



# Standard Patient Experience Quarterly Report:

## Birmingham Community Healthcare Call Handling Service

Author: Laura Mann, Patient Experience Analyst  
Report Period: July to September 2018  
Date of Report: December 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 1<sup>st</sup> of July to the 30<sup>th</sup> of September 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 1<sup>st</sup> of July to the 30<sup>th</sup> of September 2018. 521 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 63 responses were received, which equates to a 12.1% 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

89.5% of patients who responded to the questionnaire and had used the Birmingham Community Healthcare call handling service between the 1<sup>st</sup> of July to the 30<sup>th</sup> of September rated the service received as being either 'satisfactory' or 'very satisfactory.'

93.5% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

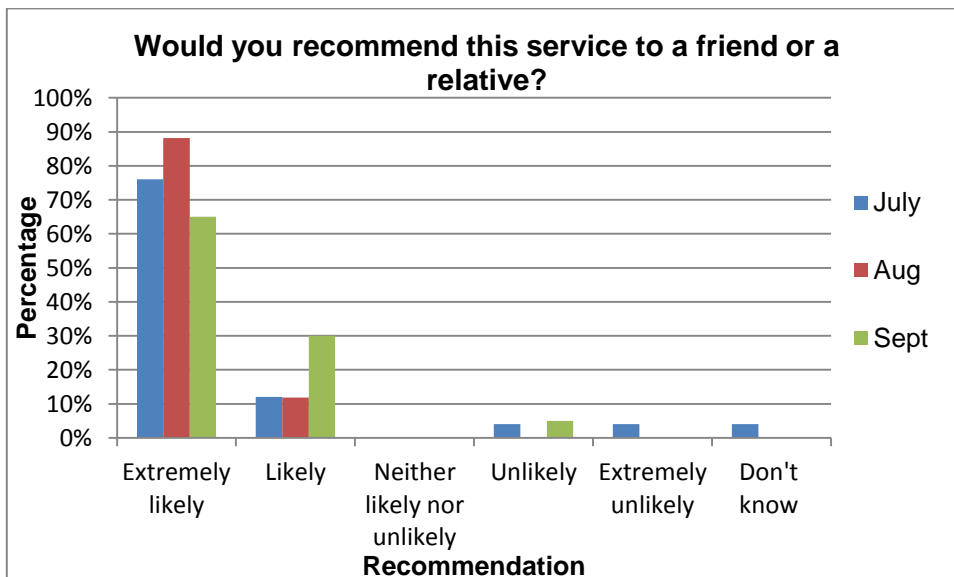
**Q1 – Would you recommend this service to a friend or relative?**

Response	July	August	September	July to September 2018 Total
Extremely likely	19 76.0%	15 88.2%	13 65.0%	47 75.8%
Likely	3 12.0%	2 11.8%	6 30.0%	11 17.7%
Neither likely nor unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unlikely	1 4.0%	0 0.0%	1 5.0%	2 3.2%
Extremely unlikely	1 4.0%	0 0.0%	0 0.0%	1 1.6%
Don't know	1 4.0%	0 0.0%	0 0.0%	1 1.6%
Total number of responses	25	17	20	62
No response given	1	0	0	1

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)

