



Patient Transport Service Patient Experience Report

Patient Transport Service – West Essex
January to March 2021

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EEAST: PTS West Essex
Quarter 4 (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 West 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, 100% of patients who responded to the overall satisfaction question and had used the PTS within the West 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)).

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%)	8 (100%)	9 (100%)	30 (100%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	13	8	9	30
No response given	0	1	1	2

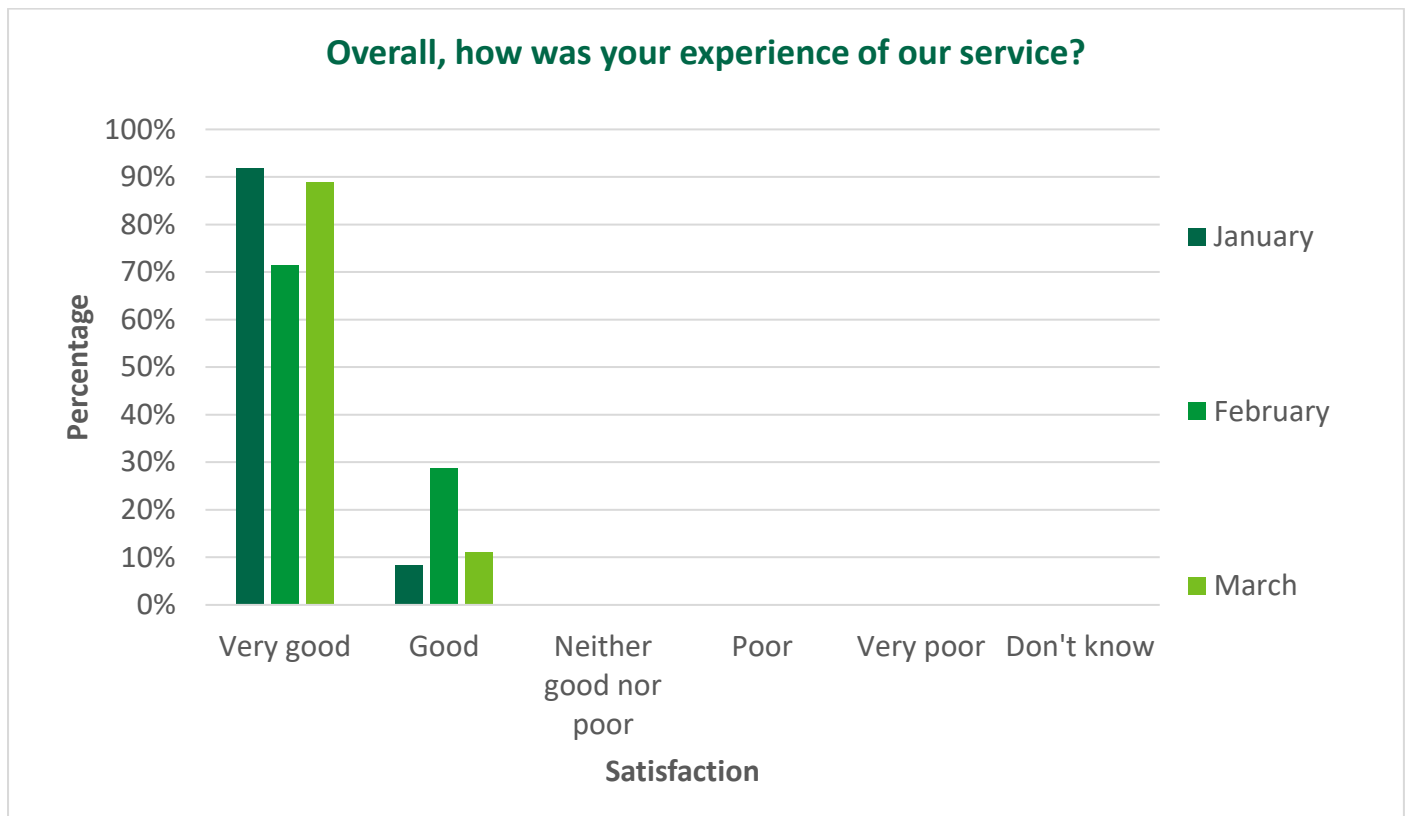
Overall, how was your experience of our service?

