



# Patient Transport Service Patient Experience Report

Patient Transport Service Cambridgeshire and  
Peterborough CCG - January to March 2021

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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 Cambridgeshire and Peterborough area (NHS Cambridgeshire contract) 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 Cambridgeshire and Peterborough 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, 96.4% of patients who responded to the overall satisfaction question and had used the PTS within the Cambridgeshire and Peterborough 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	19 (95.0%)	2 (100%)	8 (100%)	29 (96.7%)
I was provided with a patient information card	1 (5.0%)	0 (0.0%)	0 (0.0%)	1 (3.3%)
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	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	20	2	8	30
No response given	0	0	0	0

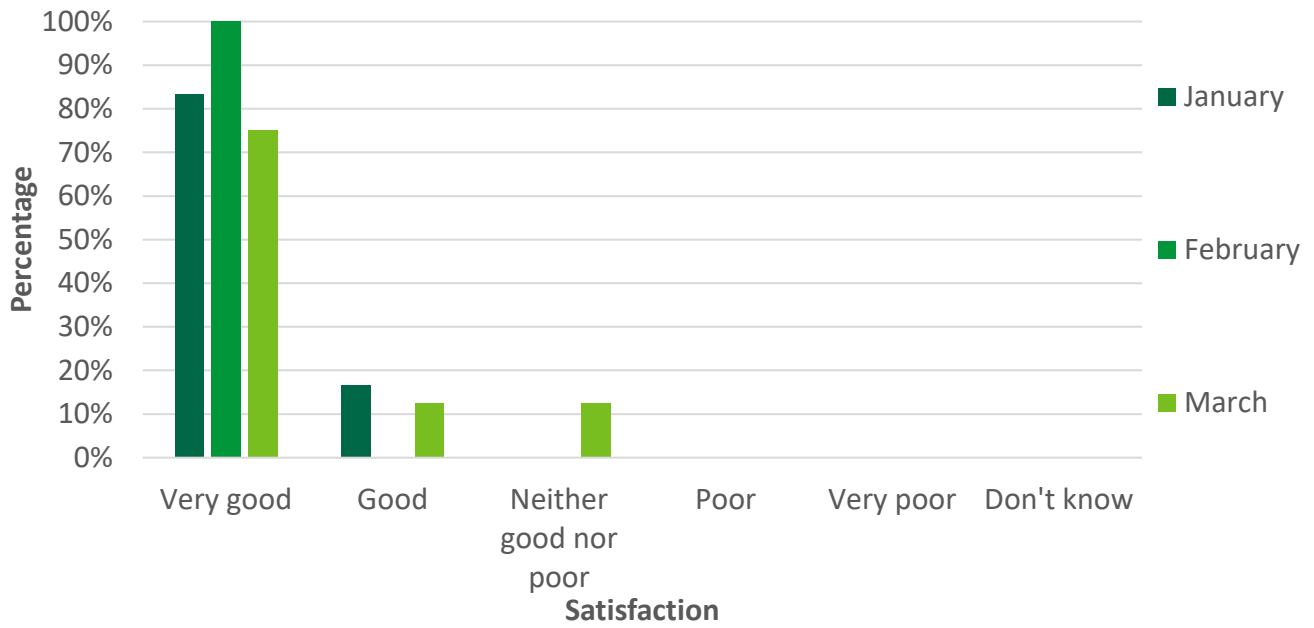
## Overall, how was your experience of our service?

Response	January	February	March	January to March 2021 Total
Very good	15 (83.3%)	2 (100%)	6 (75.0%)	23 (82.1%)
Good	3 (16.7%)	0 (0.0%)	1 (12.5%)	4 (14.3%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (3.6%)
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	18	2	8	28
No response given	2	0	0	2

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, 96.4% of respondents who answered the above question and had used the Trust's PTS between the 1<sup>st</sup> January to the 31<sup>st</sup> March 2021 rated the service they received as being either 'good' or 'very good.'

