



Patient Transport Service Patient Experience Report

Patient Transport Service
Bedfordshire and Luton CCG January to March 2021

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EEAST: PTS Bedfordshire and
Luton CCG Jan to Mar-21, Q4

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Summary

Introduction

In light of the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has temporarily ceased the routine undertaking of patient experience postal surveys. However, it is crucial that the Trust continues to provide patients with the opportunity to provide feedback in relation to the service received, especially during this unprecedented time. Listening to patient feedback enables the Trust to identify what is working well but also to highlight areas which may require service improvement.

Therefore, although postal surveys have been halted, the continuous patient experience survey for the Patient Transport Service (PTS) has been uploaded onto the Trust's public website, enabling patients to feedback online.

The objective of the PTS survey is to establish patient satisfaction with the services provided by the Trust, to involve patients in the healthcare and service received and to continuously monitor the quality of the care and service provided. This report summarises the results of the EEAST's PTS patient experience survey for patients within the Bedfordshire and Luton area (Bedfordshire CCG and Luton CCG) who had used the PTS during Quarter Four (January to March 2021).

Sample

The PTS online survey is undertaken by way of a self-selected sample (the online survey is available for any patient to complete via EEAST's public website). The survey continues to be actively promoted via the Trust's social media channels, patient information cards, and invitation to feedback letters, which are sent to a random sample of PTS patients each month. Most patients choose to complete the survey online, but patients are also given with the option to complete a paper survey if preferred. Any paper survey returns have also been included in this report.

It is not possible to calculate the overall response rate for the PTS online survey, as although the number of invitation letters posted has been recorded, it is not clear how many patient information cards were provided to patients. A number of the online submissions have also been completed by patients who have independently found the online survey through alternative means.

Methodology

The PTS survey is available on the EEAST's public website for patients to complete at any time. The online surveys have been promoted using a variety of methods, such as via the Trust's social media channels and patient information cards (which include the web address and QR code) to signpost the online survey. The patient information cards have been distributed across the region and PTS staff have been asked to provide these to patients following their contact with the service for the patient to then complete and submit in their own time.

The Patient Survey Team has also commenced a monthly random sample collection of PTS patients (obtained using the Cleric system and provided by the Trust's Information Management Team). Patient samples are traced using the Demographics Batch Service (DBS), and any deceased patients are removed from the sample. A letter (based on the patient information card) is then posted to each patient within the Bedfordshire and Luton areas, inviting them to feedback via the online survey on the Trust public website (the invitation letter also gives the option for the patient to request a paper survey preferred). The patient invitation letter provides a unique reference number for the patient to enter when completing the survey, this enables the submission to be linked to the sample sheet and separated by PTS contract. The online survey also includes the option for patients to provide the first half of their postcode, which allows the results to be separated by area. However, where this information has not been provided, the area is recorded as 'unknown.'

Conclusion

Overall, 100% of patients who responded to the overall satisfaction question and had used the PTS within the Bedfordshire and Luton area during January to March 2021 rated the service received as being either 'good' or 'very good.'

Results

Please note that some questions may vary and include two tables as the question was updated during this time period:

How did you hear about the survey?

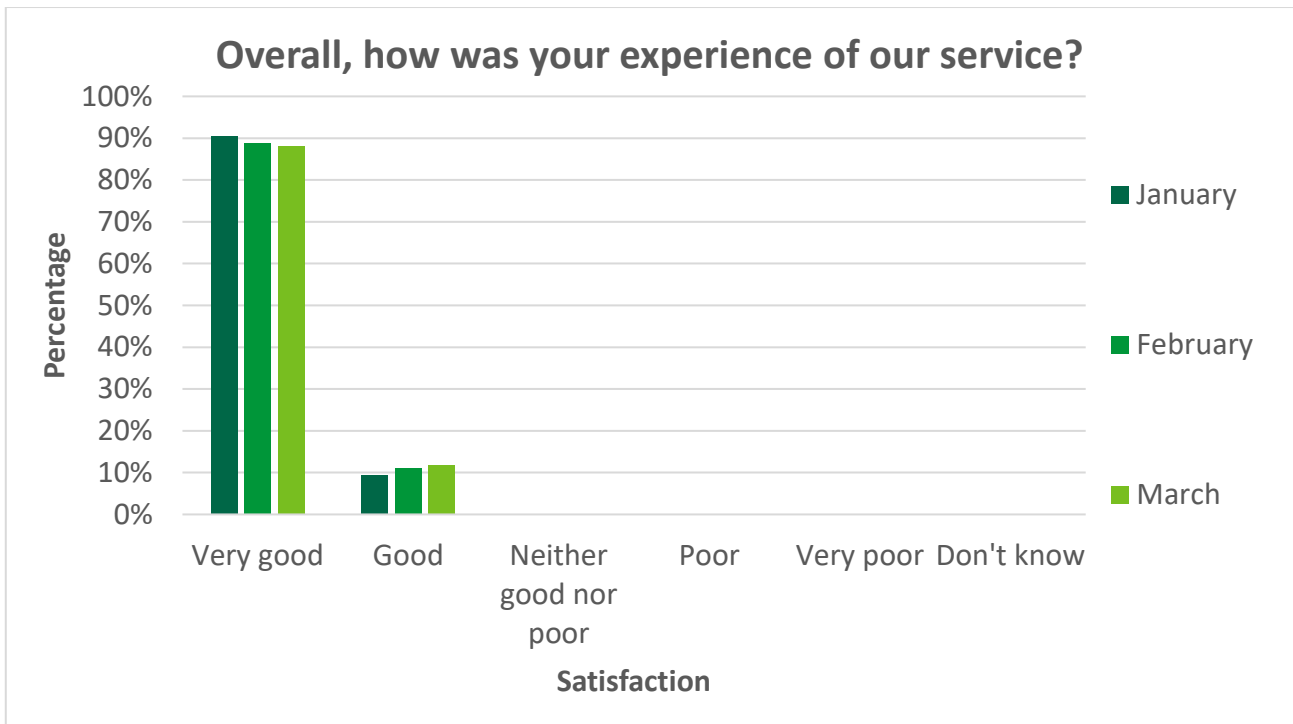
| Response | January | February | March | January to March 2021 Total |
|--|---------------|-------------|---------------|-----------------------------|
| I received a letter through the post | 22 (95.7%) | 9 (100%) | 16 (88.9%) | 47 (94.0%) |
| I was provided with a patient information card | 0 (0.0%) | 0 (0.0%) | 2 (11.1%) | 2 (4.0%) |
| I found the survey through the EEAST website | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Via social media | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Through word of mouth | 1 (4.3%) | 0 (0.0%) | 0 (0.0%) | 1 (2.0%) |
| Total number of responses | 23 | 9 | 18 | 50 |
| No response given | 0 | 0 | 0 | 0 |

