

A large, hand-drawn style circle composed of overlapping brushstrokes in yellow, green, and blue, framing the central text.

Standard Patient Experience report: **Patient Transport Clinical Assessment and Advice Service (Eligible patients)**

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Report Period: July to September 2017
Date of Report: January 2018

Summary

Introduction

This report summarises the results of the East of England Ambulance Service NHS Trust's (EEAST's) Patient Transport Clinical Assessment and Advice Service (PTCAAS) patient experience surveys for patients who had used the service and were deemed as being eligible for patient transport during the period from the 1st of July to the 30th of September 2017. 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 PTCAAS and were deemed as being eligible for patient transport during the period from the 1st of July to the 30th of September 2017. 243 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service. 63 responses were received, which equates to a 25.9% response rate.

Methodology

Patients' contact details for the sample were obtained from the Trust's PTCAAS. 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, 94.8% of patients who responded to the survey and had used the Trust's PTCAAS (and were deemed as being eligible for patient transport) between the 1st of July to the 30th of September 2017 rated the service received as being either 'satisfactory' or 'very satisfactory.' However, 1 patient (1.7%) rated the service received as being 'very unsatisfactory.'

95.3% of patients who answered the Friends and Family Test (FFT) question advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. 1 patient (1.6%), however, advised that they would be 'unlikely' to provide a recommendation.

Results

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

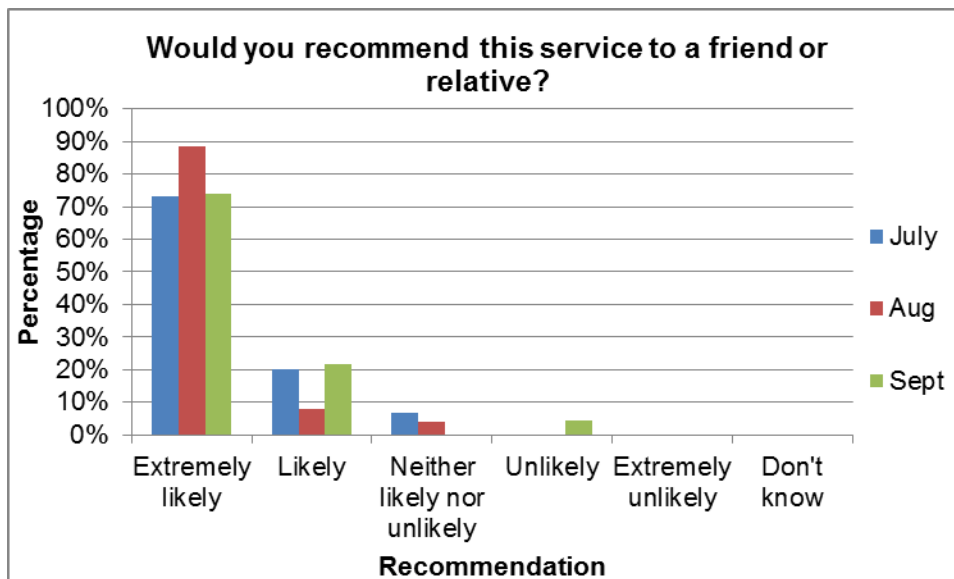
(All answer types are listed, some multiple answers)

Response	July	August	September	July to Sept 2017 Total
Extremely likely	11 73.3%	23 88.5%	17 73.9%	51 79.7%
Likely	3 20.0%	2 7.7%	5 21.7%	10 15.6%
Neither likely nor unlikely	1 6.7%	1 3.8%	0 0.0%	2 3.1%
Unlikely	0 0.0%	0 0.0%	1 4.3%	1 1.6%
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	15	26	23	64
No response given	0	0	0	0

The Friends and Family Test 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).

95.3% of patients who responded to the above question answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative. However, 1 patient (1.6%) responded that they would be 'unlikely' to provide a recommendation.

Bar chart illustrating the results of Q1:



Q2 – Whose views are being reported in this questionnaire?

Response	July	August	September	July to Sept 2017 Total	KPI (Key Performance Indicator)
The view of the patient	14 100.0%	22 88.0%	19 90.5%	55 91.7%	49/51 96.1%
The view of someone else	0 0.0%	3 12.0%	2 9.5%	5 8.3%	5/5 100.0%
Total number of responses	14	25	21	60	56
No response given	1	1	1	3	4

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.