93.5% of patients who responded to the above question and had used the Trust's Birmingham Community Healthcare call handling service between the 1<sup>st</sup> of July and the 30<sup>th</sup> of September 2018 answered 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
109	July	Everybody involved was just wonderful.
141	July	A very professional service, from booking the transport to delivery of the service, friendly, helpful staff who accommodate us even for emergencies if appointments got changed at short notice. I could not fault them at all, all of the staff were helpful, friendly, empathetic and represented the NHS transport service 1 <sup>st</sup> class.
166	July	The call was handled professionally until we were advised we had to get a defibrillator from the local golf club. I advised the call handler the lady was conscious, he said she may not stay that way (I found that insensitive). A staff member went to the golf club. We needed a code - we later found the call handler should have given us that.
110	July	Extremely happy with this service.
122	July	Service and care by the staff was, without question, the best. Couldn't have asked for more
159	July	Dealing with an 80 year old man with terminal illness, also dementia and nearly blind. Took a lot of skill to get him to hospital. We have nothing but praise for this service. Their handling care was the best.
165	July	Hopeless response time. A&E every time in an emergency e.g. Blocked catheter. Will anything change? A human being at the end of the phone line (one per line) would solve your problem. Ask your operators, they know this and have told me. You don't need all these fancy forms to understand this surely!
138	August	They took me directly to the department I required in a wheelchair and collected me after treatment in the same way. They were very kind and considerate and could not have wished for better treatment.
125	August	Call made by district nurse on my behalf.
112	August	When I first used it, the person on the line was excellent. Next time I encountered someone called (NAME). He was very rude and has made me very anxious to use the service again. He was dealt with but my anxiety lingers. I believe if we've been approved to use the service once, it should apply to every time after. I should not have to answer invasive questions every time I ring. If I've used you once I should not have to keep proving myself disabled enough to use your service
154	August	My mother was very grateful for the service provided post the call handling. With regards to the call handling service, it would be nice if there was a fast track system to allow quickly asking questions is inevitable but in this day and age with computer systems it would be helpful if information could be retrieved from a database to prevent repetition, irritating to the patient and allow super-efficient care delivery.
159	September	It is the first time I have used this service. I found the person on the other end very reassuring as I needed an ambulance with stretcher facilities. My appointment was in the afternoon, so later in the week they rung back and altered the time of pick up. My husband took this call and they explained why it needed changing, not just telling us. This was very helpful.
162	September	I found the community nurses that came to my home to give me eye drops after my cataract surgery very pleasant and efficient. It was a pleasure to see them four time a day, the day and night team. A very big thank you to

		you all, without you my recovery would not have been so good. Thank you again.
37	September	Very good.
88	September	To feel safe and not wasting time, to feel care no matter what the time. Thank you one and all.

**Q3 – Whose views are being reported in this questionnaire?**

Response	July	August	September	July to September 2018 Total	KPI (Key Performance Indicator)
The view of the patient	15 65.2%	9 52.9%	15 83.3%	39 67.2%	33/37 89.2%
The view of someone acting on behalf of the patient	8 34.8%	8 47.1%	3 16.7%	19 32.8%	14/16 87.5%
Total number of responses	23	17	18	58	53
No response given	3	0	2	5	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?**

Response	July	August	September	July to September 2018 Total
Almost immediately	14 63.6%	9 60.0%	11 57.9%	34 60.7%
Fairly quickly	6 27.3%	6 40.0%	8 42.1%	20 35.7%
It took longer than I would have expected	1 4.5%	0 0.0%	0 0.0%	1 1.8%
Waited so long I put the telephone down	1 4.5%	0 0.0%	0 0.0%	1 1.8%
Total number of responses	22	15	19	56
No response given	4	2	1	7

**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	July	August	September	July to September 2018 Total
Polite	21 21.4%	12 20.0%	15 21.1%	48 21.0%
Helpful	18 18.4%	11 18.3%	15 21.1%	44 19.2%
Clearly spoken	16 16.3%	8 13.3%	10 14.1%	34 14.8%
Reassuring	14 14.3%	8 13.3%	8 11.3%	30 13.1%
Unhurried	13 13.3%	7 11.7%	9 12.7%	29 12.7%
Professional	15 15.3%	8 13.3%	11 15.5%	34 14.8%
Rude	1 1.0%	2 3.3%	1 1.4%	4 1.7%
Unhelpful	0 0.0%	2 3.3%	1 1.4%	3 1.3%
Difficult to understand	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unconcerned	0 0.0%	1 1.7%	0 0.0%	1 0.4%
Rushed	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unprofessional	0 0.0%	1 1.7%	1 1.4%	2 0.9%
Total number of responses	98	60	71	229
No response given	2	3	1	6

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

*(All answer types are listed, some multiple answers)*

Response	July	August	September	July to September 2018 Total
Reassured that your problem was being dealt with	21 87.5%	11 78.6%	18 94.7%	50 87.7%
Uneasy, thinking that you might need to ring back	1 4.2%	1 7.1%	0 0.0%	2 3.5%
Concerned, that you had not been listened to and would have to access health care by other means	2 8.3%	2 14.3%	1 5.3%	5 8.8%
Total number of responses	24	14	19	57
No response given	3	3	1	7

