



Standard Patient Experience Quarterly Report:

Birmingham Community Healthcare Call Handling Service

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Report Period: April to June 2018
Date of Report: October 2018

Summary

Introduction

This report summarises the results of the East of England Ambulance Service NHS Trust's (EEAST's) Birmingham Community Healthcare call handling service patient experience surveys, for patients who had used the service from the 1st of April to the 30th of June 2018. The objective of this survey was to establish patient satisfaction and to involve patients in the service received whilst also monitoring the quality of the service provided.

Sample

This survey sampled patients who had used the Birmingham Community Healthcare call handling service during the period from the 1st of April to the 30th of June 2018. 300 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 35 responses were received, which equates to an 11.7% response rate.

Methodology

Patients' contact details for the sample were obtained from the Adastra database. A copy of the questionnaire, an equality and diversity information gathering form, the Trust's patient experience standard covering letter, a translation and patient information sheet along with a freepost envelope were sent to each patient within the sample. Questionnaires are sent out to a sample of patients on a quarterly basis.

Conclusion

All patients who responded to the survey and had used the Birmingham Community Healthcare call handling service between the 1st of April to the 30th of June 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

92.3% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

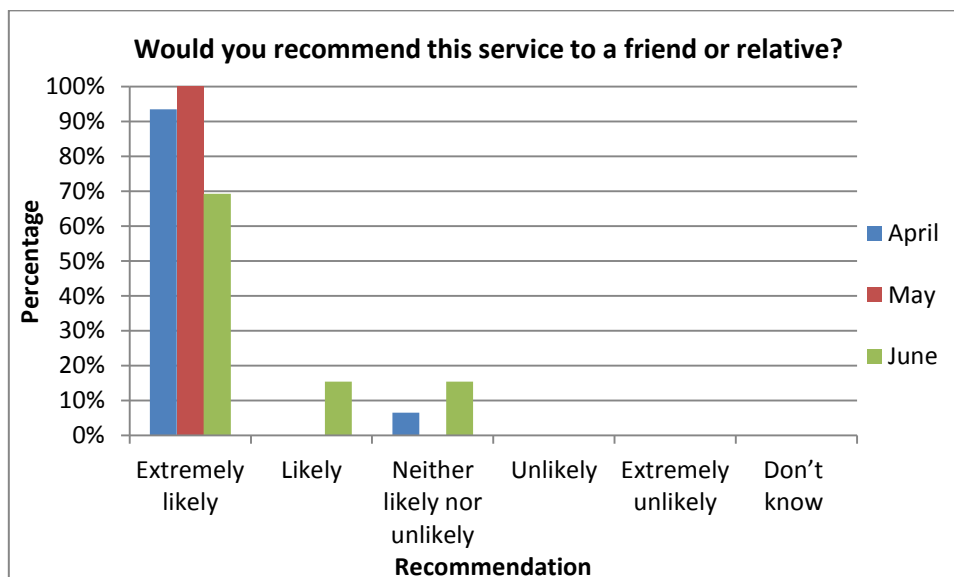
Q1 – Would you recommend this service to a friend or relative?

Response	April	May	June	April to June 2018 Total
Extremely likely	12 100.0%	8 100.0%	9 69.2%	29 87.9%
Likely	0 0.0%	0 0.0%	2 15.4%	2 6.1%
Neither likely nor unlikely	0 0.0%	0 0.0%	2 15.4%	2 6.1%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	12	8	13	33
No response given	0	0	2	2

The FFT score is calculated following NHS England guidelines, providing the percentage of respondents that either would recommend/would not recommend the service (recommend percentage = extremely likely + likely responses / total number of responses x 100, not recommend percentage = extremely unlikely + unlikely responses / total number of responses x 100)

92.3% of patients who responded to the above question and had used the Trust's Birmingham Community Healthcare call handling service between the 1st of April and the 30th of June 2018 advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

Bar chart illustrating the results for question 1:



Q2 – Please add any additional comments you may have about your call to the Birmingham Community Healthcare Call Handling Service:

Patient	Month	Additional comments received
66	April	Call centre staff were extremely knowledgeable and supported our staff member until the arrival of paramedics.
5	April	They're good and on time.
61	April	We all are happy with NHS thank you.
58	April	Have always attended promptly and left me in a comfortable position.
11	May	Excellent service, answer calls quickly, professional and pleasant - showed empathy where needed. * I've called quite a few times as the district nurses didn't turn up a few times, you got in touch and sorted a visit in the same day. * When I had an emergency with a leaking catheter, you again arranged a visit - Well done.
33	June	I was very happy with them each time they were called, very polite and professional.
98	June	Not really about recommending it is a necessity sometimes to use this. They were, however, kind and helpful and seemed understanding of my situation.
64	June	First and foremost, I have peace of mind knowing that this service is at the ready by a push of the button. It helps those in need immensely and I have nothing but the highest regard for this system.

