



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

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Report Period: January to March 2018

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 eligible for patient transport during the period from the 1<sup>st</sup> January to the 31<sup>st</sup> 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 PTCAAS and were deemed as being eligible for patient transport during the period from the 1<sup>st</sup> of January to the 31<sup>st</sup> March 2018. 300 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 43 responses were received, which equates to a 14.3% 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, 78.0% 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 1<sup>st</sup> of January to the 31<sup>st</sup> March 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

83.7% 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 relative.

## Results

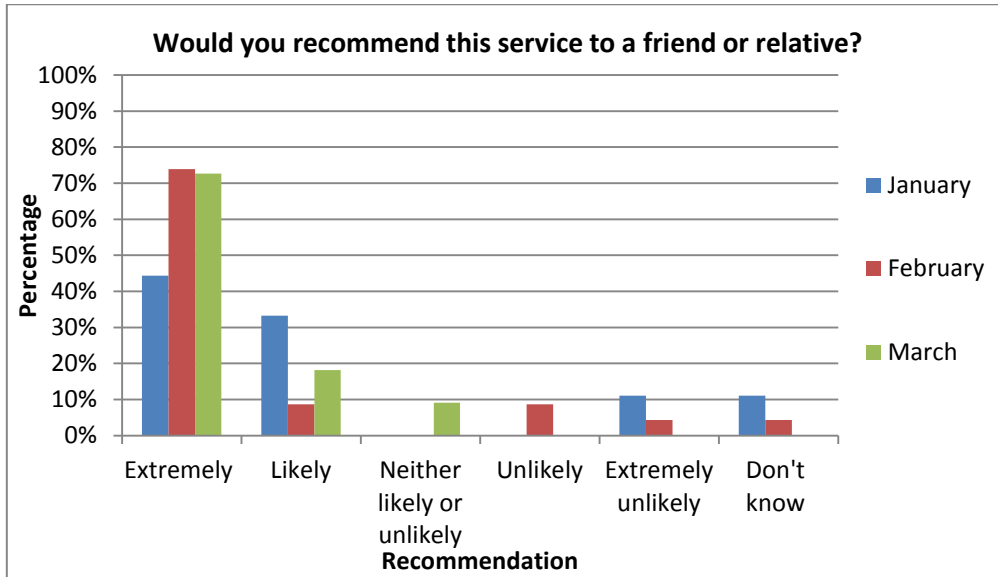
### Q1 – Would you recommend this service to a friend or relative?

Response	January	February	March	January to March 2018 Total
Extremely likely	4 44.4%	17 73.9%	8 72.7%	29 67.4%
Likely	3 33.3%	2 8.7%	2 18.2%	7 16.3%
Neither likely nor unlikely	0 0.0%	0 0.0%	1 9.1%	1 2.3%
Unlikely	0 0.0%	2 8.7%	0 0.0%	2 4.7%
Extremely unlikely	1 11.1%	1 4.3%	0 0.0%	2 4.7%
Don't know	1 11.1%	1 4.3%	0 0.0%	2 4.7%
Total number of responses	9	23	11	43
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).*

83.7% 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, 4 patients (9.3%) advised that they would be either '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	January	February	March	January to March 2018 Total	KPI (Key Performance Indicator)
The view of the patient	6 75.0%	17 85.0%	9 90.0%	32 84.2%	24/30 80.0%
The view of someone else	2 25.0%	3 15.0%	1 10.0%	6 15.8%	6/6 100.0%
Total number of responses	8	20	10	38	36
No response given	1	3	1	5	2

*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	January	February	March	January to March 2018 Total
Almost immediately	2 25.0%	7 31.8%	0 0.0%	9 23.1%
Fairly quickly	5 62.5%	12 54.5%	6 66.7%	23 59.0%
It took longer than I would have expected	1 12.5%	3 13.6%	3 33.3%	7 17.9%
Waited so long I put the telephone down	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	8	22	9	39
No response given	1	1	2	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	January	February	March	January to March 2018 Total
Polite	8 18.6%	19 23.2%	7 17.9%	34 20.7%
Helpful	7 16.3%	15 18.3%	8 20.5%	30 18.3%
Clearly spoken	7 16.3%	13 15.9%	9 23.1%	29 17.7%
Reassuring	7 16.3%	12 14.6%	6 15.4%	25 15.2%
Unhurried	7 16.3%	11 13.4%	5 12.8%	23 14.0%
Professional	7 16.3%	12 14.6%	3 7.7%	22 13.4%
Rude	0 0.0%	0 0.0%	1 2.6%	1 0.6%
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	43	82	39	164
No response given	1	1	2	4

