



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

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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 October to the 31st of December 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 October to the 31st of December 2017. 211 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 26 responses were received, which equates to a 12.3% 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, 90.5% 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 October to the 31st of December 2017 rated the service received as being either 'satisfactory' or 'very satisfactory.'

88.5% 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.

Results

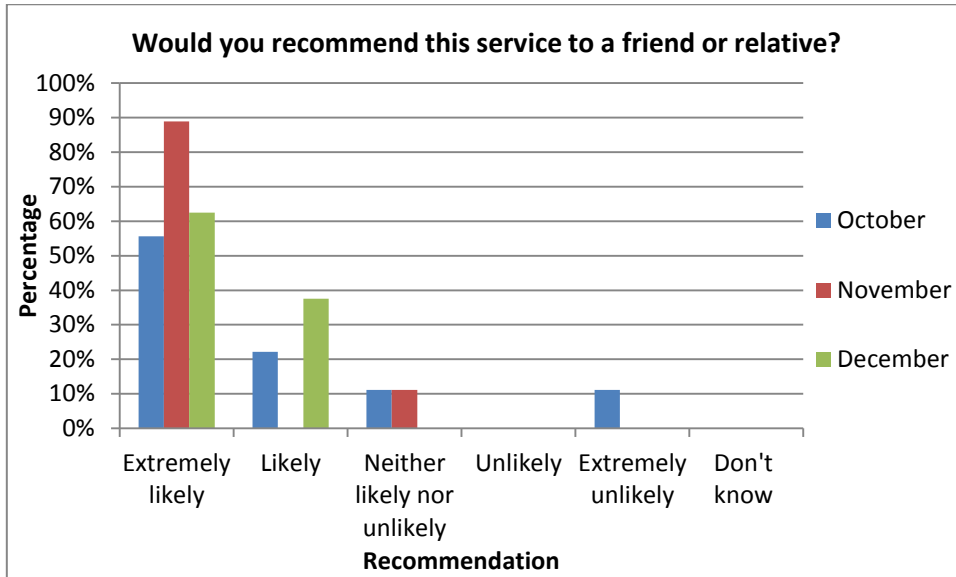
Q1 – Would you recommend this service to a friend or relative?

Response	October	November	December	October to December 2017 Total
Extremely likely	5 55.6%	8 88.9%	5 62.5%	18 69.2%
Likely	2 22.2%	0 0.0%	3 37.5%	5 19.2%
Neither likely nor unlikely	1 11.1%	1 11.1%	0 0.0%	2 7.7%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	1 11.1%	0 0.0%	0 0.0%	1 3.8%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	9	9	8	26
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).

88.5% 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 (3.8%) advised that they would be 'extremely unlikely' to provide a recommendation.

Bar chart illustrating the results of Q1:



Q2 – Whose views are being reported in this questionnaire?

Response	October	November	December	October to December 2017 Total	KPI (Key Performance Indicator)
The view of the patient	8 100.0%	4 57.1%	6 75.0%	18 78.3%	15/17 88.2%
The view of someone else	0 0.0%	3 42.9%	2 25.0%	5 21.7%	3/3 100.0%
Total number of responses	8	7	8	23	20
No response given	1	2	0	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.

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

Response	October	November	December	October to December 2017 Total
Almost immediately	1 14.3%	5 62.5%	3 42.9%	9 40.9%
Fairly quickly	4 57.1%	3 37.5%	1 14.3%	8 36.4%
It took longer than I would have expected	2 28.6%	0 0.0%	3 42.9%	5 22.7%
Waited so long I put the telephone down	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	7	8	7	22
No response given	2	1	1	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	October	November	December	October to December 2017 Total
Polite	4 13.8%	7 18.9%	5 19.2%	16 17.4%
Helpful	4 13.8%	6 16.2%	7 26.9%	17 18.5%
Clearly spoken	3 10.3%	6 16.2%	4 15.4%	13 14.1%
Reassuring	3 10.3%	6 16.2%	3 11.5%	12 13.0%
Unhurried	3 10.3%	5 13.5%	3 11.5%	11 12.0%
Professional	3 10.3%	7 18.9%	3 11.5%	13 14.1%
Rude	1 3.4%	0 0.0%	0 0.0%	1 1.1%
Unhelpful	2 6.9%	0 0.0%	0 0.0%	2 2.2%
Difficult to understand	1 3.4%	0 0.0%	1 3.8%	2 2.2%
Unconcerned	2 6.9%	0 0.0%	0 0.0%	2 2.2%
Rushed	1 3.4%	0 0.0%	0 0.0%	1 1.1%
Unprofessional	2 6.9%	0 0.0%	0 0.0%	2 9.8%
Total number of responses	29	37	26	92
No response given	2	1	1	4

