



Travel survey of  
patients at  
Heatherwood  
Hospital MIU

July 2013

# Why the survey was conducted

- To determine where patients travelled from to attend MIU
- To determine how they travelled and how long their journey took
- To identify if they could have travelled using alternate means
- To provide evidence for a travel plan for the new urgent care centre

# Background

- Carried out by Quality Health, an independent NHS accredited market research provider who were appointed by tender
- Surveyed every patient attending MIU who agreed to complete the questionnaire between 8am and 10pm – 440 in total
- Survey conducted over seven consecutive days, including the weekend – 12 to 18 July

# How long did the journey take?

- Less than 15 minutes 72%
- 16-30 minutes 25%
- 31 minutes to 1 hour 2%
- Over an hour 1%
- Don't know/can't remember 0%

# How patients travelled to Heatherwood Hospital

• Walked	1%
• Cycled	0%
• By car – drove self	62%
• By car–driven by someone else	33%
• By taxi	2%
• By bus	1%
• By train	1%



If you walked or cycled, could you have come by car if necessary?

- Yes 86%
- No 14% (this is just one patient)

# Would it have been easier or harder to travel to Bracknell?

- Yes it would be easier to travel to Bracknell 44%
- No it would be more difficult to travel to Bracknell 42%
- Don't know 14%

# Summary of results

- The majority - 95% - of patients travelled by car
- 72% of patients took less than an hour to get to MIU
- 86% of patients who walked could have travelled by car if necessary
- 44% of patients would find it easier to travel to Bracknell; 42% would not – the remainder do not know