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

Response	January	February	March	January to March 2018 Total
Yes	7 87.5%	16 76.2%	9 100.0%	32 84.2%
No	1 12.5%	5 23.8%	0 0.0%	6 15.8%
Total number of responses	8	21	9	38
No response given	1	2	2	5

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

Response	January	February	March	January to March 2018 Total
Yes	7 87.5%	18 85.7%	9 100.0%	34 89.5%
No	1 12.5%	3 14.3%	0 0.0%	4 10.5%
Total number of responses	8	21	9	38
No response given	1	2	2	5

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

Response	January	February	March	January to March 2018 Total
Yes	8 100.0%	17 85.0%	6 85.7%	31 88.6%
No	0 0.0%	3 15.0%	1 14.3%	4 11.4%
Total number of responses	8	20	7	35
No response given	1	3	4	8

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

Response	January	February	March	January to March 2018 Total
Yes	7 87.5%	15 71.4%	8 88.9%	30 78.9%
No	1 12.5%	6 28.6%	1 11.1%	8 21.1%
Total number of responses	8	21	9	38
No response given	1	2	2	5

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

Response	January	February	March	January to March 2018 Total
Confident that your call had been dealt with	8 100.0%	19 95.0%	9 90.0%	36 94.7%
Not confident, thinking you might need to ring back	0 0.0%	1 5.0%	1 10.0%	2 5.3%
Total number of responses	8	20	10	38
No response given	1	3	1	5

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

Response	January	February	March	January to March 2018 Total
Very satisfied	4 50.0%	14 63.6%	4 40.0%	22 55.0%
Satisfied	4 50.0%	4 18.2%	5 50.0%	13 32.5%
Fairly satisfied	0 0.0%	3 13.6%	1 10.0%	4 10.0%
Dissatisfied	0 0.0%	1 4.5%	0 0.0%	1 2.5%
Very dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	8	22	10	40
Unable to say	0	0	1	1
No response given	1	1	0	2

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

Response	January	February	March	January to March 2018 Total
Exceeded my expectations	2 25.0%	5 22.7%	1 10.0%	8 20.0%
Met my expectations	4 50.0%	12 54.5%	7 70.0%	23 57.5%
Reasonably met my expectations	1 12.5%	2 9.1%	2 20.0%	5 12.5%
Barely met my expectations	0 0.0%	1 4.5%	0 0.0%	1 2.5%
Did not meet my expectations	1 12.5%	2 9.1%	0 0.0%	3 7.5%
Total number of responses	8	22	10	40
No response given	1	1	1	3

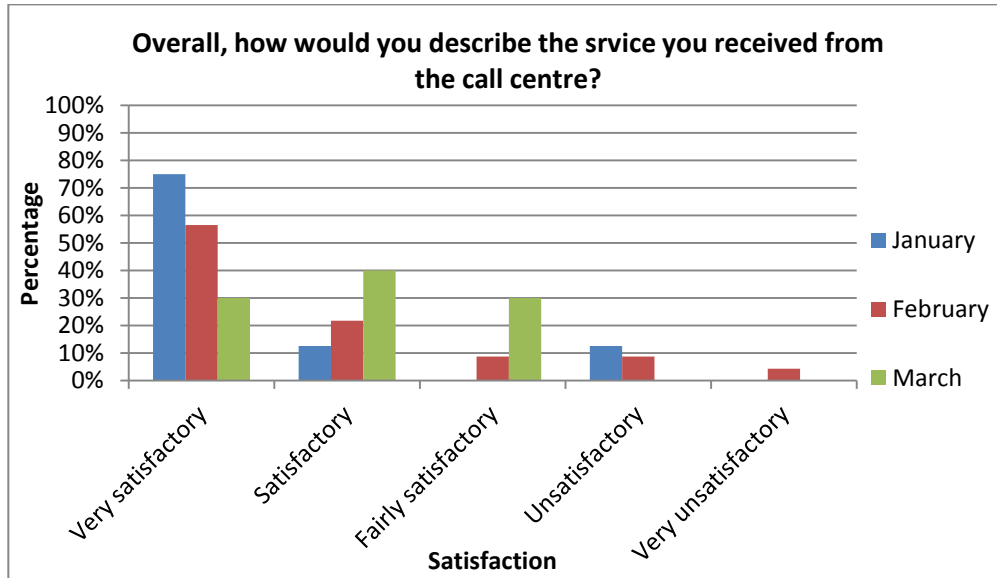
**Q12 – Overall, how would you describe the service you received from the call centre?**

