

Appendix 6 – Alternative options or suggestions from the individual questionnaire response

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No. Whilst I do not at present use the Hopper service I might have to in the future. Quite willing to pay increased charges for the convenience. |
| What would be the increase in rates to provide this service as is and combine it with an increase? |
| Just increase the fares. |
| Put the rates up slightly, instead of having this dogma about the rates must not go up. If you didn't keep cutting everything we would at least feel we were getting something for our money. |
| I would happily pay the increased charge for my needs. It has always been a wonderful service. Many thanks |
| I would be prepared to pay higher fares for the security of travelling by hopper bus. |
| Why not charge £10 per trip? |
| I can't think of any other ways, but I would be happy to pay extra. Its convenient for a door to door service. Everyone who runs the Hopper is very helpful and kind. |
| Higher fares as suggested well worth it. |
| Over the last 3 years i have used the hopper to attend appointments at the RUH. i feel that the best way to continue the service is to reduce the daily journeys and increase the cost. Some of the people who use the Hopper have bus passes, so are on a reduced fare, also many that use it are not car drivers and some are disabled. People who live in villages have a problem with using buses EG one bus to a town centre then change for bus to Bath bus station, then change for a bus to the RUH. Bus journeys will cost more than the Hopper increased fare. Council members please think very carefully before you vote on this item this is a good service that you should not be removing funding from. |
| Charge more money |
| In view of the fact that taxi fares are very expensive we would be agreeable to a further increase in the proposed fares to continue the Hopper service . |
| We would be willing to pay more than the proposed increase to keep the service running |
| Charge NHS staff more, especially as some treat the service as a personal taxi, making it wait for them to be ready. Use smaller vehicles for some runs, or run the service to a central point in order that public transport can be accessed. Those living in very rural areas need the hopper because there aren't alternative options. |
| My wife and I have no children so have been subsidising the younger generation through our income and council tax. Why can't they return the favour? |
| Buying passes at a reduced rate, like British Rail offer on a senior rail card etc which will cover you for more than one visit & return in a year..... |
| I would pay £10 a year to keep it going whether used or not and have friends who I know feel the same! |
| The problem is for single people with no family to take them and for those who can never get a parking space at the hospital, there is no other viable option to Connect. For day surgery there is no option but to occupy a hospital bed either before the op or after, or both, if the service ends. If the hospital is OK with that, then no problem. I could pay more if I become an infrequent traveller to RUH, but could not afford this if ever I did 29 trips like last year. Sometimes a "season ticket" might be a good idea e.g. for people having radiotherapy for a fixed period. This would reduce revenue, |

| |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| but might attract more users. At the end of the day it depends who the council thinks is important enough to have money spent on them - and it is clearly not older people who, as part of the ageing process, have more need of medical services. Greater flexibility on the part of the RUH admin people to give appointments that we can attend via normal bus services would help. More creative approaches to day surgery by consultants would help - arriving for 7.30 and not being operated on until 11.30 is unproductive. Local anaesthetic ops are the last on the list. If we could arrive later on public transport that would help. The snag is that we are then not allowed to travel home by public transport. |
| Encourage the passengers to donate over and above the fare if they can afford it! I have on 3 occasions paid for a taxi. A single journey from my home to RUJ costs £35 minimum!! |
| 'Hopper Topper' a voluntary donation of say £1 per week, to be collected quarterly, 6 months or annually, by all patients wishing and needing the hopper service to be continued. May an annual raffle. |
| Allow journeys to Bath city centre as well as the hospital, to fill empty seats. |
| This political. Government should support social needs. Increase the taxes of those that have to support those who do not. Smaller vehicles for low use runs. Offer the service to non hospital users as a supplement to poor rural services. |
| advertise vacant seats (if any) on journeys to hospital staff, who could pay to make up the shortfall. |
| I am quite prepared to pay for my bus pass renewal if this money was spent on essential transport such as the Hopper bus. It is an essential service that must be kept going. |
| 1.This may not reduce the fare per person, but a season ticket could be made available to patients travelling regularly, such as for sick visiting or kidney dialysis. 2.The reduced journey timetable could be made more flexible to avoid 'single passenger' trips. 3. Patients need to be better informed of this invaluable service: I have, on several occasions, told patients about the Hopper, as they had NO IDEA there was such a service. |
| On the five occasions I have had to use the service the maximum passengers amounted to 4 (3 were nursing staff going to work). The last occasion there was only 3 all patients. This excellent service is clearly not financially viable and I would suggest less frequency and raising costs but giving concessions to the needy those on benefits etc. |
| Although I would have to concede that an increase in fares is necessary, this may cause financial problems with frequent users who may have severe medical problems - could the option of a 'season ticket' be investigated (or any way to reduce the costs for very frequent users) Many of the current buses are running well under capacity, perhaps additional passengers could be achieved with additional publicity explaining just how good this service is, and that everyone is eligible to use the service (not just for old/disabled!) |
| I wrote at least 2 months ago to Claire Perry suggesting that pensioners pay, say, £5 for their bus passes and then £5 for them to be renewed and this money channelled into rural transport and very necessary transport such as the Hopper bus but to date have had no reply from her with her views on this proposal. |
| No - except to say that this service has been crucial to my father in getting him to/from hospital appointments, and also for me in visiting him when he's been in hospital this year. I think complete withdrawal of the service would be a disaster for people like me and my father. Reduced services and increased fares seems like the |

