

Connect2 Wiltshire Hopper Survey Autumn 2015

Future service consultation on proposed changes to the operation of the Wiltshire Hopper bus service to the RUH in Bath

Survey for Individuals About you

1. What is your age group?

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

2. Are you male or female

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

3. Do you consider yourself disabled?

- ☐ Yes
- ☐ No

4. If you said you consider yourself disabled does your disability affect your ability to walk?

- ☐ Yes
- ☐ No

5. Please give your home postcode so that we can see which town or village you live in

Your use of the Hopper service

6. On how many days have you used the Hopper in the last 3 months?

- ☐ None
- ☐ 1-2
- ☐ 3-5
- ☐ 6-10
- ☐ 10+

7. How often have you had to go to hospital in the last 3 months?

- ☐ None
- ☐ 1-2

- ☐ 3-5
- ☐ 6-10
- ☐ 10+

8. What was the purpose of your journey?

- ☐ To attend dialysis or a daily or weekly course of cancer treatment including radiotherapy or chemotherapy
- ☐ To attend another type of appointment e.g. outpatient, diagnostic test, follow up appointment
- ☐ Accompanying someone to an appointment
- ☐ Visiting someone in hospital
- ☐ Travelling to work at the RUH
- ☐ Travelling into hospital for an overnight in patient stay
- ☐ Travelling home after discharge from hospital
- ☐ Other

If other please say

What is being proposed

The Council is consulting on two scenarios.

Scenario 1 which is a change to the service to reduce the subsidy required and involves reducing the frequency of journeys as well as increasing fares as described in the information sheet.

Scenario 2 involves a complete withdrawal of the service

9. Would the proposed reduction in service frequency be acceptable if it helped secure the future of the service?

- ☐ Yes
- ☐ No

If not , why not?

10. Would the proposed increase in fares be acceptable if it helped secure the future of the service?

- ☐ Yes
- ☐ No

If not, why not?

- 11. If the proposed changes to the service frequency and increase in fares were implemented, would you still use the Hopper to get to hospital?**
- ☐ Yes
 - ☐ No
 - ☐ Not sure
- 12. If there was no Hopper service at all how easy or difficult would you find it to use other means of transport to get to Hospital?**
- ☐ Very easy
 - ☐ Quite easy
 - ☐ Neither difficult nor easy
 - ☐ Quite Difficult
 - ☐ Very difficult
- 13. If you said it would be very difficult to get to hospital can you say why? (you may tick all that apply)**
- ☐ I can not drive or do not have access to a car
 - ☐ I would be unable to drive to hospital because of my medical condition or mobility issues
 - ☐ I don't know a friend, neighbour or family member who would give me a lift
 - ☐ I would be unable to get a lift e.g. from a friend, neighbour or family member because of my medical condition or mobility issues
 - ☐ I am not able to use public transport at all because of my medical condition or mobility issues
 - ☐ I would find it very difficult or be unable to get to the hospital by public transport because of the lack of appropriate public transport in my area
 - ☐ I would find it very difficult to get to the hospital by public transport because of my medical condition or mobility issues
 - X ☒ I would be unable to get to the hospital by public transport because of my medical condition or mobility issues
 - ☐ The cost of driving / parking or of public transport fares would be too high
 - ☐ I am aware of other volunteer or community transport options but they would not be appropriate for my medical needs or mobility issues
 - ☐ I am aware of other volunteer or community transport options but they do not have capacity to be able to assist me
 - ☐ I am just not aware of any voluntary or community transport options that may be able to assist me
- 14. If there was no Hopper service, what means of getting to hospital do you think you would be most likely to use? (please tick all that apply)**
- ☐ Self drive
 - ☐ Get a lift with a friend, neighbour or family member

- Please say

[illegible]

Ideas and solutions

Although the Hopper service is popular, it is also very expensive to provide and costs around £150,000 a year to support. This is equivalent to a subsidy of over £10 for every passenger carried.

15. Do you have any other ideas or potential solutions that you would like to see explored to allow the service to continue?

[illegible]

**Thank you for taking part in this survey.
If you need any further information about the survey you can
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