Q3 – How best describes how quickly we answered the telephone?

(All answer types are listed, some multiple answers)

Response	July	August	September	July to Sept 2017 Total
Almost immediately	6 40.0%	12 54.5%	9 39.1%	27 45.0%
Fairly quickly	6 40.0%	6 27.3%	10 43.5%	22 36.7%
It took longer than I would have expected	3 20.0%	2 9.1%	3 13.0%	8 13.3%
Waited so long I put the telephone down	0 0.0%	2 9.1%	1 4.3%	3 5.0%
Total number of responses	15	22	23	60
No response given	0	4	0	4

Q4 – When you called the Patient Transport Clinical Assessment and Advice Service, was the call handler (tick all appropriate boxes)

(All answer types are listed, some multiple answers)

Response	July	August	September	July to Sept 2017 Total
Polite	13 20.6%	22 21.0%	20 20.4%	55 20.7%
Helpful	10 15.9%	17 16.2%	18 18.4%	45 16.9%
Clearly spoken	11 17.5%	18 17.1%	15 15.3%	44 16.5%
Reassuring	9 14.3%	15 14.3%	11 11.2%	35 13.2%
Unhurried	9 14.3%	17 16.2%	16 16.3%	42 15.8%
Professional	11 17.5%	16 15.2%	18 18.4%	45 16.9%
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%	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	63	105	98	266
No response given	1	4	0	5

Q5 – Did the call handler go through a list of questions about the eligibility for patient transport?

Response	July	August	September	July to Sept 2017 Total
Yes	14 100.0%	20 95.2%	21 100.0%	55 100.0%
No	0 0.0%	1 4.8%	0 0.0%	0 0.0%
Total number of responses	14	21	21	55
No response given	1	5	1	7

Q6 – Did the call handler take all of the details of the appointment and confirm them back to you?

Response	July	August	September	July to Sept 2017 Total
Yes	13 92.9%	20 100.0%	19 95.0%	52 96.3%
No	1 7.1%	0 0.0%	1 5.0%	2 3.7%
Total number of responses	14	20	20	54
No response given	1	6	2	9

Q7 – Did the call handler explain the process fully and answer any questions that you might have had?

Response	July	August	September	July to Sept 2017 Total
Yes	14 100.0%	20 100.0%	19 100.0%	53 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	14	20	19	53
No response given	1	6	3	10

Q8 – Once the journey was confirmed, were you given or offered a reference number for the journey?

Response	July	August	September	July to Sept 2017 Total
Yes	8 66.7%	13 76.5%	16 80.0%	37 75.5%
No	4 33.3%	4 23.5%	4 20.0%	12 24.5%
Total number of responses	12	17	20	49
No response given	3	9	2	14

Q9 – How did you feel once you had completed your telephone call?

Response	July	August	September	July to Sept 2017 Total
Confident that your call had been dealt with	13 100.0%	22 100.0%	21 100.0%	56 100.0%
Not confident, thinking you might need to ring back	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	13	22	21	56
No response given	2	4	1	7

Q10 – How satisfied were you with the accessibility of the booking system?

Response	July	August	September	July to Sept 2017 Total
Very satisfied	9 64.3%	16 69.6%	13 65.0%	38 66.7%
Satisfied	4 28.6%	5 21.7%	6 30.0%	15 26.3%
Fairly satisfied	1 7.1%	1 4.3%	0 0.0%	2 3.5%
Dissatisfied	0 0.0%	1 4.3%	1 5.0%	2 3.5%
Very dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	14	23	20	57
Unable to say	0	0	0	0
No response given	1	3	2	6

Q11 – How would you describe the service you received in relation to your expectations of the service?

