



Standard Patient Experience Quarterly Report:

Birmingham Community Healthcare Call Handling Service

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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 January to the 31st March 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 January to the 31st of March 2018. 278 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 a 12.6% 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

Overall, 85.3% of patients who responded to the survey and had used the Birmingham Community Healthcare call handling service between the 1st January to the 31st of March 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

90.9% of patients who answered the Friends and Family Test question also responded that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

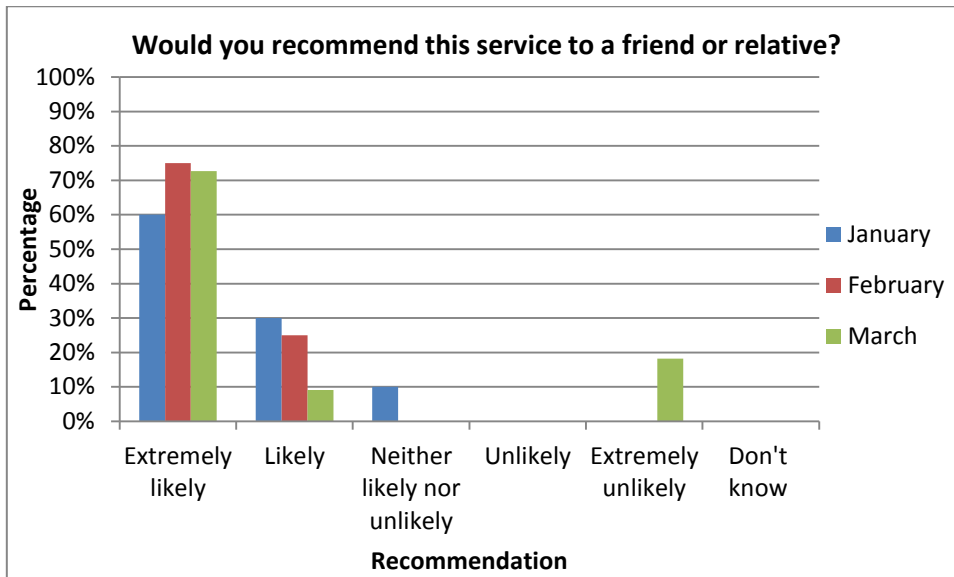
Q1 – Would you recommend this service to a friend or relative?

Response	January	February	March	January to March 2018 Total
Extremely likely	6 60.0%	9 75.0%	8 72.7%	23 69.7%
Likely	3 30.0%	3 25.0%	1 9.1%	7 21.2%
Neither likely nor unlikely	1 10.0%	0 0.0%	0 0.0%	1 3.0%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	0 0.0%	0 0.0%	2 18.2%	2 6.1%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	10	12	11	33
No response given	2	0	0	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)

90.9% of patients who responded to the above question and had used the Trust's Birmingham Community Healthcare call handling service between the 1st of January and the 31st of March 2018 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative. However, 2 patients (6.1%) responded that they would be 'extremely unlikely' to provide a recommendation.

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
74	January	Could not attend appointment without this amazing service. So helpful and professional. Thank you.
48	January	Very good service.
84	January	Could not have been treated better. Very kind and reassuring. Please pass on my thanks to the persons concerned.
42	February	The ambulance men that came where very good to me. They got me to hospital. I didn't have to wait very long for the ambulance. Thank you.
4	February	Ambulance service on the phone calmed me down until ambulance arrived when my husband had HOPO.
73	February	The call is prolonged by unneeded questions that are not relevant, this make the caller wonder why they bother. I understand why it is requested but this can be very disheartening.
10	March	They were working under a great deal of pressure but gave me fullest attention. They did not leave me until they were satisfied I was comfortable in my bed. They were prepared to take me to hospital if I would be more reassured. I promised to see my G.P the following morning.

Q3 – Whose views are being reported in this questionnaire?

Response	January	February	March	January to March 2018 Total	KPI (Key Performance Indicator)
The view of the patient	7 58.3%	10 83.3%	7 70.0%	24 70.6%	20/23 87.0%
The view of someone else	5 41.7%	2 16.7%	3 30.0%	10 29.4%	9/10 90.0%
Total number of responses	12	12	10	34	33
No response given	0	0	1	1	1

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	January	February	March	January to March 2018 Total
Almost immediately	4 33.3%	3 25.0%	7 63.6%	14 40.0%
Fairly quickly	5 41.6%	7 58.3%	3 27.3%	15 42.9%
It took longer than I would have expected	1 8.3%	2 16.7%	1 9.1%	4 11.4%
Waited so long I put the telephone down	2 16.7%	0 0.0%	0 0.0%	2 5.7%
Total number of responses	12	12	11	35
No response given	0	1	0	1