Response	January	February	March	January to March 2018 Total
Very satisfactory	6 75.0%	13 56.5%	3 30.0%	22 53.7%
Satisfactory	1 12.5%	5 21.7%	4 40.0%	10 24.4%
KPI Result = Very satisfactory + Satisfactory responses / Total number of responses x100	7/8 87.5%	18/23 78.3%	7/10 70.0%	32/41 78.0%
Fairly satisfactory	0 0.0%	2 8.7%	3 30.0%	5 12.2%
Unsatisfactory	1 12.5%	2 8.7%	0 0.0%	3 7.3%
Very unsatisfactory	0 0.0%	1 4.3%	0 0.0%	1 2.4%
Total number of responses	8	23	10	41
Unable to say	0	0	0	0
No response given	1	0	1	2

Overall, 78.0% 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, 4 patients (9.8%) rated the service received as being either 'unsatisfactory' or 'very unsatisfactory.'



**Bar chart illustrating the results of Q12:**



**Additional comments in relation to the service received**

**January**

Patient	Comments received
99	I live alone and don't know I would get to various treatments at Ipswich hospital without help with transport. On rare occasions I have had to wait considerable time for call to be answered - it varies - with demand I imagine. Staff are pleasant as are car / ambulance drivers. Ipswich hospital all round are excellent.
25	Brilliant service. Lovely people, wonderful - very good.
1	The lady who answered the phone to me when I called was very polite, friendly and helpful. Really charming.

Patient	Comments received from patients not relating to the call handling service
48	It was back in February when I needed transport as my friend was taken ill and couldn't drive me to appointments. It was a bit annoying being asked to be ready at 9am. The Ambulance came at 10:40am and my appointment was 11am. We had another call on the way, so I only just made my appointment by 5 mins as he was running a bit late. I had to wait an hour and a half for transport home again, car driver was very nice and polite. Rather a tiring day when you are getting over major surgery. However, all staff polite and helpful.
80	Ambulance staff ever so helpful but Renault ambulance most uncomfortable ride from Aldeburgh cottage hospital to Woodbridge care home.

## February

Patient	Comments received
43	Have been very satisfactorily dealt with. Thank you
77	Wife of patient calls to arrange transport as patient has 2 hearing aids and can't talk on the telephone.
75	Very courteous and helpful.
78	Very helpful and understanding.
15	Very good service. Looking forward to my next chat. Thank you.
51	They were all very helpful and polite.
86	I have to say I found the service very helpful and very kind, they couldn't have been more supportive and putting one at ease.
69	Original arrangements cancelled as patient admitted to hospital with pneumonia. The original call seemed fine, although there were more questions than in the past. However, the experience of transport on the day - today 6 <sup>th</sup> June was a disgrace, service not fit for purpose. The ambulance eventually turned up at 12.30 for an 11.00am appointment!!

Patient	Comments received from patients not relating to the call handling service
14	I have had to wait up to three hours before being collected for transport home.
68	I am the manager of sheltered housing and I made the arrangements for my resident in question. I have got the resident to help me in the answers to this survey.
60	I am not sure what this refers to, my last use of hospital transport was in February when I dialled 999. The call was answered quickly - the handler professional and reassuring and the ambulance arrived in about 20 minutes. On discharge from hospital they arranged transport home. Answers on form refer to this 999 call. As it happens, I had an accident last week - a friend took me to A&E. I have to go back to fracture clinic on Tuesday and cannot find anyone to take me. I called your centre in Great Yarmouth and a very pleasant lady has arranged transport. Helpful and professional.
84	Sensing change sorted this alarm out for patient. Someone phone myself up to arrange when fitting it.

