



# Patient Transport Service Patient Experience Report

Patient Transport Service Hertfordshire 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 Hertfordshire area (East and North Hertfordshire CCG and Herts Valleys 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 Hertfordshire area, 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, 91.5% of patients who responded to the overall satisfaction question and had used the PTS within the Hertfordshire area during January to March 2021 rated the service received as being either 'good' or 'very good.' Encouragingly, 87.5% of patients also advised that their expectations had either been 'met' or 'exceeded'

## 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?

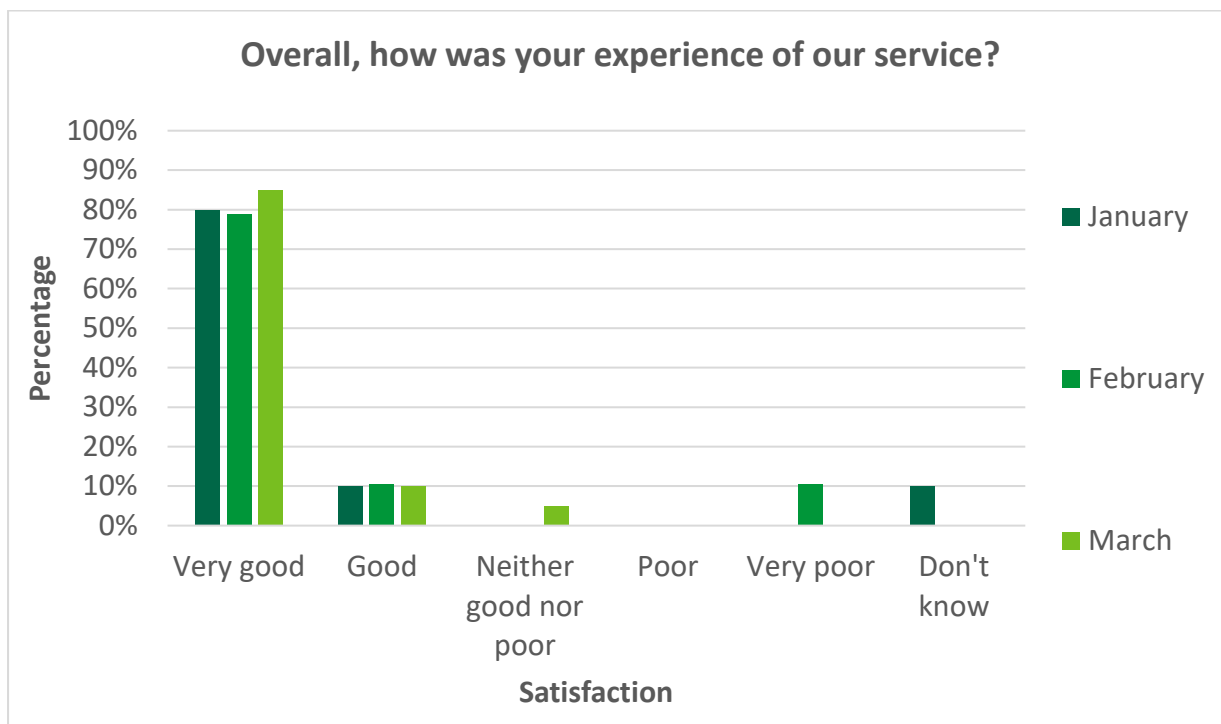
Response	January	February	March	January to March 2021 Total
I received a letter through the post	21 (100%)	18 (94.7%)	19 (86.4%)	58 (93.5%)
I was provided with a patient information card	0 (0.0%)	1 (5.3%)	1 (4.5%)	2 (3.2%)
I found the survey through the EEAST website	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	2 (9.1%)	2 (3.2%)
Total number of responses	21	19	22	62
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	16 (80.0%)	15 (78.9%)	17 (85.0%)	48 (81.4%)
Good	2 (10.0%)	2 (10.5%)	2 (10.0%)	6 (10.2%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (5.0%)	1 (1.7%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very poor	0 (0.0%)	2 (10.5%)	0 (0.0%)	2 (3.4%)
Don't know	2 (10.0%)	0 (0.0%)	0 (0.0%)	2 (3.4%)
Total number of responses	20	19	20	59
No response given	1	0	2	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, 91.5% 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	The transport was very very late I was told a pick up time from 7:30 am as my appointment was for 9:15 but to get there for 9:oclok. I rang many times and each time I was told that they were only 20 minutes away then 10 minutes and then I could not get through, by this time I was very distress I am diabetes on insulin, and this sort of happening affects my wellbeing.
2	January	Because the crew were so kind and I was frightened.
3	January	All great.
5	January	Looked after very well by the ambulance crew.
7	January	The ambulance crew were very caring, helpful and kind. Also careful and couldn't do enough for me.
9	January	Friendly staff. Transfer went without any trouble.