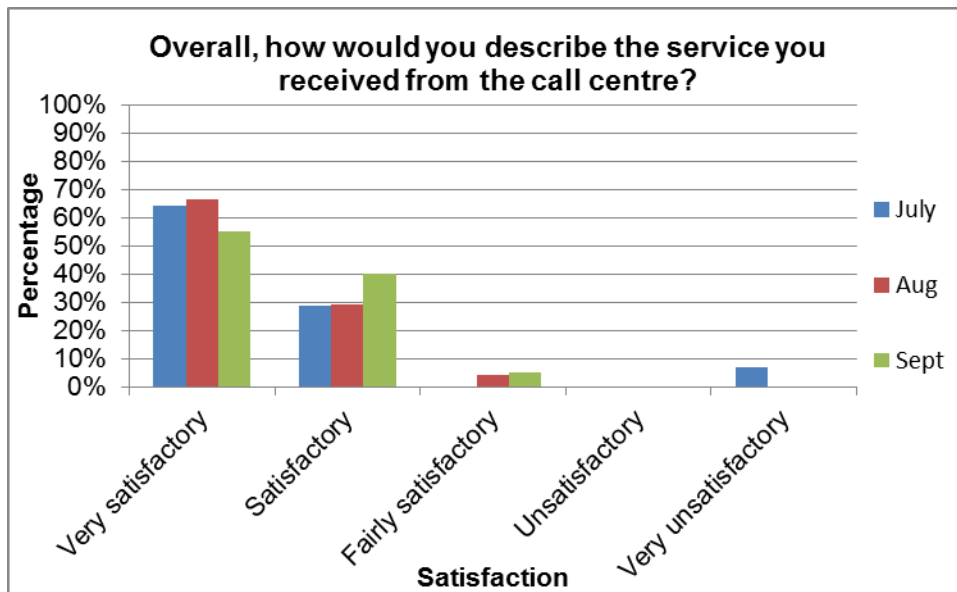
Response	July	August	September	July to Sept 2017 Total
Exceeded my expectations	7 50.0%	9 37.5%	8 38.1%	24 40.7%
Met my expectations	6 42.9%	13 54.2%	13 61.9%	32 54.2%
Reasonably met my expectations	0 0.0%	2 8.3%	0 0.0%	2 3.4%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	1 7.1%	0 0.0%	0 0.0%	1 1.7%
Total number of responses	14	24	21	59
No response given	1	2	1	4

Q12 – Overall, how would you describe the service you received from the call centre?

Response	July	August	September	July to September 2017 Total
Very satisfactory	9 64.3%	16 66.7%	11 55.0%	36 62.1%
Satisfactory	4 28.6%	7 29.2%	8 40.0%	19 32.8%
KPI Result = Very satisfactory + Satisfactory responses / Total number of responses x100	13/14 92.9%	23/24 95.8%	19/20 95.0%	55/58 94.8%
Fairly satisfactory	0 0.0%	1 4.2%	1 5.0%	2 3.4%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	1 7.1%	0 0.0%	0 0.0%	1 1.7%
Total number of responses	14	24	20	58
Unable to say	0	0	0	0
No response given	1	2	2	5

Overall, 94.8% of patients who responded to the above question advised that the service they received from the call centre was either 'satisfactory' or 'very satisfactory.' However, 1 patient (1.7%) rated the service received as being 'very unsatisfactory.'

Bar chart illustrating the results of Q12:



Additional comments in relation to the service received

July

Patient	Comments received
13	Most helpful.
52	Extremely helpful advice, excellent service, good drivers.

Patient	Comments received from patients not relating to the call handling service
85	After I booked my transport I found myself actually looking forward to the trip. I am (for the moment until Jan) a car driver unable to drive. No parking problems and peace of mind someone else was taking the strain. All this- I am sure - contributed to a good journey and on time arrival for the appointment.
64	Yes. It's possible to book a journey but quite often they ring you back and cancel that journey. My physio required regular appointments for me to progress otherwise I just go backwards. This means that my recuperation will take much longer!
57	After using hospital transport during the year I was surprised to be told I did not qualify for transport. After answering the questions I was asked to get a taxi. It's a 50 mile round trip to Ipswich hospital, I cannot afford that and taxi would not wait while I had appointment, or get the bus. I cannot do the walking I have arthritis in my right ankle and walk on the side of foot, I wear a caliper and have adapted boots. Due to the long corridors at the hospital I have to get into a wheelchair (I also use walking stick) I also have chronic kidney disease (stage 4), the further I try to walk I become very breathless. I have always had excellent help from all ambulance staff and car drivers.