### Overall, how was your experience of our service?



## Please can you tell us why you gave this answer?

Patient number	Month	Comments received
2	January	I was collected in plenty of time for my appointment. The car was very clean. The driver was very very helpful in helping me with my walker nothing was too much trouble. She came to check to see if I was ready and found a wheelchair for me as I was really unsteady. When we reached home she helped me out of the car and waited a few minutes to see I managed to open my door. I was very grateful for her care.
4	March	The staff who picked me up were able to help me into and out of the vehicle, they kept me distracted throughout the journey and were really friendly and considerate of my needs.
7	March	Ambulance staffs are very supportive and helpful to patients.
5	March	Why do you have to use Fenland small roads rather than main roads. The ride over these rough roads is very poor as the seating is not that good. One gets bounced several inches out of the seat which is not very comfortable more so if not feeling very well to start with.
8	March	The people who transport me to my hospital appointments and home are always very helpful and courteous and cheerful, couldn't ask for more.
9	March	My late husband used your service and I just carried on, it was nice to just ring the ladies, they were always helpful, it took the worries off my shoulders.
12	February	Two friendly and efficient ladies came to pick me up from Leicester.
13	February	Efficient on-time transportation from Hinchingsbrooke to Royal Papworth.

11	February	As a team, EEAST are brilliant. As individuals every member of staff I have had the pleasure of meeting has reinforced that fact. Drivers working extra shifts to help out their colleagues and helping us more vulnerable patients get to our appointments on time. Even with a global pandemic piling on the pressure, team EEAST are setting an example the world should take note of.
14	February	The service you gave could not have been any better.
15	February	Friendly service picked up on time.
16	February	Extremely nice drivers, very friendly and kind.
17	February	Kind and helpful staff.
25	February	Very professional and courteous.
20	February	I was telephoned early to let me know estimated pick up time, which was a comfort. Treated with kindness and respect- The only reason it didn't get a 'very good' was because it was a little later than advised, because the driver had an extra passenger to pick up.
21	February	Because the service and all the ambulance crew are first class, very kind and understanding. Helpful and friendly, and cheerful with it. We cannot thank them enough and rate them ALL first class and wonderful people.
24	February	Very nice polite staff, comfortable drive, helped me in and out of the house, overall an enjoyable experience.
25	February	Very professional and courteous.
26	February	We chatted all the way home, and was made to feel comfortable and welcome, journey was excellent, and I enjoyed their company. A great journey well done.....



27	March	I can't praise it enough, excellent.
28	March	The two lady crew were absolutely marvellous as also was the man who did the return journey. They couldn't have been more helpful in assisting my mother out of her bungalow and getting her back in. I was able to travel with her too as she had previously broken her hip and cannot hear very well being 91 years of age.
29	March	Would have given 'very good' rating but for the difficulties in getting the service to agree to take me to hospital for procedure that required sedation. I had no means of getting to the hospital other than in my own car but I knew I would not be permitted to drive myself home after sedation.
30	March	I am elderly at the doctors having trouble breathing heart beating fast in AF, paramedics helped me calm down and understand what was happening to me. This country without these great people we would have no NHS Help.

## Whose views are being reported in this questionnaire?

Response	January	February	March	January to March 2021 Total
The view of the patient	16 (94.1%)	0 (0.0%)	6 (85.7%)	22 (84.6%)
The view of someone acting on behalf of the patient	1 (5.9%)	2 (100%)	1 (14.3%)	4 (15.4%)
Total number of responses	17	2	7	26
No response given	3	0	1	4

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

- *“Friendly faces support agency.” (Patient 1, February)*
- *“Daughter in law.” (Patient 25, January)*
- *“Wife of 64 years.” (Patient 21, January)*