| |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| best way forward |
| Sadly I cannot think of any other solutions than increase fares. The thought of being without this wonderful service is very distressing. My husband now has dementia so I must accompany him everywhere and the hopper is such a help. |
| I am surprised that a hopper bus is needed to get patients to hospital by 7:20 or even 8:20 in the morning. I would think that the fares should reflect who is using the service and be reduced for those who have no other means of transport to get to essential services such as treatment. If the service is being used by staff then they should be paying appropriate bus fare rates for the length of journey or supporting and using public bus services. Perhaps the hospital could help by setting appointments around the hopper service hence the number of journeys could be reduced to say two or three return journeys per day but this would depend on whether the hopper is currently full to capacity or whether there are only a few passengers on each of the journeys. Is it running currently on supply and demand - i.e. only if patients have pre-booked? I would think also that for patients who have to go for regular treatment their journeys could be pre-booked well in advance and then the service runs around these pre-booked journeys filling up the capacity of the hopper with additional one off patient journeys. The hopper should not be travelling with only one or two patients on a regular basis but filled to capacity where possible. Would it be cheaper for the NHS to provide taxi service for those journeys where only one or two patients are travelling? Perhaps also for regular patients they could be paired up with other patients needing regular treatment so they could share the cost of a taxi if this is a cheaper option. Some thinking out of the box is needed by the hospital. |
| Take the money from management and executive pay - one of you must earn £80,000 + resign! |
| Yes, scrap the useless 'campus' programme, costing £80 million, which no-one in Wiltshire needs. |
| Cut out the un-used services and keep the hopper going as it is used by so many. |
| Cut other unused bus services and use the money to keep the hopper going. |
| Cut back on wastage and high salaries for useless Councillors!! |
| IF IT IS SIMPLY A QUESTION OF MONEY THEN THERE ARE MANY ALTERNATIVES TO FUNDING WITHIN THE COUNCIL. THERE ARE MANY USELESS MANAGEMENT POSITIONS THAT ARE JUST THERE TO PROVIDE BUSY WORK LIKE RESTRUCTURING WEB TRAINING INFORMATION WITHIN THE COUNCIL. THESE TYPE OF POSITIONS CAN EASILY BE LOST WITHOUT CUSTOMER SERVICE BEING ADVERSELY EFFECTED AND PROVIDING ALTERNATIVE USES FOR THE SALARIES NO LONGER NEEDED. TWO SURPLUS MANAGEMENT POSITIONS CAN SURELY BE FOUND WITHIN THE COUNCIL TO COVER THE COST OF THE SERVICE. |
| A reduction in the council leaders pay |
| 1. Look at other ways of saving money, such as cutting councillors expenses. 2. What might help is if patients could give a definite return time and so utilise buses more effectively. 3. Liasing with the ambulance service because they will be under strain if service is cut. I would like to say that this is a very well run important service to those patients living in villages in Wiltshire, saving them from potential stress when suffering serious & debilitating illness. |
| Do the maths again. If you are asking us to pay a 50% increase why not ask the councillors to cut their expenses 50% |
| I fully appreciate that local councils have had their subsidies savagely cut by the |