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	January	February	March	January to March 2018 Total
Polite	9 20.9%	7 26.9%	8 19.5%	24 21.8%
Helpful	10 23.3%	7 26.9%	8 19.5%	25 22.7%
Clearly spoken	7 16.3%	6 23.1%	6 14.6%	19 17.3%
Reassuring	5 11.6%	3 11.5%	7 17.1%	15 13.6%
Unhurried	4 9.3%	1 3.8%	5 12.2%	10 9.1%
Professional	6 14.0%	2 7.7%	6 14.6%	14 12.7%
Rude	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unhelpful	0 0.0%	0 0.0%	1 2.4%	1 0.9%
Difficult to understand	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unconcerned	1 2.3%	0 0.0%	0 0.0%	1 0.9%
Rushed	1 2.3%	0 0.0%	0 0.0%	1 0.9%
Unprofessional	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	43	26	41	110
No response given	0	1	0	1

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

Response	January	February	March	January to March 2018 Total
Reassured that your problem was being dealt with	9 75.0%	11 100.0%	9 81.8%	29 85.3%
Uneasy, thinking that you might need to ring back	3 25.0%	0 0.0%	2 18.2%	5 14.7%
Concerned, that you had not been listened to and would have to access health care by other means	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	12	11	11	34
No response given	0	1	0	1

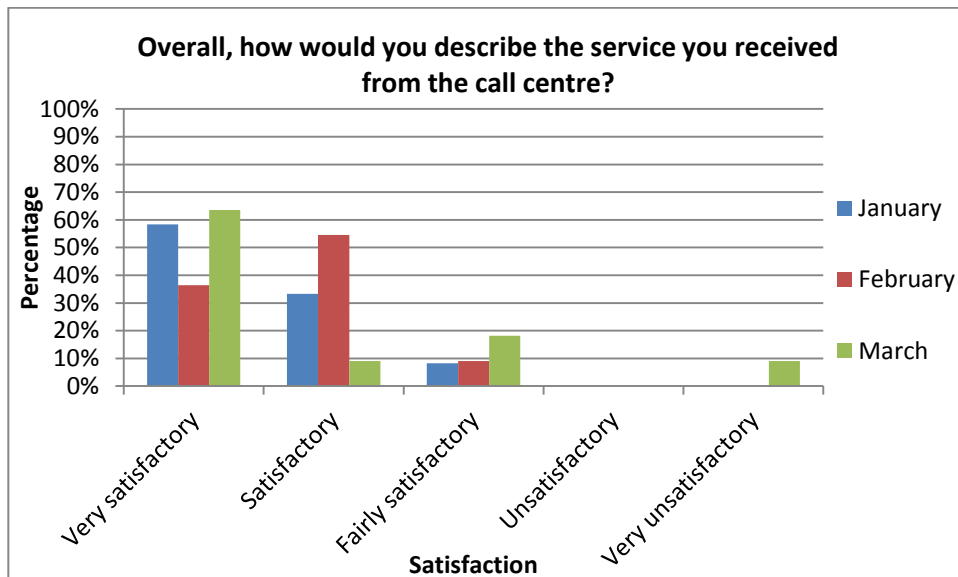
Q7 – Overall, how would you describe the service you received?

Response	January	February	March	January to March 2018 Total
Exceeded my expectations	6 50.0%	0 0.0%	0 0.0%	6 17.6%
Met my expectations	4 33.3%	7 63.6%	7 63.6%	18 52.9%
Reasonably met my expectations	2 16.7%	4 36.4%	2 18.2%	8 23.5%
Barely met my expectations	0 0.0%	0 0.0%	1 9.1%	1 2.9%
Did not meet my expectations	0 0.0%	0 0.0%	1 9.1%	1 2.9%
Total number of responses	12	11	11	34
No response given	0	1	0	1

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

Response	January	February	March	January to March 2018 Total
Very satisfactory	7 58.3%	4 36.4%	7 63.6%	18 52.9%
Satisfactory	4 33.3%	6 54.5%	1 9.1%	11 32.4%
KPI Result = Very satisfactory + Satisfactory responses / Total number of responses x100	11/12 91.7%	10/11 90.9%	8/11 72.7%	29/34 85.3%
Fairly satisfactory	1 8.3%	1 9.1%	2 18.2%	4 11.8%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	0 0.0%	0 0.0%	1 9.1%	1 2.9%
Total number of responses	12	11	11	34
Unable to say	0	0	0	0
No response given	0	1	0	1