Patient number	Month	Comments received
10	January	The service was excellent, could not have got any better.
11	January	Everyone very helpful and kind.
12	February	Very pleasant young man, took time to assist me in and out of ambulance and took me right to the department I had to go to.
16	February	Very kind and caring.
17	January	Arrived very quickly. Very professional. Quickly put me at ease and dealt with the pain.
18	January	The ambulance crew were friendly, professional and efficient, but the service needs resources to shorten waiting time.
21	January	Have used this service now 3 times lately and will need to use it again, the people who answer the phones when I ring are kind, efficient, helpful, very pleasant. The drivers are so helpful, considerate, thoughtful, efficient and cheerful. I have no need to worry about anything.
23	January	I have used your service many times in the last 2 years as I have a mobility problem, which precludes me driving a car or using buses or cars. You are recommended to me by Watford hospital when the Covid virus 19 meant an early discharge from hospital and my usual taxi firm insisted I phoned the hospital first and vice-versa! Everything has gone smoothly since and I have felt safe when it has been necessary to transfer from ambulance to hospital etc.
26	February	The paramedics arrived within 15 minutes of being called out to me and were quick to diagnose my condition getting me into hospital promptly.
25	February	Both Employees where lovely happy people.

Patient number	Month	Comments received
34	February	Ambulance staff utility wheelchair meant for indoor use only. This was unusable. Being on permanent oxygen 24 hours a day. My oxygen on leaving the house was not switched on or checked by the ambulance staff as a consequence I was left without oxygen for 2 hours. My appointment with cardiology was for 10 am with a follow up appointment at 11am. They collected me from the house at approximately 10.10am after having been to a takeaway to get breakfast. Their attitude was appalling no patient care they did not follow the guidelines set out by NHS England.
24	February	Both ambulances transported me very well and their service was good on the way out and very good on the way back. However, on arrival at our destination, we had missed our appointment and I needed transport back, I was only used to lying down at the time, the two paramedics there transferred me to a wheelchair and went to the ambulance to radio in to see what they could do, and they left. This was approximately 10:10. We then had to call for another ambulance which didn't arrive until approximately 3pm. In the meantime, my ankles had swollen significantly, and I was extremely uncomfortable. A return ambulance had been booked in advance, and when I returned the following week for my rearranged appointment, I was back at the L&D by 12 so I fail to understand how this delay could have happened. The original ambulance should have taken me home or a new one should have been dispatched for no later than 12 so I hold the first ambulance and your dispatch department responsible. When we called the dispatch to chase (after we had been told it would be up to 2 hours) they said no ambulance had been ordered and they would order one.
40	February	Special attention.