Response	January	February	March	January to March 2021 Total
Very good	11 (91.7%)	5 (71.4%)	8 (88.9%)	24 (85.7%)
Good	1 (8.3%)	2 (28.6%)	1 (11.1%)	4 (14.3%)
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%)	0 (0.0%)	0 (0.0%)
Total number of responses	12	7	9	28
No response given	1	2	1	4

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

Overall, 100% of respondents who answered the above question and had used the PTS in the West 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
2	January	Good service.
3	January	Arrived on time, stairs handling up and down, caring attentive staff.
5	January	My Mother was brought home from a stay in hospital. The ambulance lady and man were lovely, helpful, chatty and made her feel very comfortable and safe.
7	January	I have used your ambulance service for the past 10 weeks, I cannot fault your drivers, everyone of them have been so helpful, caring and respectful God Bless our NHS.
8	January	Very patient and waited while I was being seen.
9	January	To support all the staff that run this great service. Thank you.
10	January	Easy to book on the phone, driver on time, all staff polite.
11	January	Brilliant service -very very helpful assistance nothing is too much trouble carry on your good work.
13	January	They only get called when I'm very ill and can't cope on my own. I've always been treated with respect, kindness and understanding when I've been ill. I think we are very lucky to have this service. I for one would be lost without them. I can't fault them in any way. It's 10 out of 10 for me. I have no complaints at all. I will always be grateful for this service. I think they are all doing a fantastic job.
16	February	First class service, arrived in record time and acted fast and professionally.

17	February	Very helpful crew and we were home in no time. Would state that the sat nav needs to be refigured as we were taken towards Sawbridgeworth and had to guide the driver back to *address*. Thank you for the service as it would have been difficult to get home.
21	February	After having had a fall at home my sister in law was taken to Whipps Cross hospital. The patient, who has dementia, can be very confused and sometimes difficult to deal with. The crew that were sent to her aid proved to be highly efficient, compassionate and sympathetic, very professional. Following a two month stay in hospital the patient, now confined to bed, was brought home by a second crew. The crew were scheduled to meet her carers at her home, they did not turn up at the appointed time. This crew proved to be just as compassionate and sympathetic if not more so. They stayed with the patient and made sure that she was settled and comfortable. What's more they waited to make certain patients carers turned up for her late afternoon care slot. They cannot be praised enough many thanks.
23	March	Very polite and caring.
26	March	Always happy to help and very respectful.
27	March	Transport was on time and very good.
30	March	They responded quickly. They were thorough with their questions and checking over my aunt in a patient and caring manner.

Whose views are being reported in this questionnaire?

Response	January	February	March	January to March 2021 Total
The view of the patient	8 (72.7%)	4 (57.1%)	6 (66.7%)	18 (66.7%)
The view of someone acting on behalf of the patient	3 (27.3%)	3 (42.9%)	3 (33.3%)	9 (33.3%)
Total number of responses	11	7	9	27
No response given	2	2	1	5

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

- “Daughter.” (Patient 3, January and Patient 5, January)
- “Son.” (Patient 16, February)
- “Niece.” (Patient 30, March)

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

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

Response	January	February	March	January to March 2021 Total
Almost immediately	3 (42.9%)	0 (0.0%)	0 (0.0%)	3 (33.3%)
Fairly quickly	4 (57.1%)	2 (100%)	0 (0.0%)	6 (66.7%)
It took longer than I would have expected	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Waited so long I put the telephone down	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	2	0	9
Unable to say	2	2	0	4
No response given	4	2	0	6

