



# Patient Experience Report: NHS Cambridgeshire and Peterborough CCG

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# Results for October 2018

## Summary

### Introduction

This report summarises the results of the East of England Ambulance Service NHS Trust's (EEAST's) Patient Transport Service (PTS) patient experience survey for patients within the Cambridgeshire and Peterborough CCG area who had used the PTS during the 1<sup>st</sup> to 7<sup>th</sup> October 2018. The objective of the survey was to establish patient satisfaction and to involve patients in the service received, whilst also monitoring the quality of the service provided.

### Sample

This survey sampled patients who used the PTS in the Cambridgeshire and Peterborough CCG area during the period from the 1<sup>st</sup> to 7<sup>th</sup> October 2018.

289 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 82 responses were received, which equates to a 28.4% response rate.

### Methodology

Patients' contact details for the sample were obtained from the Cleric system. A copy of the questionnaire, an equality and diversity information gathering form, the Trust's standard patient experience cover letter, a translation and patient information sheet along with a freepost envelope were sent to each patient within the sample. PTS surveys for patients within Cambridgeshire and Peterborough CCG area are sent out to a sample of patients on a quarterly basis.

### Conclusion

Overall, 84.7% of patients who responded to the above question and had used the PTS in the Cambridgeshire and Peterborough CCG area between the 1<sup>st</sup> to the 7<sup>th</sup> October 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

93.9% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

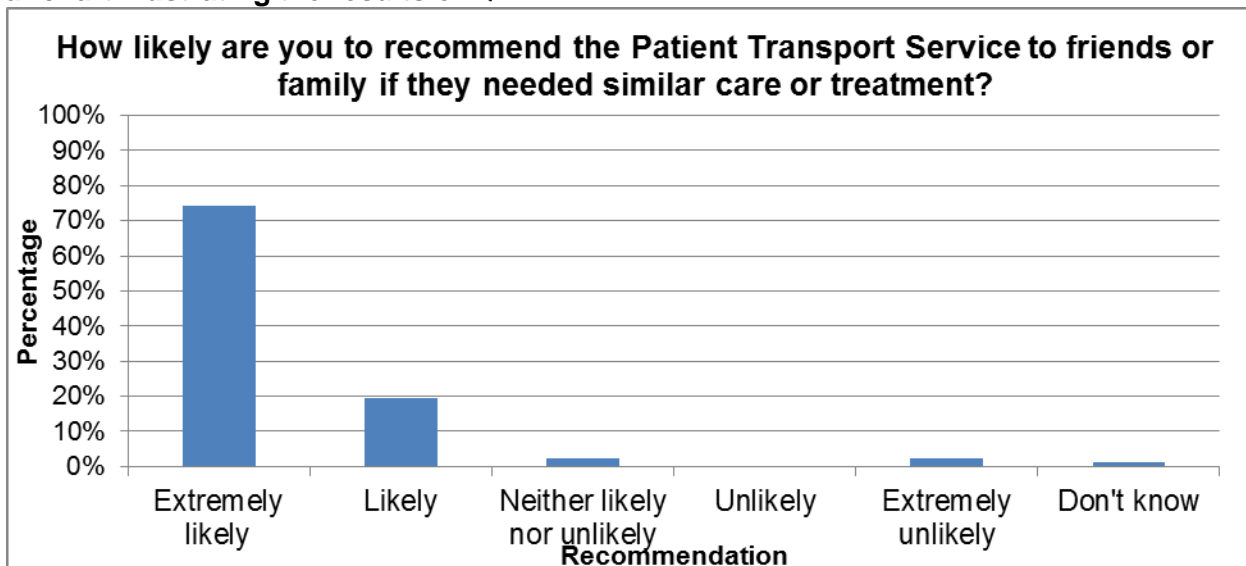
**Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?**

Response	PTS Cambridgeshire October Total
Extremely likely	61 (74.4%)
Likely	16 (19.5%)
Neither likely nor unlikely	2 (2.4%)
Unlikely	0 (0.0%)
Extremely unlikely	2 (2.4%)
Don't know	1 (1.2%)
Total number of responses	82
No response given	0

The Friends and Family Test score is calculated following NHS England guidelines, providing the percentage of respondents that either would recommend/would not recommend the service (recommend percentage = extremely likely + likely responses / total number of responses x 100, not recommend percentage = extremely unlikely + unlikely responses / total number of responses x 100).