Patient number	Month	Comments received
28	February	They, sometimes men sometimes woman, were so helpful and kind.my ankle was broken in 3 and they were very gentle.
29	February	They were very good and efficient. This was a return home from hospital arranged by the ward, so some of the questions below are not applicable.
31	February	Generally ok. Possible timekeeping. Went further than necessary.
32	February	All staff were friendly and helpful. Although I have limited mobility, I never once felt I was being rushed.
33	March	I have used this service 3 times in the past few months, and each time I have found them to be cheerful, caring and professional.
35	February	The young soldier (he was only 18) drove very well, and the paramedic (who had deferred his university course in order to train for the NHS) was very capable and kind.
37	March	AM transport was delayed and I was a half hour late for my appointment, but your office had thankfully telephoned ahead to inform the hospital.
39	February	The ambulance arrived quite quickly and I was checked thoroughly before a decision was made to take me to hospital.
40	February	Special attention.
41	February	Efficient and friendly.
42	February	On time, driver was great very helpful and polite. He helped me get to where I needed to be in the hospital.
43	March	Arrived on time and took every care to see that I was comfortable.

Patient number	Month	Comments received
44	March	Prompt and friendly. Felt as though I was in good hands.
45	March	Because I enjoyed every ambulance ride I've had. It's always been enjoyable, they are always on time and efficient with their job.
48	March	Driver had to negotiate lane closures in carpark but took me across grass and steps into the reception where she handed me to the clerk.
49	March	Drivers and journeys were fine, but the waiting for returned journeys - 2 hours in drafty waiting area worried the patient, my 91yr old husband.
51	March	The driver was very helpful and considerate.
52	March	Polite, courteous, friendly driver who was punctual for all trips.
53	March	It was straight forward (once I tracked down how to book it) the ambulance man was very helpful and courteous.
54	March	My elderly mother was transferred from her home in London Colney to The Peace Hospice in Watford yesterday morning, 17th March 2021. I would just like to say that the team – (name & name) - were excellent in their care, attention & the transfer to the Hospice. They were extremely caring & considerate.
56	March	Because that is my opinion.
57	March	A very satisfactory service. I found the operative kind, helpful and efficient and thank them for their very professional service.
60	March	The ambulance came very quickly and the crews were brilliant!!

Patient number	Month	Comments received
61	March	I found your staff very kind and helpful and nothing was too much bother, when you are in need of help.
62	March	Very well looked after and it was free. Thank you all very much.

### Whose views are being reported in this questionnaire?

Response	January	February	March	January to March 2021 Total
The view of the patient	12 (70.6%)	12 (63.2%)	14 (70.0%)	38 (67.9%)
The view of someone acting on behalf of the patient	5 (29.4%)	7 (77.8%)	6 (30.0%)	18 (32.1%)
Total number of responses	17	19	20	56
No response given	4	0	2	6

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

- *"Husband."* (Patient 3, 10 and 14, January)
- *"Daughter."* (Patient 11 and 18, January and Patient 26, 36 and 16, February)
- *"Wife."* (Patient 27 and 28, February and Patient 49, March)

## How quickly did we answer your call?

Response	January	February	March	January to March 2021 Total
Almost immediately	4 (66.7%)	4 (44.4%)	11 (91.7%)	19 (70.4%)
Fairly quickly	2 (33.3%)	5 (55.6%)	1 (8.3%)	8 (29.6%)
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	6	9	12	27
Unable to say	5	6	6	17
No response given	10	4	4	18

## (v1 survey) – 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	9 (100%)	8 (100%)	2 (100%)	19 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	9	8	2	19
Unable to say	2	6	0	8
No response given	10	4	0	14

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

Response	January	February	March	January to March 2021 Total
Yes	9 (100%)	9 (100%)	15 (100%)	33 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	9	9	15	33
Unable to say	2	6	2	10
No response given	10	4	5	19

## (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%)	1 (100%)	8 (50.0%)	9 (52.9%)
Good	0 (0.0%)	0 (0.0%)	5 (31.3%)	5 (29.4%)
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%)	3 (18.8%)	3 (17.6%)
Total number of responses	0	1	16	17
Unable to say	0	0	0	0
No response given	0	0	4	4

## Did the service staff introduce themselves?

Response	January	February	March	January to March 2021 Total
Yes	8 (100%)	11 (91.7%)	14 (100%)	33 (97.1%)
No	0 (0.0%)	1 (8.3%)	0 (0.0%)	1 (2.9%)
Total number of responses	8	12	14	34
Unable to say	3	3	4	10
No response given	10	4	4	18

