



Patient Transport Service Patient Experience Report

Patient Transport Service - South East Essex
January to March 2021

Author: Laura Mann, Patient Experience Manager
(Surveys) Report Period: January to March 2021
Date of Report: July 2021

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 South 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, **96.0%** of patients who responded to the overall satisfaction question and had used the PTS within the South 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	8 100.0%	7 87.5%	10 100.0%	25 96.2%
I was provided with a patient information card	0 0.0%	1 12.5%	0 0.0%	1 3.8%
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	8	8	10	26
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	8 100.0%	7 87.5%	8 88.9%	23 92.0%
Good	0 0.0%	0 0.0%	1 11.1%	1 4.0%
Neither good nor poor	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Poor	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very poor	0 0.0%	1 12.5%	0 0.0%	1 4.0%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	8	8	9	25
No response given	0	0	1	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, 96.0% of respondents who answered the above question and had used the PTS in the South Essex area between the 1st of January to the 31st of March, rated the service received as 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	Positive comments received
1	January	Good time keeping along with general conversations during the trip between Clacton and Colchester.
2	January	I am completing this survey on behalf of the patient who suffers from Dementia. His transport was arranged from Southend Hospital. I hold power of attorney for the patient. The patient arrived home safely, did not seem agitated by the journey and the crew assisting him were marvellous.
3	January	It was prompt, driver friendly and helpful.
5	January	I am very pleased with the service. They are very good at helping me in and out of the ambulance and into the hospital. I am most grateful. Thank you very much.
13	February	Extremely courteous, caring and efficient.

14	February	The call was reacted on within 5 mins. I had fallen and was unable to move. I didn't know it at the time but had fractured the left neck of femur. The 2 young ambulance girls were so calming and professional. I was secured on a scoop and carried to the ambulance where I was given Entonox gas and air...this helped me straighten my leg and relieved some of the pain. Routine questions were asked, and basic observations taken. I was then transferred within minutes to hospital A&E. I would truly like to thank the girls on duty that day. I've now had surgery for a total hip replacement. and I'm progressing extremely well. Thank you NHS.
16	February	Can only say that it was a joy to deal with staff at all levels. Wrote to trust last year and had lovely reply to my letter. Bless you all.
17	March	Very helpful, kind and caring.
19	March	There within mins.
20	March	Very good, had time to see I was ok.
21	March	Thorough with requesting information of patient's requirements. Prompt, polite and efficient overall with service.
23	March	This is the only answer that describes the service that I received.
24	March	Assistance is very kind and caring. (Name) is particularly wonderful and very patient.
25	March	Every journey I have had with you has been perfect. Many thanks for your service.
26	March	All NHS have been under severe pressure and yet your staff were kind, caring and most helpful with a smile. For that I thank you sincerely.

Patient number	Month	Negative comments received
12	February	They turned up very late and I had to get a taxi. I don't want to be struck off the clinic list.

Whose views are being reported in this questionnaire?

Response	January	February	March	January to March 2021 Total
The view of the patient	5 83.3%	4 66.7%	5 62.5%	14 70.0%
The view of someone acting on behalf of the patient	1 16.7%	2 33.3%	3 37.5%	6 30.0%
Total number of responses	6	6	8	20
No response given	2	2	2	6

Examples of respondents who had completed the survey on behalf of the patient included: 'Wife,' 'partner,' 'carer' and 'son.'

How best describes how quickly we answered the telephone? (V1)

Response	January	February	January to February 2021 Total
Almost immediately	0 0.0%	0 0.0%	0 0.0%
Fairly quickly	2 100.0%	1 100.0%	3 100.0%
It took longer than I would have expected	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%
Total number of responses	2	1	3
Unable to say	1	2	3
No response given	5	5	10

How quickly did we answer your call? (V2)

Response	March 2021 Total
Quickly	5 71.4%
It took a long time	1 14.3%
My call was not answered	1 14.3%
Total number of responses	7
Unable to say	0
No response given	3

Did you feel the questions asked in relation to your eligibility for patient transport were appropriate? (V1)

Response	January	February	January to February 2021 Total
Yes	2 100.0%	2 100.0%	4 100.0%
No	0 0.0%	0 0.0%	0 0.0%
Total number of responses	2	2	4
Unable to say	1	1	2
No response given	5	5	10