77 patients (93.9%) who responded to the above question advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. However, two patients (2.4%) responded that they would be 'extremely unlikely' to provide a recommendation.

**Bar chart illustrating the results of Q1:**



**Please tell us if we could have improved your experience?**

<b>Survey Patient Number</b>	<b>Additional positive comments</b>
186	All your transport staff are great they are always helpful and kind. I cannot fault the crew they are great. Very many thanks to them all.
194	Just a wonderful service, no improvement needed! Living alone and family miles away! I can't find words to thank all concerned for an unexpected treat couldn't have even gone to hospital without this great help. Thank you all.
19	We had a great ride in the transport service the ambulance driver and attendant we had a good conversation all the way home although we were late getting home.
256	No need everything was perfect.
172	No improvement needed.
201	You would be unable to improve the service given to me.
32	I don't think my experience can be improved.
146	I am happy as it is.
193	No need for improvement.
9	Reduce the period patient has to be ready to get the ambulance from 2 hours to 1 hour. I have used the service for quite a few years, only on one occasion have I had to complain. Thank you and all concerned with this excellent service. 100% satisfied with it and does not need improvement.
141	No I very much appreciate all that you do for me (and also my wife). Your staff are very professional and helpful.

<b>Survey Patient Number</b>	<b>Additional mixed / neutral comments</b>
238	The only way you might improve the experience is to keep waiting times on the return journey to a minimum. This is no way a reflection of the staff involved on my journey because it is not possible to be in two places at one time.
108	As patient is very deaf staff facing her when they communicate & talking slowly & clear would aid communication.
245	It would be better if I could have been advised the day before a much more accurate pick up time. I was given a window of 7am - 9am and on the morning of the pick-up, I was advised just before 8 am what time I was being picked up. I am severely disabled and I need 2 hours to prepare, which means I had to get up at 5am that day to be ready by 7am. Am in constant pain.

Survey Patient Number	Additional negative comments
261	Taxi was not acceptable to my person as I was picked up almost 2½ hours earlier than stated pick up time and then I was left unable to get home. Pick up time advised was 2hrs before my appointment, the transport arrived to pick me up 4 hrs before my appointment, and on my return I was left behind as no one waited for me, I was in total 8.5hrs for a 2hr appointment.
191	I was told that I could not have anybody with me. Even though I have lung cancer and the hospital I asked that someone should come with me.
276	Ensuring getting to appointments on time. On one occasion I was so late the hospital cancelled the consultation and had to reschedule & several times I have been late arriving although last appointment I arrived on time.
279	The time after an appointment has been done is in excess of 2½ hours before transport becomes available. This had happened to me on several occasions.
217	My appointment was 1.30pm but transport never turn up till 1.30pm. Then the car had to go to an old people home in Cambridge St Neots the man who was to come was not ready so it was 2.00pm when we left St Neots and never got to hospital till 2.30pm, 1 hour late. It was not the car driver fault. He was just running late, enough time is not allowed for them. I was ready to go home at 4.00pm but the phone to call for transport was not working so the lady where you book in at hospital called transport they came at 9 to 5 and I got home at 9 to 6 as the ambulance came from Nottingham. It took 1 hour to get home because traffic was bad and there were 2 drop offs before me.
69	I have never made a complaint & always been satisfied by the service & treatment I've received since traveling with you but this time it's a complaint. On Monday 15th Oct I was taken to my dialysis unit as usual & one time out of 64 which is good but when I came off the machine & ready to go home @ 5.20ish I was still there after my friend was taken home & found I had been left with no way of getting home. Hospital rang to get transport & couldn't get anywhere so I rang my booking office @ Huntingdon they then rang you I presume & the message I got back was there was no available transport or drivers. I was not impressed by this as my friend went to St Ives I live in Brampton & we used to go together, I being dropped off first and then he went onto his house.