**(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	6 (66.7%)	9 (69.2%)	2 (100%)	17 (70.8%)
Satisfied	3 (33.3%)	3 (23.1%)	0 (0.0%)	6 (25.0%)
Fairly satisfied	0 (0.0%)	1 (7.7%)	0 (0.0%)	1 (4.2%)
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	9	13	2	24
Not applicable	2	1	0	3
No response given	10	4	0	14

## (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%)	1 (100%)	11 (68.8%)	12 (70.6%)
Good	0 (0.0%)	0 (0.0%)	4 (25.0%)	4 (23.5%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (6.3%)	1 (5.9%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	1	16	17
Not applicable	0	0	0	0
No response given	0	0	4	4



## Did you arrive on time for your appointment?

Response	January	February	March	January to March 2021 Total
Very early (over 60 minutes)	0 (0.0%)	2 (22.2%)	0 (0.0%)	2 (6.5%)
Early (30 – 60 minutes)	1 (14.3%)	2 (22.2%)	5 (33.3%)	8 (25.8%)
On time	5 (71.4%)	3 (33.3%)	8 (53.3%)	16 (51.6%)
Late (0 – 60 minutes)	1 (14.3%)	2 (22.2%)	2 (13.3%)	5 (16.1%)
Very late (over 60 minutes)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	9	15	31
Not applicable	4	6	3	13
No response given	10	4	4	18

## 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	1 (100%)	2 (100%)	3 (100%)	6 (100%)
Total number of responses	1	2	3	6
Not applicable	8	13	12	33
No response given	12	4	7	23

## 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	1 (20.0%)	3 (27.3%)	3 (18.8%)	7 (21.9%)
15 to 30 minutes	2 (40.0%)	4 (36.4%)	3 (18.8%)	9 (28.1%)
30 to 45 minutes	0 (0.0%)	0 (0.0%)	5 (31.3%)	5 (15.6%)
45 to 60 minutes	1 (20.0%)	1 (9.1%)	0 (0.0%)	2 (6.3%)
Over 60 minutes	1 (20.0%)	3 (27.3%)	5 (31.3%)	9 (28.1%)
Total number of responses	5	11	16	32
Not applicable	6	4	2	12
No response given	10	4	4	18

**(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%)	5 (31.3%)	5 (31.3%)
Good	0 (0.0%)	0 (0.0%)	8 (50.0%)	8 (50.0%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (6.3%)	1 (6.3%)
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 (12.5%)	2 (12.5%)
Total number of responses	0	0	16	16
Not applicable	0	0	0	0
No response given	0	1	4	5

## (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	13 (92.9%)	16 (88.9%)	1 (50.0%)	30 (88.2%)
Fairly acceptable	0 (0.0%)	1 (5.6%)	1 (50.0%)	2 (5.9%)
Unacceptable	1 (7.1%)	1 (5.6%)	0 (0.0%)	2 (5.9%)
Total number of responses	14	18	2	34
Unable to say	0	0	0	0
No response given	7	0	0	7

(v1) - The suitability of the vehicle you travelled in?				
Response	January	February	March	January to March 2021 Total
Acceptable	13 (92.9%)	17 (94.4%)	2 (100%)	32 (94.1%)
Fairly acceptable	0 (0.0%)	1 (5.6%)	0 (0.0%)	1 (2.9%)
Unacceptable	1 (7.1%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
Total number of responses	14	18	2	34
Unable to say	0	0	0	0
No response given	7	0	0	7

<b>(v1) - Cleanliness inside the vehicle?</b>				
Response	January	February	March	January to March 2021 Total
Acceptable	13 (92.9%)	17 (94.4%)	2 (100%)	32 (94.1%)
Fairly acceptable	0 (0.0%)	1 (5.6%)	0 (0.0%)	1 (2.9%)
Unacceptable	1 (7.1%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
Total number of responses	14	18	2	34
Unable to say	0	0	0	0
No response given	7	0	0	7