## (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	9 (69.2%)	1 (100%)	0 (0.0%)	10 (71.4%)
Fairly quickly	3 (23.1%)	0 (0.0%)	0 (0.0%)	3 (21.4%)
It took longer than I would have expected	1 (7.7%)	0 (0.0%)	0 (0.0%)	1 (7.1%)
Waited so long I put the telephone down	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	13	1	0	14
Unable to say	3	0	0	3
No response given	3	0	0	3

## **(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%)	0 (0.0%)	4 (100%)	4 (66.7%)
It took a long time	1 (100%)	1 (100%)	0 (0.0%)	2 (33.3%)
My call was not answered	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	1	1	4	6
Unable to say	0	0	3	3
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	12 (92.3%)	1 (100%)	0 (0.0%)	13 (92.9%)
No	1 (7.7%)	0 (0.0%)	0 (0.0%)	1 (7.1%)
Total number of responses	13	1	0	14
Unable to say	3	0	0	3
No response given	3	0	0	3

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

Response	January	February	March	January to March 2021 Total
Yes	15 (93.8%)	2 (100%)	6 (100%)	23 (100%)
No	1 (6.3%)	0 (0.0%)	0 (0.0%)	1 (0.0%)
Total number of responses	16	2	6	24
Unable to say	1	0	1	2
No response given	3	0	1	4

## (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	10 (76.9%)	1 (100%)	0 (0.0%)	11 (78.6%)
Satisfied	1 (7.7%)	0 (0.0%)	0 (0.0%)	1 (7.1%)
Fairly satisfied	2 (15.4%)	0 (0.0%)	0 (0.0%)	2 (14.3%)
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	13	1	0	14
Unable to say	3	0	0	3
No response given	3	0	0	3

## (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	1 (100%)	1 (100%)	2 (28.6%)	4 (44.4%)
Good	0 (0.0%)	0 (0.0%)	3 (42.9%)	3 (33.3%)
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%)	2 (28.6%)	2 (22.2%)
Total number of responses	1	1	7	9
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	1 (100%)	1 (100%)	6 (85.7%)	8 (88.9%)
No	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (11.1%)
Total number of responses	1	1	7	9
Unable to say	0	0	0	0
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	14 (93.3%)	1 (100%)	0 (0.0%)	15 (93.8%)
Satisfied	1 (6.7%)	0 (0.0%)	0 (0.0%)	1 (6.3%)
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	15	1	0	16
Unable to say	1	0	0	1
No response given	3	0	0	3

**(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	1 (100%)	0 (0.0%)	3 (42.9%)	4 (44.4%)
Good	0 (0.0%)	1 (100%)	4 (57.1%)	5 (55.6%)
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	1	1	7	9
Not applicable	0	0	0	0
No response given	0	0	1	1

## (v2 survey) - Did you arrive on time for your appointment?

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

Response	January	February	March	January to March 2021 Total
Very early (over 60 minutes)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Early (30 – 60 minutes)	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (14.3%)
On time	1 (100%)	1 (100%)	2 (40.0%)	4 (57.1%)
Late (0 – 60 minutes)	0 (0.0%)	0 (0.0%)	2 (40.0%)	2 (28.6%)
Very late (over 60 minutes)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	1	1	5	7
Not applicable	0	0	2	2
No response given	0	0	1	1

## 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%)	1 (100%)	4 (100%)	5 (100%)
Total number of responses		1	4	5
Not applicable	1	13	7	21
No response given	0	3	1	4



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

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

Response	January	February	March	January to March 2021 Total
0 to 15 minutes	1 (100%)	4 (33.3%)	4 (44.4%)	9 (40.9%)
15 to 30 minutes	0 (0.0%)	6 (50.0%)	3 (33.3%)	9 (40.9%)
30 to 45 minutes	0 (0.0%)	0 (0.0%)	2 (22.2%)	2 (9.1%)
45 to 60 minutes	0 (0.0%)	1 (8.3%)	0 (0.0%)	1 (4.5%)
Over 60 minutes	0 (0.0%)	1 (8.3%)	0 (0.0%)	1 (4.5%)
Total number of responses	1	12	9	22
Not applicable	0	2	3	5
No response given	0	3	1	4