Overall, how was your experience of our service?

| Response | January | February | March | January to March 2021 Total |
|---------------------------|---------------|--------------|---------------|-----------------------------|
| Very good | 19 (90.5%) | 8 (88.9%) | 15 (88.2%) | 42 (89.4%) |
| Good | 2 (9.5%) | 1 (11.1%) | 2 (11.8%) | 5 (10.6%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 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 | 21 | 9 | 17 | 47 |
| No response given | 2 | 0 | 1 | 3 |

The Friends and Family Test (FFT) score is calculated in line with the updated NHS England guidelines: providing the percentage of patients who responded that their experience of the service was either 'good' or 'very good.'

Overall, 100% of respondents who answered the above question and had used the Trust's PTS between the 1st January to the 31st March 2021 rated the service they received as being either 'good' or 'very good.'



Please can you tell us why you gave this answer?

| Patient number | Month | Comments received |
|----------------|---------|--|
| 1 | January | Have used hospital transport on many occasions and all have been very good. |
| 2 | January | 1. Cheerful courtesy of 2 .willingness assist when infirmity made one wobbly. 3 .driving at a steady pace. |
| 4 | January | Driver was on time, polite and attentive. |
| 5 | January | Friendly, helpful, efficient. |
| 7 | January | Highly efficient and friendly. |
| 8 | January | Driver was good and attentive at both ends of the journey. |
| 9 | January | They were punctual and very helpful. |

| | | |
|----|---------|---|
| 10 | January | The ambulance men were really nice and made my mother feel at ease. |
| 12 | January | Driver arrived on time. He checked my temperature to reassure that I was safe to travel. He waited whilst I had a PET Scan. |
| 13 | January | The Drivers were helpful and polite. |
| 14 | January | Picked up with plenty of time to get to my appointments. |
| 15 | January | The Team were very helpful, patient and professional - they went beyond their normal duties to assist. |
| 16 | January | Palliative nurse arranged for hospital bed to be provided for my husband. This was put downstairs but my husband was upstairs. She arranged for your service to come at 11.00 to carry my husband downstairs. They arrived on time. |
| 17 | January | Cheerful and helpful. |
| 19 | January | Punctual, polite, professional, friendly. |
| 20 | January | The patience and care shown could not be bettered, nor could their professional attention. |
| 21 | January | Every aspect of my experience was done with kindness and efficiency. I haven't answered all the questions as I was picked up at the hospital and brought home - not organised by me. |
| 22 | January | The crew arrived to collect me from the hospital at the appointed time. The crew were very friendly and communicated all the time, brought me home speedily and were very helpful. |
| 23 | January | Very nice ambulance man. Very comfortable journey to Bedford Hospital. |