**(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	0 (0.0%)	1 (100%)	8 (50.0%)	9 (52.9%)
Good	0 (0.0%)	0 (0.0%)	5 (31.3%)	5 (29.4%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	3 (18.8%)	3 (17.6%)
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%)
Total number of responses	0	1	16	17
Unable to say	0	0	0	0
No response given	0	0	4	4

(v2) - Suitability of the vehicle?				
Response	January	February	March	January to March 2021 Total
Very good	0 (0.0%)	1 (100%)	8 (53.3%)	9 (56.3%)
Good	0 (0.0%)	0 (0.0%)	4 (26.7%)	4 (25.0%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	3 (20.0%)	3 (18.8%)
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%)
Total number of responses	0	1	15	16
Unable to say	0	0	0	0
No response given	0	0	5	5

<b>(v2) - Cleanliness inside the vehicle?</b>				
Response	January	February	March	January to March 2021 Total
Very good	0 (0.0%)	1 (100%)	10 (71.4%)	11 (73.3%)
Good	0 (0.0%)	0 (0.0%)	2 (14.3%)	2 (13.3%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	2 (14.3%)	2 (13.3%)
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	1	14	15
Unable to say	0	0	1	1
No response given	0	0	5	5

**(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	12 (92.3%)	16 (100%)	1 (50.0%)	29 (93.5%)
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	1 (7.7%)	0 (0.0%)	1 (50.0%)	2 (6.5%)
Total number of responses	13	16	2	31
Unable to say	1	2	0	3
No response given	7	0	0	7

**(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	13 (100%)	17 (94.4%)	2 (100%)	32 (97.0%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not professional	0 (0.0%)	1 (5.6%)	0 (0.0%)	1 (3.0%)
Total number of responses	13	18	2	33
Unable to say	1	0	0	1
No response given	7	0	0	7

**(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%)	1 (100%)	12 (75.0%)	13 (76.5%)
Good	0 (0.0%)	0 (0.0%)	4 (25.0%)	4 (23.5%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	1	16	17
Unable to say	0	0	0	0
No response given	0	0	4	4



## Did the service staff treat you with dignity and respect?

Response	January	February	March	January to March 2021 Total
Yes, definitely	12 (92.3%)	17 (89.5%)	18 (100%)	47 (94.0%)
Yes, to some extent	1 (7.7%)	1 (5.3%)	0 (0.0%)	2 (4.0%)
No, I was not treated with dignity and respect	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (2.0%)
Total number of responses	13	19	18	50
Unable to say	0	0	0	0
No response given	8	0	4	12

## Did the service staff drive safely?

Response	January	February	March	January to March 2021 Total
Yes	9 (100%)	14 (93.3%)	18 (100%)	41 (97.6%)
A little improvement necessary	0 (0.0%)	1 (6.7%)	0 (0.0%)	1 (2.4%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	9	15	18	42
Unable to say	1	1	0	2
No response given	11	3	4	18

## Did the service staff offer assistance if required?

Response	January	February	March	January to March 2021 Total
Yes	9 (90.0%)	13 (86.7%)	17 (94.4%)	39 (90.7%)
No	0 (0.0%)	1 (6.7%)	0 (0.0%)	1 (2.3%)
Not required	1 (10.0%)	1 (6.7%)	1 (5.6%)	3 (7.0%)
Total number of responses	10	15	18	43
Unable to say	0	1	0	1
No response given	11	3	4	18

## 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%)	1 (8.3%)	1 (5.9%)	2 (5.7%)
Private car	2 (33.3%)	0 (0.0%)	3 (17.6%)	5 (14.3%)
Taxi	1 (16.7%)	3 (25.0%)	4 (23.5%)	8 (22.9%)
Relative, carer or friend	2 (33.3%)	0 (0.0%)	2 (11.8%)	4 (11.4%)
Could not attend	0 (0.0%)	7 (58.3%)	5 (29.4%)	12 (34.3%)
Other	1 (16.7%)	1 (8.3%)	2 (11.8%)	4 (11.4%)
Total number of responses	6	12	17	35
Unable to say	4	3	1	8
No response given	11	4	9	24

