

DAY OF CITIZENS FOR EUROPE IN ROME, ITALY

Patients as particular kind of passengers: an overview of their needs in the framework of patients right on cross border care

By Mariano Votta

16th September 2014 Rome (Italy)

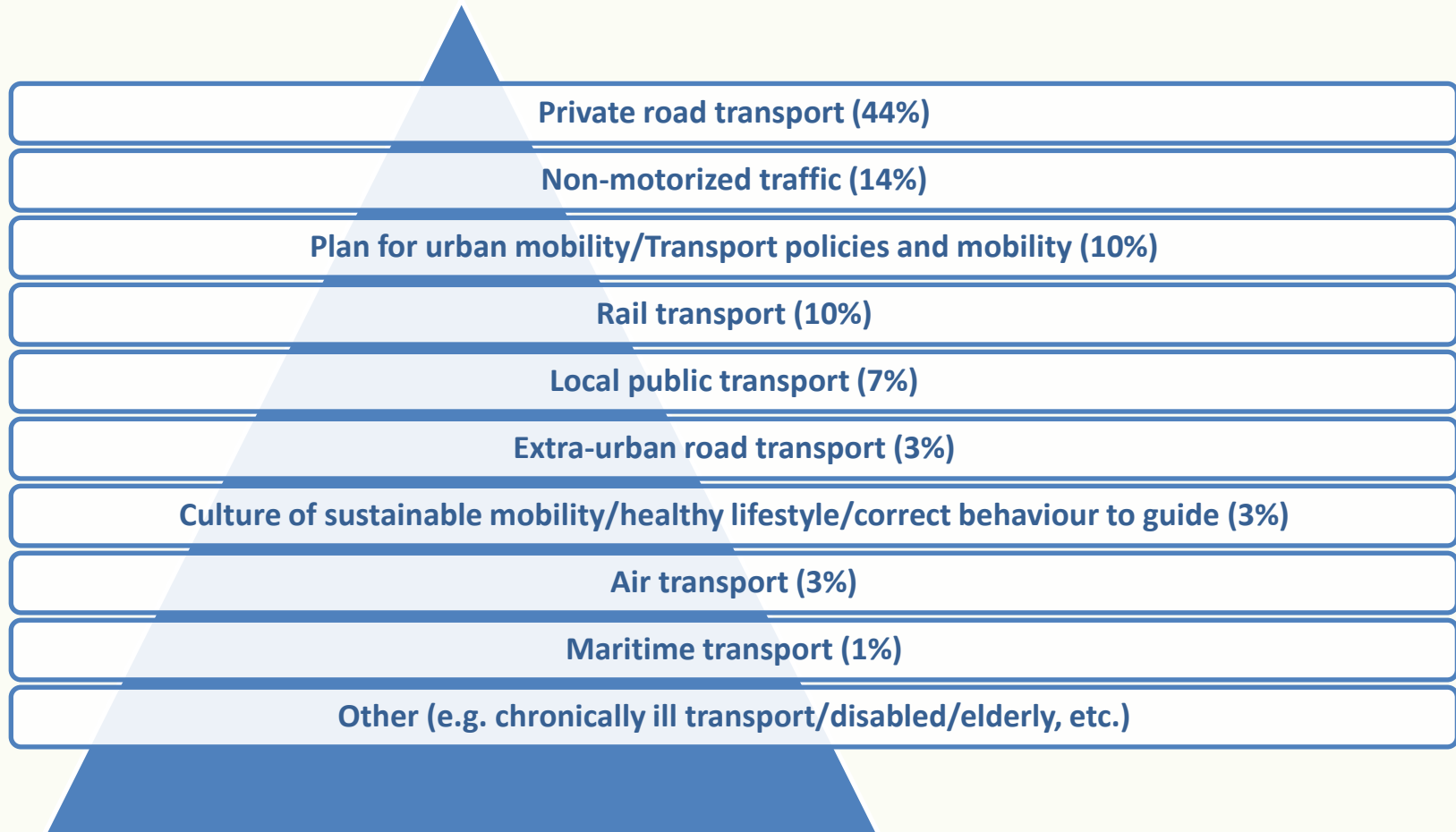


