



Standard Patient Experience Quarterly Report: Birmingham Community Healthcare Call Handling Service

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Report Period: October to December 2018

Date of Report: May 2019

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 October to the 31st of December 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 October to the 31st of December 2018. 494 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 67 responses were received, which equates to a 13.6% 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

95.2% of patients who responded to the questionnaire and had used the Birmingham Community Healthcare call handling service between the 1st of October to the 31st of December 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

93.9% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

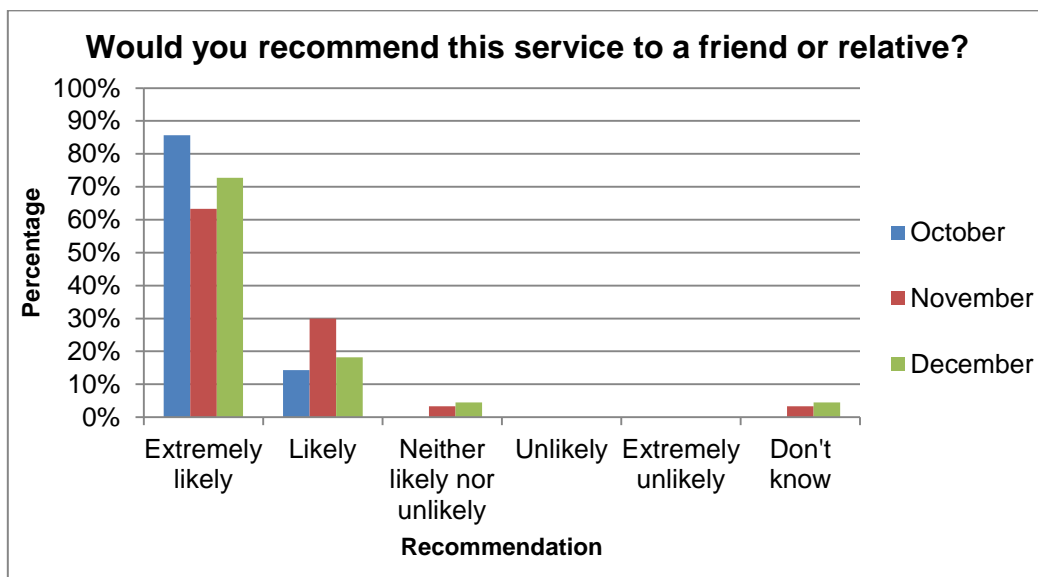
Q1 – Would you recommend this service to a friend or relative?

Response	October	November	December	October to December 2018 Total
Extremely likely	12 (85.7%)	19 (63.3%)	16 (72.7%)	47 (71.2%)
Likely	2 (14.3%)	9 (30.0%)	4 (18.2%)	15 (22.7%)
Neither likely nor unlikely	0 (0.0%)	1 (3.3%)	1 (4.5%)	2 (3.0%)
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%)	1 (3.3%)	1 (4.5%)	2 (3.0%)
Total number of responses	14	30	22	66
No response given	0	0	1	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)

