

A large, stylized circular graphic composed of overlapping brushstrokes in yellow, green, and blue, framing the central text.

# **Standard Patient Experience report:**

## **Patient Transport Clinical Assessment and Advice Service (Ineligible patients)**

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Report Period: January to March 2018

Date of Report: July 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 January to the 31<sup>st</sup> of 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 ineligible for patient transport during the period from the 1<sup>st</sup> of January to the 31<sup>st</sup> of March 2018. 47 postal surveys were sent to a random sample of patients who were asked to provide feedback on the service received. 8 responses were received, which equates to a 17.0% 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, 85.7% of patients who responded to the questionnaire rated the service received from the call centre as being either 'satisfactory' or 'very satisfactory.'

62.5% of patients also answered that they would be 'extremely likely' to recommend the service to a friend or a relative.

## Results

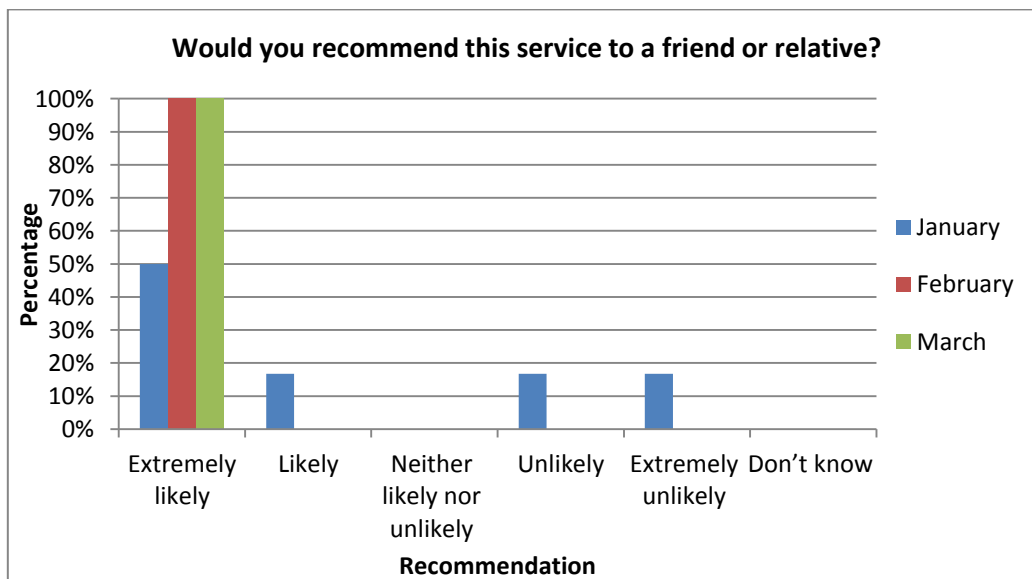
### Q1 – Would you recommend this service to a friend or relative?

Response	January	February	March	January to March 2018 Total
Extremely likely	3 50.0%	1 100.0%	1 100.0%	5 62.5%
Likely	1 16.7%	0 0.0%	0 0.0%	1 12.5%
Neither likely nor unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unlikely	1 16.7%	0 0.0%	0 0.0%	1 12.5%
Extremely unlikely	1 16.7%	0 0.0%	0 0.0%	1 12.5%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	6	1	1	8
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).

62.5% of patients who responded to the above question answered that they would be either 'likely' or 'extremely likely' to recommend the service to a friend or relative. However, 2 patients (25.0%) 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	January	February	March	January to March 2018 Total	KPI (Key Performance Indicator)
The view of the patient	6 100.0%	1 100.0%	1 100.0%	8 100.0%	6/7 85.7%
The view of someone else	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	6	1	1	8	7
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	January	February	March	January to March 2018 Total
Almost immediately	2 40.0%	0 0.0%	0 0.0%	2 33.3%
Fairly quickly	2 40.0%	0 0.0%	1 100.0%	3 50.0%
It took longer than I would have expected	1 20.0%	0 0.0%	0 0.0%	1 16.7%
Waited so long I put the telephone down	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	5	0	1	6
No response given	1	1	0	2

