



Patient Transport Service Patient Experience Report

Patient Transport Service - North East Essex
January to March 2021

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Patient Transport Service (PTS) patient experience results: January to March 2021

Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has temporarily stopped the routine undertaking of patient experience postal surveys. However, it is important 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 remained available on the Trust's public website, enabling patients to provide their feedback at any time.

The objective of the PTS survey is to establish patient satisfaction, to involve patients in the healthcare and service received and to continuously monitor the quality of the service provided. This report summarises the survey results for patients within the North East Essex area, who used the PTS between January and March 2021.

Sample

The PTS online survey is undertaken by way of a self-selected sample as the online survey is available for any patient to complete via the Trust's public website. The survey continues to be 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 complete the survey online, but patients are also given with the option to request a paper survey. 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

information cards have been provided to patients. A number of the online submissions have also been completed by patients who found the online survey through alternative means.

Methodology

The PTS survey is available on the Trust's public website for patients to complete at any time. The online surveys have been promoted using different methods, such as via the Trust's social media channels and patient information cards (which include the web address and QR code). 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.

The Patient Survey Team also undertake 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), with any deceased patients removed from the sample. A letter (based on the patient information card) is then posted to each patient, inviting them to feedback via the online survey. The 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. However, where this information is unavailable, the area is recorded as 'unknown.'

Conclusion

Overall, 97.6% of patients who responded to the overall satisfaction question and had used the PTS within the North East Essex area during January to March 2021, rated the service received as being either 'good' or 'very good. The majority of comments received from respondents were also extremely positive in relation to the staff and service provided.

Results

Please note: The PTS online survey was updated earlier this year, so some of the below questions may vary and include two tables (survey version one (v1) and version two (v2)). All the patients who used the service during March completed the version two of the survey.

How did you hear about the survey?

Response	January	February	March	January to March 2021 Total
I received a letter through the post	13 (100%)	13 (92.9%)	13 (100%)	39 (97.5%)
I was provided with a patient information card	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	0 (0.0%)	1 (7.1%)	0 (0.0%)	1 (2.5%)
Total number of responses	13	14	13	40
No response given	1	2	0	3

Overall, how was your experience of our service?

Response	January	February	March	January to March 2021 Total
Very good	12 (85.7%)	13 (86.7%)	12 (92.3%)	37 (88.1%)
Good	2 (14.3%)	1 (6.7%)	1 (7.7%)	4 (9.5%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Poor	0 (0.0%)	1 (6.7%)	0 (0.0%)	1 (2.4%)
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	14	15	13	42
No response given	0	1	0	1

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, 97.6% of respondents who answered the above question and had used the PTS in the North East Essex area between the 1st January to the 31st March 2021 rated the service they received as being either 'good' or 'very good.'

Bar chart illustrating the results to question one:



Please can you tell us why you gave this answer?

Patient number	Month	Comments received
22	January	Very friendly and helpful gentleman who transported me.
23	January	I am very grateful for the service you supply I have use your ambulance for many years and all ways been care for and took to my department. I lost my husband (name) last year 14 July he used to take me to hospital. But in the earlier years we had no motor. So now I am back with transport. I don't know how people like myself would get to their appointments without you thank you.
24	January	The guy was very kind and chatty and was very helpful showing me where I needed to go.
25	January	Friendly, on time, caring.
26	January	Was a good service picked up on time and taken to Basildon and collected at time stated and token to Colchester hospital was in good hands.
27	January	Friendly.
28	January	The service was very good.
29	January	Said it was wonderful the lady really looked after him.
30	January	Everything was explained through each process of the booking service.
31	January	Treated with dignity and respect. Felt reassured by their professional yet friendly approach to my needs.
42	January	Because it was the first time we used your service and everyone was very helpful. I have had to fill in this survey as my husband has M/S and cannot write but they are his answers.