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

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

Response	January	February	March	January to March 2021 Total
Quickly	0 (0.0%)	2 (100%)	6 (100%)	8 (100%)
It took a long time	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
My call was not answered	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	2	6	8
Unable to say	0	0	1	1
No response given	0	1	3	4

(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%)	2 (100%)	0 (0.0%)	10 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	8	2	0	10
Unable to say	1	2	0	3
No response given	4	2	0	6

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

Response	January	February	March	January to March 2021 Total
Yes	8 (100%)	5 (100%)	6 (0.0%)	19 (100%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	8	5	6	19
Unable to say	1	1	1	3
No response given	4	3	3	10

(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	5 (71.4%)	2 (66.7%)	0 (0.0%)	7 (70.0%)
Satisfied	1 (14.3%)	1 (33.3%)	0 (0.0%)	2 (20.0%)
Fairly satisfied	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (10.0%)
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	7	3	0	10
Unable to say	2	1	0	3
No response given	4	2	0	6

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

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

Response	January	February	March	January to March 2021 Total
Very good	0 (0.0%)	2 (100%)	5 (71.4%)	7 (77.8%)
Good	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)
Don't know	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (11.1%)
Total number of responses	0	2	7	9
Unable to say	0	0	0	0
No response given	0	1	3	4

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

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

Response	January	February	March	January to March 2021 Total
Yes	0 (0.0%)	2 (66.7%)	7 (100%)	9 (90.0%)
No	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (10.0%)
Total number of responses	0	3	7	10
Unable to say	0	0	1	1
No response given	0	0	2	2

(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 (75.0%)	2 (66.7%)	0 (0.0%)	8 (72.7%)
Satisfied	2 (25.0%)	1 (33.3%)	0 (0.0%)	3 (27.3%)
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	3	0	11
Unable to say	0	0	0	0
No response given	5	3	0	8

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

Response	January	February	March	January to March 2021 Total
Very good	0 (0.0%)	2 (100%)	5 (71.4%)	7 (77.8%)
Good	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	0 (0.0%)	0 (0.0%)	2 (28.6%)	2 (22.2%)
Total number of responses	0	2	7	9
Not applicable	0	0	0	0
No response given	0	1	3	4

Did you arrive on time for your appointment?

Response	January	February	March	January to March 2021 Total
Very early (over 60 minutes)	1 (12.5%)	0 (0.0%)	0 (0.0%)	1 (5.9%)
Early (30 – 60 minutes)	2 (25.0%)	3 (75.0%)	0 (0.0%)	5 (29.4%)
On time	4 (50.0%)	1 (25.0%)	5 (100%)	10 (58.8%)
Late (0 – 60 minutes)	1 (12.5%)	0 (0.0%)	0 (0.0%)	1 (5.9%)
Very late (over 60 minutes)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	8	4	5	17
Not applicable	1	0	2	3
No response given	4	5	3	12

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

Response	January	February	March	January to March 2021 Total
Yes	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)
No	1 (50.0%)	1 (100%)	0 (0.0%)	2 (66.7%)
Total number of responses	2	1	0	3
Not applicable	7	4	7	18
No response given	4	4	3	11

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	6 (85.7%)	0 (0.0%)	1 (20.0%)	7 (41.2%)
15 to 30 minutes	1 (14.3%)	4 (80.0%)	3 (60.0%)	8 (47.1%)
30 to 45 minutes	0 (0.0%)	1 (20.0%)	1 (20.0%)	2 (11.8%)
45 to 60 minutes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Over 60 minutes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	5	5	17
Not applicable	3	0	2	5
No response given	3	4	3	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%)	0 (0.0%)	5 (71.4%)	5 (71.4%)
Good	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (14.3%)
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%)
Unable to say	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (14.3%)
Total number of responses	0	0	7	7
Not applicable	0	0	0	0
No response given	0	3	3	6

(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	6 (60.0%)	3 (75.0%)	0 (0.0%)	9 (64.3%)
Fairly acceptable	4 (40.0%)	1 (25.0%)	0 (0.0%)	5 (35.7%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	10	4	0	14
Unable to say	0	0	0	0
No response given	3	2	0	5

