



# Standard Patient Experience report:

## Patient Transport Clinical Assessment and Advice Service (Ineligible 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 ineligible for patient transport during the period from the 1<sup>st</sup> of July to the 30<sup>th</sup> 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 ineligible for patient transport during the period from the 1<sup>st</sup> of July to the 30<sup>th</sup> of September 2017. 100 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 16 responses were received, which equates to a 16.0% 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, 73.3% of patients rated the service received from the PTCAAS as being either 'very satisfactory' or 'satisfactory.' However, 20.0% of patients responded that the service received was either 'unsatisfactory' or 'very unsatisfactory.'

86.7% of patients who answered the Friends and Family Test question also replied that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative. 1 patient (6.7%), however, advised that they would either be 'unlikely' to provide a recommendation.

## Results

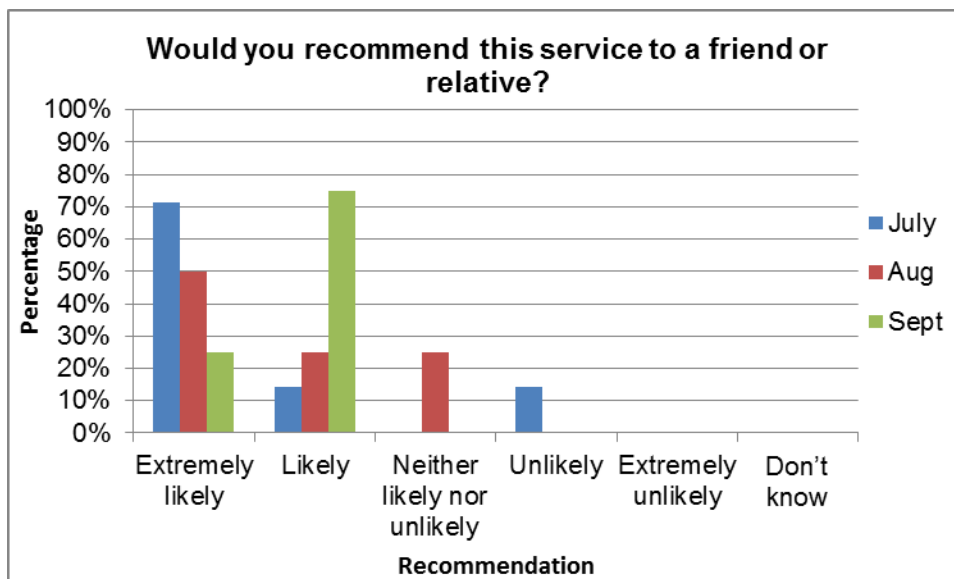
### Q1 – Would you recommend this service to a friend or relative?

Response	July	August	September	July to September 2017 Total
Extremely likely	5 71.4%	2 50.0%	1 25.0%	8 53.3%
Likely	1 14.3%	1 25.0%	3 75.0%	5 33.3%
Neither likely nor unlikely	0 0.0%	1 25.0%	0 0.0%	1 6.7%
Unlikely	1 14.3%	0 0.0%	0 0.0%	1 6.7%
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	7	4	4	15
No response given	0	0	1	1

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).

86.7% 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 (6.7%) advised that they would either 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 September 2017 Total	KPI (Key Performance Indicator)
The view of the patient	6 85.7%	3 100.0%	5 100.0%	14 93.3%	10/14 71.4%
The view of someone else	1 14.3%	0 0.0%	0 0.0%	1 6.7%	1/1 100.0%
Total number of responses	7	3	5	15	15
No response given	0	1	0	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.*

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

Response	July	August	September	July to September 2017 Total
Almost immediately	4 57.1%	2 50.0%	0 0.0%	6 40.0%
Fairly quickly	3 42.9%	1 25.0%	3 75.0%	7 46.7%
It took longer than I would have expected	0 0.0%	0 0.0%	1 25.0%	1 6.7%
Waited so long I put the telephone down	0 0.0%	1 25.0%	0 0.0%	1 6.7%
Total number of responses	7	4	4	15
No response given	0	0	1	1