93.9% of patients who responded to the above question and had used the Trust's Birmingham Community Healthcare call handling service between the 1st of October and the 31st of December 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
76	October	My grateful thanks to you all. God's blessings to all.
144	October	The person I spoke too was very pleasant and helpful.
74	November	It's a good service, once you can get an answer.
108	November	Excellent service. Ambulance came soon. Instructions given to me were clear and precise.
147	November	Contacts are welcomes from any source. As a pensioner living alone after losing my second wife six years ago and now am feeling isolated and relying on friends and neighbours.
62	November	A bit more organisation in planning collection of patients, especially from wards as I sat over 2 hours awaiting collection by the ambulance man from 2 different wards. I must add that the staff on the wards are very longwinded about getting the discharge paperwork ready in time.
130	November	The lady I spoke to was so compassionate (mine was a complex issue) She was helpful and cheerful and competent. Many thanks.
89	November	Very polite, helpful. Sometimes a little difficult to get through on the phone.
46	December	I was very impressed with the speed and service of the three nurses, 2 lady's and 1 man. Unfortunately, I can't remember their names but I was very impressed. They were cheerful and reassuring the way they dealt with the situation.
24	December	This is a wonderful service, enabling me to get to hospital appointments when needed.
39	December	The person handling my distressed call was extremely professional and calm. He sign posted me to the relevant service that best matched my personal medical needs at that time. Very reassuring and helpful throughout. I am sorry that I cannot recall his name. I would have thanked him personally after my mums treatment and positive outcome. Mum is at home now and has fully recovered from her illness.
148	December	I called for an ambulance in 2010, when my late partner was "fitting". I was most impressed how i was talked to and kept calm until the ambulance arrived. (I don't know who was running the service at that time.) My recent experience, whilst not so imperative, was also exemplary.
55	December	The staff was always kind helpful and considerate.
49	December	Very helpful at all times.
8	December	On the whole I have been very happy with the call out service that I have had to make. I have always been able to get a district nurse to come out. The staff i.e. nurses at the Castle Vale Centre have been very good to me and I am happy to continue going there. I cannot say one individual is special as they are all special.
89	December	Call handler was lovely, patient, informative & kind. We are so very grateful for the service we and especially my Mum received. Thankyou doesn't seem enough!

Q3 – Whose views are being reported in this questionnaire?

Response	October	November	December	October to December 2018 Total	KPI (Key Performance Indicator)
The view of the patient	11 (84.6%)	23 (76.7%)	16 (76.2%)	50 (78.1%)	45/47 (95.7%)
The view of someone acting on behalf of the patient	2 (15.4%)	7 (23.3%)	5 (23.8%)	14 (21.9%)	14/14 (100%)
Total number of responses	13	30	21	64	61
No response given	1	0	2	3	3

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	October	November	December	October to December 2018 Total
Almost immediately	8 (61.5%)	5 (16.7%)	11 (55.0%)	24 (38.1%)
Fairly quickly	4 (30.8%)	18 (60.0%)	9 (45.0%)	31 (49.2%)
It took longer than I would have expected	1 (7.7%)	4 (13.3%)	0 (0.0%)	5 (7.9%)
Waited so long I put the telephone down	0 (0.0%)	3 (10.0%)	0 (0.0%)	3 (4.8%)
Total number of responses	13	30	20	63
No response given	1	1	3	5

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	October	November	December	October to December 2018 Total
Polite	12 (20.3%)	26 (20.8%)	19 (18.1%)	57 (19.7%)
Helpful	11 (18.6%)	26 (20.8%)	18 (17.1%)	55 (19.0%)
Clearly spoken	10 (16.9%)	23 (18.4%)	17 (16.2%)	50 (17.3%)
Reassuring	11 (18.6%)	15 (12.0%)	17 (16.2%)	43 (14.9%)
Unhurried	6 (10.2%)	15 (12.0%)	16 (15.2%)	37 (12.8%)
Professional	9 (15.3%)	19 (15.2%)	18 (17.1%)	46 (15.9%)
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%)	1 (0.8%)	0 (0.0%)	1 (0.3%)
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	59	125	105	289
No response given	1	0	3	4

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

(All answer types are listed, some multiple answers)

Response	October	November	December	October to December 2018 Total
Reassured that your problem was being dealt with	13 (100%)	27 (90.0%)	14 (77.8%)	54 (88.5%)
Uneasy, thinking that you might need to ring back	0 (0.0%)	2 (6.7%)	4 (22.2%)	6 (9.8%)
Concerned, that you had not been listened to and would have to access health care by other means	0 (0.0%)	1 (3.3%)	0 (0.0%)	1 (1.6%)
Total number of responses	13	30	18	61
No response given	1	0	6	7