**(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%)	1 (14.3%)	1 (14.3%)
Good	0 (0.0%)	0 (0.0%)	3 (42.9%)	3 (42.9%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (14.3%)
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%)
Unable to say	0 (0.0%)	0 (0.0%)	2 (28.6%)	2 (28.6%)
Total number of responses	0	0	7	7
Not applicable	0	0	0	0
No response given	1	1	1	3

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

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

(v1) - The comfort of the vehicle you travelled in?				
Response	January	February	March	January to March 2021 Total
Acceptable	0 (0.0%)	13 (100%)	4 (100%)	17 (100%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	13	4	17
Unable to say	0	0	0	0
No response given	0	3	0	3

(v1) - The suitability of the vehicle you travelled in?				
Response	January	February	March	January to March 2021 Total
Acceptable	0 (0.0%)	12 (92.3%)	4 (100%)	16 (94.1%)
Fairly acceptable	0 (0.0%)	1 (7.7%)	0 (0.0%)	1 (5.9%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	13	4	17
Unable to say	0	0	0	0
No response given	0	3	0	3

<b>(v1) - Cleanliness inside the vehicle?</b>				
Response	January	February	March	January to March 2021 Total
Acceptable	0 (0.0%)	13 (100%)	4 (100%)	17 (100%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	13	4	17
Unable to say	0	0	0	0
No response given	0	3	0	3

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

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

<b>(v2) - Comfort of the vehicle?</b>				
Response	January	February	March	January to March 2021 Total
Very good	1 (100%)	1 (100%)	2 (28.6%)	4 (44.4%)
Good	0 (0.0%)	0 (0.0%)	3 (42.9%)	3 (33.3%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	2 (0.0%)	2 (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	1	1	7	9
Unable to say	0	0	0	0
No response given	0	0	1	1

<b>(v2) - Suitability of the vehicle?</b>				
<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2021 Total</b>
Very good	1 (100%)	1 (100%)	3 (42.9%)	5 (55.6%)
Good	0 (0.0%)	0 (0.0%)	3 (42.9%)	3 (33.3%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (11.1%)
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%)
<b>Total number of responses</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>9</b>
Unable to say	0	0	0	0
No response given	0	0	1	1

<b>(v2) - Cleanliness inside the vehicle?</b>				
Response	January	February	March	January to March 2021 Total
Very good	1 (100%)	1 (100%)	2 (28.6%)	4 (44.4%)
Good	0 (0.0%)	0 (0.0%)	5 (71.4%)	5 (55.6%)
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	1	1	7	9
Unable to say	0	0	0	0
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	0 (0.0%)	12 (92.3%)	4 (100%)	16 (94.1%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	1 (7.7%)	0 (0.0%)	1 (5.9%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	13	4	17
Unable to say	0	0	0	0
No response given	0	3	0	3

**(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	0 (0.0%)	13 (100%)	4 (100%)	17 (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	0	13	4	17
Unable to say	0	0	0	0
No response given	0	3	0	3

**(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	1 (100%)	1 (100%)	5 (71.4%)	7 (77.8%)
Good	0 (0.0%)	0 (0.0%)	2 (28.6%)	2 (22.2%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	1	1	7	9
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	1 (100%)	14 (100%)	11 (100%)	26 (100%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	1	14	11	26
Unable to say	0	0	0	0
No response given	0	3	1	4

## Did the service staff drive safely?

Response	January	February	March	January to March 2021 Total
Yes	1 (100%)	14 (100%)	11 (100%)	26 (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	1	14	11	26
Unable to say	0	0	0	0
No response given	0	3	1	4



## Did the service staff offer assistance if required?

Response	January	February	March	January to March 2021 Total
Yes	1 (100%)	13 (92.9%)	10 (100%)	24 (96.0%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not required	0 (0.0%)	1 (7.1%)	0 (0.0%)	1 (4.0%)
Total number of responses	1	14	10	25
Unable to say	0	0	1	1
No response given	0	3	1	4