| | | |
|----|----------|---|
| 25 | February | The service was excellent. This was the first time we use this service. My husband can hardly walk and a wheelchair was brought to our front door. When we reached the hospital we were taken to the xray department and when the xrays were done we were taken to the front entrance because my daughter was picking us up. The service was excellent and we would definitely use it again. We would like to thank the whole L&D we don't think you get the thanks you so deserve. |
| 26 | February | You asked what my experience was I said very good! |
| 28 | February | Efficient and reassuring. |
| 29 | February | Staff very helpful especially when arriving home and getting me into the house and settled in bed. |
| 30 | February | Helpful and friendly driver providing a wonderful door to door service which took the strain away from my husband. |
| 31 | February | Driver very helpful, nothing to worry me at all. |
| 32 | February | Driver unable to find address, so had to phone a couple of times for directions. Regret it has taken so long to get this form back to you, but have since had a bit of a crisis. |
| 33 | March | Drivers both times were very courteous, professional. |
| 34 | March | Very helpful did not rush me found where I needed to go and escorted me and was able to wait for me which helped a lot when you are feeling unwell. |
| 36 | March | On time very helpful & polite. |
| 37 | March | Always got to my appointment on time the drivers were polite helpful and chatty which put me at ease. |

| | | |
|----|-------|--|
| 38 | March | I value the service and with my current disabilities wouldn't be able to get to appointments without it. I cannot drive and cannot walk well enough to reach the department I need from the door. However, having to be ready 2 hours in advance is often very difficult, especially for an early appointment; I understand the reason for it, but it is a problem for me.(ii) I find it distressing and demeaning to have the drivers repeatedly call me by my first name as though I were a child, especially as I already have to be pushed about like one. |
| 39 | March | Without your help I would not have been able to go to my appointments can't thank you enough. |
| 40 | March | The operators were on time courteous and efficient. |
| 41 | March | Punctual and met my needs because they were very polite and made shaw I was strapped in my seat properly, also explained why I was kept waiting for so long to be picked up from hospital. |
| 43 | March | Because they were very polite and made sure I was strapped in my seat properly, also explained why I was kept waiting for so long to be picked up from hospital. |
| 44 | March | My brother who can't write was brought home from hospital by 2 very kind caring gentleman. |
| 45 | March | The crew had to accommodate an electric wheelchair which they were unaware of (though it had been booked). They were flexible enough to do this. They were kind, courteous and professional and saw me safely home. |
| 46 | March | Very polite and helpful. |
| 47 | March | Driver always on time and very polite very nice people. |
| 48 | March | Helpful call centre staff and ambulance crew. Had to use the service on more than one occasion. |

| | | |
|----|-------|--|
| 50 | March | I can't thank you enough for the excellent service you provide. I was treated with respect and nothing was too much trouble for the team. Again many thanks. |
|----|-------|--|

Whose views are being reported in this questionnaire?

| Response | January | February | March | January to March 2021 Total |
|---|---------------|--------------|---------------|-----------------------------|
| The view of the patient | 17 (77.3%) | 3 (42.9%) | 14 (82.4%) | 34 (73.9%) |
| The view of someone acting on behalf of the patient | 5 (22.7%) | 4 (57.1%) | 3 (17.6%) | 12 (26.1%) |
| Total number of responses | 22 | 7 | 17 | 46 |
| No response given | 1 | 2 | 1 | 4 |

Examples of comments received from respondents in relation to this question can be found below:

- *“Husband.” (Patient 9 and 20, January)*
- *“Daughter.” (Patient 7 and 18, January and Patient 30, February)*
- *“Wife.” (Patient 16, January, Patient 25, February and Patient 39, March)*

(v1) - How best describes how quickly we answered the telephone?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|---|--------------|--------------|-------------|-----------------------------|
| Almost immediately | 6 (60.0%) | 1 (50.0%) | 0 (0.0%) | 7 (58.3%) |
| Fairly quickly | 4 (40.0%) | 1 (50.0%) | 0 (0.0%) | 5 (41.7%) |
| It took longer than I would have expected | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Waited so long I put the telephone down | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 10 | 2 | 0 | 12 |
| Unable to say | 8 | 3 | 0 | 11 |
| No response given | 5 | 2 | 0 | 7 |

(V2) - How quickly did we answer your call?

(Answers provided only from those responding to version two survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|-------------|--------------|-----------------------------|
| Quickly | 0 (0.0%) | 2 (100%) | 11 (100%) | 13 (100%) |
| It took a long time | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| My call was not answered | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 0 | 2 | 11 | 13 |
| Unable to say | 0 | 0 | 6 | 6 |
| No response given | 0 | 0 | 1 | 1 |

(v1) – Did you feel the questions asked in relation to your eligibility for patient transport were appropriate?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|-------------|-------------|-----------------------------|
| Yes | 13 (100%) | 4 (100%) | 0 (0.0%) | 17 (100%) |
| No | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 13 | 4 | 0 | 17 |
| Unable to say | 6 | 1 | 0 | 7 |
| No response given | 4 | 2 | 0 | 6 |

Were you clearly informed of the date and time of your transport booking?