33	January	Everything was excellent.
35	February	Transport arrived a little early, but that is better than late. Driver was very polite and chatty, a very pleasant journey. A good drive.
36	February	Drivers were so helpful and cheerful. Very easy to organise through the phone line and operators very helpful and friendly.
37	February	I am sorry to say that the man who sat in the back of the ambulance with me was very untalkative. I tried to strike up a conversation with him but his answers were short and sharp. Is there course he could go on to improve his chattiness.
39	February	All good no problems.
40	February	Ambulance personnel very caring and efficient.
41	February	The ambulance staff were very helpful and helped me to my door.
42	February	Because the ambulance was on time, the crew were friendly and they got me to the hospital in one piece.
1	February	Polite & helpful on phone. On-time & nothing was too much trouble. Waited while I had op & took me home.
3	February	I have been using transport since November, very good advice, I would recommend the transport to everyone. I'm not online.
4	February	The crew were very helpful and considerate when they arrived to transport me home after a fall (result broken arm and stitches in face).
6	March	Staff very efficient and friendly.
10	March	Kind and very caring ambulance team.

13	March	The car I was expecting broke down so a taxi came to collect me, I came back by ambulance transport.
14	March	I am very pleased with my service. You have taken a lot of care in the year I have used your service. I need your service as I cannot get to the Hospital in Colchester. I hope you can provide it until the hospital say. I have macular degeneration & have to have both eyes injected so buses are out & no one else to help me. Thank you so much for your help.
15	March	Excellent service.
16	March	Because it was very good.
17	March	Your driver was very polite efficient and caring. The door to door service couldn't be bettered.
20	March	Not very good. EXCELLENT. However the ambulances were very uncomfortable but the drivers and paramedics were very kind.

Whose views are being reported in this questionnaire?

Response	January	February	March	January to March 2021 Total
The view of the patient	11 (78.6%)	13 (92.9%)	12 (100%)	36 (90.0%)
The view of someone acting on behalf of the patient	3 (21.4%)	1 (7.1%)	0 (0.0%)	4 (10.0%)
Total number of responses	14	14	12	40
No response given	0	2	1	3

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

- *"Husband."* (Patient 25, January)
- *"Wife."* (Patient 32, January and Patient 41, February)

(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	4 (50.0%)	4 (66.7%)	0 (0.0%)	8 (57.1%)
Fairly quickly	4 (50.0%)	2 (33.3%)	0 (0.0%)	6 (42.9%)
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	8	6	0	14
Unable to say	2	2	0	4
No response given	2	2	0	4

(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	2 (100%)	2 (66.7%)	8 (88.9%)	12 (85.7%)
It took a long time	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (7.1%)
My call was not answered	0 (0.0%)	0 (0.0%)	1 (11.1%)	1 (7.1%)
Total number of responses	2	3	9	14
Unable to say	0	0	1	1
No response given	0	3	3	6

(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	8 (100%)	7 (100%)	0 (0.0%)	15 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	8	7	0	15
Unable to say	2	1	0	3
No response given	2	2	0	4

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

Response	January	February	March	January to March 2021 Total
Yes	11 (100%)	9 (100%)	10 (100%)	30 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	11	9	10	30
Unable to say	0	2	0	2
No response given	3	5	3	11

(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	6 (75.0%)	4 (57.1%)	0 (0.0%)	10 (66.7%)
Satisfied	2 (25.0%)	3 (42.9%)	0 (0.0%)	5 (33.3%)
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	8	7	0	15
Unable to say	2	1	0	3
No response given	2	2	0	4

(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%)	4 (100%)	7 (70.0%)	11 (68.8%)
Good	2 (100%)	0 (0.0%)	1 (10.0%)	3 (18.8%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (10.0%)	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%)
Don't know	0 (0.0%)	0 (0.0%)	1 (10.0%)	1 (6.3%)
Total number of responses	2	4	10	16
Unable to say	0	0	0	0
No response given	0	2	3	5

(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%)	5 (100%)	11 (100%)	17 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	1	5	11	17
Unable to say	1	0	0	1
No response given	0	1	2	3