**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)*

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2017 Total</b>
Polite	7 31.8%	4 28.6%	4 25.0%	15 28.8%
Helpful	5 22.7%	3 21.4%	3 18.8%	11 21.2%
Clearly spoken	6 27.3%	3 21.4%	3 18.8%	12 23.1%
Reassuring	1 4.5%	1 7.1%	2 12.5%	4 7.7%
Unhurried	1 4.5%	1 7.1%	2 12.5%	4 7.7%
Professional	2 9.1%	2 14.3%	2 12.5%	6 11.5%
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%
<b>Total number of responses</b>	<b>22</b>	<b>14</b>	<b>16</b>	<b>52</b>
No response given	0	0	1	1

**Q5 – Did the Call Handler go through a list of questions about the eligibility for patient transport?**

Response	July	August	September	July to September 2017 Total
Yes	5 83.3%	4 100.0%	3 75.0%	12 85.7%
No	1 16.7%	0 0.0%	1 25.0%	2 14.3%
Total number of responses	6	4	4	14
No response given	1	0	1	2

**Q6 – How satisfied were you with the accessibility of the booking system?**

Response	July	August	September	July to September 2017 Total
Very satisfied	4 66.7%	2 50.0%	2 50.0%	8 57.1%
Satisfied	1 16.7%	2 50.0%	0 0.0%	3 21.4%
Fairly satisfied	0 0.0%	0 0.0%	2 50.0%	2 14.3%
Dissatisfied	1 16.7%	0 0.0%	0 0.0%	1 7.1%
Very dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	6	4	4	14
Unable to say	0	0	0	0
No response given	1	0	1	2

**Q7 – Was it fully explained why transport was declined?**

Response	July	August	September	July to September 2017 Total
Yes, fully explained	3 75.0%	1 50.0%	0 0.0%	4 50.0%
Partly explained	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Not explained at all	1 25.0%	1 50.0%	2 100.0%	4 50.0%
Total number of responses	4	2	2	8
Unable to say	0	0	0	0
No response given	3	2	3	8

**Q8 – Can you tell us why you thought you would have been entitled to NHS funded transport?**

The comments received from patients in response to this question can be found below:

**July**

Patient reference number	Comments received
5	The plastic surgeon indicated I was not to use public transport or taxi service and suggested I contact NHS transport service.
25	Because I thought everyone get transport.
15	I am partially sighted.
2	Operation on broken knee, not able to drive, no public/private transport available. Had to phone to cancel operation.

**August**

Patient reference number	Comments received
4	I had op on foot. Now I won't need them very long..
12	Because I've used it before.

**September**

Patient reference number	Comments received
26	Unable to walk 15 metres.
13	In March 2017, I was denied transport after being asked if I could walk unaided or was I mentally impaired. In September i was granted transport.

**Q9 – Were you satisfied with the outcome of the eligibility criteria screening?**

Response	July	August	September	July to September 2017 Total
Yes	3 75.0%	1 50.0%	2 100.0%	6 75.0%
No	1 25.0%	1 50.0%	0 0.0%	2 25.0%
Total number of responses	4	2	2	8
No response given	3	2	3	8

**Q10 – Were you offered an appeal process?**

Response	July	August	September	July to September 2017 Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	4 100.0%	1 100.0%	2 100.0%	7 100.0%
Total number of responses	4	1	2	7
No response given	3	3	3	9

**Q11 – If you were offered an appeal process, did the Call Handler explain the process fully and answer any questions that you might have had?**

Response	July	August	September	July to September 2017 Total
Yes	1 50.0%	0 0.0%	0 0.0%	1 50.0%
No	1 50.0%	0 0.0%	0 0.0%	1 50.0%
Total number of responses	2	0	0	2
No response given	5	4	5	14

**Q12 – Did you follow the appeal process?**

Response	July	August	September	July to September 2017 Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	3 100.0%	0 0.0%	0 0.0%	3 100.0%
Total number of responses	3	0	0	3
No response given	4	4	5	13



**Q13 – Were you given details of other transport providers?**

Response	July	August	September	July to September 2017 Total
Yes	4 80.0%	2 66.7%	0 0.0%	6 60.0%
No	1 20.0%	1 33.3%	2 100.0%	4 40.0%
Total number of responses	5	3	2	10
No response given	2	1	3	6

**Q14 – How did you get to your appointment?**

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

Response	July	August	September	July to September 2017 Total
I did not get to my appointment	1 16.7%	0 0.0%	0 0.0%	1 10.0%
Family/friend	1 16.7%	1 50.0%	0 0.0%	2 20.0%
Taxi	1 16.7%	0 0.0%	0 0.0%	1 10.0%
Public transport	1 16.7%	1 50.0%	1 50.0%	3 30.0%
Community car scheme	0 0.0%	0 0.0%	1 50.0%	1 10.0%
Other	2 33.3%	0 0.0%	0 0.0%	2 20.0%
Total number of responses	6	2	2	10
No response given	2	2	3	7