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|-------------|--------------|-----------------------------|
| Yes | 13 (100%) | 6 (100%) | 12 (100%) | 31 (100%) |
| No | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 13 | 6 | 12 | 31 |
| Unable to say | 6 | 1 | 5 | 12 |
| No response given | 4 | 2 | 1 | 7 |

(v1 survey) – How satisfied were you with the accessibility of the booking system?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|-------------|-------------|-----------------------------|
| Very satisfied | 8 (72.7%) | 3 (100%) | 0 (0.0%) | 11 (78.6%) |
| Satisfied | 3 (27.3%) | 0 (0.0%) | 0 (0.0%) | 3 (21.4%) |
| Fairly satisfied | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Dissatisfied | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very dissatisfied | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 11 | 3 | 0 | 14 |
| Unable to say | 7 | 2 | 0 | 9 |
| No response given | 5 | 2 | 0 | 7 |

(v2 survey) – How would you rate the booking system?

(Answers provided only from those responding to version two survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|-------------|---------------|-----------------------------|
| Very good | 0 (0.0%) | 2 (100%) | 10 (58.8%) | 12 (63.2%) |
| Good | 0 (0.0%) | 0 (0.0%) | 1 (5.9%) | 1 (5.3%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 1 (5.9%) | 1 (5.3%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Don't know | 0 (0.0%) | 0 (0.0%) | 5 (29.4%) | 5 (26.3%) |
| Total number of responses | 0 | 2 | 17 | 19 |
| Unable to say | 0 | 0 | 0 | 0 |
| No response given | 0 | 0 | 1 | 1 |

(v2 survey) - Did the service staff introduce themselves?

(Answers provided only from those responding to version two survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|-------------|---------------|-----------------------------|
| Yes | 0 (0.0%) | 1 (100%) | 12 (92.3%) | 13 (92.9%) |
| No | 0 (0.0%) | 0 (0.0%) | 1 (7.7%) | 1 (7.1%) |
| Total number of responses | 0 | 1 | 13 | 14 |
| Unable to say | 0 | 1 | 4 | 5 |
| No response given | 0 | 0 | 1 | 1 |

(v1 survey) - How satisfied were you with the length of time your journey took?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|-------------|-------------|-----------------------------|
| Very satisfied | 8 (72.7%) | 3 (100%) | 0 (0.0%) | 11 (78.6%) |
| Satisfied | 3 (27.3%) | 0 (0.0%) | 0 (0.0%) | 3 (21.4%) |
| Fairly satisfied | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Dissatisfied | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very dissatisfied | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 11 | 3 | 0 | 14 |
| Unable to say | 7 | 2 | 0 | 9 |
| No response given | 5 | 2 | 0 | 7 |

(v2 survey) – How would you describe the length of time your journey took?
(Answers provided only from those responding to version two survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|-------------|---------------|-----------------------------|
| Very good | 0 (0.0%) | 2 (100%) | 12 (70.6%) | 14 (73.7%) |
| Good | 0 (0.0%) | 0 (0.0%) | 4 (23.5%) | 4 (21.1%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Don't know | 0 (0.0%) | 0 (0.0%) | 1 (5.9%) | 1 (5.3%) |
| Total number of responses | 0 | 2 | 17 | 19 |
| Not applicable | 0 | 0 | 0 | 0 |
| No response given | 0 | 0 | 1 | 1 |

Did you arrive on time for your appointment?

| Response | January | February | March | January to March 2021 Total |
|------------------------------|--------------|--------------|--------------|-----------------------------|
| Very early (over 60 minutes) | 1 (9.1%) | 0 (0.0%) | 0 (0.0%) | 1 (3.7%) |
| Early (30 – 60 minutes) | 3 (27.3%) | 2 (50.0%) | 4 (33.3%) | 9 (33.3%) |
| On time | 7 (63.6%) | 2 (50.0%) | 8 (66.7%) | 17 (63.0%) |
| Late (0 – 60 minutes) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very late (over 60 minutes) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 11 | 4 | 12 | 27 |
| Not applicable | 7 | 3 | 5 | 15 |
| No response given | 5 | 2 | 1 | 8 |

If you were late, did anyone contact you to advise transport would be delayed?

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|-------------|-------------|-----------------------------|
| Yes | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| No | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 0 | 0 | 0 | 0 |
| Not applicable | 18 | 6 | 16 | 40 |
| No response given | 5 | 3 | 2 | 10 |

How long did you have to wait for your return transport after your appointment?

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|--------------|--------------|-----------------------------|
| 0 to 15 minutes | 2 (20.0%) | 1 (33.3%) | 4 (36.4%) | 7 (29.2%) |
| 15 to 30 minutes | 4 (40.0%) | 1 (33.3%) | 4 (36.4%) | 9 (37.5%) |
| 30 to 45 minutes | 1 (10.0%) | 0 (0.0%) | 2 (18.2%) | 3 (12.5%) |
| 45 to 60 minutes | 2 (20.0%) | 0 (0.0%) | 0 (0.0%) | 2 (8.3%) |
| Over 60 minutes | 1 (10.0%) | 1 (33.3%) | 1 (9.1%) | 3 (12.5%) |
| Total number of responses | 10 | 3 | 11 | 24 |
| Not applicable | 8 | 4 | 5 | 17 |
| No response given | 5 | 2 | 2 | 9 |

(v2 survey) – How did you find the communication between the Patient Transport Service and the hospital clinic?

