



Patient Experience Report: NHS Cambridgeshire and Peterborough CCG

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Report Period: April 2019

Date of Report: June 2019

Results for April 2019

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 1st to 7th April 2019. 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 1st to 7th April 2019.

280 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 67 responses were received, which equates to a 23.9% 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, 93.5% of patients who responded to the above question and had used the PTS in the Cambridgeshire and Peterborough CCG area between the 1st to the 7th April 2019 described the service received as being either 'satisfactory' or 'very satisfactory.'

97.0% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

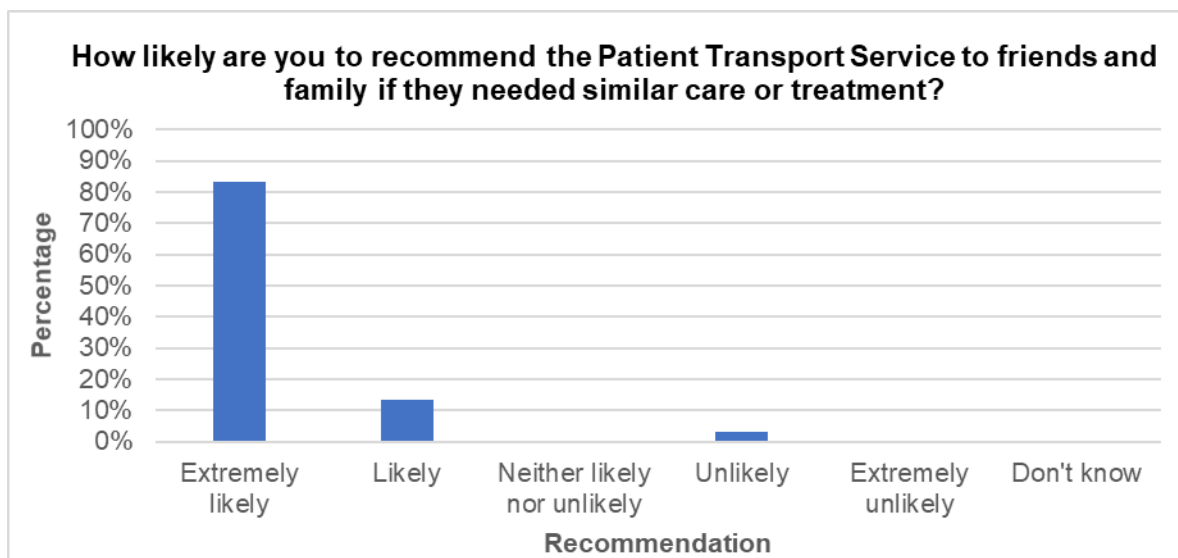
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	PTS Cambridgeshire April Total
Extremely likely	55 (83.3%)
Likely	9 (13.6%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	2 (3.0%)
Extremely unlikely	0 (0.0%)
Don't know	0 (0.0%)
Total number of responses	66
No response given	1

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).

64 patients (97.0%) 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 (3.0%) responded that they would be 'unlikely' to provide a recommendation.

Bar chart illustrating the results of Q1:



Please tell us if we could have improved your experience?

Survey Patient Number	Additional positive comments
148	You can't improve on perfection, every time brilliant.
239	The service was excellent. I needed an ambulance to return me home as I would have not been able to do so in a car or taxi. I cannot remember how long waited to be picked up but it was acceptable. I have no complaints.
87	Was perfect.
182	Can't think of anything but would like to thank you all for this service you provide, without the service I don't know how we would be able to afford transport to the many hospital appointments my Son has to attend. Public transport would be horrendous for him as he suffers severe anxiety and fatigue. Thankyou.
200	All was satisfactory. This transport was booked by Hinchingsbrooke hospital to bring my husband home. He had been an inpatient for 2½ weeks and was coming home on oxygen. Ambulance staff were very kind & caring when they brought him and made sure he was comfortable and correctly connected to his home oxygen and knew how to use it. It was his first time on home oxygen and they were very kind - gentle caring and helpful.