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

Response	October	November	December	October to December 2017 Total
Yes	6 85.7%	7 87.5%	6 85.7%	19 86.4%
No	1 14.3%	1 12.5%	1 14.3%	3 13.6%
Total number of responses	7	8	7	22
No response given	2	1	1	4

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

Response	October	November	December	October to December 2017 Total
Yes	6 85.7%	7 100.0%	6 85.7%	19 90.5%
No	1 14.3%	0 0.0%	1 14.3%	2 9.5%
Total number of responses	7	7	7	21
No response given	2	2	1	5

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

Response	October	November	December	October to December 2017 Total
Yes	4 57.1%	8 100.0%	7 100.0%	19 86.4%
No	3 42.9%	0 0.0%	0 0.0%	3 13.6%
Total number of responses	7	8	7	22
No response given	2	1	1	4

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

Response	October	November	December	October to December 2017 Total
Yes	3 42.9%	4 57.1%	7 100.0%	14 66.7%
No	4 57.1%	3 42.9%	0 0.0%	7 33.3%
Total number of responses	7	7	7	21
No response given	2	2	1	5

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

Response	October	November	December	October to December 2017 Total
Confident that your call had been dealt with	4 57.1%	8 100.0%	6 85.7%	18 81.8%
Not confident, thinking you might need to ring back	3 42.9%	0 0.0%	1 14.3%	4 18.2%
Total number of responses	7	8	7	22
No response given	2	1	1	4

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

Response	October	November	December	October to December 2017 Total
Very satisfied	4 50.0%	6 85.7%	5 71.4%	15 68.2%
Satisfied	2 25.0%	1 14.3%	1 14.3%	4 18.2%
Fairly satisfied	1 12.5%	0 0.0%	1 14.3%	2 9.1%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very dissatisfied	1 12.5%	0 0.0%	0 0.0%	1 4.5%
Total number of responses	8	7	7	22
Unable to say	0	0	0	0
No response given	1	2	1	4

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

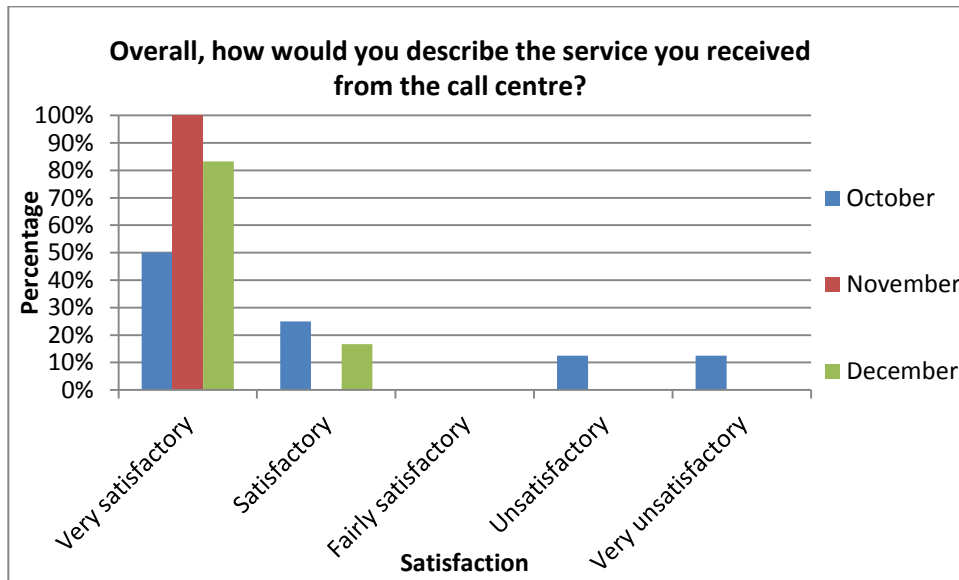
Response	October	November	December	October to December 2017 Total
Exceeded my expectations	2 25.0%	4 57.1%	2 28.6%	8 36.4%
Met my expectations	3 37.5%	3 42.9%	4 57.1%	10 45.5%
Reasonably met my expectations	2 25.0%	0 0.0%	0 0.0%	2 9.1%
Barely met my expectations	0 0.0%	0 0.0%	1 14.3%	1 4.5%
Did not meet my expectations	1 12.5%	0 0.0%	0 0.0%	1 4.5%
Total number of responses	8	7	7	22
No response given	1	2	1	4