(v1) - The suitability of the vehicle you travelled in?				
Response	January	February	March	January to March 2021 Total
Acceptable	8 (80.0%)	4 (100%)	0 (0.0%)	12 (85.7%)
Fairly acceptable	2 (20.0%)	0 (0.0%)	0 (0.0%)	2 (14.3%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	10	4	0	14
Unable to say	0	0	0	0
No response given	3	2	0	5

(v1) - Cleanliness inside the vehicle?				
Response	January	February	March	January to March 2021 Total
Acceptable	10 (100%)	3 (100%)	0 (0.0%)	13 (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	10	3	0	13
Unable to say	0	1	0	1
No response given	3	2	0	5

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

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

(v2) - Comfort of the vehicle?				
Response	January	February	March	January to March 2021 Total
Very good	0 (0.0%)	2 (100%)	5 (71.4%)	7 (77.8%)
Good	0 (0.0%)	0 (0.0%)	2 (28.6%)	2 (22.2%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	2	7	9
Unable to say	0	0	1	1
No response given	0	1	2	3

(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	0 (0.0%)	2 (100%)	5 (83.3%)	7 (87.5%)
Good	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (12.5%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	2	6	8
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	0 (0.0%)	2 (100%)	7 (100%)	9 (100%)
Good	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	0	2	7	9
Unable to say	0	0	1	1
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	8 (88.9%)	3 (100%)	0 (0.0%)	11 (91.7%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No	1 (11.1%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
Total number of responses	9	3	0	12
Unable to say	1	1	0	2
No response given	3	2	0	5

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

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

Response	January	February	March	January to March 2021 Total
Very professional	9 (100%)	4 (100%)	0 (0.0%)	13 (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	9	4	0	13
Unable to say	1	0	0	1
No response given	3	2	0	5

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

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

Response	January	February	March	January to March 2021 Total
Excellent	0 (0.0%)	3 (100%)	8 (100%)	11 (100%)
Good	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%)
Total number of responses	0	3	8	11
Unable to say	0	0	0	0
No response given	0	0	2	2

Did the service staff treat you with dignity and respect?

Response	January	February	March	January to March 2021 Total
Yes, definitely	9 (100%)	7 (100%)	8 (100%)	24 (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	9	7	8	24
Unable to say	0	0	0	0
No response given	4	2	2	8

Did the service staff drive safely?

Response	January	February	March	January to March 2021 Total
Yes	9 (100%)	5 (100%)	5 (100%)	19 (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	9	5	5	19
Unable to say	0	0	1	1
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	9 (100%)	5 (83.3%)	7 (100%)	21 (95.5%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not required	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (4.5%)
Total number of responses	9	6	7	22
Unable to say	0	0	0	0
No response given	4	3	3	10

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 (10.0%)	0 (0.0%)	2 (40.0%)	3 (15.0%)
Taxi	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (5.0%)
Relative, carer or friend	3 (30.0%)	0 (0.0%)	0 (0.0%)	3 (15.0%)
Could not attend	6 (60.0%)	4 (80.0%)	3 (60.0%)	13 (65.0%)
Other	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	10	5	5	20
Unable to say	0	0	2	2
No response given	4	3	3	10

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%)	1 (16.7%)	0 (0.0%)	1 (4.0%)
Cost of transport	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mobility problems	8 (61.5%)	5 (83.3%)	7 (70.0%)	20 (80.0%)
Distance	2 (15.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Parking at hospital	2 (15.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	1 (7.7%)	0 (0.0%)	3 (30.0%)	4 (16.0%)
Total number of responses	13	6	10	25
No response given	4	3	3	10

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

- *“Husband not driving at night.” (Patient 2, January*

(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 (50.0%)	1 (25.0%)	0 (0.0%)	6 (42.9%)
Met my expectations	5 (50.0%)	3 (75.0%)	0 (0.0%)	8 (57.1%)
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	10	4	0	14
No response given	3	2	0	5