(Answers provided only from those responding to version two survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|-------------|--------------|-----------------------------|
| Very good | 0 (0.0%) | 0 (0.0%) | 9 (52.9%) | 9 (52.9%) |
| Good | 0 (0.0%) | 0 (0.0%) | 2 (11.8%) | 2 (11.8%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 2 (11.8%) | 2 (11.8%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Unable to say | 0 (0.0%) | 0 (0.0%) | 4 (23.5%) | 4 (23.5%) |
| Total number of responses | 0 | 0 | 17 | 17 |
| Not applicable | 0 | 0 | 0 | 0 |
| No response given | 0 | 2 | 1 | 3 |

(v1 survey) – How would you describe the following?

(Answers provided only from those responding to version one survey)

| (v1) - Comfort of the vehicle you travelled in? | | | | |
|---|---------------|-------------|-------------|-----------------------------|
| Response | January | February | March | January to March 2021 Total |
| Acceptable | 13 (76.5%) | 5 (100%) | 0 (0.0%) | 18 (81.8%) |
| Fairly acceptable | 4 (23.5%) | 0 (0.0%) | 0 (0.0%) | 4 (18.2%) |
| Unacceptable | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 17 | 5 | 0 | 22 |
| Unable to say | 1 | 0 | 0 | 1 |
| No response given | 5 | 2 | 0 | 7 |

| (v1) - Suitability of the vehicle you travelled in? | | | | |
|---|---------------|-------------|-------------|-----------------------------|
| Response | January | February | March | January to March 2021 Total |
| Acceptable | 14 (82.4%) | 5 (100%) | 0 (0.0%) | 19 (86.4%) |
| Fairly acceptable | 3 (17.6%) | 0 (0.0%) | 0 (0.0%) | 3 (13.6%) |
| Unacceptable | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 17 | 5 | 0 | 22 |
| Unable to say | 1 | 0 | 0 | 1 |
| No response given | 5 | 2 | 0 | 7 |

| (v1) - Cleanliness inside the vehicle you travelled in? | | | | |
|--|---------------|-------------|-------------|-----------------------------|
| Response | January | February | March | January to March 2021 Total |
| Acceptable | 14 (82.4%) | 5 (100%) | 0 (0.0%) | 19 (86.4%) |
| Fairly acceptable | 3 (17.6%) | 0 (0.0%) | 0 (0.0%) | 3 (13.6%) |
| Unacceptable | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 17 | 5 | 0 | 22 |
| Unable to say | 1 | 0 | 0 | 1 |
| No response given | 5 | 2 | 0 | 7 |

(v2 survey) - How would you describe the following?

(Answers provided only from those responding to version two survey)

| (v2) - Comfort of the vehicle? | | | | |
|---------------------------------------|-------------|-------------|--------------|-----------------------------|
| Response | January | February | March | January to March 2021 Total |
| Very good | 0 (0.0%) | 2 (100%) | 7 (43.8%) | 9 (50.0%) |
| Good | 0 (0.0%) | 0 (0.0%) | 9 (56.3%) | 9 (50.0%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 0 | 2 | 16 | 18 |
| Unable to say | 0 | 0 | 1 | 1 |
| No response given | 0 | 0 | 1 | 1 |

| (v2) - Suitability of the vehicle? | | | | |
|------------------------------------|-------------|-------------|--------------|-----------------------------|
| Response | January | February | March | January to March 2021 Total |
| Very good | 0 (0.0%) | 2 (100%) | 9 (52.9%) | 11 (57.9%) |
| Good | 0 (0.0%) | 0 (0.0%) | 7 (41.2%) | 7 (36.8%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 1 (5.9%) | 1 (5.3%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 0 | 2 | 17 | 19 |
| Unable to say | 0 | 0 | 0 | 0 |
| No response given | 0 | 0 | 1 | 1 |

| (v2) - Cleanliness inside the vehicle? | | | | |
|---|-------------|-------------|---------------|-----------------------------|
| Response | January | February | March | January to March 2021 Total |
| Very good | 0 (0.0%) | 2 (100%) | 12 (80.0%) | 14 (82.4%) |
| Good | 0 (0.0%) | 0 (0.0%) | 3 (20.0%) | 3 (17.6%) |
| Neither good nor poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Very poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 0 | 2 | 15 | 17 |
| Unable to say | 0 | 0 | 2 | 2 |
| No response given | 0 | 0 | 1 | 1 |

(v1 survey) – Did the service staff introduce themselves to you?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|--|---------------|-------------|-------------|-----------------------------|
| Yes | 17 (89.5%) | 5 (100%) | 0 (0.0%) | 22 (91.7%) |
| Yes, but I would have liked them to introduce themselves to a greater extent | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| No | 2 (10.5%) | 0 (0.0%) | 0 (0.0%) | 2 (8.3%) |
| Total number of responses | 19 | 5 | 0 | 24 |
| Unable to say | 1 | 0 | 0 | 1 |
| No response given | 3 | 2 | 0 | 5 |

(v1 survey) – How would you describe the attitude of the service staff you had contact with?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|--------------------------------|--------------|-------------|-------------|-----------------------------|
| Very professional | 20 (100%) | 5 (100%) | 0 (0.0%) | 25 (100%) |
| A little improvement necessary | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Not professional | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 20 | 5 | 0 | 25 |
| Unable to say | 0 | 0 | 0 | 0 |
| No response given | 3 | 2 | 0 | 5 |

(v2 survey) – How would you describe the attitude of the staff?