August

Patient	Comments received
16	Not a good experience trying to cancel my hospital transport due to a cancelled appointment. Unable to get through on phone - trying for several days, finally PALS at WSH cancelled it for me. I am very surprised there no messages can be left on after hours and no contact by e-mail either. Could the following points be rectified otherwise an excellent service by the vol drivers
29	I found the service to be very friendly and helpful.
62	My calls to the patient transport clinical assessment and advice service have always been received in most efficient manner. And I have no complaints whatsoever. I do not think the service can be beaten. Thank you so much.
72	Dear Sir/Madam. Thank you for your letter and questionnaire. This is to inform you that neither the wife or I contacted your services. Out of the four times I used your services, three were made by Basildon hospital and one by Southend Pet scan unit. The two ladies and two gentlemen drivers I had were excellent, charming, chatty and most helpful. Unfortunately, I cannot remember their names. I'm sure all the staff who run this great service are the same and I wish to thank them all. One grateful patient.
54	On October 2 nd 2017 I tried phoning to book transport, but was unable to do so. My call was not answered although I hung on for 30-40 minutes. On October 3 rd my call was answered immediately and I felt that the call handler could not have been more professional or kind and polite.
9	I am slightly confused because I had no problems getting transport because of my leg. But when I had to go to the osteoporosis clinic because of my leg, even though I told them I was on crutches, I was told I had to either use public transport or get a taxi because to get transport I needed to be older than I am, or in a wheelchair.

Patient	Comments received from patients not relating to the call handling service
37	The only comment I must say about was a recent trip to Allied at Morton hall, Bury. The drop down ramp on this ambulance was in a very rusty state plus when the ramp went up it rattled so badly that the lady with me was almost crying with the bad vibration. The seat I was in was jammed up against the end of the stretcher causing pain to already damaged right knee. A most uncomfortable after journey.
75	Rang 999 for ambulance, was answered by a very friendly and helpful person. Very quickly sent ambulance. Two young people; 1 male, 1 female were very thorough and asked lots of questions, decided I did not need to go to hospital but contacted a doctor who came later and treated me. Very satisfied with everyone involved.
28	Only used this service once to return home after minor op. Driver arrived on time and was pleasant and helpful.
17	I am very grateful to have received this help. My mind was put at rest as soon as I spoke to the operator and each of the drivers have been so considerate and helpful, making sure of safety and pleasant conversation. The phone call before arrival checking on times etc. was extremely re-assuring. Many thanks!
69	I completed survey on behalf of my mother. I was the person who made the booking.
43	I was 86 this year. This last 2 years my transport was wonderful, I haven't got buses on my road. Since my husband died, my left leg op was done/then right knee, then this year I fell over outside and broke my hip (right side). Every op has been in Broomfield hospital, they have looked after me. Also since I have had cataracts done I now have better sight to see. I could not have managed without your transport. Thank you so much.

September

Patient	Comments received
26	I had to wait for quite a while for my call to be answered and almost hung up. When my call had been answered though they were friendly and efficient even under pressure due to staff shortage and cut backs. Can't praise these people enough. I've had cause to phone to arrange ambulance collection several times and have never had any problems, they have all been polite and friendly.
2	The operators are always very polite and helpful.
46	A very pleasant experience. Staff friendly and helpful, taking time to try and understand my stroke survivor, wheelchair bound without speech husband. No complaints at all, please pass on our thanks.
30	Very helpful and friendly service. I've had a severe stroke and I like the fact I'm called by my first name.
10	Wait time for response when telephoning to book transport seems to have improved.
47	The help and advice I have received has been absolutely brilliant, thank you so much.

Patient	Comments received from patients not relating to the call handling service
28	The person who collected was late and rude.
75	See separate letter enclosed re: the actual experience on appointment day.
6	Would have been extremely likely but for the fact that twice the car arrived very late i.e. 1½ hours once and 1 hour plus and I had to phone and cancel my hospital appointment because the consultant would not wait. On the first time the consultant was very kind and waited. Nevertheless, I have used the patient transport on many occasions and had absolutely no complaints re arrival on time and never in respect of the drivers..

