Huntley Street, a ground floor drop-off area off Grafton Way, and three roof gardens; and the relocation of the oxygen tanks to University Street frontage inside a new enclosure"*.
- 3.4.3 The planning application ref. is 2013/8192/P. An off street drop off for 2 PTS vehicles will be provided as part of the proposals. Demolition will be complete by the end February 2015.

4. Proposals for UCLH Fleet

4.1.1 Following redevelopment of old Student Union building, it is proposed that the UCLH PTS ambulance fleet base will move to the current site of the Royal National Throat Nose and Ear Hospital (RNTNEH), whose medical facilities will be moving the redeveloped old Student Union building. In 2019 the UCLH's lease at the RNTNEH will expire. The UCLH PTS ambulance fleet base will then move to the Eastman Dental Hospital (EDH)

4.1.2 Consequently there are two phases to the relocation of fleet base.

Phase 1

4.1.3 Moving the fleet base to the RNTNEH will remove the need for UCLH PTS vehicles to park on Huntley St outside the existing base when not picking up or dropping off patients. Parking here is most common at lunchtimes between 12 and 2pm. These vehicles would now park at the RNTNEH, where space is available on site. Ambulance vans that have more than 30 minutes between patient pick-ups or drop offs would wait at the RNTNEH. If less than 30 minutes, the vans would wait in the car park and service area behind 250 Euston Rd. Ambulance vans would park securely overnight at RNTNEH.

4.1.4 Ambulance cars would, other than if using the base at the RNTNEH at lunchtime, park in the underground car park at 250 Euston Rd.

4.1.5 Drivers of both the UCLH PTS cars and vans would be fully aware that they must not park on street within a new exclusion zone proposed as part of this strategy. The zone would be bordered by Fitzroy St to the west, Torrington Place to the south, Gower St to the east and Euston Rd to the north. The zone is shown on Figure 1 in Appendix A of this report.

Phase 2

4.1.6 Following the vacation of the RNTNEH in 2019 by UCLH, the EDH is expected to be the new location for the UCLH PTS vehicle base and would operate as described above for the RNTNEH.

4.1.7 The PTS cars would continue using the facilities available at 250 Euston Road.

4.1.8 Figure 1 also shows the routes that will be taken by the vehicles between the UCLH campus and the new base at the site of the EDH.

4.1.9 It is proposed that the ambulance bays on the streets around the RNTNEH should continue to be available for use for PTS vehicles after 2019 when the RNTNEH is vacated.

Phase 2.2

4.1.10 The EDH will be vacated by UCLH on some date in the early 2020's. When the EDH is sold a clause or covenant would be written into a contract/land deal saying the new owner had to provide sufficient space for PTS parking as part of their scheme.

4.2 Getting to RNTNH and EDH

4.2.1 Figure 1 shows the routes that will be taken by the vehicles between the UCLH campus and the RNTNEH and EDH. Figure 1 also shows distances and journey times.

5. Proposals for Contractor Fleet

- 5.1.1 This section focuses on the options available to the contractor fleet.
- 5.1.2 Some 80 contractor vehicles visit the UCLH campus per day, with around 12 on site at any one time.
- 5.1.3 The proposal is for contractor vehicles to park at RNTNEH/EDH if they have over 30 minutes between pick-ups and drop offs. This would cover a significant proportion of contractor vehicles.
- 5.1.4 Otherwise, if they have only a short gap between appointments, occasional waiting is possible along the length of Drummond St and Longford St where there are single yellow lines.
- 5.1.5 Either way, the contractor's vehicles would be instructed that they must not park with the exclusion zone discussed previously, within and immediately adjacent to the UCLH campus.

6. Conclusion

- 6.1.1 The anticipated change as a result of release of land at RNTNEH / EDH and better use of 250 Euston Rd and the Macmillan Cancer Centre should be less parking on streets within and immediately surrounding the UCLH campus. Parking on these streets will be controlled by creating an exclusion zone on these streets where no PTS vehicles can park if not picking up or dropping off patients.
- 6.1.2 The exclusion zone would be effective by providing clear instruction and alternatives for the UCLH fleet and by having terms written into the contractor's contracts. There are electronic means of monitoring compliance of this exclusion zone by UCLH already built into all vehicles, if necessary.
- 6.1.3 Some reductions in ambulance parking and waiting will occur with the West End Project but, as shown in Table 6.1 and Table 6.2, additional spaces will be available/promoted for use in the future, particularly for parking of ambulances.
- 6.1.4 Table 6.1 shows a summary of the pick-up and drop off capacity for the current and future situations.

Table 6.1 – UCLH PTS Ambulance parking across UCLH – pick up and drop off

Site	Current		Future, with West End project and old Student Union redevelopment	
	Off-street parking capacity (Ambulance vans unless stated)	On-street parking capacity inc single yellow lines (Ambulance vans unless stated)	Off-street parking capacity (Ambulance vans unless stated)	On-street parking capacity inc single yellow lines (Ambulance vans unless stated)
PROTON BEAM THERAPY CANCER UNIT, GRAFTON WAY (under construction)			2	
Old Student Union Site, Huntley St (planning application submitted)				2
Macmillan Cancer Centre	6	6	6	6
Grafton Way		4		3
Euston Slip		4		6
Total	6	14	8	17
Grand Total	20		25	
Total required at any one time	Approx. 20 (at any one time)		Approx. 20 (at any one time)	

- 6.1.5 As shown in Table 6.1, there would be more spaces available in the future than today.

6.1.6 Table 6.2 shows a summary of the parking capacity for the current and future situations.

Table 6.2 – UCLH PTS Ambulance parking across UCLH – parking between drop offs

Site	Current		Future, with West End project and old Student Union redevelopment	
	Off-street parking capacity (Ambulance vans unless stated)	On-street parking capacity inc single yellow lines (Ambulance vans unless stated)	Off-street parking capacity (Ambulance vans unless stated)	On-street parking capacity inc single yellow lines (Ambulance vans unless stated)
Old Student Union Site (Huntley Street)	6	5		
RNTNEH/EDH			5	17 (all at RNTNEH)
250 Euston Road			4 (+8 cars)	
Drummond St for Contractors vehicles				6
Grafton Way		4		
Tottenham Court Rd		2		
TOTAL	6	11	9 (+8 cars)	23
Grand Total	17 (+8 cars)		32 (+8 cars)	
Total required at any one time	20		20	

6.1.7 Again, as shown in Table 6.2, there would be more spaces available in the future than today.

6.1.8 In summary, the report outlines a workable and pragmatic solution to the future management of PTS ambulance vehicles that would reduce parking in and immediately surrounding the UCLH campus.

Appendix A. PTS Strategy Plan

Waiting & Parking Strategy for PTS Vehicles