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

Response	October	November	December	October to December 2017 Total
Very satisfactory	4 50.0%	7 100.0%	5 83.3%	16 76.2%
Satisfactory	2 25.0%	0 0.0%	1 16.7%	3 14.3%
KPI Result = Very satisfactory + Satisfactory responses / Total number of responses x100	6/8 75.0%	7/7 100.0%	6/6 100.0%	19/21 90.5%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unsatisfactory	1 12.5%	0 0.0%	0 0.0%	1 4.8%
Very unsatisfactory	1 12.5%	0 0.0%	0 0.0%	1 4.8%
Total number of responses	8	7	6	21
Unable to say	0	0	1	1
No response given	1	2	1	4

Overall, 90.5% 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, 2 patients (9.5%) rated the service received as being either 'satisfactory' or 'very unsatisfactory.'

Bar chart illustrating the results of Q12:



Additional comments in relation to the service received

October

Patient	Comments received
3	I am unhappy at the attitude of some of the call centre staff. They are uncaring and unsympathetic to my needs. I am autistic to give my point of view, they need more training to deal with vulnerable people.
36	I find the service invaluable. Without it I would be unable to keep medical appointments. Thank you.
53	The lady to spoke to me was really kind. Thank you.

Patient	Comments received from patients not relating to the call handling service
16	This was booked by the hospital staff.

November

Patient	Comments received from patients not relating to the call handling service
28	On 24 Feb 18 at about 4pm I was aware that I had had a stroke. I managed to crawl to the phone and dial 999. The response was immediate. The ambulance was at the apartment in about 10 minutes, if that. I was taken to the West Suffolk hospital and wheeled straight to the stroke section of A+E and was being treated all within the hour. I give full marks for an excellent service which enabled me to make a quick recovery. I am 92.
61	I am very pleased with the way they do a job, can't fault them at all. I do need them at times when I go up to hospital but I try very hard 2 do transport myself. Staff on transport do a very, very good job, can't fault them at all. All my love.
41	Can't thank the nurses who organised my lift enough and the lady who brought me home saw me safely into my flat.
68	I initially booked an ambulance for my bedridden elderly mother using a stretcher. On the

	day of the appointment, the eye dept. at Ipswich hospital informed both myself and the ambulance service that they were unable to examine a patient on a stretcher. The ambulance service were unable to transport my mother in the ambulance booked using a wheelchair so the appt. had to be cancelled. When I received a rescheduled appt. the ambulance was not able to offer wheelchair transportation unless it was with several other patients. As a consequence, I booked a private taxi there and back from the hospital that could transport a wheelchair. This worked out better because my mum didn't have to hang about for hours waiting. My mum has severe Parkinson's and Dementia.
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December

Patient	Comments received
34	Friendly staff - easy to chat to.

