



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

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Report Period: October to December 2017

Date of Report: June 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 October to the 31<sup>st</sup> 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 ineligible for patient transport during the period from the 1<sup>st</sup> of September to the 31<sup>st</sup> of October 2017. 59 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 15 responses were received, which equates to a 25.0% 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, 71.4% of patients who responded to the questionnaire rated the service they received from the call centre as being either 'satisfactory' or 'very satisfactory.'

66.7% of patients also answered that they would be 'extremely likely' to recommend the service to a friend or relative.

## Results

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

Response	October	November	December	October to December 2017 Total
Extremely likely	4 57.1%	6 85.7%	0 0.0%	10 66.7%
Likely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Neither likely nor unlikely	2 28.6%	1 14.3%	0 0.0%	3 20.0%
Unlikely	1 14.3%	0 0.0%	0 0.0%	1 6.7%
Extremely unlikely	0 0.0%	0 0.0%	1 100.0%	1 6.7%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	7	7	1	15
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).

66.7% of patients who responded to the above question answered that they would be 'extremely likely' to recommend the service to a friend or relative. However, 2 patients (13.3%) advised that they would either be 'unlikely' or '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	7 100.0%	7 100.0%	1 100.0%	15 100.0%	10/14 71.4%
The view of someone else	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0/0 100.0%
Total number of responses	7	7	1	15	14
No response given	0	0	0	0	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	October	November	December	October to December 2017 Total
Almost immediately	4 57.1%	4 57.1%	0 0.0%	8 53.3%
Fairly quickly	2 28.6%	2 28.6%	1 100.0%	5 33.3%
It took longer than I would have expected	0 0.0%	1 14.3%	0 0.0%	1 6.7%
Waited so long I put the telephone down	1 14.3%	0 0.0%	0 0.0%	1 6.7%
Total number of responses	7	7	1	15
No response given	0	0	0	0

**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>October</b>	<b>November</b>	<b>December</b>	<b>October to December 2017 Total</b>
Polite	3 17.6%	6 23.1%	0 0.0%	9 20.0%
Helpful	2 11.8%	5 19.2%	0 0.0%	7 15.6%
Clearly spoken	3 17.6%	4 15.4%	0 0.0%	7 15.6%
Reassuring	2 11.8%	3 11.5%	0 0.0%	5 11.1%
Unhurried	2 11.8%	3 11.5%	0 0.0%	5 11.1%
Professional	2 11.8%	5 19.2%	0 0.0%	7 15.6%
Rude	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unhelpful	1 5.9%	0 0.0%	1 50.0%	2 4.4%
Difficult to understand	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unconcerned	1 5.9%	0 0.0%	1 50.0%	2 4.4%
Rushed	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unprofessional	1 5.9%	0 0.0%	0 0.0%	1 2.2%
<b>Total number of responses</b>	<b>17</b>	<b>26</b>	<b>2</b>	<b>45</b>
No response given	0	0	0	0

**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%	4 80.0%	1 100.0%	11 84.6%
No	1 14.3%	1 20.0%	0 0.0%	2 15.4%
Total number of responses	7	5	1	13
No response given	0	2	0	2

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

Response	October	November	December	October to December 2017 Total
Very satisfied	4 66.7%	3 60.0%	0 0.0%	7 58.3%
Satisfied	0 0.0%	2 40.0%	0 0.0%	2 16.7%
Fairly satisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Dissatisfied	2 33.3%	0 0.0%	0 0.0%	2 16.7%
Very dissatisfied	0 0.0%	0 0.0%	1 100.0%	1 8.3%
Total number of responses	6	5	1	12
Unable to say	1	0	0	1
No response given	0	2	0	2

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

Response	October	November	December	October to December 2017 Total
Yes, fully explained	0 0.0%	2 66.7%	0 0.0%	2 33.3%
Partly explained	1 50.0%	0 0.0%	0 0.0%	1 16.7%
Not explained at all	1 50.0%	1 33.3%	1 100.0%	3 50.0%
Total number of responses	2	3	1	6
Unable to say	0	0	0	0
No response given	5	4	0	9

**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:

**October**

<b>Patient reference number</b>	<b>Comments received</b>
6	Physical and moral help.
2	I and my husband both have walking difficulty. Pace maker. Flu rate AA.
33	Because I live on my own and my son lives a good bit away can't always take me.

**November**

<b>Patient reference number</b>	<b>Comments received</b>
7	Because I am.
10	Did not realise it was down to walking unaided, bit far to Papworth.
8	We have no transport of our own, we cannot get to hospital appointment other way.
18	Because I could not drive and the hospital arranged the appointment and at the time I could not get to Addenbrookes another way.

**December**

<b>Patient reference number</b>	<b>Comments received</b>
10	I have many illnesses and find it very difficult to walk, also my breathing is bad. I was going to cancel the appointment, it left me very upset.