**Q2 – Whose views are being reported in this questionnaire?**

Response	Total	Key Performance Indicator (KPI)
The view of the patient	77 (97.5%)	57/67 (85.1%)
The view of someone acting on behalf of the patient	2 (2.5%)	1/2 (50.0%)
Total number of responses	79	69
No response given	3	10

*The Key Performance Indicator (KPI) is used as a method of calculating the overall satisfaction of the patient in relation to the service they have received. The KPI result is calculated by dividing the proportion of 'very satisfactory' and 'satisfactory' responses (numerator) by the overall number of responses (denominator), multiplied by 100.*

**Q3 – How best describes how quickly we answered the telephone?**

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

Response	Total
Almost immediately	44 (62.0%)
Fairly quickly	24 (33.8%)
It took longer than I would have expected	2 (2.8%)
Waited so long I put the telephone down	1 (1.4%)
Total number of responses	71
No response given	12

**Q4 – Did you feel the questions asked in relation to your eligibility for patient transport were appropriate?**

Response	Total
Yes	68 (98.6%)
No	1 (1.4%)
Total number of responses	69
Unable to say	4
No response given	9

**Q5– Were you clearly informed of the date and time of your transport booking?**

Response	Total
Yes	69 (95.8%)
No	3 (4.2%)
Total number of responses	72
Unable to say	1
No response given	9

**Q6 – How satisfied were you with the accessibility of the booking system?**

Response	Total
Very satisfied	49 (69.0%)
Satisfied	17 (0.2%)
Fairly satisfied	4 (5.6%)
Dissatisfied	1 (1.4%)
Very dissatisfied	0 (0.0%)
Total number of responses	71
Unable to say	2
No response given	9

**Q7 – How satisfied were you with the length of time your journey took?**

Response	Total
Very satisfied	46 (60.5%)
Satisfied	21 (27.6%)
Fairly satisfied	6 (7.9%)
Dissatisfied	2 (2.6%)
Very dissatisfied	1 (1.3%)
Total number of responses	76
No response given	6

**Q8 – Did you arrive on time for your appointment?**

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

Response	Total
Very early (over 60 minutes)	6 (8.1%)
Early (30 – 60 minutes)	17 (23.0%)
On time	39 (52.7%)
Late (0 – 60 minutes)	10 (13.5%)
Very late (over 60 minutes)	2 (2.7%)
Total number of responses	74
No response given	12

Please note that these answers are the patients' perceptions and times have not been verified.



**Q9 – If you were late, did anyone contact you to advise transport would be delayed?**

<b>Response</b>	<b>Total</b>
Yes	14 (50.0%)
No	14 (50.0%)
Total number of responses	28
Not applicable	33
No response given	21

**Q10 – How long did you have to wait for your return transport after your appointment?**

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

<b>Response</b>	<b>Total</b>
0 to 15 minutes	8 (11.4%)
15 to 30 minutes	18 (25.7%)
30 to 45 minutes	11 (15.7%)
45 to 60 minutes	15 (21.4%)
Over 60 minutes	18 (25.7%)
Total number of responses	70
No response given	13

**Q11 – How would you describe the following?**

<b>Q11a – The comfort of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	63 (81.8%)
Fairly acceptable	14 (18.2%)
Unacceptable	0 (0.0%)
Total number of responses	77
Unable to say	1
No response given	4

<b>Q11b – The suitability of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	67 (91.8%)
Fairly acceptable	6 (8.2%)
Unacceptable	0 (0.0%)
Total number of responses	73
Unable to say	1
No response given	8

<b>Q11c – The cleanliness inside the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	70 (93.3%)
Fairly acceptable	5 (6.7%)
Unacceptable	0 (0.0%)
Total number of responses	75
Unable to say	1
No response given	6

**Q12 – Did the service staff introduce themselves to you?**

<b>Response</b>	<b>Total</b>
Yes	74 (94.9%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (1.3%)
No	3 (3.8%)
Total number of responses	78
Unable to say	2
No response given	2

**Q13 – How would you describe the attitude of the service staff you had contact with?**

<b>Response</b>	<b>Total</b>
Very professional	76 (96.2%)
A little improvement necessary	1 (1.3%)
Not professional	2 (2.5%)
Total number of responses	79
Unable to say	1
No response given	2

**Q14 – Did the service staff treat you with dignity and respect?**

<b>Response</b>	<b>Total</b>
Yes, definitely	76 (96.2%)
Yes, to some extent	3 (3.8%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	79
Unable to say	0
No response given	3