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

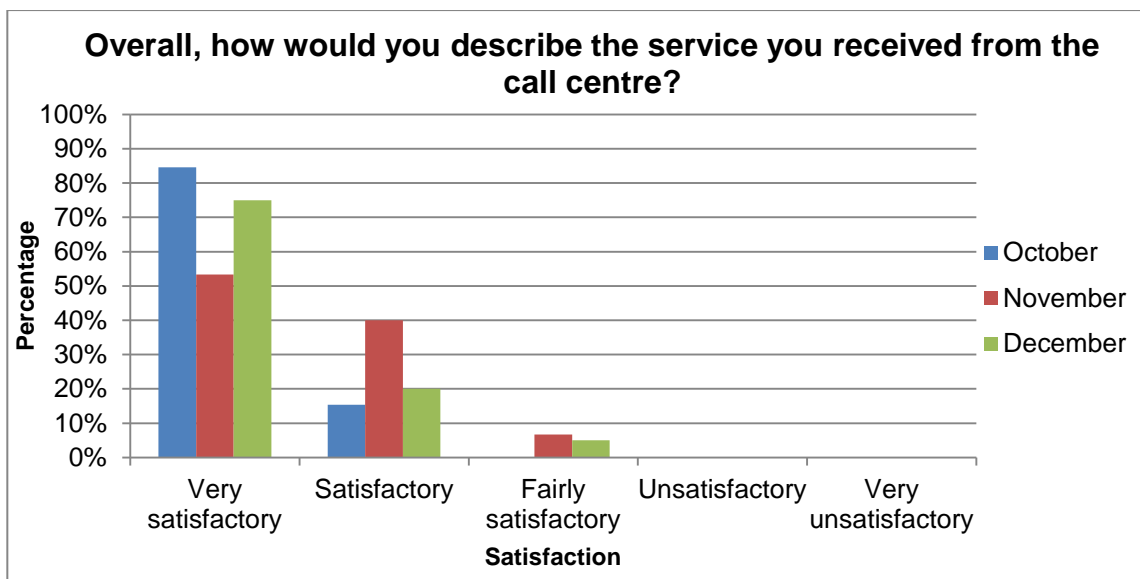
(All answer types are listed, some multiple answers)

Response	October	November	December	October to December 2018 Total
Exceeded my expectations	0 (0.0%)	4 (12.9%)	5 (23.8%)	9 (13.8%)
Met my expectations	11 (84.6%)	23 (74.2%)	13 (61.9%)	47 (72.3%)
Reasonably met my expectations	2 (15.4%)	3 (9.7%)	3 (14.3%)	8 (12.3%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	1 (3.2%)	0 (0.0%)	1 (1.5%)
Total number of responses	13	31	21	65
No response given	1	0	3	4

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

Response	October	November	December	October to December 2018 Total
Very satisfactory	11 (84.6%)	16 (53.3%)	15 (75.0%)	42 (66.7%)
Satisfactory	2 (15.4%)	12 (40.0%)	4 (20.0%)	18 (28.6%)
KPI result = Very satisfactory + satisfactory responses / Total number of responses x100	13/13 (100%)	28/30 (93.3%)	19/20 (95.0%)	60/63 (95.2%)
Fairly satisfactory	0 (0.0%)	2 (6.7%)	1 (5.0%)	3 (4.8%)
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	13	30	20	63
Unable to say	0	0	0	0
No response given	1	0	3	4

Bar chart illustrating the results of question 8:



95.2% of patients who responded to the above question and had used the Birmingham Community Healthcare call handling service between the 1st of October to the 31st of December 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

Demographics and Equality and Diversity Information

Gender

Gender	October to December 2018 Total
Male	32 (50.8%)
Female	31 (49.2%)
Total	63
Do not wish to declare	0
Did not answer	4

Age

Age	October to December 2018 Total
Range	33 to 94 years
Mean	78 years
Median	79 years
Mode	84 years
Total	63
Do not wish to declare	0
Did not answer	4

Ethnicity

Ethnicity	October to December 2018 Total
White British	49 (77.8%)
White Irish	6 (9.5%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	1 (1.6%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	1 (1.6%)
Asian Pakistani	1 (1.6%)
Asian Bangladeshi	1 (1.6%)
Any other Asian background	0 (0.0%)
Black Caribbean	1 (1.6%)
Black African	1 (1.6%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	2 (3.2%)
Total	63
Do not wish to declare	2
Did not answer	2