**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	5 21.7%	0 0.0%	1 16.7%	6 20.7%
Helpful	4 17.4%	0 0.0%	1 16.7%	5 17.2%
Clearly spoken	4 17.4%	0 0.0%	1 16.7%	5 17.2%
Reassuring	3 13.0%	0 0.0%	1 16.7%	4 13.8%
Unhurried	3 13.0%	0 0.0%	1 16.7%	4 13.8%
Professional	4 17.4%	0 0.0%	1 16.7%	5 17.2%
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	23	0	6	29
No response given	0	1	0	1

**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	6 100.0%	0 0.0%	1 100.0%	7 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	6	0	1	7
No response given	0	1	0	1

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2018 Total</b>
Very satisfied	2 33.3%	0 0.0%	1 100.0%	3 42.9%
Satisfied	2 33.3%	0 0.0%	0 0.0%	2 28.6%
Fairly satisfied	1 16.7%	0 0.0%	0 0.0%	1 14.3%
Dissatisfied	1 16.7%	0 0.0%	0 0.0%	1 14.3%
Very dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
<b>Total number of responses</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>7</b>
Unable to say	0	0	0	0
No response given	0	1	0	1

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2018 Total</b>
Yes, fully explained	1 50.0%	0 0.0%	1 100.0%	2 66.7%
Partly explained	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Not explained at all	1 50.0%	0 0.0%	0 0.0%	1 33.3%
<b>Total number of responses</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>
Unable to say	0	0	0	0
No response given	4	1	0	5

**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:

**January**

Patient reference number	Comments received
10	O.A.P.
6	Always had the NHS transport.
9	I have numerous appointments, and I am unable to use public transport as it involves changing buses and walking quite a distance which I am unable to do
11	I cannot get on a bus, getting a taxi is hard to get in, also costs £15 each way. My room is a long way from the front door.
15	Because as previously explained I had been accepted on all other requests for transport.

**March**

Patient reference number	Comments received
40	Hospital told me not to drive when I am unstable on walking. Also visits to eye clinic.

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

Response	January	February	March	January to March 2018 Total
Yes	4 80.0%	0 0.0%	1 100.0%	5 83.3%
No	1 20.0%	0 0.0%	0 0.0%	1 16.7%
Total number of responses	5	0	1	6
No response given	1	1	0	2

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

Response	January	February	March	January to March 2018 Total
Yes	1 33.3%	0 0.0%	0 0.0%	1 25.0%
No	2 66.7%	1 100.0%	0 0.0%	3 75.0%
Total number of responses	3	1	0	4
No response given	3	0	1	8

**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	January	February	March	January to March 2018 Total
Yes	3 100.0%	0 0.0%	0 0.0%	3 100.0%
No	0 0.0%	0 0.0%	0 00%	0 0.0%
Total number of responses	3	0	0	3
No response given	3	1	1	5

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

Response	January	February	March	January to March 2018 Total
Yes	1 33.3%	0 0.0%	0 0.0%	1 33.3%
No	2 66.7%	0 0.0%	0 0.0%	2 66.7%
Total number of responses	3	0	0	3
No response given	3	1	1	5

The patient who responded 'yes' in answer to the above question advised that they had contacted 'a supervisor.' (Patient 15, January).