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

- *"Wouldn't of been able to go, as I need a wheelchair to get me around."* (Patient 45, March)
- *"I was already at the hospital."* (Patient 51, 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%)	1 (5.9%)	1 (2.3%)
Cost of transport	0 (0.0%)	0 (0.0%)	1 (5.9%)	1 (2.3%)
Mobility problems	7 (63.6%)	12 (80.0%)	11 (64.7%)	30 (69.8%)
Distance	1 (9.1%)	0 (0.0%)	2 (11.8%)	3 (7.0%)
Parking at hospital	0 (0.0%)	1 (6.7%)	1 (5.9%)	2 (4.7%)
Other	3 (27.3%)	2 (13.3%)	1 (5.9%)	6 (14.0%)
Total number of responses	11	15	17	43
No response given	11	4	4	19

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

- *“Transport arranged by hospital on discharge.” (Patient 5, January)*
- *“Transfer arranged by hospital.” (Patient 9, January)*
- *“Admitted into hospital and it was organised at the hospital to get my mother home.” (Patient 16, February)*
- *“In patient in hospital and very unwell.” (Patient 24, February)*
- *“No other arrangement made.” (Patient 31, February)*
- *“I have lung cancer.” (Patient 42, February)*
- *“Hospital arrange after discharge.” (Patient 46, March)*
- *“Unable to find willing and able driver.” (Patient 61, 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	7 (58.3%)	6 (33.3%)	1 (50.0%)	14 (43.8%)
Met my expectations	4 (33.3%)	10 (55.6%)	0 (0.0%)	14 (43.8%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (3.1%)
Barely met my expectations	1 (8.3%)	0 (0.0%)	0 (0.0%)	1 (3.1%)
Did not meet my expectations	0 (0.0%)	2 (11.1%)	0 (0.0%)	2 (6.3%)
Total number of responses	12	18	2	32
No response given	9	0	0	9

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

Patient number	Month	Comments received
1	January	The reason I used the service was that the hospital would have been informed if there were any problems due to traffic or other unpredicted reasons. As it happened I was told by the receptionist that I was too late for my appointment. She was very kind and asked a doctor who was still in the area. I would like to say that the first time I used the service it was extremely good. That was on 24 of November.
3	January	Nothing thank you for the help.
5	January	Everything was excellent, very caring.
7	January	I don't think so.....all excellent. Only a short ride so very grateful to get home after 3 weeks in hospital with a broken hip.
24	February	The original ambulance should have taken me home or another ambulance should have come more quickly. Please note, the second ambulance team were very professional and personable, and I am in no way complaining about them. But dispatch should have got a return ambulance to me sooner.
28	February	Nothing except one time they could not find my house and friend had to go out and look for them.
31	February	Arrangement made by hospital staff. I was given numerous different times so I don't know if they were on time. Driver followed gp's navigation; route could have been shorter.
39	February	I feel that everything possible was done for my comfort and welfare.

Patient number	Month	Comments received
34	February	They could have been on time and not ½ an hour late to my appointment. Their attitude could have been more patient friendly. They could have used a proper wheelchair sturdy enough to transport me. We ended up having to cancel our appointment with cardiology and go to respiratory care at 11am. We managed to squeeze an appointment in with cardiology which was lucky. They should have a check list to ensure the portable oxygen is on when collecting the patient mine is required 24 hours a day.
37	March	Back last year I was taken to the Lister Hospital for an operation on my eye. I was the last patient left in the Treatment Building until 7.30 in the evening, whereupon the matron telephoned for a taxi to take me home. No-one had come to take me back and needless to say I (then 87 years of age), was extremely upset as it was January and already dark. Since then, however, I have to say the service has been very good.
39	February	I feel that everything possible was done for my comfort and welfare.
41	February	Nothing. Can I just say that how are you going to get feedback from the elderly and infirm who don't have any equipment to access the internet or who are too frail to use it?
45	March	Couldn't of done anything better. I was treated very very well and enjoy using the friendly service.
47	March	At the age of 91, getting up at 4.30am to be picked up at 6.30am and the transport not arriving until 7.30am is not acceptable, it is a very long day for someone of my age.
48	March	Not having to wait so long for the return journey
49	March	Informed patients about the long wait probable.