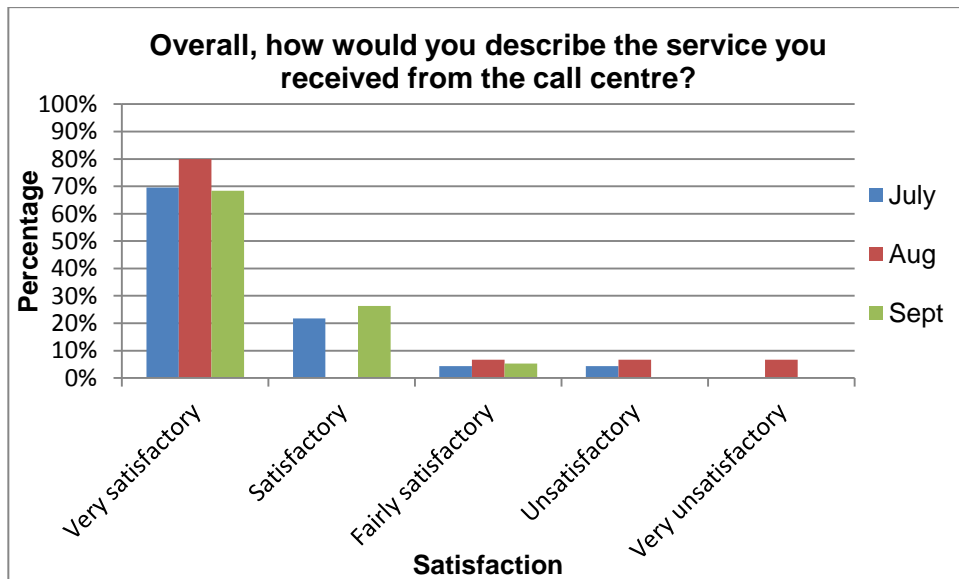
**Q7 – Overall, how would you describe the call handling service you received in relation to your expectations?**

Response	July	August	September	July to September 2018 Total
Exceeded my expectations	8 34.8%	8 53.3%	6 31.6%	22 38.5%
Met my expectations	13 56.5%	5 33.3%	12 63.2%	30 52.6%
Reasonably met my expectations	1 4.3%	1 6.7%	0 0.0%	2 3.5%
Barely met my expectations	0 0.0%	1 6.7%	0 0.0%	1 1.8%
Did not meet my expectations	1 4.3%	0 0.0%	1 5.3%	2 3.5%
Total number of responses	23	15	19	57
No response given	3	2	1	6

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

Response	July	August	September	July to September 2018 Total
Very satisfactory	16 69.6%	12 80.0%	13 68.4%	41 71.9%
Satisfactory	5 21.7%	0 0.0%	5 26.3%	10 17.5%
KPI result = Very satisfactory + satisfactory responses / Total number of responses x100	21/23 91.3%	12/15 80.0%	18/19 94.7%	51/57 89.5%
Fairly satisfactory	1 4.3%	1 6.7%	1 5.3%	3 5.3%
Unsatisfactory	1 4.3%	1 6.7%	0 0.0%	2 3.5%
Very unsatisfactory	0 0.0%	1 6.7%	0 0.0%	1 1.8%
Total number of responses	23	15	19	57
Unable to say	1	0	0	1
No response given	2	2	1	5

**Bar chart illustrating the results of question 8:**



89.5% of patients who responded to the above question and had used the Birmingham Community Healthcare call handling service between the 1<sup>st</sup> of July to the 30<sup>th</sup> of September rated the service received as being either 'satisfactory' or 'very satisfactory.'



## Demographics and Equality and Diversity Information

### Gender

Gender	July to September 2018 Total
Male	27 47.4%
Female	30 52.6%
Total	57
Do not wish to declare	1
Did not answer	5

### Age

Age	July to September 2018 Total
Range	22 to 94 years
Mean	78 years
Median	80 years
Mode	80 years
Total	56
Do not wish to declare	1
Did not answer	6

## Ethnicity

<b>Ethnicity</b>	<b>July to September 2018 Total</b>
White British	52 86.7%
White Irish	0 0.0%
Any other White background	0 0.0%
Mixed White and Black Caribbean	1 1.7%
Mixed White and Black African	0 0.0%
White and Black Asian	1 1.7%
Any other mixed background	0 0.0%
Asian Indian	2 3.3%
Asian Pakistani	0 0.0%
Asian Bangladeshi	0 0.0%
Any other Asian background	0 0.0%
Black Caribbean	4 6.7%
Black African	0 0.0%
Any other Black background	0 0.0%
Chinese	0 0.0%
Any other ethnic group	0 0.0%
<b>Total</b>	<b>60</b>
Do not wish to declare	0
Did not answer	3