Bar chart illustrating the results of question 7:



Overall, 85.3% of patients who responded to the above question and had used the Birmingham Community Healthcare call handling service between the 1st January to the 31st of March 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

Demographics and Equality and Diversity Information

Gender

Gender	January to March 2018 Total
Male	20 57.1%
Female	15 42.9%
Total	35
Do not wish to declare	0
Did not answer	0

Age

Age	January to March 2018 Total
Range	47 to 98 years
Mean	78 years
Median	77 years
Mode	72 years
Total	35
Do not wish to declare	0
Did not answer	0

Ethnicity

Ethnicity	January to March 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	3 8.8%
Asian Pakistani	1 2.9%
Asian Bangladeshi	0 0.0%
Any other Asian background	0 0.0%
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	0 0.0%
Total	34
Do not wish to declare	0
Did not answer	1

Religion or Belief

Religion or belief	January to March 2018 Total
Christian	22 71.0%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	3 9.7%
Sikh	1 3.2%
Buddhist	0 0.0%
None	4 12.9%
Other	1 3.2%
Total	31
Do not wish to declare	2
Did not answer	2

The patient who responded 'other' in answer to this question advised that their religion or belief was 'Catholic.'

Sexual Orientation

Sexual Orientation	January to March 2018 Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	20 83.3%
Bisexual	0 0.0%
Other	4 16.7%
Total	24
Do not wish to declare	6
Did not answer	5

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

- "Normal." (Patients 42 & 14)
- "None." (Patients 42 & 77)

Disability

(All answer types are listed, some multiple answers)

Disability	January to March 2018 Total
I do not have a disability	6 12.5%
Physical Impairment	12 25.0%
Sensory Impairment	7 14.6%
Long Standing Condition	17 35.4%
Learning Disability	1 2.1%
Mental Health Disorder	4 8.3%
Other	1 2.1%
Total	48
Do not wish to declare	2
Did not answer	4

The patient who responded 'other' in answer to this question advised that they were 'terminally ill' (Patient 87).

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	January to March 2018 Total
Yes	15 45.5%
No	13 39.4%
Other	5 15.2%
Total	33
Do not wish to declare	2
Did not answer	2

Of the patients who responded 'other' in answer to the above question; 3 patients advised that they were 'widowed,' 1 patient responded that they were separated and 1 patient answered that they were 'single.'

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	January to March 2018 Total
No, I am not pregnant	22 68.8%
No, I do not have a child under 12 months old	8 25.0%
Yes, I am pregnant	1 3.1%
Yes, I have a child under 12 months old	1 3.1%
Total	32
Do not wish to declare	0
Did not answer	13

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

Gender reassignment	January to March 2018 Total
No	26 100.0%
Yes	0 0.0%
Total	26
Do not wish to declare	0
Did not answer	9

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	January to March 2018 Total
I did not require a different format	24 88.9%
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 3.7%
Large Print	1 3.7%
Page Magnification (Website)	1 3.7%
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	27
Do not wish to declare	1
Did not answer	9

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

- *“I have severe impaired vision (reg. blind).” (Patient 92)*

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	January to March 2018 Total
No	25 92.6%
Yes, in a positive way	1 3.7%
Yes, in a negative way	1 3.7%
Total	27
Did not answer	8

25 patients (92.6%) felt that the service they received was not affected by any of the aforementioned strands of diversity. 1 patient (3.7%) responded that the service they received was affected in a positive way and 1 patient (3.7%) advised that the service they received was affected in a negative way. 8 patients did not respond to this question.

The below additional comments were also received in relation to this question:

- *“The patient goes in the dialysis unit at 1pm start. Normally ambulance comes at 12pm onwards. As an elderly person it is in the head. Set to be ready by 11:45am. But at time the ambulance shows up at 10:00am. Why so early. She has to turn down the ambulance service due to not ready at 10:00am. Situation becomes very difficult.” (Patient 34)*
- *“An essential service to get to appointments by and staff so helpful, pleasant and professional and delightful. Could not do without this amazing service. Thank you.” (Patient 74)*
- *“No idea how to answer this question, sorry. Cannot use computer, can use only large button telephone.” (Patient 92)*
- *“I feel I was treated differently, as I was stupid because I am Asian. I don’t feel like I was treated as well and taken seriously, because I don’t speak English too well either. I think this is unacceptable.” (Patient 83)*

Aftercare

Following this survey, 2 telephone queries were received in relation to the questionnaire. Any questionnaires containing negative comments were passed to the Patient Experience Department (Bedford) for further action as appropriate.