Patient	Comments received from patients not relating to the call handling service
4	Excellent communication, very helpful. The two ladies on the ambulance were fabulous with both (patient) and I (support worker). They took us to where we had to go in the hospital, even gave me the mobile number to call once our appointment at x-ray had finished, constantly reassured (patient), which I felt was way beyond what I expected. Excellent service provided!
42	As always, my only complaint is the long waits of up to 2 hours or more to be collected from clinics or other departments. There is not enough communication as to why the delay. I have no complaints about ambulance staff, they have always been cheerful and helpful.
15	Please be aware I cannot answer Q3 - Q12 as my daughter made the phone call. I was unable as flat on the floor with ? broken shoulder but not aware of any problems she may have had. Appeared all okay. Didn't wait to long for ambulance I think came in time approx.. stated Extremely good, paramedics very impressed.
20	On April 16 th the transport did not collect me as it broke down. This meant I had to cancel my appointment as could not be seen later. I think my appointment could have been changed as this was not my fault.
12	Given their workload top treatment - top attitude, top people.

Demographics and Equality and Diversity Information

Gender

Gender	October to December 2017 Total
Male	11 55.0%
Female	9 45.0%
Total number of responses	20
Declined to answer question	0
No reply to question	6

Age

Age	October to December 2017 Total
Range	27 to 92 years
Mean	75 years
Median	79 years
Mode	79 years
Total number of responses	21
Declined to answer question	0
No reply to question	5

Ethnicity

Ethnicity	October to December 2017 Total
White British	21 100.0%
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%
Total number of responses	21
Declined to answer question	0
No reply to question	5

Religion or Belief

Religion or Belief	October to December 2017 Total
Christian	17 85.0%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	1 5.0%
None	1 5.0%
Other	1 5.0%
Total number of responses	20
Declined to answer question	1
No reply to question	5

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

- "Cyone." (Patient 1)

Sexual Orientation

Sexual Orientation	October to December 2017 Total
Heterosexual	15 93.8%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	1 6.3%
Other	0 0.0%
Total number of responses	16
Declined to answer question	2
No reply to question	8

Disability

(All answer types are listed, some multiple answers)

Disability	October to December 2017 Total
I do not have any disabilities	3 9.4%
Physical impairment	11 34.4%
Sensory impairment	3 9.4%
Long standing condition	10 31.3%
Learning disability	1 3.1%
Mental health disorder	1 3.1%
Other	3 9.4%
Total number of responses	32
Declined to answer question	1
No reply to question	6

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

- "Wheelchair user." (Patient 33)
- "MS." (Patient 39)
- "Pacemaker." (Patient 28)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	October to December 2017 Total
Yes	9 42.9%
No	9 42.9%
Other	3 14.3%
Total number of responses	21
Declined to answer question	1
No reply to question	6

All 3 patients who responded 'other' in answer to the above 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	October to December 2017 Total
No, I am not pregnant	18 75.0%
No, I do not have a child under 12 months old	6 25.0%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total number of responses	24
Declined to answer question	1
No reply to question	8

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

Gender Reassignment	October to December 2017 Total
Yes	0 0.0%
No	19 100.0%
Total number of responses	19
Declined to answer question	0
No reply to question	7

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

Format	October to December 2017 Total
I did not require a different format	14 100.0%
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%
Total	14
Declined to answer question	1
Did not answer	11

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	October to December 2017 Total
No	17 89.5%
Yes, in a positive way	2 10.5%
Yes, in a negative way	0 0.0%
Total	19
Did not answer	7

17 (89.5%) 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. 2 patients (10.5%) felt that the service they received was affected in a positive way but no patients felt that it was affected in a negative way. 7 patients did not respond to this question.

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

- *“Due to discrimination applied by East of England staff; written words on computer, and previous independent feedback via survey paperwork to PALS.” (Patient 63)*

Aftercare

Following this survey, three telephone queries were received in relation to the survey. Two surveys containing negative comments were also received and passed to the Patient Services team for further action as appropriate.