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

Response	January	February	March	January to March 2018 Total
Yes	1 33.3%	0 0.0%	0 0.0%	1 25.0%
No	2 66.7%	1 100.0%	0 0.0%	3 75.0%
Total number of responses	3	1	0	4
No response given	3	0	1	4

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

Response	January	February	March	January to March 2018 Total
I did not get to my appointment	1 33.3%	0 0.0%	0 0.0%	1 25.0%
Family/friend	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Taxi	1 33.3%	0 0.0%	0 0.0%	1 25.0%
Public transport	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Community car scheme	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other	1 33.3%	0 0.0%	1 100.0%	2 50.0%
Total number of responses	3	0	1	4
No response given	3	1	0	4

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

- *“As above.” (Patient 15, January)*
- *“Hospital taxi transport and ambulance.” (Patient 40, March)*

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2018 Total</b>
That your call had been dealt with appropriately	4 66.7%	1 100.0%	1 100.0%	6 75.0%
Thinking that you could have provided additional information	1 16.7%	0 0.0%	0 0.0%	1 12.5%
You felt that you / the patient had been unfairly deemed ineligible for patient transport	1 16.7%	0 0.0%	0 0.0%	1 12.5%
<b>Total number of responses</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>8</b>
No response given	0	0	0	0

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

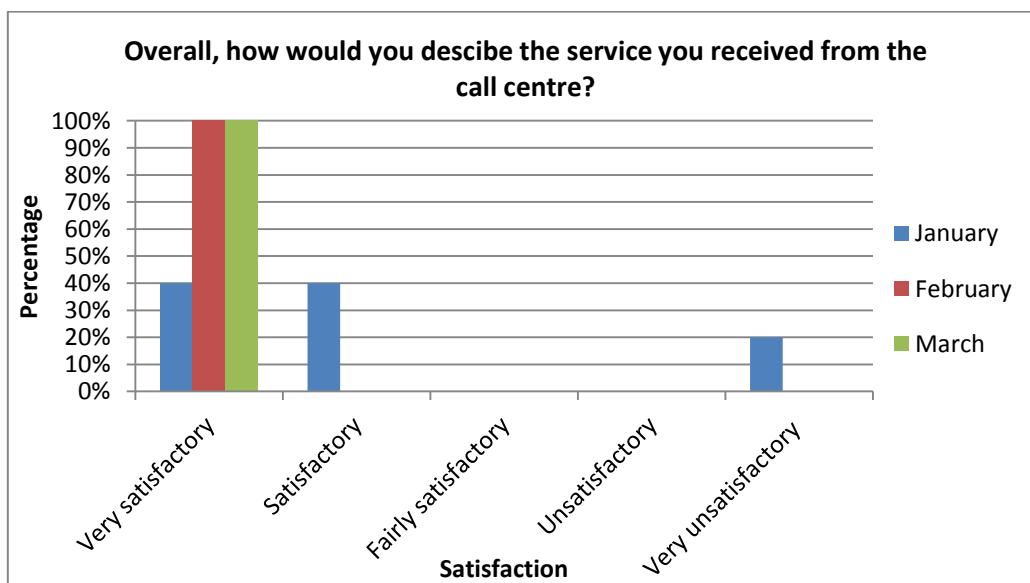
<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2018 Total</b>
Exceeded my expectations	0 0.0%	1 100.0%	1 100.0%	2 28.6%
Met my expectations	3 60.0%	0 0.0%	0 0.0%	3 42.9%
Reasonably met my expectations	1 20.0%	0 0.0%	0 0.0%	1 14.3%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	1 20.0%	0 0.0%	0 0.0%	1 14.3%
<b>Total number of responses</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>7</b>
No response given	1	0	0	1

**Q17 – Overall, how would you describe the service you received from the call centre?**

Response	January	February	March	January to March 2018 Total
Very satisfactory	2 40.0%	1 100.0%	1 100.0%	4 57.1%
Satisfactory	2 40.0%	0 0.0%	0 0.0%	2 28.6%
KPI result = Very satisfactory + Satisfactory responses / Total number of responses x100	4/5 80.0%	1/1 100.0%	1/1 100.0%	6/7 85.7%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	1 20.0%	0 0.0%	0 0.0%	1 14.3%
Total number of responses	5	1	1	7
Unable to say	0	0	0	0
No response given	1	0	0	1

85.7% of patients who responded to the above question rated the service received from the call centre as being either ‘satisfactory’ or ‘very satisfactory.’ However, 1 patient (14.3%) responded that the service received was ‘very unsatisfactory.’