**Q15 – Did the service staff drive safely?**

<b>Response</b>	<b>Total</b>
Yes	77 (98.7%)
A little improvement necessary	0 (0.0%)
No	1 (1.3%)
<b>Total number of responses</b>	<b>78</b>
Unable to say	2
No response given	2

**Q16 – Did the service staff offer assistance if required?**

<b>Response</b>	<b>Total</b>
Yes	75 (97.4%)
No	1 (1.3%)
Not required	1 (1.3%)
<b>Total number of responses</b>	<b>77</b>
Unable to say	2
No response given	3

**Q17– If you had not travelled with the ambulance service how would you have travelled to hospital?**

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

<b>Response</b>	<b>Total</b>
Public transport	3 (4.2%)
Private car	4 (5.6%)
Taxi	15 (21.1%)
Relative, carer or friend	17 (23.9%)
Could not attend	29 (40.8%)
Other	3 (4.2%)
<b>Total number of responses</b>	<b>71</b>
No response given	13

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

- *“Don't know.” (Patient 252)*
- *“I cannot walk or climb into a car.” (Patient 247)*
- *“Wheelchair patient.” (Patient 69)*

**Q18 – Did you use patient transport due to any of the following?**

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

<b>Response</b>	<b>Total</b>
Poor public transport	6 (7.0%)
Cost of transport	5 (5.8%)
Mobility problems	56 (65.1%)
Distance	8 (9.3%)
Parking at hospital	1 (1.2%)
Other	10 (11.6%)
<b>Total number of responses</b>	<b>86</b>
No response given	9

Examples of comments received from patients who answered ‘other’ in response to this question can be found below:

- *“Partner has ambulance assistance as he has AF & also cannot walk without assistance.” (Patient 53)*
- *“No transport.” (Patient 149)*
- *“My son unable to take me.” (Patient 106)*
- *“Usual relative unavailable.” (Patient 137)*
- *“Dialysis.” (Patient 142)*
- *“I have difficulty walking long distances.” (Patient 165)*
- *“Told not to use public transport as immune system so low.” (Patient 193)*
- *“Time of appointment.” (Patient 129)*
- *“Need for oxygen & wheelchair assistance.” (Patient 40)*
- *“Unconscious due to o/d sleeping tablets.” (Patient 162)*

**Please tell us your overall views on the Patient Transport Service**

**Q19 – Overall, how would you describe the service you received from the Patient Transport Service?**

<b>Response</b>	<b>PTS Cambridgeshire October Total</b>
Very satisfactory	50 (69.4%)
Satisfactory	11 (15.3%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	61/72 (84.7%)
Fairly satisfactory	9 (12.5%)
Unsatisfactory	2 (2.8%)
Very unsatisfactory	0 (0.0%)
Total number of responses	72
No response given	10

84.7% of patients who responded to the above question and had used the PTS within the Cambridgeshire and Peterborough CCG area between the 1<sup>st</sup> to the 7<sup>th</sup> October 2018 described the service received as being either ‘satisfactory’ or ‘very satisfactory.’ Two patients (2.8%) rated the service they received as being ‘unsatisfactory’. Ten patients did not respond to this question.

**Bar chart illustrating the results of Q19:**



**Equality and Diversity Information**

**Gender**

<b>Gender</b>	<b>Total</b>
Male	27 (43.5%)
Female	35 (56.5%)
<b>Total</b>	<b>62</b>
Do not wish to declare	2
Did not answer	18

**Age**

<b>Age</b>	<b>Total</b>
Range	48 Years to 92 Years
Mean	76 Years
Median	80 Years
Mode	50 Years
<b>Total</b>	<b>64</b>
Do not wish to declare	0
Did not answer	18



## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	64 (100%)
White Irish	0 (0.0%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	0 (0.0%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
<b>Total</b>	<b>64</b>
Do not wish to declare	1
Did not answer	17

## Religion or Belief

(All answer types listed, some multiple answers)

Religion or Belief	Total
Christian	49 (83.1%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	1 (1.7%)
None	7 (11.9%)
Other	2 (3.4%)
<b>Total</b>	<b>59</b>
Do not wish to declare	4
Did not answer	20