## 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	0 (0.0%)	1 (8.3%)	0 (0.0%)	1 (4.5%)
Taxi	0 (0.0%)	3 (25.0%)	2 (22.2%)	5 (22.7%)
Relative, carer or friend	1 (100%)	1 (8.3%)	0 (0.0%)	2 (9.1%)
Could not attend	0 (0.0%)	5 (41.7%)	6 (66.7%)	11 (50.0%)
Other	0 (0.0%)	2 (16.7%)	1 (11.1%)	3 (13.6%)
Total number of responses	1	12	9	22
Unable to say	0	1	2	3
No response given	0	4	1	5

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

- *"It was the return from hospital, (name) mobility is she had no other choice." (Patient 6, March)*
- *"I was on my way home from hospital with a broken and pinned femur so unable to move." (Patient 12, February)*
- *"Royston & District Community Transport volunteer driver." (Patient 17, February)*
- *"An elderly friend [aged 88] from Fulbourn [where I used to live] offered to take me - meaning an hour long+ round trip for her." (Patient 18, February)*
- *"Have to cancel appointment." (Patient 21, February)*
- *"By car." (Patient 26, February)*
- *"Doctors would have found a way I was at surgery they called ambulance some of the questions are not required." (Patient 30, 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%)	2 (12.5%)	1 (10.0%)	3 (11.1%)
Cost of transport	0 (0.0%)	2 (12.5%)	0 (0.0%)	2 (7.4%)
Mobility problems	1 (100%)	8 (50.0%)	7 (70.0%)	16 (59.3%)
Distance	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Parking at hospital	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	0 (0.0%)	4 (25.0%)	2 (20.0%)	6 (22.2%)
Total number of responses	1	16	10	27
No response given	0	3	1	4

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

- *“Transfer between hospitals.” (Patient 13, February)*
- *“I go for Chemotherapy every week.” (Patient 16, February)*
- *“Self-isolating since March, so public transport not an option anyway.” (Patient 17, February)*
- *“With regards to using the Ambulance Transport Service for my return journey due to the fact The Retinal Eye clinic said I couldn't drive after my treatment. Under normal non COVID circumstances I would have had no hesitation of driving to Fulbourn and asking a friend to take me from there; staying overnight and driving myself home the following day, but in COVID times I was reluctant to travel on public transport bus or train as it would take at least an hour and a half; taxi or asking anyone or asking any friends after spending several hours in a hospital I would not want to put them at risk or myself due to my age and the fact that I had been taking all the necessary 'stay at home precautions' as I have COPD.” (Patient 18, February)*
- *“I live alone, didn't have a car, no family in Cambridgeshire.” (Patient 20, February)*

- “My size.” (Patient 24, February)
- “Emergency call from doctors.” (Patient 30, March)
- “Was being transferred from another hospital.” (Patient 4, 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	0 (0.0%)	5 (38.5%)	2 (50.0%)	7 (41.2%)
Met my expectations	0 (0.0%)	8 (61.5%)	2 (50.0%)	10 (58.8%)
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	0	13	4	17
No response given	0	3	0	3

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

Patient number	Month	Comments received
12	February	I had no information from the Infirmary about eta of ambulance so was left waiting for two hours after the expected time as it had been given to me.
13	February	All fine.
14	February	I don't know if you can do anything to have done better.
16	February	I am so grateful for this service, I don't know how I would get to my treatment without it. Every driver that has picked me up has been very friendly, kind and caring also the driver that has collected me to take me home. The staff at the hospital transport booking office are extremely efficient, very caring and helpful it's a pleasure to speak to them.
17	February	Being required to be ready 2 hours before appointment time is a bit challenging for an early appointment, though I understand the reason for this. Once I was given a call by the team to say they would be with me in half an hour, and that was very helpful.
20	February	Under current conditions- which also applied at the time of my appointment. I think it was all done as well as possible.
21	February	No not at all, no complaints at all. Just one big thank you for helping us disabled people in times of need.
25	February	Very happy with the whole experience.
26	February	A great team did a really excellent job in these very difficult times and my thanks and respect goes out to all ambulance crews and everyone in the NHS Brilliant well done.