Q3 – Whose views are being reported in this questionnaire?

Response	April	May	June	April to June 2018 Total	KPI (Key Performance Indicator)
The view of the patient	10 83.3%	6 75.0%	9 60.0%	25 71.4%	24/24 100.0%
The view of someone else	2 16.7%	2 25.0%	6 40.0%	10 28.6%	6/6 100.0%
Total number of responses	12	8	15	35	30
No response given	0	0	0	0	5

The Key Performance Indicator (KPI) is used as a method of calculating the overall satisfaction of the patient in relation to the service they have received. The KPI result is calculated by dividing the proportion of 'very satisfactory' and 'satisfactory' responses (numerator) by the overall number of responses (denominator), multiplied by 100.

Q4 – How best describes how quickly we answered the telephone?

(All answer types are listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
Almost immediately	9 81.8%	5 71.4%	11 84.6%	25 80.6%
Fairly quickly	1 9.1%	2 28.6%	2 15.4%	5 16.1%
It took longer than I would have expected	1 9.1%	0 0.0%	0 0.0%	1 3.2%
Waited so long I put the telephone down	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	11	7	13	31
No response given	1	1	2	4

Q5 – When you called the Birmingham Community Healthcare call handling service, was the call handler (tick all appropriate boxes)

(All answer types are listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
Polite	11 21.6%	7 26.9%	11 18.3%	29 21.2%
Helpful	9 17.6%	5 19.2%	11 18.3%	25 18.2%
Clearly spoken	10 19.6%	5 19.2%	10 17.7%	25 18.2%
Reassuring	6 11.8%	2 7.7%	8 13.3%	16 11.7%
Unhurried	6 11.8%	2 7.7%	9 15.0%	17 12.4%
Professional	9 17.6%	5 19.2%	11 18.3%	25 18.2%
Rude	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unhelpful	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Difficult to understand	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unconcerned	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Rushed	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unprofessional	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	51	26	60	137
No response given	1	1	2	4

Q6 – How did you feel once you had finished the telephone call?

Response	April	May	June	April to June 2018 Total
Reassured that your problem was being dealt with	11 100.0%	7 100.0%	11 84.6%	29 93.5%
Uneasy, thinking that you might need to ring back	0 0.0%	0 0.0%	1 7.7%	1 3.2%
Concerned, that you had not been listened to and would have to access health care by other means	0 0.0%	0 0.0%	1 7.7%	1 3.2%
Total number of responses	11	7	13	31
No response given	1	1	2	4

Q7 – Overall, how would you describe the call handling service you received in relation to your expectations?

(All answer types are listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
Exceeded my expectations	3 27.3%	1 14.3%	6 42.9%	10 31.3%
Met my expectations	8 72.7%	5 71.4%	7 50.0%	20 62.5%
Reasonably met my expectations	0 0.0%	1 14.3%	1 7.1%	2 6.3%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	11	7	14	32
No response given	1	1	2	4

Q8 – Overall, how would you describe the service you received from the call centre?

Response	April	May	June	April to June 2018 Total
Very satisfactory	9 81.8%	5 71.4%	11 91.7%	25 83.3%
Satisfactory	2 18.2%	2 28.6%	1 8.3%	5 16.7%
KPI result = Very satisfactory + satisfactory responses / Total number of responses x100	11/11 100.0%	7/7 100.0%	12/12 100.0%	30/30 100.0%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	11	7	12	30
Unable to say	0	0	1	1
No response given	1	1	2	4

Bar chart illustrating the results of question 8:



All patients who responded to the above question and had used the Birmingham Community Healthcare call handling service between the 1st of April to the 30th of June 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

Demographics and Equality and Diversity Information

Gender

Gender	April to June 2018 Total
Male	16 50.0%
Female	16 50.0%
Total	32
Do not wish to declare	1
Did not answer	2

Age

Age	April to June 2018 Total
Range	21 to 97 years
Mean	73 years
Median	75 years
Mode	61 years
Total	33
Do not wish to declare	0
Did not answer	2

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	April to June 2018 Total
White British	27 79.4%
White Irish	2 5.9%
Any other White background	0 0.0%
Mixed White and Black Caribbean	0 0.0%
Mixed White and Black African	0 0.0%
White and Black Asian	0 0.0%
Any other mixed background	0 0.0%
Asian Indian	1 2.9%
Asian Pakistani	1 2.9%
Asian Bangladeshi	0 0.0%
Any other Asian background	1 2.9%
Black Caribbean	1 2.9%
Black African	0 0.0%
Any other Black background	0 0.0%
Chinese	0 0.0%
Any other ethnic group	1 2.9%
Total	34
Do not wish to declare	0
Did not answer	2

The patient who responded 'other' in answer to this question advised that their ethnicity was 'Indian Caribbean.'