(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	7 (70.0%)	6 (75.0%)	0 (0.0%)	13 (72.2%)
Satisfied	3 (30.0%)	2 (25.0%)	0 (0.0%)	5 (27.8%)
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	10	8	0	18
Unable to say	0	0	0	0
No response given	2	2	0	4

(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 (50.0%)	4 (80.0%)	10 (100%)	15 (88.2%)
Good	1 (50.0%)	1 (20.0%)	0 (0.0%)	2 (11.8%)
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	2	5	10	17
Not applicable	0	0	0	0
No response given	0	1	3	4

(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)	1 (50.0%)	2 (66.7%)	2 (25.0%)	5 (38.5%)
On time	1 (50.0%)	1 (33.3%)	6 (75.0%)	8 (61.5%)
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	2	3	8	13
Not applicable	0	2	2	4
No response given	0	2	3	5

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%)	0 (0.0%)	1 (100%)	2 (100%)
Total number of responses	1	0	1	2
Not applicable	2	4	9	15
No response given	11	12	3	26

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	5 (50.0%)	3 (37.5%)	3 (50.0%)	11 (45.8%)
15 to 30 minutes	2 (20.0%)	4 (50.0%)	2 (33.3%)	8 (33.3%)
30 to 45 minutes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
45 to 60 minutes	1 (10.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)
Over 60 minutes	2 (20.0%)	1 (12.5%)	1 (16.7%)	4 (16.7%)
Total number of responses	10	8	6	24
Not applicable	2	4	3	9
No response given	2	4	4	10

(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%)	1 (100%)	6 (60.0%)	7 (58.3%)
Good	1 (100%)	0 (0.0%)	2 (20.0%)	3 (25.0%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (10.0%)	1 (8.3%)
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%)	1 (10.0%)	1 (8.3%)
Total number of responses	1	1	10	12
Not applicable	0	0	0	0
No response given	1	5	3	9

(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	10 (90.9%)	6 (75.0%)	0 (0.0%)	16 (84.2%)
Fairly acceptable	1 (9.1%)	2 (25.0%)	0 (0.0%)	3 (15.8%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	11	8	0	19
Unable to say	0	0	0	0
No response given	1	2	0	3

(v1) - The suitability of the vehicle you travelled in?				
Response	January	February	March	January to March 2021 Total
Acceptable	10 (90.9%)	7 (87.5%)	0 (0.0%)	17 (89.5%)
Fairly acceptable	1 (9.1%)	1 (12.5%)	0 (0.0%)	2 (10.5%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	11	8	0	19
Unable to say	0	0	0	0
No response given	1	2	0	3

(v1) - Cleanliness inside the vehicle?				
Response	January	February	March	January to March 2021 Total
Acceptable	11 (100%)	8 (100%)	0 (0.0%)	19 (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	11	8	0	19
Unable to say	0	0	0	0
No response given	1	2	0	3

(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	1 (50.0%)	5 (100%)	4 (44.4%)	10 (62.5%)
Good	0 (0.0%)	0 (0.0%)	4 (44.4%)	4 (25.0%)
Neither good nor poor	1 (50.0%)	0 (0.0%)	1 (11.1%)	2 (12.5%)
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	2	5	9	16
Unable to say	0	0	1	1
No response given	0	1	3	4

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

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

(v2) - Suitability of the vehicle?				
Response	January	February	March	January to March 2021 Total
Very good	1 (50.0%)	5 (71.4%)	7 (100%)	13 (81.3%)
Good	1 (50.0%)	2 (28.6%)	0 (0.0%)	3 (18.8%)
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	2	7	7	16
Unable to say	0	0	1	1
No response given	0	1	3	4

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

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

(v2) - Cleanliness inside the vehicle?				
Response	January	February	March	January to March 2021 Total
Very good	1 (50.0%)	5 (100%)	9 (81.8%)	15 (83.3%)
Good	1 (50.0%)	0 (0.0%)	2 (18.2%)	3 (16.7%)
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	2	5	11	18
Unable to say	0	0	0	0
No response given	0	1	2	3