The comments received from the four patients who answered 'other' in response to this question can be found below:

- "Jehovah witness." (Patient 78)
- "Methodist." (Patient 69)

## Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	32 (91.4%)
Bisexual	0 (0.0%)
Other	3 (8.6%)
Total	35
Do not wish to declare	8
Did not answer	39

Examples of comments received from patients who answered 'other' in response to this question can be found below:

- *"Normal men only." (Patient 252)*
- *"Normal 76yrs old woman." (Patient 78)*
- *"None of the above." (Patient 17)*

## Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	8 (8.2%)
Physical Impairment	29 (29.6%)
Sensory Impairment	9 (9.2%)
Long Standing Condition	30 (30.6%)
Learning Disability	0 (0.0%)
Mental Health Disorder	5 (5.1%)
Other	17 (17.3%)
<b>Total</b>	<b>98</b>
Do not wish to declare	2
Did not answer	20

Examples of comments received from patients who answered 'other' in response to this question can be found below:

- *"Disabled." (Patient 118)*
- *"Ongoing knee surgery." (Patient 279)*
- *"Mobility problems." (Patient 253)*
- *"Glaucoma - macular degeneration." (Patient 106)*
- *"Stroke & lung." (Patient 164)*
- *"Only sight in one eye." (Patient 78)*
- *"Lung cancer operation/ right knee replacement." (Patient 94)*
- *"Sight impairment." (Patient 27)*
- *"Mobility problems." (Patient 58)*
- *"Mesothelioma." (Patient 13)*
- *"Wheelchair." (Patient 263)*
- *"COPD arthritis." (Patient 17)*
- *"Gout limited walking." (Patient 103)*
- *"Just walking too far and climbing stairs." (Patient 165)*
- *"Mobility issues." (Patient 238)*
- *"Mobility problems, memory problems." (Patient 108)*
- *"Severe deaf." (Patient 162)*

**Are you married or in a civil partnership?***(All answer types are listed, some multiple answers)*

<b>Married or civil partnership</b>	<b>Total</b>
Yes	29 (40.8%)
No	18 (25.4%)
Other	24 (33.8%)
<b>Total</b>	<b>71</b>
Do not wish to declare	3
Did not answer	14

Of the 24 patients who responded 'other' in answer to this question, 19 patients advised that they had been 'widowed', three patients advised that they were 'divorced', one patient advised that they were 'single' and one patient advised that they were 'separated'.

**Are you currently pregnant or have had a child within the last 12 months?***(All answer types are listed, some multiple answers)*

<b>Pregnancy</b>	<b>Total</b>
No, I am not pregnant	45 (70.3%)
No, I do not have a child under 12 months old	16 (25.0%)
Yes, I am currently pregnant	2 (3.1%)
Yes, I have a child under 12 months old	1 (1.6%)
<b>Total</b>	<b>64</b>
Do not wish to declare	5
Did not answer	33

**Do you now, or have you ever considered yourself to be transgender?**

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

<b>Gender reassignment</b>	<b>Total</b>
Yes	1 (1.6%)
No	60 (98.4%)
<b>Total</b>	<b>61</b>
Do not wish to declare	1
Did not answer	20

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

<b>Format</b>	<b>Total</b>
I did not require a different format	48 (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	4 (7.7%)
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%)
<b>Total</b>	<b>52</b>
Do not wish to declare	3
Did not answer	27

Example of comment received from patients in response to this question can be found below:

- *“Low vision.” (Patient 63)*
- *“Eye sight not too good have been waiting cataract operation.” (Patient 69)*

### Impact on the service received

Impact on Service	Total
No	47 (97.9%)
Yes, in a positive way	1 (2.1%)
Yes, in a negative way	0 (0.0%)
Total	48
Did not answer	34

47 patients felt the service they received was not affected by any of the aforementioned strands of diversity and one patient felt that the service they received was affected in a positive way. 34 patients did not answer this question.

### Aftercare

Following this survey, one letter of appreciation along with two surveys containing signed complaint boxes and comments of concern were received in relation to the survey.

Any correspondence or comments of concern received were passed to the Patient Experience team (Bedford) for further action as appropriate.