The comments received from patients who answered 'other' in response to this question can be found below:

- *“Believe to voluntary transport.” (Patient 8, July)*
- *“Bus home.” (Patient 24, July)*

**Q15 – How did you feel once you had completed your telephone call?**

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

Response	July	August	September	July to September 2017 Total
That your call had been dealt with appropriately	5 83.3%	2 66.7%	3 60.0%	10 71.4%
Thinking that you could have provided additional information	0 0.0%	0 0.0%	1 20.0%	1 7.1%
You felt that you / the patient had been unfairly deemed ineligible for patient transport	1 16.7%	1 33.3%	1 20.0%	3 21.4%
Total number of responses	6	3	5	14
No response given	1	1	1	3

**Q16 – How would you describe the service you received in relation to your expectations of the service?**

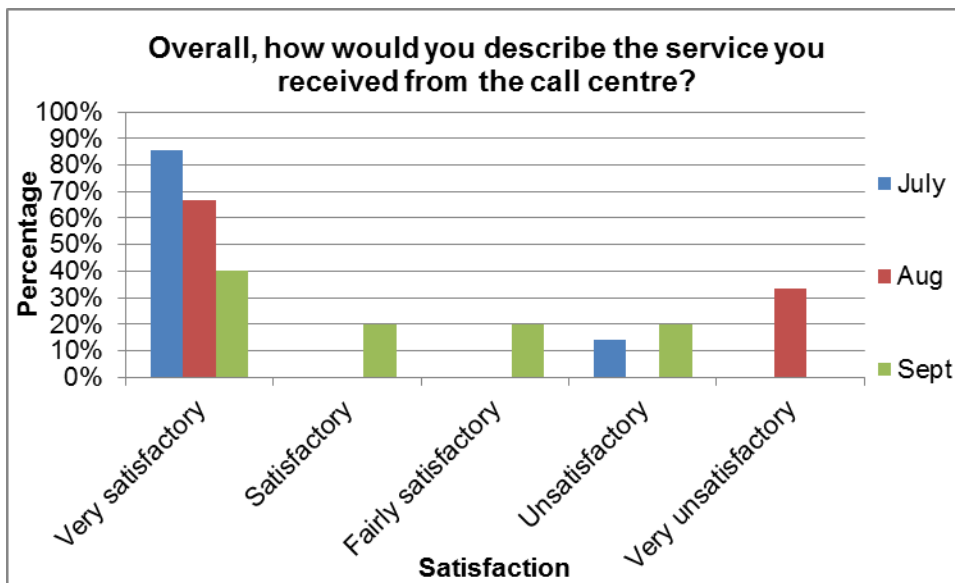
Response	July	August	September	July to September 2017 Total
Exceeded my expectations	1 16.7%	0 0.0%	0 0.0%	1 7.7%
Met my expectations	4 66.7%	2 66.7%	2 50.0%	8 61.5%
Reasonably met my expectations	0 0.0%	0 0.0%	2 50.0%	2 15.4%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	1 16.7%	1 33.3%	0 0.0%	2 15.4%
Total number of responses	6	3	4	13
No response given	1	1	1	3

**Q17 – Overall, how would you describe the service you received from the call centre?**  
*(All answer types are listed, some multiple answers)*

Response	July	August	September	July to September 2017 Total
Very satisfactory	6 85.7%	2 66.7%	2 40.0%	10 66.7%
Satisfactory	0 0.0%	0 0.0%	1 20.0%	1 6.7%
KPI result = Very satisfactory + Satisfactory responses / Total number of responses x100	6/7 85.7%	2/3 66.7%	3/5 60.0%	11/15 73.3%
Fairly satisfactory	0 0.0%	0 0.0%	1 20.0%	1 6.7%
Unsatisfactory	1 14.3%	0 0.0%	1 20.0%	2 13.3%
Very unsatisfactory	0 0.0%	1 33.3%	0 0.0%	1 6.7%
Total number of responses	7	3	5	15
Unable to say	0	0	0	0
No response given	0	1	1	2

73.3% of patients who responded to the above question rated the service received from the call centre as being either ‘satisfactory’ or ‘very satisfactory.’ However, 3 patients (20.0%) responded that the service received was either ‘unsatisfactory’ or ‘very unsatisfactory.’