## March

Patient	Comments received
13	Very helpful!

Patient	Comments received from patients not relating to the call handling service
5	2 hours late on first time.
75	I feel I am so lucky and very grateful because there is no transport in my road and mostly alone. My health has been bad this last 3 years, sorry I am so shaky. Broomfield hospital all have helped me all the time 'marvellous'. I am 87 this birthday.

## Demographics and Equality and Diversity Information

### Gender

Gender	January to March 2018 Total
Male	13 32.5%
Female	27 67.5%
Total number of responses	40
Declined to answer question	0
No reply to question	3

### Age

Age	January to March 2018 Total
Range	49 to 101 years
Mean	78 years
Median	83 years
Mode	84 years
Total number of responses	39
Declined to answer question	0
No reply to question	4

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	January to March 2018 Total
White British	37 92.5%
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	3 7.5%
Total number of responses	40
Declined to answer question	0
No reply to question	4

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

- "White English." (Patient 1, January)
- "English." (Patient 77, February)
- "Italian." (Patient 3, February)

## Religion or Belief

Religion or Belief	January to March 2018 Total
Christian	30 78.9%
Hindu	0 0.0%
Jewish	1 2.6%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	4 10.5%
Other	3 7.9%
Total number of responses	38
Declined to answer question	2
No reply to question	3

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

- "Protestant." (Patient 20, February)
- "R.C." (Patient 15, February)
- "COE." (Patient 5, March)

## Sexual Orientation

Sexual Orientation	January to March 2018 Total
Heterosexual	24 100.0%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	0 0.0%
Total number of responses	24
Declined to answer question	1
No reply to question	18

## Disability

(All answer types are listed, some multiple answers)

Disability	January to March 2018 Total
I do not have any disabilities	3 5.4%
Physical impairment	16 28.6%
Sensory impairment	6 10.7%
Long standing condition	18 32.1%
Learning disability	3 5.4%
Mental health disorder	5 8.9%
Other	5 8.9%
Total number of responses	56
Declined to answer question	0
No reply to question	7

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

- "Frail and get worried about getting to hospital." (Patient 84, January)
- "Memory loss." (Patient 69, February)
- "Hearing." (Patient 77, February)
- "Parkinson's." (Patient 3, February)
- "Memory." (Patient 9, March)

## Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	January to March 2018 Total
Yes	9 22.0%
No	17 41.5%
Other	15 36.6%
Total number of responses	41
Declined to answer question	1
No reply to question	5

Of the patients who responded 'other' in answer to this question, 14 patients advised that they had been widowed and 1 patient responded that they were divorced.

**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>January to March 2018 Total</b>
No, I am not pregnant	26 78.8%
No, I do not have a child under 12 months old	7 21.2%
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>33</b>
Declined to answer question	1
No reply to question	15

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

<b>Gender Reassignment</b>	<b>January to March 2018 Total</b>
Yes	0 0.0%
No	28 100.0%
<b>Total number of responses</b>	<b>28</b>
Declined to answer question	0
No reply to question	15

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

<b>Format</b>	<b>January to March 2018 Total</b>
I did not require a different format	29 93.5%
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	2 6.5%
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>31</b>
Declined to answer question	0
Did not answer	12

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

- *“Macular degeneration. Blind in one eye.” (Patient 64, February)*
- *“Poor eyesight.” (Patient 5, March)*
- *“Memory (I don't know)!” (Patient 9, March)*



**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?**

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

<b>Impact on Service</b>	<b>January to March 2018 Total</b>
No	33 89.2%
Yes, in a positive way	3 8.1%
Yes, in a negative way	1 2.7%
<b>Total</b>	<b>37</b>
Did not answer	7

33 patients (89.2%) 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 (8.1%) felt that the service they received was affected in a positive way and 1 patient 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:

- *“Twice when I was picked up, they came 15 mins before my appointment and it is a 30-45 min drive depending on traffic. So I was late to both. I know that a new business has teething problems and I am sure you will sort the problems out.” (Patient 51, February)*

**Aftercare**

Following this survey, 1 letter of appreciation was received.