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



**Additional comments received from patients:**

**January**

<b>Patient</b>	<b>Comments received</b>
12	Overall an exceptional service, with very friendly staff.
11	Last 2 appointments have been cancelled by the hospital. My next appointment is on the 15 <sup>th</sup> June, so I will try to get your transport as I cannot get a bus.
15	After being refused transport having been accepted on many previous occasions, I was shocked to be refused on this last occasion. Evidently as far as I could ascertain it was basically because I was not reliant on a wheelchair, despite having COPD etc. (I would mention that the COPD has been really defiant in the last few months).

**March**

<b>Patient</b>	<b>Comments received</b>
40	Recent and past have always been very thorough and concerned in all details.

**Demographics and Equality and Diversity Information**

**Gender**

<b>Gender</b>	<b>January to March 2018 Total</b>
Male	5 62.5%
Female	3 37.5%
Total number of responses	8
Declined to answer question	0
No reply to question	0

**Age**

<b>Age</b>	<b>January to March 2018 Total</b>
Range	68 to 87 years
Mean	80 years
Median	80 years
Mode	80 years
Total number of responses	7
Declined to answer question	0
No reply to question	1

## Ethnicity

Ethnicity	January to March 2018 Total
White British	8 100.0%
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	8
Declined to answer question	0
No reply to question	0

## Religion or Belief

Religion or Belief	January to March 2018 Total
Christian	6 75.0%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	1 12.5%
Other	1 12.5%
Total number of responses	8
Declined to answer question	0
No reply to question	0

The patient who answered 'other' in response to this question advised that their religion or belief was 'Baptist.'

## Sexual Orientation

Sexual Orientation	January to March 2018 Total
Heterosexual	4 66.7%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	2 33.3%
Total number of responses	6
Declined to answer question	2
No reply to question	0

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

- "None of them." (Patient 6, January)
- "Normal?" (Patient 40, March)

### Disability

(All answer types are listed, some multiple answers)

Disability	January to March 2018 Total
I do not have any disabilities	2 18.2%
Physical impairment	5 45.5%
Sensory impairment	0 0.0%
Long standing condition	3 27.3%
Learning disability	0 0.0%
Mental health disorder	0 0.0%
Other	1 9.1%
<b>Total number of responses</b>	<b>11</b>
Declined to answer question	0
No reply to question	0

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

- "Epileptic." (Patient 6, January)

### Are you married or in a civil partnership?

Married/Civil partnership	January to March 2018 Total
Yes	3 30.0%
No	4 40.0%
Other	3 30.0%
<b>Total number of responses</b>	<b>10</b>
Declined to answer question	1
No reply to question	0

Of the patients who responded 'other' in answer to this question, two patients advised that they had been widowed and one 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	2 100.0%
No, I do not have a child under 12 months old	0 0.0%
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>2</b>
Declined to answer question	1
No reply to question	5

**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	7 100.0%
<b>Total number of responses</b>	<b>7</b>
Declined to answer question	0
No reply to question	1



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

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

<b>Format</b>	<b>January to March 2018 Total</b>
I did not require a different format	2 50.0%
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	1 25.0%
Page magnification (website)	1 25.0%
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>4</b>
Declined to answer question	2
Did not answer	3

**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>January to March 2018 Total</b>
No	6 100.0%
Yes, in a positive way	0 0.0%
Yes, in a negative way	0 0.0%
<b>Total</b>	<b>6</b>
Did not answer	2

All patients who responded to the above question advised that the service they received was not affected by one of the aforementioned strands of diversity.

## **Aftercare**

Following this survey, one survey which contained negative comments was passed to the Patient Services Team for further action as appropriate.