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

Response	January	February	March	January to March 2021 Total
Yes	3 100.0%	2 100.0%	5 100.0%	10 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	3	2	5	10
Unable to say	0	1	1	2
No response given	5	5	4	14

How satisfied were you with the accessibility of the booking system? (V1)

Response	January	February	January to February 2021 Total
Very satisfied	0 0.0%	1 50.0%	1 25.0%
Satisfied	2 100.0%	0 0.0%	2 50.0%
Fairly satisfied	0 0.0%	0 0.0%	0 0.0%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%
Very dissatisfied	0 0.0%	1 50.0%	1 25.0%
Total number of responses	2	2	4
Unable to say	1	1	2
No response given	5	5	10

How would you rate the booking system? (V2)

Response	March 2021 Total
Very good	6 85.7%
Good	0 0.0%
Neither good nor poor	0 0.0%
Poor	0 0.0%
Very poor	1 14.3%
Don't know	0 0.0%
Total number of responses	7
No response given	3

Did the service staff introduce themselves? (V2)

Response	March 2021 Total
Yes	8 100.0%
No	0 0.0%
Total number of responses	8
Unable to say	0
No response given	2

How satisfied were you with the length of time your journey took? (V1)

Response	January	February	January to February 2021 Total
Very satisfied	2 66.7%	2 100.0%	4 80.0%
Satisfied	1 33.3%	0 0.0%	1 20.0%
Fairly satisfied	0 0.0%	0 0.0%	0 0.0%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%
Very dissatisfied	0 0.0%	0 0.0%	0 0.0%
Total number of responses	3	2	5
No response given	5	6	11

How would you describe the length of time your journey took? (V2)

Response	March 2021 Total
Very good	6 85.7%
Good	1 14.3%
Neither good nor poor	0 0.0%
Poor	0 0.0%
Very good	0 0.0%
Don't know	0 0.0%
Total number of responses	7
No response given	3

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%	0 0.0%	0 0.0%	0 0.0%
Early (30 – 60 minutes)	0 0.0%	0 0.0%	2 33.3%	2 20.0%
On time	3 100.0%	1 100.0%	4 66.7%	8 80.0%
Late (0 – 60 minutes)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very late (over 60 minutes)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	3	1	6	10
Not applicable	0	2	1	3
No response given	5	5	3	13

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

Response	January	February	March	January to March 2021 Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	0	0	0	0
Not applicable	3	3	7	13
No response given	5	5	3	13

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	0 0.0%	0 0.0%	4 66.7%	4 44.4%
15 to 30 minutes	1 50.0%	1 100.0%	1 16.7%	3 33.3%
30 to 45 minutes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
45 to 60 minutes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Over 60 minutes	1 50.0%	0 0.0%	1 16.7%	2 22.2%
Total number of responses	2	1	6	9
Not applicable	1	2	1	4
No response given	5	5	3	13

How did you find the communication between the Patient Transport Service and the hospital clinic? (V2)

Response	March 2021 Total
Very good	6 85.7%
Good	1 14.3%
Neither good nor poor	0 0.0%
Poor	0 0.0%
Very poor	0 0.0%
Unable to say	0 0.0%
Total number of responses	7
Not applicable	0
No response given	3

How would you describe the following?

The comfort of the vehicle you travelled in? (V1)			
Response	January	February	January to February 2021 Total
Acceptable	1 50.0%	2 66.7%	3 60.0%
Fairly acceptable	1 50.0%	1 33.3%	2 40.0%
Unacceptable	0 0.0%	0 0.0%	0 0.0%
Total number of responses	2	3	5
Unable to say	1	1	2
No response given	5	4	9

The suitability of the vehicle you travelled in? (V1)			
Response	January	February	January to February 2021 Total
Acceptable	2 66.7%	3 100.0%	5 83.3%
Fairly acceptable	1 33.3%	0 0.0%	1 16.7%
Unacceptable	0 0.0%	0 0.0%	0 0.0%
Total number of responses	3	3	6
Unable to say	0	1	1
No response given	5	4	9

The cleanliness inside the vehicle you travelled in? (V1)			
Response	January	February	January to February 2021 Total
Acceptable	2 100.0%	3 100.0%	5 100.0%
Fairly acceptable	0 0.0%	0 0.0%	0 0.0%
Unacceptable	0 0.0%	0 0.0%	0 0.0%
Total number of responses	2	3	5
Unable to say	1	1	2
No response given	5	4	9

How would you describe the following?