Survey Patient Number	Additional mixed / neutral comments
67	Would have appreciated a mobile or department phone call informing me at the hospital for return journey home of approx. time of pick up when greater than a one hour wait. On at least two occasions my wait for journey home has been over two hours at Hinchingsbrooke. Invariably the wait for transport home to date has been more than one hour.
180	Not necessary - Q10 Possible reason for wait for return transport, I was called forward and completed appointment, before the official time it was due to have commenced. Both ambulance crews were excellent.

Survey Patient Number	Additional negative comments
223	2hrs beforehand and is a very long-time frame, this should be shortened especially for patients such as myself who have to get help into a wheelchair & wait in it the whole time as carer/mother has other jobs to go to work. The time taken to get transport home can be ridiculously long and actually make me more unwell.
106	My appt. was at the cataract clinic at 1pm going in was fine, I was picked up and arrived in plenty of time. When my appt. was finished, I told the receptionist & asked her to let the transport service know I was ready to go home. This was 3pm by 5pm I was still waiting, the nurse tried ringing the number only to find it was the wrong one & that my transport had been cancelled. She then found the right number & so did I & we both rang the number. An ambulance from Lincolnshire arrived - there were three of us waiting & I eventually arrived home by gone 7pm.

Q2 – Whose views are being reported in this questionnaire?

Response	Total	Key Performance Indicator (KPI)
The view of the patient	54 (91.5%)	49/51 (96.1%)
The view of someone acting on behalf of the patient	5 (8.5%)	4/4 (100%)
Total number of responses	59	53
No response given	8	4

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?

Response	Total
Almost immediately	30 (57.7%)
Fairly quickly	21 (40.4%)
It took longer than I would have expected	1 (1.9%)
Waited so long I put the telephone down	0 (0.0%)
Total number of responses	52
No response given	15

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

Response	Total
Yes	50 (100%)
No	0 (0.0%)
Total number of responses	50
Unable to say	7
No response given	10

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

Response	Total
Yes	52 (98.1%)
No	1 (1.9%)
Total number of responses	53
Unable to say	3
No response given	11

Q6 – How satisfied were you with the accessibility of the booking system?
(All answer types are listed, some multiple answers)

Response	Total
Very satisfied	37 (69.8%)
Satisfied	13 (24.5%)
Fairly satisfied	1 (1.9%)
Dissatisfied	2 (3.8%)
Very dissatisfied	0 (0.0%)
Total number of responses	53
Unable to say	4
No response given	10

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

Response	Total
Very satisfied	36 (61.0%)
Satisfied	19 (32.2%)
Fairly satisfied	1 (1.7%)
Dissatisfied	2 (3.4%)
Very dissatisfied	1 (1.7%)
Total number of responses	59
No response given	8

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 (10.2%)
Early (30 – 60 minutes)	15 (25.4%)
On time	36 (61.0%)
Late (0 – 60 minutes)	2 (3.4%)
Very late (over 60 minutes)	0 (0.0%)
Total number of responses	59
No response given	10

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?

Response	Total
Yes	8 (47.1%)
No	9 (52.9%)
Total number of responses	17
Not applicable	28
No response given	22

Q10 – How long did you have to wait for your return transport after your appointment?
(All answer types are listed, some multiple answers)

Response	Total
0 to 15 minutes	15 (24.2%)
15 to 30 minutes	12 (19.4%)
30 to 45 minutes	6 (9.7%)
45 to 60 minutes	10 (16.1%)
Over 60 minutes	19 (30.6%)
Total number of responses	62
No response given	9

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	53 (85.5%)
Fairly acceptable	8 (12.9%)
Unacceptable	1 (1.6%)
Total number of responses	62
Unable to say	0
No response given	5

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	55 (93.2%)
Fairly acceptable	4 (6.8%)
Unacceptable	0 (0.0%)
Total number of responses	59
Unable to say	1
No response given	7

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	55 (93.2%)
Fairly acceptable	4 (6.8%)
Unacceptable	0 (0.0%)
Total number of responses	59
Unable to say	0
No response given	8

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	57 (95.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (1.7%)
No	2 (3.3%)
Total number of responses	60
Unable to say	0
No response given	7

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

Response	Total
Very professional	60 (96.8%)
A little improvement necessary	1 (1.6%)
Not professional	1 (1.6%)
Total number of responses	62
Unable to say	0
No response given	5

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

Response	Total
Yes, definitely	60 (96.8%)
Yes, to some extent	2 (3.2%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	62
Unable to say	0
No response given	5

Q15 – Did the service staff drive safely?