Demographics and Equality and Diversity Information

Gender

Gender	July to Sept 2017 Total
Male	23 41.8%
Female	32 58.2%
Total number of responses	55
Declined to answer question	0
No reply to question	8

Age

Age	July to Sept 2017 Total
Range	47 to 101 years
Mean	78 years
Median	81 years
Mode	91 years
Total number of responses	54
Declined to answer question	0
No reply to question	9

Ethnicity

Ethnicity	July to Sept 2017 Total
White British	54 98.2%
White Irish	1 1.8%
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	0 0.0%
Asian Pakistani	0 0.0%
Asian Bangladeshi	0 0.0%
Any other Asian background	0 0.0%
Black Caribbean	0 0.0%
Black African	0 0.0%
Any other Black background	0 0.0%
Chinese	0 0.0%
Any other ethnic group	0 0.0%
Other	0 0.0%
Total number of responses	55
Declined to answer question	0
No reply to question	8

Religion or Belief

Religion or Belief	July to Sept 2017 Total
Christian	41 78.8%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	8 15.4%
Other	3 5.8%
Total number of responses	52
Declined to answer question	2
No reply to question	9

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

- *"Spiritualist." (Patient 8, July)*
- *"I believe in god." (Patient 54, August)*
- *"Church of England." (Patient 12, September)*

Sexual Orientation

Sexual Orientation	July to Sept 2017 Total
Heterosexual	35 94.6%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	2 5.4%
Total number of responses	37
Declined to answer question	5
No reply to question	21

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

- *"Too old to care." (Patient 52, July)*
- *"Married for 50 years." (Patient 42, August)*

Disability

(All answer types are listed, some multiple answers)

Disability	July to Sept 2017 Total
I do not have any disabilities	8 10.1%
Physical impairment	31 39.2%
Sensory impairment	8 10.1%
Long standing condition	25 31.6%
Learning disability	2 2.5%
Mental health disorder	1 1.3%
Other	4 5.1%
Total number of responses	79
Declined to answer question	1
No reply to question	13

Examples of comments made by patients who responded 'other' in answer to this question can be found below:

- *"Anaemia, atrial fibrillation." (Patient 27, July)*
- *"Difficulty walking." (Patient 52, August)*
- *"Dementia." (Patient 69, August)*
- *"Stroke." (Patient 46, September)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	July to Sept 2017 Total
Yes	17 33.3%
No	19 37.3%
Other	15 29.4%
Total number of responses	51
Declined to answer question	3
No reply to question	11

All 15 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 last 12 months	July to Sept 2017 Total
No, I am not pregnant	39 73.6%
No, I do not have a child under 12 months old	14 26.4%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total number of responses	53
Declined to answer question	0
No reply to question	24

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

Gender Reassignment	July to Sept 2017 Total
Yes	0 0.0%
No	43 100.0%
Total number of responses	43
Declined to answer question	0
No reply to question	20

Did you require any of the following information in a different format?

(All answer types are listed, some multiple answers)

Format	July to Sept 2017 Total
I did not require a different format	43 86.0%
Braille	1 2.0%
British Sign Language (BSL) interpreter	1 2.0%
Browse aloud (website)	1 2.0%
Deafblind advocate	1 2.0%
Deafblind interpreter	0 0.0%
Easy read	1 2.0%
Large print	2 4.0%
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	50
Declined to answer question	1
Did not answer	18

The below response was also received in relation to this question:

- *“Diabetes type 2 some macular degeneration.” (Patient 75, September)*

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 Service	July to Sept 2017 Total
No	45 97.8%
Yes, in a positive way	1 2.2%
Yes, in a negative way	0 0.0%
Total	46
Did not answer	17

45 (97.8%) of patients who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity. 1 patient responded that the service they received was affected in a positive way but no patients felt that that the service received was affected in a negative way. 17 patients did not respond to this question.

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

- *“My driver was very careful, helpful, in every way. Escorted me to my reception point, settled me down and returned for my collection as soon as other returns were completed.” (Patient 22, July)*
- *“As none of the above affected me I don't see how I can answer properly.” (Patient 9, August)*

Aftercare

Following this survey, 2 letters of appreciation were received along with 2 surveys which contained comments of concern. These were passed to the Patient Experience team (Bedford) for further action as appropriate.

6 telephone calls were also received following this survey (3 of the telephone calls received were queries in relation to the questionnaire and the remaining calls were to advise that the patient was satisfied with the service they received, but did not wish to complete the questionnaire).