**People waiting at a bus stop

Description automatically generated with medium confidence**

Oriel

Summary of Travel Behaviour Survey conducted in February 2021

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**Summary of Travel Behaviour Survey conducted in February 2021**

## Purpose of Travel Behaviour Survey

Moorfields Eye Hospital NHS Foundation Trust organised a travel survey for staff, students, visitors, patients and their carers/family member over a two-week period (10 February – 24 February 2021) in order to test assumptions made in the Transport Assessment and subsequent proposals for the last half mile.

Respondents were asked how they travelled to the existing City Road site prior to Covid restrictions being introduced, and to consider how they might travel to the St Pancras site in the future once Covid restrictions have been lifted. The survey comprised 12 questions (see Appendix 1 for questions) with additional free text box for comments.

## Summary of survey results

**Audience:** staff, students, visitors, patients and their carers/family members constituting a representative age sample of adult patients with 411 surveys completed and analysed by AECOM. The respondent sample was very representative as a proportion of adult visitor figures to City Road. The travel behaviour survey indicated that 64% of the survey respondents that provided a valid postcode lived in London, which is comparable with data held by Moorfields Eye Hospital (70%).

**Validity of sample respondents:** The 65-74 years age range had a much higher proportion of respondents (nearly 30%) to the travel survey compared with adult visitor figures to City Road. This supports the fact that the sample of respondents is likely to be a fair representation of older patients and validates the survey as a representative sample of older people where mobility impairment is more likely.

**Type of Visitor Count Percent**

Patient/ Carer/ Family Member 233 57%

Staff member 163 40%

Student 4 1%

Visitor/ Guest 11 3%

**Total 411 100%**

**Main mode of travel:** little change in how people expect to travel to the St Pancras site compared with the City Road site.

**Final mode of travel:** 76% of patients indicated that they could comfortably walk 900m or more. A convenient bus service to the site from local stations would be welcomed by both staff and patients. A regular and convenient bus or shuttle service from local stations to the Oriel site would reduce taxi use and minimise vehicle activity in the vicinity of the site. This would also reduce demand on the drop-off on St Pancras Way and the potential risk of queuing and congestion on St Pancras Way and Granary Street.

**Blue badge holders:** demand from staff for the three proposed blue badge spaces will be high and it would not be feasible to offer spaces to patients on a regular basis.

**Travel mode preferences for LHM / walking distance:** Strong preference (64%) for walking, with taking a bus being the second preferred option at 20% of patient respondents. 91.4% of the respondents are able to walk for at least 300m. The need for a safe walking route with design interventions to support the desire for independent travel is confirmed as 42% of patient respondents indicate that they have a condition affecting their ability for independent travel. 66.5% of respondents are able to walk 900m or more, this aligns to the distance of the proposed green line route between Kings Cross / St Pancras and the site and demonstrates that the walking distance should not be a barrier for the majority of patients.

**Free text comments:**

* The equivalent of a green line as provided at Old Street was the most common request – attracting 31 comments.
* This was closely followed by the requirement for good connectivity with bus routes - 27 comments.
* Many referred to safety and crossings specifically were raised six times
* Signage and/or directions are essential - mentioned 22 times.
* Parking or drop-off requirements were mentioned 13 times.
* Shelter on the route was mentioned twice, lighting was raised four times.

## Conclusion

Proposals for the last half mile primary pedestrian route are in keeping with the assumptions on which they are based. We are grateful for all the feedback received in this travel survey and are continuing to develop the last half mile taking into consideration the results of this survey and ongoing consultation with our staff, students, visitors, patients and their carers/family.

## *Appendix 1 – Travel behaviour survey questions*

**Travel Survey**

Moorfields Eye Hospital NHS Foundation Trust, together with its partners the UCL Institute of Ophthalmology (IoO) and Moorfields Eye Charity, is considering a relocation to a new integrated centre on the site of the St Pancras Hospital in Camden.

The address of the proposed new site is: 4 St. Pancras Way London [NW1 0PE](https://www.google.com/maps/place/St+Pancras+Hospital/@51.5365741,-0.133615,17z/data=!3m1!4b1!4m5!3m4!1s0x48761b187075c199:0x3b77765ef0ded38!8m2!3d51.5365741!4d-0.1314263)

We would like to know how this relocation might affect the way you travel. We would like you to consider your journey to the new site assuming that transport systems are running as normal with no restrictions on public transport posed by Covid-19.

1. What type of visitor are you?

🞏 Patient / carer / family member

🞏 Staff member

🞏 Student

🞏 Visitor / guest

1. I am completing this form:

🞏 For myself

🞏 On behalf of someone else

1. What is your home postcode? (please include the first 4 characters only)

* ……………………………..

1. Please indicate your age group:

🞏 Under 18

🞏 18-24

🞏 25-34

🞏 35-44

🞏 45-54

🞏 55-64

🞏 65-74

🞏 75-84

🞏 85+

🞏 Prefer not to say

1. Which of these best describes your ethnic group? This information will help us ensure we are collating feedback from a diverse range of respondents that reflect our community.

🞏 Asian or Asian British

🞏 Black or Black British   
🞏 White

🞏 Arab  
🞏 Mixed

🞏 Other

🞏 Prefer not to say

1. Do you have a disability or condition which impacts on your ability to travel to the eye centre independently? Yes 🞏 No 🞏
2. Are you a blue badge holder? Yes 🞏 No 🞏
3. If applicable, how far can you comfortably walk?

🞏 Up to 100m

🞏 Up to 300m

🞏 Up to 600m

🞏 At least 900m

**Existing Moorfields Eye Hospital at City Road or UCL IoO at Bath Street**

1. If you attended Moorfields Eye Hospital in City Road or / UCL Institute of Ophthalmology in Bath Street before Covid-19 restrictions, what type of travel did you use for your journey? (please select all that apply)

🞏 Train Arriving at which station? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Underground Arriving at which station? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Bus - Which route / bus number/s? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Taxi

🞏 Car

🞏 Cycle

🞏 Walk

🞏 Moorfields Patient Transfer Service

🞏Other assisted travel service e.g. local council

🞏 Have not attended in-person at Moorfields Eye Hospital at City Road or UCL IoO at Bath Street

**Proposed new eye care centre at St Pancras**

The new site is approximately:

* 600m walk from Mornington Crescent Tube Northern line underground station (not step-free)
* 800m walk from St Pancras International station
* 900m walk from Kings Cross (National main line, multiple London underground lines and internal and external walking routes from St Pancras international)
* 1300m walk from Euston station (national main line, Northern and Victoria underground lines and London Overground)

For comparison, the existing Moorfields Eye Hospital at City Road is approximately 300m from the Old Street station entrance.

1. Based on the public transport options that were in existence before Covid-19 restrictions (i.e. before March 2020), how would you have travelled to the proposed Oriel site at St Pancras? (please select all that apply)

🞏 Train Arriving at which station? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Underground Arriving at which station? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Bus Which route and bus number? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Private car  
🞏 Taxi

🞏 Walk

🞏 Bicycle

🞏 Moorfields patient transfer service

🞏 Local council assisted transport scheme

1. If your journey would involve travel by train or London Underground, how would you prefer to travel from the station/stop to the new St Pancras site?

🞏 Bus

🞏 Taxi

🞏 Walk

🞏 Bicycle  
🞏 Other (please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
🞏 Not applicable (I do not need to travel by train or London Underground)

1. Do you have any comments about the journey to the new site?

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Many thanks for completing this survey. If you would like to be kept informed about Oriel, you can join our mailing list by emailing [moorfields.oriel@nhs.net](mailto:moorfields.oriel@nhs.net)