Patient number	Month	Comments received
51	March	Reduce waiting time.
42	February	I was happy with every thing excellent driver 100% helpful, vehicle nice and clean and the service did very well.
43	March	Do not think you could have done any better.
44	March	All very good.
52	March	Nothing.
53	March	Information on how to contact the service. I tried many numbers before I obtained the correct one. Different departments at the hospital didn't seem to know either.
61	March	Nothing!



## 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	1 (2.1%)
55 – 64 years	0 (0.0%)
65 – 74 years	4 (8.3%)
75 – 84 years	23 (47.9%)
85 years +	20 (41.7%)
Total number of responses	48
Declined to answer question	1
No reply to question	13

## Gender

Gender	Total
Male	16 (33.3%)
Female	32 (66.7%)
Total number of responses	48
Do not wish to declare	0
Did not answer	14

## Ethnic Group

Ethnic Group	Total
White	46 (97.9%)
Asian / Asian British	0 (0.0%)
Black / African / Caribbean / Black British	1 (2.1%)
Mixed / multiple ethnic groups	0 (0.0%)
Other	0 (0.0%)
Total number of responses	47
Declined to answer question	2
No reply to question	13

## Religion or Belief

Religion or Belief	Total
Christian	31 (66.0%)
Hindu	0 (0.0%)
Jewish	2 (4.3%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	1 (2.1%)
None	10 (21.3%)
Other	3 (6.4%)
Total number of responses	47
Declined to answer question	2
No reply to question	13

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

- *"Church of England." (Patient 45, March)*
- *"Methodist." (Patient 3, January)*
- *"Pagan." (Patient 21, January)*

## Sexual Orientation

Sexual orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual / straight	36 (94.7%)
Bisexual	0 (0.0%)
Other	2 (5.3%)
Total number of responses	38
Do not wish to declare	4
Did not answer	20

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

- *"Not relevant." (Patient 5, January)*
- *"None - impotent now." (Patient 31, February)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	7 (14.3%)
Physical impairment	22 (44.9%)
Sensory impairment	3 (6.1%)
Long standing condition	13 (26.5%)
Learning disability	0 (0.0%)
Mental health disorder	2 (4.1%)
Other	2 (4.1%)
Total number of responses	49
Declined to answer question	2
No reply to question	19

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

- *“Long term COPD, plus an undefined illness that I am attending hospital for.” (Patient 32, February)*
- *“Vascular dementia.” (Patient 36, February)*
- *“Hearing problems.” (Patient 61, March)*

## Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes	21 (43.8%)
No	14 (29.2%)
Widow	12 (25.0%)
Other	1 (2.1%)
Total number of responses	48
Declined to answer question	2
No reply to question	15

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

- “Divorced.” (Patient 35, February)

**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	24 (82.8%)
No, I do not have a child under 12 months old	5 (17.2%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	29
Not applicable	11
Declined to answer question	0
No reply to question	25

**(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	30 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total number of responses	30
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	23 (92.0%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	0 (0.0%)
Browse aloud (website)	1 (4.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	0 (0.0%)
Large Print	1 (4.0%)
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	25
Do not wish to declare	2
Did not answer	14

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

- *“Macular degeneration.” (Patient 26, February)*



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

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

Impact on Service	Total
No	25 (92.6%)
Yes, in a positive way	2 (7.4%)
Yes, in a negative way	0 (0.0%)
Total number of responses	27
Do not wish to declare	0
Did not answer	14

25 respondents (92.6%) advised that the service received was not affected by any of the aforementioned strands of diversity. Two respondents advised that the service they received was affected in a positive way; no one responded that the service received was affected in a negative way.

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

- *“The crew of the ambulances to A & E and home later treated me with kindness and courtesy.” (Patient 2, January)*

## 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.