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

Patient number	Month	Comments received
3	January	Everything about the service was very professional and reassuring.
9	January	Nothing.
10	January	I have used the service quite a few times, on this occasion it was all good, but there have been occasions where the driver has been late and I've arrived at hospital late (fortunately being allowed my appointment), and an occasion where the driver didn't turn up at all.....can't remember why....some years ago.....however, on the whole a very worthwhile and appreciated service.
11	January	All ok and above.
14	February	I have no problems with ambulance service.
16	February	Cannot think of any way it could be improved. As I have said above, excellent from start to finish.
20	February	Nothing could have been done better. Driver/helper very very pleasant and most helpful.
21	February	Most of this survey is unfortunately not applicable to my experience with the ambulance crew. This is because the request for an ambulance was made by the Redbridge life line service. It was only after they were called that my wife and I were informed of patients fall. We did get to patient before the ambulance arrived and were there to see the crew in. Patients return journey from the hospital was arranged by St Margarets Epping. Again we were informed after the fact and went to meet patients return. Other than the comments made earlier I can add very little constructive useful comments by answering questionnaire.

22	February	You could arrange for drivers (or their assistants) to telephone to report any likely delays in being picked up. The 2hr 'window' is long enough without having the anxiety when they are delayed.
23	March	Nothing very professional.
26	March	Nothing everything is perfect.
27	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	0 (0.0%)
55 – 64 years	3 (13.6%)
65 – 74 years	1 (4.5%)
75 – 84 years	13 (59.1%)
85 years +	5 (22.7%)
Total number of responses	22
Declined to answer question	0
No reply to question	10

Gender

Gender	Total
Male	9 (40.9%)
Female	13 (59.1%)
Total number of responses	22
Do not wish to declare	0
Did not answer	10

Ethnic Group

Ethnic Group	Total
White	22 (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	22
Declined to answer question	0
No reply to question	10

Religion or Belief

Religion or Belief	Total
Christian	16 (72.7%)
Hindu	0 (0.0%)
Jewish	1 (4.5%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	3 (13.6%)
Other	2 (9.1%)
Total number of responses	22
Declined to answer question	0
No reply to question	10

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

- “C of E.” (Patient 27, March)

Sexual Orientation

Sexual orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual / straight	17 (100%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	17
Do not wish to declare	1
Did not answer	14

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	3 (10.3%)
Physical impairment	10 (34.5%)
Sensory impairment	2 (6.9%)
Long standing condition	10 (34.5%)
Learning disability	0 (0.0%)
Mental health disorder	2 (6.9%)
Other	2 (6.9%)
Total number of responses	29
Declined to answer question	0
No reply to question	11

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

- *"I have a long standing back problem due to 4 compressed discs at base of spine."* (Patient 28, March)
- *"Coronavirus."* (Patient 32, March)
- *"CHD, ICD, NHL, COPD."* (Patient 9, January)

Are you married or in a civil partnership?

Married or civil partnership	Total
Yes	10 (55.6%)
No	6 (33.3%)
Widow	1 (5.6%)
Other	1 (5.6%)
Total number of responses	18
Declined to answer question	2
No reply to question	12

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

- *“Divorced. “(Patient 26, March)*

Are you currently pregnant or have had a child within the last 12 months?

(All answer types are listed, some multiple answers)

Pregnancy/had a child within last 12 months	Total
No, I am not pregnant	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	3
Declined to answer question	0
No reply to question	20

(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	11 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total number of responses	11
Declined to answer question	1
No reply to question	7

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

Format	Total
I did not require a different format	12 (92.3%)
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)	1 (7.7%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)
Total number of responses	13
Do not wish to declare	0
Did not answer	7

(v1 survey) - Impact on the service received

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

Impact on Service	Total
No	11 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total number of responses	11
Do not wish to declare	0
Did not answer	8

11 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.