Comfort of the vehicle? (V2)	
Response	March 2021 Total
Very good	4 66.7%
Good	2 33.3%
Neither good nor poor	0 0.0%
Poor	0 0.0%
Very poor	0 0.0%
Total number of responses	6
Unable to say	0
No response given	4

Suitability of the vehicle? (V2)	
Response	March 2021 Total
Very good	5 62.5%
Good	3 37.5%
Neither good nor poor	0 0.0%
Poor	0 0.0%
Very poor	0 0.0%
Total number of responses	8
Unable to say	0
No response given	2

Cleanliness inside the vehicle? (V2)	
Response	March 2021 Total
Very good	6 75.0%
Good	2 25.0%
Neither good nor poor	0 0.0%
Poor	0 0.0%
Very poor	0 0.0%
Total number of responses	8
Unable to say	0
No response given	2

Did the service staff introduce themselves to you? (V1)

Response	January	February	January to February 2021 Total
Yes	4 100.0%	3 100.0%	7 100.0%
Yes, but I would have liked them to introduce themselves to a greater extent	0 0.0%	0 0.0%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%
Total number of responses	4	3	7
Unable to say	0	1	1
No response given	4	4	8

How would you describe the attitude of the service staff you had contact with? (V2)

Response	January	February	January to February 2021 Total
Very professional	4 100.0%	3 100.0%	7 100.0%
A little improvement necessary	0 0.0%	0 0.0%	0 0.0%
Not professional	0 0.0%	0 0.0%	0 0.0%
Total number of responses	4	3	7
Unable to say	0	1	1
No response given	4	4	8

How would you describe the attitude of the staff? (V2)

Response	March 2021 Total
Excellent	8 100.0%
Good	0 0.0%
Poor	0 0.0%
Total number of responses	8
Not applicable	0
No response given	2

Did the service staff treat you with dignity and respect?

Response	January	February	March	January to March 2021 Total
Yes, definitely	4 100.0%	3 100.0%	8 100.0%	15 100.0%
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	4	3	8	15
Unable to say	0	1	0	1
No response given	4	4	2	10

Did the service staff drive safely?

Response	January	February	March	January to March 2021 Total
Yes	3 100.0%	3 100.0%	6 100.0%	12 100.0%
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	3	3	6	12
Unable to say	1	1	0	2
No response given	4	4	4	12

Did the service staff offer assistance if required?

Response	January	February	March	January to March 2021 Total
Yes	4 100.0%	3 100.0%	7 100.0%	14 100.0%
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	4	3	7	14
Unable to say	0	1	0	1
No response given	4	4	3	11

If you had not travelled with the ambulance service, how would you have travelled to hospital?*(All answer types are listed, some multiple answers)*

Response	January	February	March	January to March 2021 Total
Public transport	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Private car	1 25.0%	0 0.0%	0 0.0%	1 9.1%
Taxi	1 25.0%	1 50.0%	1 20.0%	3 27.3%
Relative, carer or friend	0 0.0%	0 0.0%	1 20.0%	1 9.1%
Could not attend	2 50.0%	1 50.0%	3 60.0%	6 54.5%
Other	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	4	2	5	11
Unable to say	0	1	2	3
No response given	5	5	3	13

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

(All answer types listed, some multiple answers)

Response	January	February	March	January to March 2021 Total
Poor public transport	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Cost of transport	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Mobility problems	3 75.0%	3 100.0%	6 85.7%	12 85.7%
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	1 25.0%	0 0.0%	1 14.3%	2 14.3%
Total number of responses	4	3	7	14
No response given	4	5	3	12

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

- *"I usually take the bus but can't at the moment." (Patient 5, January)*
- *"Cannot drive for a week." (Patient 20, March)*
- *"Numerous other problems, one of them profoundly deaf and balance problems." (Patient 21, March)*
- *"Was very helpful. Lovely man, I also have (name) sometimes, and she is just as wonderful. Thank you to them both." (Patient 24, March)*