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

Response	October	November	December	October to December 2017 Total
Yes	4 80.0%	3 75.0%	0 0.0%	7 70.0%
No	1 20.0%	1 25.0%	1 100.0%	3 30.0%
Total number of responses	5	4	1	10
No response given	2	3	0	5

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

Response	October	November	December	October to December 2017 Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	3 100.0%	4 100.0%	1 100.0%	8 100.0%
Total number of responses	3	4	1	8
No response given	4	3	0	7

**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	October	November	December	October to December 2017 Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	0 0.0%	1 100.0%	1 100.0%	2 100.0%
Total number of responses	0	1	1	2
No response given	7	6	0	13



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

Response	October	November	December	October to December 2017 Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	1 100.0%	1 100.0%	1 100.0%	3 100.0%
Total number of responses	1	1	1	3
No response given	6	6	0	12

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

- *“It was all non-applicable.” (Patient 10, November)*
- *“No, I was not told that I could.” (Patient 10, November)*

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

Response	October	November	December	October to December 2017 Total
Yes	0 0.0%	2 50.0%	1 100.0%	3 37.5%
No	3 100.0%	2 50.0%	0 0.0%	5 62.5%
Total number of responses	3	4	1	8
No response given	4	3	0	7

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

- *“A local charity firm which cost me. At a cost of £97.23 to the voluntary network.” (Patient 10, November)*
- *“Hospital car service.” (Patient 18, November)*
- *“The voluntary transport but only after pleading about getting there.” (Patient 10, November)*

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

Response	October	November	December	October to December 2017 Total
I did not get to my appointment	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Family/friend	1 33.3%	1 25.0%	0 0.0%	2 25.0%
Taxi	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Public transport	1 33.3%	0 0.0%	0 0.0%	1 12.5%
Community car scheme	0 0.0%	2 50.0%	0 0.0%	2 25.0%
Other	1 33.3%	1 25.0%	1 100.0%	3 37.5%
Total number of responses	3	4	1	8
No response given	4	3	0	7

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

- *“Hospital car service.” (Patient 18, November)*
- *“Voluntary cars through the church.” (Patient 10, December)*
- *“It was decided toxicity level was not dangerous so I remained at home.” (Patient 20, October)*

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

Response	October	November	December	October to December 2017 Total
That your call had been dealt with appropriately	3 60.0%	5 71.4%	0 0.0%	8 61.5%
Thinking that you could have provided additional information	0 0.0%	0 0.0%	0 0.0%	0 0.0%
You felt that you / the patient had been unfairly deemed ineligible for patient transport	2 40.0%	2 28.6%	1 100.0%	5 38.5%
Total number of responses	5	7	1	13
No response given	2	0	0	2

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

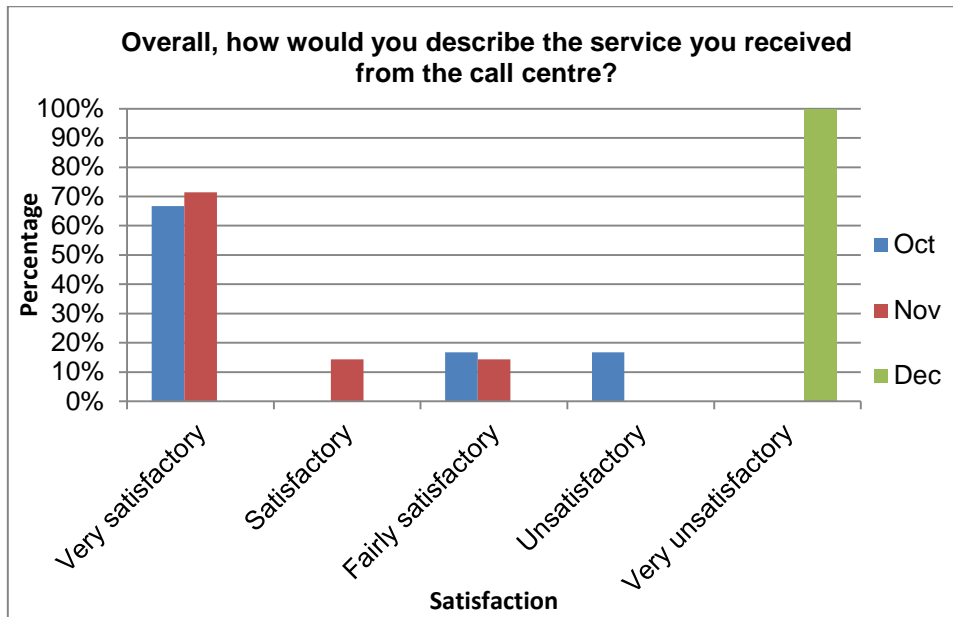
Response	October	November	December	October to December 2017 Total
Exceeded my expectations	2 28.6%	3 42.9%	0 0.0%	5 33.3%
Met my expectations	2 28.6%	4 57.1%	0 0.0%	6 40.0%
Reasonably met my expectations	1 14.3%	0 0.0%	0 0.0%	1 6.7%
Barely met my expectations	2 28.6%	0 0.0%	0 0.0%	2 13.3%
Did not meet my expectations	0 0.0%	0 0.0%	1 100.0%	1 6.7%
Total number of responses	7	7	1	15
No response given	0	0	0	0