(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	11 (100%)	7 (87.5%)	0 (0.0%)	18 (94.7%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (5.3%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	11	8	0	19
Unable to say	0	0	0	0
No response given	1	2	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	10 (90.9%)	7 (87.5%)	0 (0.0%)	17 (89.5%)
A little improvement necessary	1 (9.1%)	1 (12.5%)	0 (0.0%)	2 (10.5%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	11	8	0	19
Unable to say	0	0	0	0
No response given	1	2	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 (50.0%)	5 (100%)	11 (100%)	17 (94.4%)
Good	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	2	5	11	18
Unable to say	0	0	0	0
No response given	0	1	2	3

Did the service staff treat you with dignity and respect?

Response	January	February	March	January to March 2021 Total
Yes, definitely	11 (84.6%)	12 (92.3%)	11 (100%)	34 (91.9%)
Yes, to some extent	2 (15.4%)	1 (7.7%)	0 (0.0%)	3 (8.1%)
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	13	13	11	37
Unable to say	0	0	0	0
No response given	1	3	2	6

Did the service staff drive safely?

Response	January	February	March	January to March 2021 Total
Yes	12 (100%)	13 (100%)	10 (100%)	35 (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	12	13	10	35
Unable to say	0	0	0	0
No response given	2	3	3	8

Did the service staff offer assistance if required?

Response	January	February	March	January to March 2021 Total
Yes	12 (100%)	13 (100%)	10 (100%)	35 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not required	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	12	13	10	35
Unable to say	0	0	0	0
No response given	2	3	3	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	1 (9.1%)	0 (0.0%)	0 (0.0%)	1 (3.6%)
Private car	1 (9.1%)	1 (10.0%)	0 (0.0%)	2 (7.1%)
Taxi	1 (9.1%)	3 (30.0%)	1 (14.3%)	5 (17.9%)
Relative, carer or friend	1 (9.1%)	0 (0.0%)	0 (0.0%)	1 (3.6%)
Could not attend	7 (63.6%)	6 (60.0%)	4 (57.1%)	17 (60.7%)
Other	0 (0.0%)	0 (0.0%)	2 (28.6%)	2 (7.1%)
Total number of responses	11	10	7	28
Unable to say	1	2	3	6
No response given	3	5	3	11

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

- *“Would have to be ambulance as I was in hospital.” (Patient 26, January)*

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 (7.7%)	1 (2.7%)
Cost of transport	0 (0.0%)	2 (15.4%)	1 (7.7%)	3 (8.1%)
Mobility problems	9 (81.8%)	7 (53.8%)	4 (30.8%)	20 (54.1%)
Distance	0 (0.0%)	1 (7.7%)	2 (15.4%)	3 (8.1%)
Parking at hospital	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	2 (18.2%)	3 (23.0%)	5 (38.5%)	10 (27.0%)
Total number of responses	11	13	13	37
No response given	3	4	3	10

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

- *“In hospital.” (Patient 26, January)*
- *“Was taking to hospital on 28th December by Ambulance in my night clothes. I also have MS so mobility not good and no other form of transport . I live alone and no family nearby.” (Patient 27, January)*
- *“Unable to drive home after procedure due to medical advice.” (Patient 35, February)*
- *“I used the service from the hospital as it was late evening and my wife prefers not to drive in the dark.” (Patient 41, February)*
- *“Fractured pubic rami.” (Patient 19, January)*
- *“Health reasons.” (Patient 3, February)*
- *“I was in hospital and I was sent to another hospital for a procedure.” (Patient 6, March)*
- *“Cannot see properly so cant read bus numbers etc, Also after eye drops & injection cant see at all until late at night.” (Patient 9, March)*
- *“Was brought home after hospital stay.” (Patient 12, March)*