With the support of the Europe for Citizens Programme of the European Union

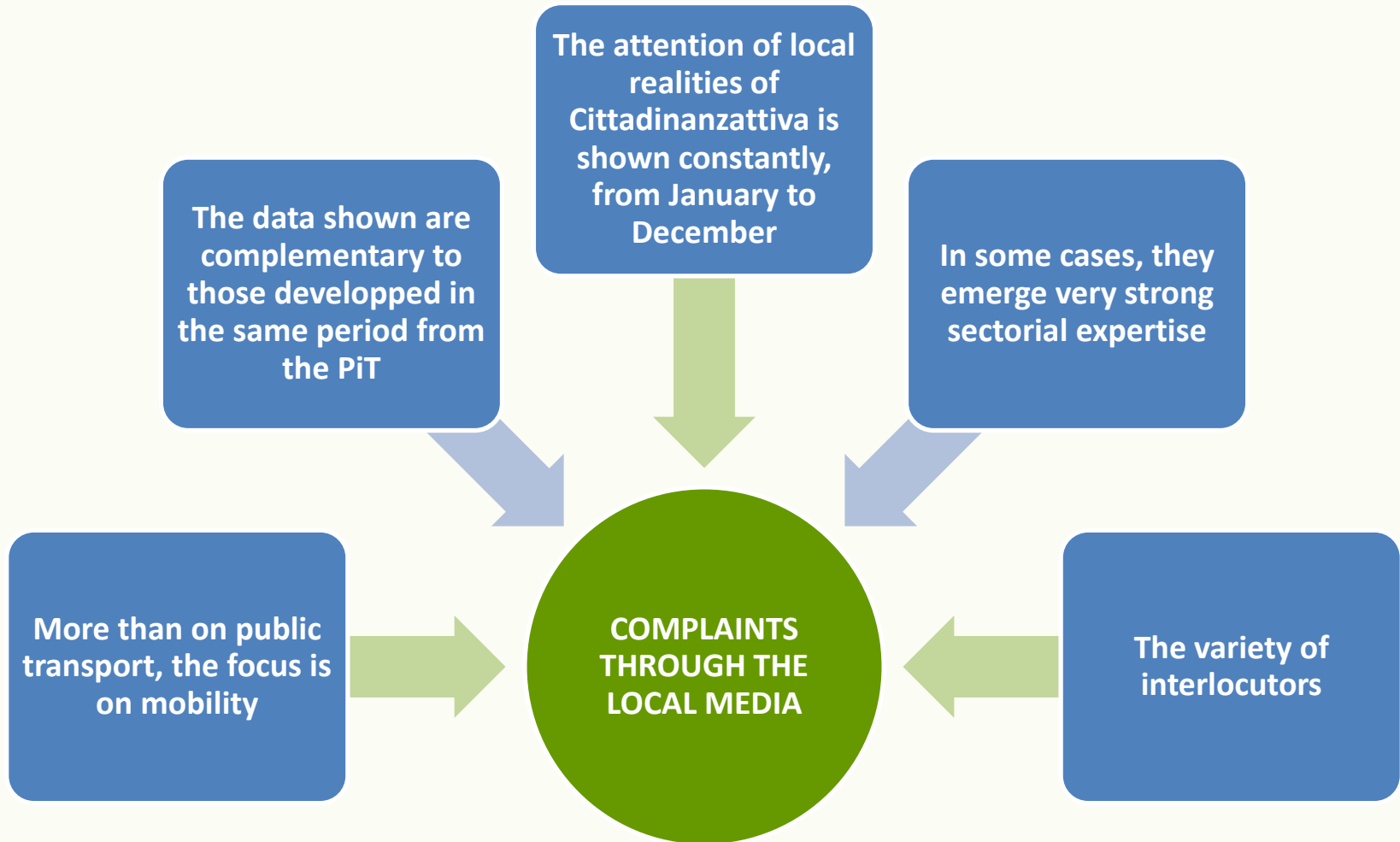


Make a public complaint through the local media

We have analyzed 239 articles (of local media, from January 2013 to August 2014) in which Cittadinanzattiva appears and raises some transport issues.