29	March	Would have been better if I had not had such a battle to get transport to hospital. I could not take my own car and leave it at the hospital overnight otherwise I should have had no means of picking it up the next day. I am the sole carer for my 83 year old husband with Alzheimer's and it would not have been feasible to try and get to the hospital with him via public transport. There is no direct public transport from my home to the hospital and the cost of a taxi would have been prohibitive.
30	March	NOTHING.
2	January	I did have difficulty trying to find means of transport I didn't know how to find out about hospital transport, but when I didn't think I could keep the appointment the hospital gave me your number. In the past I have managed to find voluntary drivers but with the situation at the moment they are unavailable. The hospital car had sliding doors which made it easier to get in and out. I was also impressed by how smart my driver looked in her uniform.
5	March	Have to use patient transport often in the main the service is good and the staff very helpful. However having being in the hospital for some five hours on treatment it can very upsetting to have to wait a further 30 -45 minutes for transport home.
8	March	Couldn't think of anything, it all seem to work well. Well done, good work.
9	March	Nothing at all.

## Equality and Diversity Information

### Age

Age	Total
0 – 15 years	0 (0.0%)
16 – 24 years	1 (3.8%)
25 – 34 years	1 (3.8%)
35 – 44 years	0 (0.0%)
45 – 54 years	0 (0.0%)
55 – 64 years	0 (0.0%)
65 – 74 years	7 (26.9%)
75 – 84 years	12 (46.2%)
85 years +	5 (19.2%)
Total number of responses	26
Declined to answer question	0
No reply to question	4

## Gender

Gender	Total
Male	11 (42.3%)
Female	15 (57.7%)
Total number of responses	26
Do not wish to declare	0
Did not answer	4

## Ethnic Group

Ethnic Group	Total
White	23 (92.0%)
Asian / Asian British	2 (8.0%)
Black / African / Caribbean / Black British	0 (0.0%)
Mixed / multiple ethnic groups	0 (0.0%)
Other	0 (0.0%)
Total number of responses	25
Declined to answer question	0
No reply to question	5



## Religion or Belief

Religion or Belief	Total
Christian	18 (75.0%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	1 (4.2%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	5 (20.8%)
Other	0 (0.0%)
Total number of responses	24
Declined to answer question	2
No reply to question	4

## Sexual Orientation

Sexual orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual / straight	21 (95.5%)
Bisexual	0 (0.0%)
Other	1 (4.5%)
Total number of responses	22
Do not wish to declare	3
Did not answer	5

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

- *“Just normal.” (Patient 21, February)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	4 (11.4%)
Physical impairment	16 (45.7%)
Sensory impairment	1 (2.9%)
Long standing condition	14 (40.0%)
Learning disability	0 (0.0%)
Mental health disorder	0 (0.0%)
Other	0 (0.0%)
Total number of responses	35
Declined to answer question	1
No reply to question	7

## Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes	14 (58.3%)
No	3 (12.5%)
Widow	7 (29.2%)
Total number of responses	24
Declined to answer question	3
No reply to question	3

## 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	10 (90.9%)
No, I do not have a child under 12 months old	1 (9.1%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	11
Not applicable	4
Declined to answer question	0
No reply to question	16

**(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	15 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total number of responses	15
Declined to answer question	1
No reply to question	4

**(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	16 (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	16
Do not wish to declare	0
Did not answer	4

## (v1 survey) - Impact on the service received

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

Impact on Service	Total
No	13 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total number of responses	13
Do not wish to declare	0
Did not answer	7

13 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.