- “80 years old.” (Patient 13, March)
- “To A&E and transfer between hospitals and home.” (Patient 20, 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	5 (45.5%)	4 (50.0%)	0 (0.0%)	9 (47.4%)
Met my expectations	5 (45.5%)	4 (50.0%)	0 (0.0%)	9 (47.4%)
Reasonably met my expectations	1 (9.1%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
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	11	8	0	19
No response given	1	2	0	3

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

Patient number	Month	Comments received
24	January	Very polite, helpful and friendly.
25	January	Vehicle tired. Equipment tired. Trolley had a tired battery which went flat.
30	January	On this occasion although I arrived on time for my appointment the transport only allowed approximately 30 mins to get from Harwich to Colchester. I had to check that my transport was still in place as my appointment was at 4pm & by 3:15pm they hadn't arrived eventually arriving at 3:25pm to take me. Had there been traffic I would've been late & may even had to have rebooked.
31	January	All excellent... I felt very well looked after Thank you to the crew that looked after me.
35	February	Nothing comes to mind.
39	February	Nil.
40	February	Nothing.
41	February	Been informed about the length of time waiting for the ambulance service to take me home.
42	February	Great service. On arrival at A&E it was like the main gun deck of HMS Victory at the height of the Battle of Trafalgar. Your man stood by me as the powder monkeys flew hither and thither and the odd drug addict cried out for their mothers. I was in shock but the ambulance man stood his ground and calmed my nerves. I think I'd forgotten why I was there - so thank you for that.

4	February	Reasons for so many N/A. I called for ambulance I was taken by ambulance to Ipswich hospital after a fall resulting in broken bone in arm and badly lacerated face. To return me home after treatment at fracture clinic. The hospital in Ipswich got transport from Colchester to return me home after discharging me.
10	March	Excellent service.
15	March	I don't think you can improve on perfection.
16	March	Very good.
17	March	In my opinion the service was good and I cannot think of anything to better it.
20	March	Yes new ambulance!! They were extremely uncomfortable but staff made up for all of it.

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	1 (2.9%)
45 – 54 years	1 (2.9%)
55 – 64 years	0 (0.0%)
65 – 74 years	10 (28.6%)
75 – 84 years	16 (45.7%)
85 years +	7 (20.0%)
Total number of responses	35
Declined to answer question	1
No reply to question	7

Gender

Gender	Total
Male	19 (52.8%)
Female	17 (47.2%)
Total number of responses	36
Do not wish to declare	0
Did not answer	7

Ethnic Group

Ethnic Group	Total
White	35 (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	35
Declined to answer question	0
No reply to question	8

Religion or Belief

Religion or Belief	Total
Christian	27 (77.1%)
Hindu	0 (0.0%)
Jewish	1 (2.9%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (17.1%)
Other	1 (2.9%)
Total number of responses	35
Declined to answer question	1
No reply to question	7

Sexual Orientation

Sexual orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual / straight	30 (100%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	30
Do not wish to declare	0
Did not answer	13

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

- *“Ordinary.” (Patient 23, January)*

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	10 (26.3%)
Physical impairment	12 (31.6%)
Sensory impairment	2 (5.3%)
Long standing condition	11 (28.9%)
Learning disability	0 (0.0%)
Mental health disorder	0 (0.0%)
Other	3 (7.9%)
Total number of responses	38
Declined to answer question	0
No reply to question	9

Are you married or in a civil partnership?

Married or civil partnership	Total
Yes	21 (63.6%)
No	4 (12.1%)
Widow	8 (24.2%)
Total number of responses	33
Declined to answer question	0
No reply to question	10

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	11
No, I do not have a child under 12 months old	2
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	13
Not applicable	7
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	17 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total number of responses	17
Declined to answer question	0
No reply to question	5

(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	17 (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	1 (5.6%)
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	18
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	17 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total number of responses	17
Do not wish to declare	0
Did not answer	5

17 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.