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| government and wonder if a small addition to local taxes, specifically ring fenced for the Hopper, and which is well publicised as being ONLY for this purpose, thereby saving a resource that could be of use in the future to EVERYONE as they age or have reason to need it. As a simple solution to part of the problem, could our councillors also return a small part of their recent increased council remunerations as a gesture of good will!!! |
| Disregard the cost per head; this is such a valuable service for people who have to have treatments after which they can't drive themselves home. £150,000 is peanuts in the Council's budget |
| Reduce pay of top managers/chiefs @ Wiltshire Council, who don't deserve the money paid. |
| Use the money from council expenses |
| could the shortfall not be covered by for example, putting a few pence on beverages and refreshments served to the public in council offices -at least people have the choice of paying or not. or how about reducing slightly the level of expenses paid to Councillors and better policing of those expenses. |
| Why not concentrate on services to the public for this hopper bus, rather than all the money spent on County Hall etc. |
| Yes! Reduce some other council expenditure. This is a vital part of the health care of the old and disabled people in Wiltshire. You expect the elderly population to increase in the future, therefore the bus will be even more important. Increase the cost of children's bus fares! I am sure that many parents in Wiltshire can afford to pay more, unlike Pensioners on fixed incomes. Many children go to schools a long way from home, because their parents prefer a particular school, instead of the nearest school. Reduce councillor expenses! I am certain that there is scope to look at the levels of expenses and save some money. Campuses! Millions are being spent in several towns on expensive new facilities that many of us old and disabled people will never use. It isn't much to ask that we be given a small sum of money for the bus to take us to hospital. Increase council tax! I am certain that a very, very small increase would pay for the Hopper. Lobby the Tory governm ent for more money! I understand that schools are likely to get more money for each pupil as part of a redistribution of the schools budget and Wiltshire should have more money for its elderly and disabled. Please don't ignore our comments as has happened in the past with your surveys. Please put yourselves in the shoes of many elderly and disabled people and try and understand how important the Hopper bus is to so many of us. |
| Reduce other services which are not critical to peoples well being. This service is vital for accessing health care in an area where local hospitals have been closed for financial reasons. This council should remember who they work for ! (not themselves although they do not seem willing to take pay cuts !) |
| How about reducing the number of Wiltshire Council staff in the Passenger Transport unit? |
| Sponsored advertising on the buses. |
| sponsorship? Perhaps some local companies would like to see their logo on the side / back of the buses - after-all they sponsor roundabouts. Each bus could be sponsored by different people |
| yes, promoting it extensively, so that people know about it and can use it. I'm a recent user and no members of staff I've spoken to know about the service. They all though (including union rep) that it is fantastic. Doubling usage figures would be equivalent in £ terms of subsidy support. |

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appeal for a private sponsor to come forward. This is a too valuable service to lose as there is no other equivalent service to get to the RUH |
| Better advertising! I do not drive and have not used the service as I had only just heard a about it! |
| Having spent today on a healthwatch Wiltshire visit, interviewing patients. We discussed with Sharon Mahni, Patient Care Experience manager, the possibility of including with all hospital appointments, details of this service. |
| get sponsorship from business who can advertise ,and start a saving bank every Wiltshire resident put in 50p a week |
| get sponsorship from business who can advertise ,and start a saving bank every Wiltshire resident put in 50p a week |
| If this service was more widely advertised by clinical departments and doctors AND if the RUH shared in some of the payment of subsidy to 'enhance the patient journey' more patients may attend, on time and ease the tensions of insufficient parking at the RUH. How much revenue do spend in clinician time for patients who miss bus connections at the bath bus station, are frail and can cope with all day on buses and connections and those who just give up having attended the RUH and then cant get a space to park..... |
| 1. sponsorship by local companies with their logo behind on the vehicle. 2. smaller vehicles cheaper to run? |
| Using the Link service would deprive local needs as a driver to RUH from Chippenham would or could be out of the system for up to 5 hours. I think more advertising of the service would help together with a small annual increase in fares. The consultation paper did not mention Chippenham or Devizes which have central pick up points. I think more people would use this service if it was advertised more. |
| More advertising, more pickup points in Devizes and Chippenham |
| Send out booking information with all RUH patient appointments, emphasize door to door service with assistance and stress the phone number for each booking office and the ease of booking procedure. Caren Felton, 8 Bartletts Mead, Steeple Ashton, BA14 6HF, Tel 01380 870880 |
| More advertising as many people do not know about service. |
| Facebook |
| more publicity to promote the service |
| Think on a wider spectrum. Think of sponsorship from local companies. Avoid turning this into a "green bin" consultation and not taking on board suggestions and comments from the general public, remember... you work for all of us. |
| Turn the service into a charity with all the benefits of charity status and fund raise |
| FI presume that some charities have been approached ? If not they should be...what about the lottery ?.... |
| With the air ambulance Appeal shop success in Westbury perhaps a monthly stall could be held in the foyer of RUH |
| Charity fundraising. Amalgamation with other volunteer transport. Write letter to local MP |
| I feel £150K per year is a modest sum when considered what is spent on other things. Possibly public fund raising to part fund service or Lottery funding? |
| ?Charitable fund raising to support the service? |
| Sale of lottery tickets & other fund raising ideas |
| I am fully aware of the cost but feel it is marvellous service, maybe some fund raising would help it continue. |