(Answers provided only from those responding to version two survey)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|-------------|--------------|---------------|-----------------------------|
| Excellent | 0 (0.0%) | 2 (66.7%) | 13 (76.5%) | 14 (73.7%) |
| Good | 0 (0.0%) | 1 (33.3%) | 4 (23.5%) | 5 (26.3%) |
| Poor | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 0 | 3 | 17 | 19 |
| Unable to say | 0 | 0 | 0 | 0 |
| No response given | 0 | 0 | 1 | 1 |

Did the service staff treat you with dignity and respect?

| Response | January | February | March | January to March 2021 Total |
|--|--------------|--------------|---------------|-----------------------------|
| Yes, definitely | 20 (100%) | 6 (85.7%) | 15 (88.2%) | 41 (93.2%) |
| Yes, to some extent | 0 (0.0%) | 1 (14.3%) | 2 (11.8%) | 3 (6.8%) |
| No, I was not treated with dignity and respect | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 20 | 7 | 17 | 44 |
| Unable to say | 0 | 0 | 0 | 0 |
| No response given | 3 | 2 | 1 | 6 |

Did the service staff drive safely?

| Response | January | February | March | January to March 2021 Total |
|--------------------------------|--------------|-------------|--------------|-----------------------------|
| Yes | 17 (100%) | 7 (100%) | 15 (100%) | 39 (100%) |
| A little improvement necessary | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| No | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 17 | 7 | 15 | 39 |
| Unable to say | 1 | 0 | 2 | 3 |
| No response given | 5 | 2 | 1 | 8 |

Did the service staff offer assistance if required?

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|--------------|--------------|-----------------------------|
| Yes | 18 (100%) | 6 (85.7%) | 17 (100%) | 41 (97.6%) |
| No | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Not required | 0 (0.0%) | 1 (14.3%) | 0 (0.0%) | 1 (2.4%) |
| Total number of responses | 18 | 7 | 17 | 42 |
| Unable to say | 0 | 0 | 0 | 0 |
| No response given | 5 | 2 | 1 | 8 |

If you had not travelled with the ambulance service how would you have travelled to hospital?

(All answer types are listed, some multiple answers)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|--------------|--------------|--------------|-----------------------------|
| Public transport | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Private car | 1 (7.7%) | 0 (0.0%) | 1 (6.7%) | 2 (5.9%) |
| Taxi | 4 (30.8%) | 0 (0.0%) | 1 (6.7%) | 5 (14.7%) |
| Relative, carer or friend | 1 (7.7%) | 1 (16.7%) | 3 (20.0%) | 5 (14.7%) |
| Could not attend | 4 (30.8%) | 4 (66.7%) | 8 (53.3%) | 16 (47.1%) |
| Other | 3 (23.1%) | 1 (16.7%) | 2 (13.3%) | 6 (17.6%) |
| Total number of responses | 13 | 6 | 15 | 34 |
| Unable to say | 5 | 1 | 2 | 8 |
| No response given | 5 | 2 | 1 | 8 |

The below comments were received from the respondents who answered 'other' in response to this question:

- *"Transport was only from hospital to home after inpatient stay." (Patient 8, January)*
- *"I was already at hospital after 999 call approximately 3 weeks prior." (Patient 15, January)*
- *"At the time (now sorted), due to the slope I needed to be carried in my wheelchair in/out of the house. Your crew members were brilliant." (Patient 19, January)*
- *"I was coming home." (Patient 22, January)*
- *"This was for a journey home from hospital could not have got home any other way as I needed an oxygen supply." (Patient 29, February)*
- *"Transport was home from hospital. Without it I don't know what we would have done as patient was unable to get into a car." (Patient 35, March)*

- *“This was a journey home from hospital and I have no idea how I would have got home.” (Patient 40, March)*

Did you use patient transport due to any of the following?