Response	Total
Yes	62 (100%)
A little improvement necessary	0 (0.0%)
No	0 (0.0%)
Total number of responses	62
Unable to say	0
No response given	5

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	59 (98.3%)
No	0 (0.0%)
Not required	1 (1.7%)
Total number of responses	60
Unable to say	0
No response given	7

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)

Response	Total
Public transport	6 (9.8%)
Private car	4 (6.6%)
Taxi	17 (27.9%)
Relative, carer or friend	7 (11.5%)
Could not attend	26 (42.6%)
Other	1 (1.6%)
Total number of responses	61
No response given	8

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

- *"I don't know." (Patient 205)*

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

(All answer types listed, some multiple answers)

Response	Total
Poor public transport	4 (5.7%)
Cost of transport	5 (7.1%)
Mobility problems	46 (65.7%)
Distance	6 (8.6%)
Parking at hospital	3 (4.3%)
Other	6 (8.6%)
Total number of responses	70
No response given	9

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

- *“Used to transfer me from one hospital to another.” (Patient 114)*
- *“I do not drive.” (Patient 90)*
- *“No bus service.” (Patient 104)*
- *“Not allowed to drive due to treatment.” (Patient 63)*
- *“I have had to surrender my drivers licence.” (Patient 196)*
- *“I had no one to take me.” (Patient 91)*

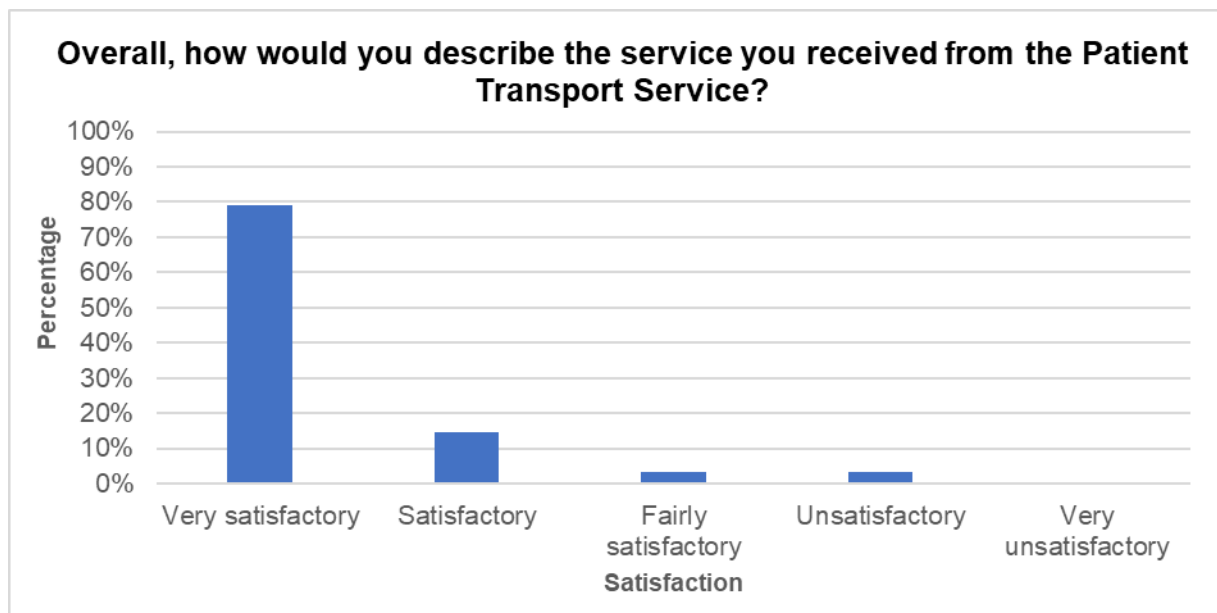
Please tell us your overall views on the Patient Transport Service

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

Response	PTS Cambridgeshire April Total
Very satisfactory	49 (79.0%)
Satisfactory	9 (14.5%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	58/62 (93.5%)
Fairly satisfactory	2 (3.2%)
Unsatisfactory	2 (3.2%)
Very unsatisfactory	0 (0.0%)
Total number of responses	62
No response given	5

93.5% of patients who responded to the above question and had used the PTS within the Cambridgeshire and Peterborough CCG area between the 1st to the 7th April 2019 described the service received as being either ‘satisfactory’ or ‘very satisfactory.’ However, two patients (1.4%) rated the service they received as being ‘unsatisfactory’ but no patients rated the service as ‘very unsatisfactory’. Five patients did not respond to this question.