**Q17 – 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 66.7%	5 71.4%	0 0.0%	9 64.3%
Satisfactory	0 0.0%	1 14.3%	0 0.0%	1 7.1%
KPI result = Very satisfactory + Satisfactory responses / Total number of responses x100	4/6 66.7%	6/7 85.7%	0/1 0.0%	10/14 71.4%
Fairly satisfactory	1 16.7%	1 14.3%	0 0.0%	2 14.3%
Unsatisfactory	1 16.7%	0 0.0%	0 0.0%	1 7.1%
Very unsatisfactory	0 0.0%	0 0.0%	1 100.0%	1 7.1%
Total number of responses	6	7	1	14
Unable to say	1	0	0	1
No response given	0	0	0	0

71.4% of patients who responded to the above question rated the service received from the call centre as being either 'satisfactory' or 'very satisfactory.' However, 2 patients (14.3%) responded that the service received was either 'unsatisfactory' or 'very unsatisfactory.'

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



**Additional comments received from patients:**

**October**

Patient	Comments received
5	My call is always sorted straight away. The service is friendly, drivers very pleasant. Thank you.
19	I did not make one but I am very pleased with this service without which we would be lost as we have no other means to get to the hospital and the help we get is excellent.
2	When you ring up, answer is we aim to answer your call within 5 mins (this has never happened to me) On one day my phone calls cost me in excess of £6.00. Mobile calls ring twice then you are cut off. Once I hung on the phone for 25 mins, still no reply.
25	Your volunteer car service is 5 star.
20	I am not clear as to what this survey refers, but, can only assume it is in relation to the possibility that a duplication of my medication was seen to possibly be toxic.
33	I phoned for transport and I was refused. They told me if I can walk to the shops I'm not entitled to transport But some other people walk to the shops and go on public transport, why was I refused?

**November**

Patient	Comments received
26	Very helpful with advice, patient with us caring. Thank you to the person I spoke to on the phone and the ambulance men who attended.
7	Excellent staff.

## December

Patient	Comments received
13	I am very limited with my mobility and use a stick on a good day and a wheelchair when I am not so good. My husband has been unwell for a while and could not drive. We have never asked before and I still do not understand why I was unsuitable for help when I needed it most. Why was I asked what ethnicity I am, does that make a difference?

## Demographics and Equality and Diversity Information

### Gender

Gender	October to December 2017 Total
Male	12 80.0%
Female	3 20.0%
Total number of responses	15
Declined to answer question	0
No reply to question	0

### Age

Age	October to December 2017 Total
Range	57 to 91 years
Mean	79 years
Median	82 years
Mode	84 years
Total number of responses	15
Declined to answer question	0
No reply to question	0

## Ethnicity

Ethnicity	October to December 2017 Total
White British	14 93.3%
White Irish	1 6.7%
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	15
Declined to answer question	0
No reply to question	0

## Religion or Belief

Religion or Belief	October to December 2017 Total
Christian	12 92.3%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	1 7.7%
Other	0 0.0%
Total number of responses	13
Declined to answer question	1
No reply to question	1

## Sexual Orientation

Sexual Orientation	October to December 2017 Total
Heterosexual	8 88.9%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	1 11.1%
Other	0 0.0%
Total number of responses	9
Declined to answer question	2
No reply to question	4

## Disability

(All answer types are listed, some multiple answers)

Disability	October to December 2017 Total
I do not have any disabilities	1 4.8%
Physical impairment	9 42.9%
Sensory impairment	0 0.0%
Long standing condition	6 28.6%
Learning disability	0 0.0%
Mental health disorder	1 4.8%
Other	4 19.0%
Total number of responses	21
Declined to answer question	0
No reply to question	1

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

- "General health." (Patient 10, November)
- "Diabetic." (Patient 8, November)
- "Mobility issues and arthritis and heart." (Patient 2, October)
- "Prostate cancer." (Patient 20, October)

## Are you married or in a civil partnership?

Married/Civil partnership	October to December 2017 Total
Yes	11 73.3%
No	3 20.0%
Other	1 6.7%
Total number of responses	15
Declined to answer question	0
No reply to question	0

The patient 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>October to December 2017 Total</b>
No, I am not pregnant	3 75.0%
No, I do not have a child under 12 months old	1 25.0%
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>4</b>
Declined to answer question	0
No reply to question	12

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

<b>Gender Reassignment</b>	<b>October to December 2017 Total</b>
Yes	0 0.0%
No	9 100.0%
<b>Total number of responses</b>	<b>9</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>October to December 2017 Total</b>
I did not require a different format	7 100.0%
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>7</b>
Declined to answer question	1
Did not answer	7

**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>October to December 2017 Total</b>
No	8 88.9%
Yes, in a positive way	0 0.0%
Yes, in a negative way	1 11.1%
<b>Total</b>	<b>9</b>
Did not answer	6

8 patients (88.9%) who responded to this question advised that the service they received was not affected by one of the aforementioned strands of diversity. However, 1 patient (11.1%) answered

that the service they received was affected in a negative way. 6 patients did not answer this question.

### **Aftercare**

Following this survey; 1 telephone query in relation to the questionnaire was received