(All answer types listed, some multiple answers)

| Response | January | February | March | January to March 2021 Total |
|---------------------------|---------------|--------------|---------------|-----------------------------|
| Poor public transport | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Cost of transport | 1 (5.6%) | 0 (0.0%) | 0 (0.0%) | 1 (2.4%) |
| Mobility problems | 11 (61.1%) | 6 (85.7%) | 10 (58.8%) | 27 (64.3%) |
| Distance | 0 (0.0%) | 0 (0.0%) | 3 (17.6%) | 3 (7.1%) |
| Parking at hospital | 1 (5.6%) | 0 (0.0%) | 0 (0.0%) | 1 (2.4%) |
| Other | 5 (27.8%) | 1 (14.3%) | 4 (23.5%) | 10 (23.8%) |
| Total number of responses | 18 | 7 | 17 | 42 |
| No response given | 5 | 2 | 1 | 8 |

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

- *“Was booked by the hospital to get me home.” (Patient 8, January)*
- *“Unable to access venue.” (Patient 9, January)*
- *“My mother was in AE because of a fall at home @ they organised the transport home.” (Patient 10, January)*
- *“Was too risky to use public transport as was advised to avoid it due to the pandemic & possible Lung Cancer.” (Patient 12, January)*
- *“Because of treatment I was getting I could not drive.” (Patient 14, January)*
- *“Hospital discharge.” (Patient 17, January)*

- *“To come home upon discharge.” (Patient 22, January)*
- *“No other option.” (Patient 29, February)*
- *“Offered.” (Patient 41, March)*
- *“Hospital arranged my brother being brought home from hospital.” (Patient 44, March)*
- *“Arranged by The Archer Unit.” (Patient 45, March)*
- *“Ambulance because of coronavirus.” (Patient 49, March)*

(v1 survey) – How would you describe the service you received in relation to your expectations?

(Answers provided only from those responding to version one survey)

| Response | January | February | March | January to March 2021 Total |
|--------------------------------|---------------|--------------|-------------|-----------------------------|
| Exceeded my expectations | 9 (45.0%) | 2 (40.0%) | 0 (0.0%) | 11 (44.0%) |
| Met my expectations | 11 (55.0%) | 3 (60.0%) | 0 (0.0%) | 14 (56.0%) |
| Reasonably met my expectations | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Barely met my expectations | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Did not meet my expectations | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Total number of responses | 20 | 5 | 0 | 25 |
| No response given | 3 | 2 | 0 | 5 |

Please tell us about anything that we could have done better:

| Patient number | Month | Comments received |
|----------------|----------|---|
| 2 | January | Nothing. |
| 9 | January | Better co-ordination between going and return journeys. |
| 10 | January | My husband was coming home the same time as my mother from the Cobham clinic and I told AE This hoping they could both come in 1 ambulance but they both came home within a few minutes of each other in 2 separate ambulances I thought this was such a waist. |
| 19 | January | I was asked to be ready from 8.00 for a 10.00 appointment. The ambulance arrived approx. 9.15. which was perfect. The hospital was only 10 minutes away. I was the only pick up. |
| 20 | January | I cannot think of a single thing. |
| 22 | January | Everything was perfect. |
| 23 | January | Very happy and grateful with the service I received, both going to hospital and being returned to my home. |
| 25 | February | We don't see the need for improvement as the service and staff were excellent. |
| 37 | March | I can't think of anything I was grateful for this service and happy on all counts. |
| 35 | March | One member of the team was clearly impatient with my husband, who has dementia and was in pain from his fall. The other member had listened and taken on board the need for processing time. I did not travel with them but was unhappy with how he was spoken to on arrival home. All other contact, both in A&E and at home was good and I was grateful for the assistance. |
| 34 | March | All very good no problems. |

| | | |
|----|-------|--|
| 39 | March | Nothing everything you have done has been excellent. |
| 38 | March | The drivers are clearly kind and well-meaning but they need to understand that they can come across as patronising, which can lead to the patient feeling humiliated. The persistent use of first names uninvited is part of it, but doing things for the patient unasked, like fastening and unfastening seat belts or speaking to hospital staff for them all contribute to the feeling of being treated like a child - or even luggage. |
| 44 | March | I was very impressed. |
| 48 | March | The service provided was excellent overall. The only thing letting it down was the return journey and a breakdown in communication between the hospital ward reception, call centre and crew. This happened when my appointment took much longer than anticipated and another when I was moved from the MacMillan Centre to Sdac. Perhaps Reception were not clear that I had been moved because the crew went to MacMillan and I was left in Sdac for over 3 hours. I think this may have happened due to a shift changeover. But I would never complain about the service provided by the Ambulance Service. |
| 50 | March | You can't better perfection! Excellent service and staff. Thank you. |

Equality and Diversity Information

Age

| Age | Total |
|-----------------------------|---------------|
| 0 – 15 years | 0 (0.0%) |
| 16 – 24 years | 0 (0.0%) |
| 25 – 34 years | 0 (0.0%) |
| 35 – 44 years | 0 (0.0%) |
| 45 – 54 years | 2 (4.8%) |
| 55 – 64 years | 3 (7.1%) |
| 65 – 74 years | 19 (45.2%) |
| 75 – 84 years | 10 (23.8%) |
| 85 years + | 8 (19.0%) |
| Total number of responses | 42 |
| Declined to answer question | 0 |
| No reply to question | 8 |

Gender

| Gender | Total |
|---------------------------|---------------|
| Male | 20 (46.5%) |
| Female | 23 (53.5%) |
| Total number of responses | 43 |
| Do not wish to declare | 0 |
| Did not answer | 7 |