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

- *"White English." (Patient 56, November)*
- *"Black English." (Patient 156, November)*

Religion or Belief

Religion or belief	October to December 2018 Total
Christian	49 (79.0%)
Hindu	1 (1.6%)
Jewish	1 (1.6%)
Muslim	2 (3.2%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	4 (6.5%)
Other	5 (0.0%)
Total	62
Do not wish to declare	3
Did not answer	2

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

- *"Catholic." (Patient 7, October)*
- *"Spirited." (Patient 10, November)*
- *"C of E." (Patient 24, December)*
- *"Church of England." (Patient 59, December)*
- *"Humanist." (Patient 148, December)*

Sexual Orientation

Sexual Orientation	October to December 2018 Total
Lesbian	0 (0.0%)
Gay	1 (2.0%)
Heterosexual	48 (94.1%)
Bisexual	0 (0.0%)
Other	2 (3.9%)
Total	51
Do not wish to declare	6
Did not answer	10

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

- *"Normal."* (Patient 149, November)
- *"Divorced."* (Patient 49, November)

Disability

(All answer types are listed, some multiple answers)

Disability	October to December 2018 Total
I do not have a disability	10 (10.9%)
Physical Impairment	31 (33.7%)
Sensory Impairment	4 (4.3%)
Long Standing Condition	32 (34.8%)
Learning Disability	3 (3.3%)
Mental Health Disorder	1 (1.1%)
Other	11 (12.0%)
Total	92
Do not wish to declare	2
Did not answer	5

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

- "Stroke." (Patient 7, October)
- "Post op to leg." (Patient 10, November)
- "Paraplegic." (Patient 74, November)
- "Diabetes." (Patient 108, November)
- "Dementia." (Patient 82, December)
- "Right leg amputation." (Patient 24, December)
- "CVA previously left sided weakness." (Patient 39, December)
- "Registered blind." (Patient 28, December)
- "Deaf partially and arthritis." (Patient 14, October)
- "Heart dysfunction." (Patient 148, December)
- "Limited mobility." (Patient 89, December)

Are you married or in a civil partnership?*(All answer types are listed, some multiple answers)*

Married or civil partnership	October to December 2018 Total
Yes	30 (44.8%)
No	18 (26.9%)
Other	19 (28.4%)
Total	67
Do not wish to declare	1
Did not answer	4

Of the 19 patients who responded 'other' in answer to this question, 15 patients advised that they had been 'widowed', two patients answered that they were 'divorced', one patient advised that they were 'single' and one patient advised that they 'have partner'.

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	October to December 2018 Total
No, I am not pregnant	33 (75.0%)
No, I do not have a child under 12 months old	10 (22.7%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	1 (2.3%)
Total	44
Do not wish to declare	2
Did not answer	29

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

Gender reassignment	October to December 2018 Total
No	45 (97.8%)
Yes	1 (2.2%)
Total	46
Do not wish to declare	0
Did not answer	21

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)

Access to service	October to December 2018 Total
I did not require a different format	45 (93.8%)
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	1 92.1%
Large Print	2 (4.2%)
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	48
Do not wish to declare	1
Did not answer	19

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	October to December 2018 Total
No	52 (94.5%)
Yes, in a positive way	3 (5.5%)
Yes, in a negative way	0 (0.0%)
Total	55
Did not answer	12

52 patients (94.5%) felt that the service they received was not affected the aforementioned strands of diversity. Three patients (5.5%) responded that the service they received was affected in a positive way and no patients 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:

- *“The ambulance service are doing a grand job in my opinion. The staff are good at their jobs and are very helpful. Especially with government cuts and staff shortages. After several visits I am very satisfied with all services.” (Patient 147, November)*
- *“I don't understand why you ask about sexual orientation - what has that got to do with calling an ambulance? (Patient 148, December)*

Aftercare

Following this survey; three letters of appreciation were received together with three telephone queries in relation to the questionnaire.