How would you describe the service you received in relation to your expectations? (V1)

Response	January	February	January to February 2021 Total
Exceeded my expectations	2 50.0%	3 75.0%	5 62.5%
Met my expectations	2 50.0%	0 0.0%	2 25.0%
Reasonably met my expectations	0 0.0%	0 0.0%	0 0.0%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	0 0.0%	1 25.0%	1 12.5%
Total number of responses	4	4	8
No response given	4	4	8

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

Patient Number	Month	Comments received
1	January	Nothing could be thought about.
12	February	The transport turned up very, very late. My neighbour told me the transport arrived very, very late.
13	February	This journey was bringing the patient home from a stay in hospital, so cannot answer the booking questions.
14	February	Everything within their ability was done to make me as comfortable as possible.. the ambulance was very bumpy but that couldn't be helped, they chatted to me to take my mind off it and encouraged me to continue inhaling the Entonox. In my recollection nothing more could have been done to make the situation any better.
16	February	I'm sure you know best but 'if it aint broke, don't fix it'. Hope writing OK, but painful back is making me scribble.
20	March	All ok thanks.
24	March	Was very helpful. Thank you.
25	March	Nothing, you are A1.
26	March	Very pleased with the service. Thank you.

Equality and Diversity Information

Age

Age	January to March 2021 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	0 0.0%
55 – 64 years	0 0.0%
65 – 74 years	1 7.1%
75 – 84 years	12 85.7%
85 years +	1 7.1%
Total number of responses	14
Prefer not to say	0
No reply to question	12

Gender

Gender	January to March 2021 Total
Male	6 42.9%
Female	8 57.1%
Total number of responses	14
Prefer not to say	0
Did not answer	12

Ethnic Group

Ethnic Group	January to March 2021 Total
White	13 100.0%
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	13
Prefer not to say	1
No reply to question	12

Religion or Belief

Religion or Belief	January to March 2021 Total
Christian	8 80.0%
Hindu	0 0.0%
Jewish	1 10.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	1 10.0%
Other	0 0.0%
Total number of responses	10
Prefer not to say	3
No reply to question	13

Sexual Orientation

Sexual orientation	Total
Lesbian	0 0.0%
Gay	1 8.3%
Heterosexual	11 91.7%
Bisexual	0 0.0%
Other	0 0.0%
Total number of responses	12
Prefer not to say	1
Did not answer	13

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	1 5.9%
Physical impairment	6 35.3%
Sensory impairment	3 17.6%
Long standing condition	4 23.5%
Learning disability	0 0.0%
Mental health disorder	1 5.9%
Other	2 11.8%
Total number of responses	17
Prefer not to say	0
No reply to question	13

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

- "Dementia and COPD." (Patient 2, January)
- "Colostomy, Rheumatoid Arthritis." (Patient 21, March)

Are you married or in a civil partnership?

Married or civil partnership	Total
Yes	9 81.8%
No	0 0.0%
Widowed	2 18.2%
Total number of responses	11
Prefer not to say	2
No reply to question	13

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	8 88.9%
No, I do not have a child under 12 months old	1 11.1%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total number of responses	9
Not applicable	1
Prefer not to say	0
No reply to question	17

Do you now, or have you ever considered yourself to be transgender? (V1)

Gender reassignment	Total
No, I am not or have not undergone gender reassignment	6 100.0%
Yes, I am or have undergone gender reassignment	0 0.0%
Total number of responses	6
Prefer not to say	1
No reply to question	9

Did you require any of the following information in a different format to assist you with access to the service? (V1)

Format	Total
I did not require a different format	6 85.7%
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 14.3%
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	7
Prefer not to say	0
Did not answer	9

Impact on the service received (V1)

Impact on Service	Total
No	7 100.0%
Yes, in a positive way	0 0.0%
Yes, in a negative way	0 0.0%
Total number of responses	7
Prefer not to say	0
Did not answer	9

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

- *“The transport system is very unreliable. I don’t trust that the transport will arrive on time to get me to my appointments. Using transport is stressful.” (Patient 12, February)*

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.