Ethnic Group

| Ethnic Group | Total |
|---|--------------|
| White | 41 (100%) |
| Asian / Asian British | 0 (0.0%) |
| Black / African / Caribbean / Black British | 0 (0.0%) |
| Mixed / multiple ethnic groups | 0 (0.0%) |
| Other | 0 (0.0%) |
| Total number of responses | 41 |
| Declined to answer question | 2 |
| No reply to question | 7 |

Religion or Belief

| Religion or Belief | Total |
|-----------------------------|---------------|
| Christian | 28 (71.8%) |
| Hindu | 0 (0.0%) |
| Jewish | 1 (2.6%) |
| Muslim | 0 (0.0%) |
| Sikh | 0 (0.0%) |
| Buddhist | 0 (0.0%) |
| None | 9 (23.1%) |
| Other | 1 (2.6%) |
| Total number of responses | 39 |
| Declined to answer question | 2 |
| No reply to question | 9 |

The below comment was received from one respondent who answered 'other' in response to this question:

- *"Catholic." (Patient 43, March)*

Sexual Orientation

| Sexual orientation | Total |
|---------------------------|---------------|
| Lesbian | 0 (0.0%) |
| Gay | 0 (0.0%) |
| Heterosexual / straight | 28 (90.3%) |
| Bisexual | 1 (3.2%) |
| Other | 2 (6.5%) |
| Total number of responses | 31 |
| Do not wish to declare | 2 |
| Did not answer | 17 |

The below comments were received from the respondents who answered 'other' in response to this question:

- *"Normal." (Patient 31, February)*

Disabilities

(All answer types are listed, some multiple answers)

| Disabilities | Total |
|--------------------------------|---------------|
| I do not have any disabilities | 11 (20.3%) |
| Physical impairment | 19 (35.2%) |
| Sensory impairment | 0 (0.0%) |
| Long standing condition | 16 (29.6%) |
| Learning disability | 0 (0.0%) |
| Mental health disorder | 2 (3.7%) |
| Other | 6 (11.1%) |
| Total number of responses | 54 |
| Declined to answer question | 0 |
| No reply to question | 10 |

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

- *“Heart failure.” (Patient 2, January)*
- *“Current physical impairment.” (Patient 5, January)*
- *“My mother has vascular dementia.” (Patient 10, January)*
- *“99% blind, very deaf, not very mobile and am in the later stages of dementia.” (Patient 25, February)*
- *“Dementia.” (Patient 32, February)*
- *“Dyslexia, Mental health disorder.” (Patient 49, March)*
- *“Young Onset Alzheimer's.” (Patient 35, March)*
- *“My brother has MS.” (Patient 44, March)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

| Married or civil partnership | Total |
|------------------------------|---------------|
| Yes | 23 (56.1%) |
| No | 7 (17.1%) |
| Widow | 6 (14.6%) |
| Other | 5 (12.2%) |
| Total number of responses | 41 |
| Declined to answer question | 1 |
| No reply to question | 9 |

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

- *“Husband is in a nursing home with dementia.” (Patient 23, January)*
- *“Married.” (Patient 25, February)*
- *“Separated.” (Patient 40, March)*
- *“Divorced.” (Patient 43, March)*
- *“Divorcee.” (Patient 49, March)*

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 | Total |
|---|---------------|
| No, I am not pregnant | 15 (93.8%) |
| No, I do not have a child under 12 months old | 1 (6.3%) |
| Yes, I am pregnant | 0 (0.0%) |
| Yes, I have a child under 12 months old | 0 (0.0%) |
| Total number of responses | 16 |
| Not applicable | 13 |
| Declined to answer question | 1 |
| No reply to question | 22 |

(v1 survey) - Do you now, or have you ever, considered yourself to be transgender?

(Answers provided only from those responding to version one survey)

| Gender reassignment | Total |
|--|--------------|
| No, I am not or have not undergone gender reassignment | 19 (100%) |
| Yes, I am or have undergone gender reassignment | 0 (0.0%) |
| Total number of responses | 19 |
| Declined to answer question | 1 |
| No reply to question | 10 |

(v1 survey) - Did you require any of the following information in a different format to assist you with access to the service?

(Answers provided only from those responding to version one survey)

| Format | Total |
|--|--------------|
| I did not require a different format | 19 (100%) |
| 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 number of responses | 19 |
| Do not wish to declare | 0 |
| Did not answer | 11 |

(v1 survey) - Impact on the service received

(Answers provided only from those responding to version one survey)

| Impact on Service | Total |
|---------------------------|--------------|
| No | 20 (100%) |
| Yes, in a positive way | 0 (0.0%) |
| Yes, in a negative way | 0 (0.0%) |
| Total number of responses | 20 |
| Do not wish to declare | 0 |
| Did not answer | 10 |

20 respondents (100%) advised that the service received was not affected by any of the aforementioned strands of diversity.

Aftercare

Further to this survey, any letters of appreciation or comments of concern were passed to the Patient Experience Team (Bedford) for logging and actioning as appropriate.