**Bar chart illustrating the results of Q17:**



## Additional comments in relation to the service received

### July

Patient	Comments received
8	Very polite and professional at all times.
26	Cannot remember the man's name but could not have a more helpful and polite person. I was extremely pleased with the service, my thanks to all concerned.
13	They were friendly and helpful.

### August

Patient	Comments received
4	The only thing is when I phone up I get you only be 5 mins and I have waited a lot longer so i have to phone again.
12	Although I have used the service in past and my mobility has got worse, I was deemed to be Eligible!!

### September

Patient	Comments received
21	I was not able to use this service, I had an appointment at the W Suffolk hospital (about 20+ miles from my home) at 7.45am and I was advised by the transport staff that I could not use the service before 8.30am and to seek other services which I had to.
13	My call in September 2017 was positive in every way but an earlier call in March 2017 was quite abrupt. I was denied transport because I didn't meet two criteria. I didn't need assistance walking and I was not mentally impaired. I had no means to get to the hospital from Mildenhall other than public transport. I had cataracts and could not read the bus transport timetables. I left home at 10am for an appointment at 2.30pm and got home at 5pm, I also have chronic kidney disease stage 4.

## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>July to September 2017 Total</b>
Male	5 38.5%
Female	8 61.5%
Total number of responses	13
Declined to answer question	0
No reply to question	3

### Age

<b>Age</b>	<b>July to September 2017 Total</b>
Range	72 to 91 years
Mean	82 years
Median	82 years
Mode	73 years
Total number of responses	13
Declined to answer question	0
No reply to question	3

## Ethnicity

Ethnicity	July to September 2017 Total
White British	13 100.0%
White Irish	0 0.0%
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%
<b>Total number of responses</b>	<b>13</b>
Declined to answer question	0
No reply to question	3

## Religion or Belief

Religion or Belief	April to June 2017 Total
Christian	9 75.0%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	2 16.7%
Other	1 8.3%
Total number of responses	12
Declined to answer question	0
No reply to question	4

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

- "C of E." (Patient 26, September)

## Sexual Orientation

Sexual Orientation	July to September 2017 Total
Heterosexual	8 100.0%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	0 0.0%
Total number of responses	8
Declined to answer question	0
No reply to question	8

## Disability

(All answer types are listed, some multiple answers)

Disability	July to September 2017 Total
I do not have any disabilities	2 12.5%
Physical impairment	5 31.3%
Sensory impairment	3 18.8%
Long standing condition	4 25.0%
Learning disability	0 0.0%
Mental health disorder	0 0.0%
Other	2 12.5%
Total number of responses	16
Declined to answer question	1
No reply to question	4

The below comments were received from the 2 patients who responded 'other' in answer to this question:

- "Pacemaker." (Patient 2, July)
- "Limited sight." (Patient 2, September)

## Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	July to September 2017 Total
Yes	2 16.7%
No	6 50.0%
Other	4 33.3%
Total number of responses	12
Declined to answer question	1
No reply to question	4

All 4 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)*

<b>Pregnancy/had a child within last 12 months</b>	<b>July to September 2017 Total</b>
No, I am not pregnant	8 80.0%
No, I do not have a child under 12 months old	2 20.0%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
<b>Total number of responses</b>	<b>10</b>
Declined to answer question	0
No reply to question	8

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

<b>Gender Reassignment</b>	<b>July to September 2017 Total</b>
Yes	0 0.0%
No	10 100.0%
<b>Total number of responses</b>	<b>10</b>
Declined to answer question	0
No reply to question	6

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

<b>Format</b>	<b>July to September 2017 Total</b>
I did not require a different format	10 100.0%
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%
<b>Total</b>	<b>10</b>
Declined to answer question	0
Did not answer	6

**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?**

<b>Impact on Service</b>	<b>July to September 2017 Total</b>
No	10 100.0%
Yes, in a positive way	0 0.0%
Yes, in a negative way	0 0.0%
<b>Total</b>	<b>10</b>
Did not answer	6

The 10 patients who responded to this question felt that the service they received was not affected by one of the aforementioned strands of diversity. 6 patients did not answer this question.

## **Aftercare**

Following this survey; 2 surveys containing comments of concern were passed to the Patient Experience team (Bedford) for further action as appropriate.