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| More pressure should be put on the government to increase the block grant to local authorities as sick and disabled people would be hurt by this. |
| Wiltshire Council to find proportion of funding to keep service running. |
| Ring fence the funding for future years so that it will be a more secure service |
| 1. give cash incentives to more volunteers to travel to Bath (Link) 2. Re-open cottage Hospitals 3. Get Towns and cities to subsidise village travel in nearby area, i.e. Trowbridge, Bath, Salisbury |
| Yes, dig in your corporate pocket, increase council tax and provide residents with services not cuts. |
| fight higher contributions from central government |
| It does cost money to help the sick and disabled. Hospital closures have put their services further away from residents like those in BA13, and it is not their fault. There is a price to pay for centralisation and the funds must be found. |
| Fit and able users, such as those using the service to travel to work at RUH, and also self-identified able patients and visitors, could be asked to meet the bus at the nearest main road junction rather than enjoying a personal taxi service from home. They would have to appear at an agreed time or miss the bus. This could free up time by not having to negotiate the labyrinth of parked-up estate roads with limited turning areas. |
| Provide a shuttle bus service from remote areas to Trowbridge Bus Station that can provide a bus with disabled access to go to Bath Bus Station that can have a shuttle bus that goes to RUH? |
| A range of different size vehicles, usable depending how many people are travelling each day. wider area of coverage for each vehicle. |
| Is it possible to reduce the number of buses? when I have used the Hopper it has never been full, in fact no more than 6 people have been on it . today 231015, there was 2 going to the hospital (including me) and on the way home there was 2 people including me. |
| Reduce the number of routes, so that the remaining ones covered a larger area. |
| More parking spaces, especially for disabled |
| more car parking places, especially for disabled. |
| The £150000 could be better spent helping the outlying villages have a better link into Trowbridge and enabling most people to catch the 265 buses to Bath direct from North Bradley for INSTANCE. |
| Extend the routes of another service to Bath to take in the loop to RUH, changing buses in Bath is not a suitable solution for Hopper users. This would probably be more expensive than retaining the hopper service, but should be investigated eg x72 could do the loop but would need a change of timetable. |
| Older people with health issues need help, I and many others of my age group have spent a lifetime paying taxes to be supported in our old age! |
| This questionnaire seems to be entirely directed at people who currently use this service with no consideration that people may like to keep services like this for the both the good of the community they live and in case one day they find themselves relying on it. Just because I can drive myself to the hospital now doesn't mean I will always be able to. Also, it's too easy to see how the responses to this survey can be manipulated to say that people are happy for the cost to increase or schedule to be reduced if it keeps the service. If they're not happy for changes then the answers suggest they'd rather lose the service. I would be happy to pay more tax of whatever kind to keep services like this. |