Religion or Belief

Religion or belief	April to June 2018 Total
Christian	22 66.7%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	2 6.1%
Sikh	1 3.0%
Buddhist	0 0.0%
None	4 12.1%
Other	4 12.1%
Total	33
Do not wish to declare	0
Did not answer	2

The below comments were received from the patients who responded 'other' in answer to this question:

- "C of E." (Patient 5)
- "Catholic." (Patient 63)
- "Salvation army." (Patient 79)
- "Methodist." (Patient 94)

Sexual Orientation

Sexual Orientation	April to June 2018 Total
Lesbian	0 0.0%
Gay	1 3.8%
Heterosexual	25 96.2%
Bisexual	0 0.0%
Other	0 0.0%
Total	26
Do not wish to declare	1
Did not answer	8

Disability

(All answer types are listed, some multiple answers)

Disability	April to June 2018 Total
I do not have a disability	3 5.6%
Physical Impairment	20 37.0%
Sensory Impairment	2 3.7%
Long Standing Condition	15 27.8%
Learning Disability	3 5.6%
Mental Health Disorder	5 9.3%
Other	6 11.1%
Total	54
Do not wish to declare	0
Did not answer	3

The below comments were received from the patients who responded 'other' in answer to this question:

- "Limb amputation." (Patient 73)
- "Visual impairment." (Patient 2)
- "Disabled." (Patient 33)
- "False leg." (Patient 11)
- "Breast cancer." (Patient 79)
- "Rheumatoid Arthritis." (Patient 20)

Are you married or in a civil partnership?

Married or civil partnership	April to June 2018 Total
Yes	9 28.1%
No	18 56.3%
Other	5 15.6%
Total	32
Do not wish to declare	0
Did not answer	3

All 5 patients who responded 'other' in answer to this question advised that they had been widowed.

Are you currently pregnant or have had a child within the last 12 months?

(All answer types are listed, some multiple answers)

Pregnancy/had a child within the past 12 months	April to June 2018 Total
No, I am not pregnant	19 54.3%
No, I do not have a child under 12 months old	14 40.0%
Yes, I am pregnant	1 2.9%
Yes, I have a child under 12 months old	1 2.9%
Total	35
Do not wish to declare	1
Did not answer	11

Do you now, or have you ever, considered yourself to be transgender?

Gender reassignment	April to June 2018 Total
No	27 100.0%
Yes	0 0.0%
Total	27
Do not wish to declare	0
Did not answer	8

Did you require any of the following information in a different format to assist you with access to the service?

Access to service	April to June 2018 Total
I did not require a different format	26 100.0%
Braille	0 0.0%
British Sign Language (BSL) interpreter	0 0.0%
Browse aloud (Website)	0 0.0%
Deafblind advocate	0 0.0%
Deafblind interpreter	0 0.0%
Easy Read	0 0.0%
Large Print	0 0.0%
Page Magnification (Website)	0 0.0%
Text only web page (including ability to change colours)	0 0.0%
Text only web page (including ability to change font size)	0 0.0%
Text re-sizing (Website)	0 0.0%
Total	26
Do not wish to declare	0
Did not answer	9

Do you feel any of the above strands of diversity may have affected the service you received from the East of England Ambulance Service NHS Trust?

Impact on the service	April to June 2018 Total
No	24 96.0%
Yes, in a positive way	1 4.0%
Yes, in a negative way	0 0.0%
Total	25
Did not answer	10

24 patients (96.0%) felt that the service they received was not affected the aforementioned strands of diversity. 1 patient (4.0%) responded that the service they received was affected in a positive way but no patients felt that the service they received was affected in a negative way. 10 patients did not respond to this question.

The below additional comment was also received in relation to this question:

- *“Staff were very caring and gentle sensitive to specific needs.” (Patient 82)*

Aftercare

Following this survey, one telephone query was received in relation to the questionnaire.