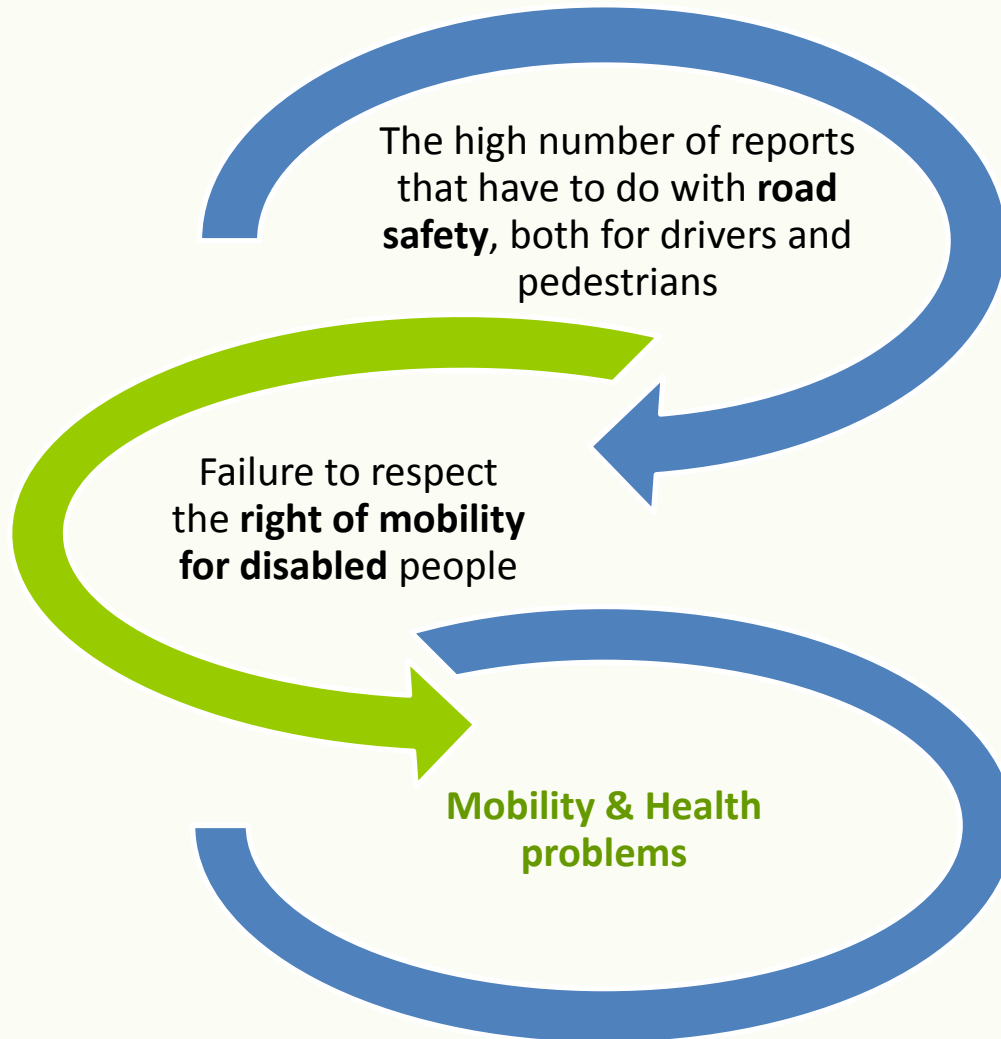
Some considerations



Phenomenology brought to public attention by Cittadinanzattiva.

| | | | |
|------------------------------------------------------------------------------------------------------|-----|-------------------------|-----|
| Parking | 13% | Cutting services | 6% |
| Public Works | 12% | Road signs | 5% |
| Road safety problems due to poor maintenance and inadequate road infrastructure | 9% | Costs | 4% |
| Failure to respect the right of mobility for disabled people and people with reduced mobility | 9% | Traffic chaos | 4% |
| Protection of rights | 7% | Others | 31% |

Three aspects require particular attention



The most frequent outages - related to mobility - found in the proximity of places of care have to do with the lack of public transport, a situation that has worsened recently because of cuts in transport services dedicated; follow complaints about the parking, either because on fee, either because they are often unsupervised and potentially dangerous, especially at night.

Good news

From the analysis also emerge best practices and examples of civic participation:

- Walking groups and “ecological walks”;
- Creation of new civic networks at local and national level, in order to better influence the politics of mobility and to ask for a change;
- Information campaigns and school-based prevention in the field of road safety;
- Monitoring the quality of service of transport companies;
- Collaboration between the municipal administration and civil society associations;
- New voluntary agreements recognize greater protection to users.

To work together

Taking into account that recently came into force the Directive on cross-border healthcare, which recognizes the right of patients to go abroad for treatment, and the main trend before highlighted, Active Citizenship Network proposes:

1. Research of the major destinations of "health tourism" in Europe;
2. Civic investigation on their accessibility;
3. Collection of good practices of civic engagement, protection of rights, European citizenship education, public-private partnerships in the context of mobility policies;
4. To carry out - during the next European Mobility Week - a public event in each country involved, to bring to the attention of the institutions at local, national and European level the data collected, good practices and proposals, in order to facilitate the travel of these particular kind of passengers.