## Religion or Belief

Religion or belief	July to September 2018 Total
Christian	40 72.7%
Hindu	2 3.6%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	10 18.2%
Other	3 5.5%
<b>Total</b>	<b>55</b>
Do not wish to declare	3
Did not answer	5

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

- "C of E." (Patients 174 & 110)
- 'Methodist.' (Patient 102)

## Sexual Orientation

Sexual Orientation	July to September 2018 Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	48 98.0%
Bisexual	0 0.0%
Other	1 2.0%
<b>Total</b>	<b>49</b>
Do not wish to declare	7
Did not answer	7

The below comment was received from the patient who responded 'other' in answer to this question:

- "Married." (Patient 115)

## Disability

(All answer types are listed, some multiple answers)

Disability	July to September 2018 Total
I do not have a disability	6 7.4%
Physical Impairment	26 32.1%
Sensory Impairment	8 9.9%
Long Standing Condition	28 34.6%
Learning Disability	2 2.5%
Mental Health Disorder	4 4.9%
Other	7 8.6%
<b>Total</b>	<b>81</b>
Do not wish to declare	2
Did not answer	8

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

- "COPD." (Patients 72 & 38)
- "MS." (Patients 125 & 46)
- "Cancer of prostate with catheter. Pacemaker." (Patient 51)
- "Pulmonary fibrosis." (Patient 88)
- None (Patient 147)

## Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	July to September 2018 Total
Yes	27 46.6%
No	20 34.5%
Other	11 19.0%
<b>Total</b>	<b>58</b>
Do not wish to declare	0
Did not answer	7

Of the 11 patients who responded 'other' in answer to this question, 10 patients advised that they had been 'widowed' and 1 patient answered that they were 'divorced.'

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

*(All answer types are listed, some multiple answers)*

<b>Pregnancy/had a child within the past 12 months</b>	<b>July to September 2018 Total</b>
No, I am not pregnant	36 75.0%
No, I do not have a child under 12 months old	12 25.0%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
<b>Total</b>	<b>48</b>
Do not wish to declare	3
Did not answer	23

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

<b>Gender reassignment</b>	<b>July to September 2018 Total</b>
No	45 100.0%
Yes	0 0.0%
<b>Total</b>	<b>45</b>
Do not wish to declare	0
Did not answer	18

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

*(All answer types are listed, some multiple answers)*

<b>Access to service</b>	<b>July to September 2018 Total</b>
I did not require a different format	45 90.0%
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	1 2.0%
Page Magnification (Website)	1 2.0%
Text only web page (including ability to change colours)	1 2.0%
Text only web page (including ability to change font size)	1 2.0%
Text re-sizing (Website)	1 2.0%
<b>Total</b>	<b>50</b>
Do not wish to declare	3
Did not answer	14

The below comment was also received in response to the above question:

- *“Hearing loss, registered blind, dexterity problem.” (Patient 16)*

**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?**

*(All answer types are listed, some multiple answers)*

<b>Impact on the service</b>	<b>July to September 2018 Total</b>
No	48 90.6%
Yes, in a positive way	3 5.7%
Yes, in a negative way	2 3.8%
<b>Total</b>	<b>53</b>
Did not answer	12

48 patients (90.6%) felt that the service they received was not affected the aforementioned strands of diversity. 3 patients (5.7%) responded that the service they received was affected in a positive way and 2 patients (3.8%) felt that the service they received was affected in a negative way. 12 patients did not respond to this question.

The below comments were also received in relation to the above question:

- *“Funny question! Age colour and creed, makes no difference. The service is still excellent.” (Patient 122)*
- *“I have no complaints whatever regarding my experience with the ambulance service and the paramedics involved. They were excellent, kind, professional and efficient. I cannot praise them enough. These comments apply to everyone that I have encountered in my dealings with the NHS.” (Patient 51)*
- *“Not only everyone faces me when talk to me.” (Patient 16)*
- *“They quite clearly treat everybody the same regardless of race, gender or sexual orientation.” (Patient 113)*
- *“Totally ridiculous questions for a call handling survey.” (Patient 165)*

### **Aftercare**

Following this survey, 3 telephone queries were received in relation to the questionnaire.