Bar chart illustrating the results of Q19:



Equality and Diversity Information

Gender

Gender	Total
Male	21 (37.5%)
Female	35 (62.5%)
Total	56
Do not wish to declare	0
Did not answer	11

Age

Age	Total
Range	25 Years to 97 Years
Mean	76 Years
Median	79 Years
Mode	75 Years
Total	57
Do not wish to declare	0
Did not answer	10

Ethnicity

Ethnicity	Total
White British	55 (98.2%)
White Irish	1 (1.8%)
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%)
Total	56
Do not wish to declare	0
Did not answer	11

Religion or Belief

Religion or Belief	Total
Christian	48 (84.2%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	1 (1.8%)
None	6 (10.5%)
Other	2 (3.5%)
Total	57
Do not wish to declare	1
Did not answer	9

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

- “Jehovah witness.” (Patient 205)
- “Catholic.” (Patient 187)

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	40 (97.6%)
Bisexual	0 (0.0%)
Other	1 (2.4%)
Total	41
Do not wish to declare	3
Did not answer	23

Example of the comment received from the patient who answered 'other' in response to this question can be found below:

- *"Normal." (Patient 164)*

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	6 (8.2%)
Physical Impairment	24 (32.9%)
Sensory Impairment	2 (2.7%)
Long Standing Condition	23 (31.5%)
Learning Disability	1 (1.4%)
Mental Health Disorder	2 (2.7%)
Other	15 (20.5%)
Total	73
Do not wish to declare	4
Did not answer	15

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

- *"Have Achilles tendon rupture." (Patient 67)*
- *"So many problems." (Patient 148)*
- *"I have lung cancer." (Patient 164)*
- *"Diminished eyesight." (Patient 66)*
- *"Stroke." (Patient 217)*
- *"Stroke/kidney failure." (Patient 129)*
- *"Dementia." (Patient 245)*
- *"Diabetes." (Patient 264)*
- *"Several." (Patient 223)*
- *"Heart problem." (Patient 232)*
- *"Mobility." (Patient 143)*
- *"Cognitive & speech aphasia memory information processing due to brain injury." (Patient 182)*
- *"Epilepsy." (Patient 191)*
- *"Mobility." (Patient 160)*
- *"Oxygen dependant." (Patient 200)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes	29 (58.0%)
No	11 (22.0%)
Other	10 (20.0%)
Total	50
Do not wish to declare	2
Did not answer	16

Of the ten patients who responded 'other' in answer to this question, seven patients advised that they had been 'widowed', two patients advised that they were 'divorced' and one patient advised that they 'live with partner'.

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

(All answer types are listed, some multiple answers)

Pregnancy	Total
No, I am not pregnant	30 (68.2%)
No, I do not have a child under 12 months old	14 (31.8%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	44
Do not wish to declare	0
Did not answer	35

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

Gender reassignment	Total
Yes	0 (0.0%)
No	45 (100%)
Total	45
Do not wish to declare	0
Did not answer	22

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

Format	Total
I did not require a different format	39 (95.1%)
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	2 (4.9%)
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	41
Do not wish to declare	1
Did not answer	25

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

- *“Eye problems.” (Patient 11)*

Impact on the service received

Impact on Service	Total
No	32 (88.9%)
Yes, in a positive way	4 (11.1%)
Yes, in a negative way	0 (0.0%)
Total	36
Did not answer	31

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

- *“Don't understand.” (Patient 110)*

32 patients felt the service they received was not affected by any of the aforementioned strands of diversity. Four patients felt that the service they received was affected in a positive way, but no patients felt that the service they received was affected in a negative way. 31 patients did not answer this question.

Aftercare

Following this survey, three letters of appreciation along with two surveys containing signed complaint boxes and negative or 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.