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Its a service. Please serve!!!! |
| I am sorry I have no suggestions. |
| This service is invaluable. As the county bus service 265/264 goes every 30 mins to Bath from Salisbury, you then have to catch another bus to the RUH. This plus return journey takes forever! The Hopper is a wonderful service!!! The article in the Wiltshire Times gave an incorrect number to ring - not all the aged have access to the web |
| Continue to fund this service please. I am 66 and able bodied, and have never used this service. I am answering it for all those who, without it, may not be able to access the medical help they require. Hospitals are no longer local, people must travel further and further for the medical help they need. It is not right to leave those without means of travel to be further stressed when ill by the impossibility of reaching a hospital. Neither is it right to expect the voluntary sector to cover for inadequate government support for the sick and elderly. Parking at the RUH is inadequate. Transport from this area to Bath is difficult because of congestion and the need to make at least two journeys on public transport. This service is needed by those who can get to the hospital no other way! |
| You must not think services such as LINK could do all the transport that is needed they would not be Able to, So we need both link and the hopper . And to cut this service would mean real, hardship to many and would not be acceptable at all !! |
| I do not use the service at present but will no doubt need it in the future and I write this for the sake of the many that need to use it now. |
| Financial constraints are a perennial problem, but the Wiltshire Hopper service is really important to very many people, so I do hope that Wiltshire Council will continue to fund the service. Both the proposals listed on this questionnaire would be far more acceptable to most people than a complete withdrawal of the hopper service. Yours sincerely a grateful passenger |
| We need this service! |
| This service is a taxi service not a bus service, so compared with a taxi, the price would be a lot more. Where else would you get a service that helps you in and out, picks you up and takes you home and sees you are safely in your home before leaving? |
| It's a public service that we all pay for out of our taxes? See comments in Q10 |
| No, just think of the people who use it, many like myself don't drive or prefer not to have the problem of trying to find someone to take them to the RUH. |
| I am not sure how a reduced service might work, as in the past I have used the Hopper on several occasions and sometimes it is packed but other times I have been the only passenger. In rural areas such as here, the public transport is minimal and in my case it is quite a long walk along a muddy lane and then another bus in Bath. It would be a long and tiring journey, especially if not feeling fit and could result in walking back along an unlit lane in the dark. No pavement. The alternative is taxi which is very expensive. |
| The charges you propose are more than the subsidy you are quoting. Why? |
| The service is a life line to many pensioners especially those that live alone and takes the worry out of finding a parking space at RUH and the cost of parking |
| I haven't used the Hopper so much as yet this year but I will need to use it in the next months. When I had cancer I had to use it every day for radiotherapy and Chemo |
| If I had to go by bus, I would need someone to assist me. it would mean 3 buses each way and leave me just a short window in the middle of the day for |

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| appointments. |
| public transport timetables would not enable me to attend early appointments |
| would be happy to use link, but in Chippenham they cannot operate, as there are no volunteers. I used the service in Sherston frequently & it was an excellent service. |
| This bus is a godsend, we can wait at home under cover. The drivers are very helpful. Diversions can be easily made if traffic heavy as only destination RUH! (Unlike public transport) |
| It is very sad that the council "where everybody matters" puts financial savings before helping to make life easier for sick people, who find coping with their problems hard enough without having difficulty in getting to hospital. |
| Cut NHS Fat Cat salaries, get rid of middle management to fund this and services like it. That will then Reduce the overcrowded parking areas Keep traffic off the road Save on carbon footprints Means fewer cars on Bath's so so busy streetz |
| Some things cost money! If the rest of the public transport system was properly supported, there would be less or no need for a Hopper as there would be sufficient provision to obviate the necessity. As things stand, in comparison with the small amounts spent on bus services, which are about to be slashed, the Hopper is good value for money as it targets those who really need the service. |
| This is a difficult area as people need to get to hospital. £150,000 doesn't seem a lot of money in the whole scheme of things. People need peace of mind in this respect. Illness is bad enough to cope with without having to worry about how to get to the hospital. Some people have to attend every day. |
| Change the annual budget voted in by a Conservative and I must say, privileged and callous, Council so that it serves its electorate and people. Get advice from sources that prioritise people and not those with wealth. |
| This service is vital for those who live at home on their own and require treatment. Help to Live at Home If this service was suspended many more people will be taken in to care with Wiltshire Council ending up paying for this |
| I do not consider that the current level of subsidy is very expensive when compared to other levels of expenditure the council spends on other services (including other transport areas). the council's priorities for savings in areas which affect the most vulnerable are a poor indictment on the council's social values which should be reviewed and changed to reflect public feeling. |
| The cost of the Hopper is relatively good value for both Wiltshire Council and the NHS. To axe it would end up costing both much more, but under different budget headings. Without the service some people would neglect attending hospital and therefore be likely to end up in care or hospital permanently. |
| Build a hospital in the centre of Wiltshire, so we do not have to travel to Bath. |
| We need RUH hopper in Wiltshire (Semington?) |
| I hope it continues & Good luck |
| Non, I like the Hopper, it gets you to RUH without fuss. |
| Great need |
| The money wasted on this service could be put towards keeping the Hopper service! |
| look into recruiting volunteer drivers |
| additional comments on paper document |
| No |
| Sadly no! |
| NO |
| Use local hospitals to host appointments from the RUH i.e. minimise the need to |

| |
|------------------------------------------------------|
| travel so far. |
| For ALL comments see paper copy |
| For full comments see paper copy, too many to input! |