



Patient Experience Report: Patient Transport Service NHS South Essex CCG

Author: Tessa Medler, Patient Experience Facilitator

Report Period: May 2019

Date of Report: July 2019

Results for May 2019

Summary

Introduction

This report summarises the results of the East of England Ambulance Service NHS Trust's Patient Transport Service (PTS) patient experience survey for patients who had used the PTS within the NHS South Essex Clinical Commissioning Group (CCG) area between the 1st to the 7th of May 2019. The objective of this 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 Trust's PTS within the NHS South Essex CCG area during the period from the 1st to the 7th of May 2019.

191 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 46 responses were received. This equates to a 24.1% 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 covering letter, a translation and patient information sheet, along with a freepost envelope were sent to each patient within the sample. Questionnaires for patients who have used the PTS within the NHS South Essex CCG area are sent out to a sample of patients on a quarterly basis.

Conclusion

Overall, 97.6% of patients who responded to this question had used the PTS within the NHS South Essex CCG area during the 1st to the 7th of May 2019 described the service received as being either 'satisfactory' or 'very satisfactory.'

97.8% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

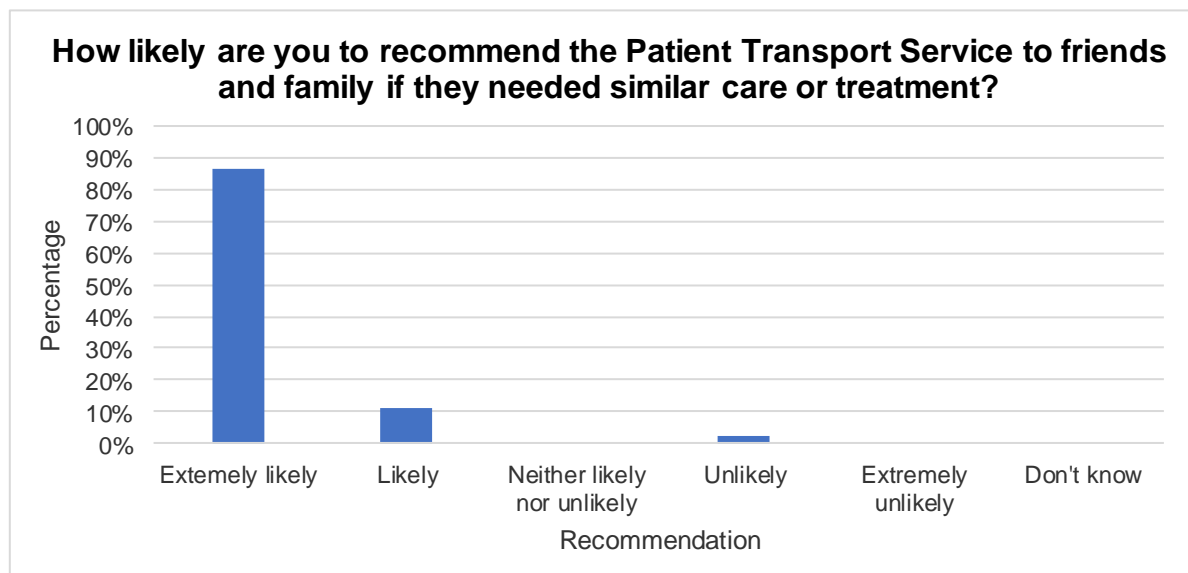
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	PTS South Essex May Total
Extremely likely	39 (86.7%)
Likely	5 (11.1%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	1 (2.2%)
Extremely unlikely	0 (0.0%)
Don't know	0 (0.0%)
Total number of responses	45
No response given	1

The FFT score based on NHS England guidelines shows the percentage of respondents that either would recommend/would not recommend the service (Recommend percentage = Extremely likely) Likely/Total number of responses x 100, Not recommend percentage = Extremely unlikely) Unlikely/Total number of responses x 100)

97.8% of patients who responded to this question and had used the PTS within the NHS South Essex CCG during the 1st to the 7th of May 2019 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

Bar chart illustrating the results of Q1:



Q2 – Whose views are being reported in this questionnaire?

Response	Total	Key Performance Indicator (KPI)
The view of the patient	38 (88.4%)	33/34 (97.1%)
The view of someone acting on behalf of the patient	5 (11.6%)	4/4 (100%)
Total number of responses	43	38
No response given	3	5

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).

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

(All answer types are listed, some multiple answers)

Response	Total
Almost immediately	11 (28.9%)
Fairly quickly	17 (44.7%)
It took longer than I would have expected	10 (26.3%)
Waited so long I put the telephone down	0 (0.0%)
Total number of responses	38
Unable to say	0
No response given	9

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

Response	Total
Yes	35 (100%)
No	0 (0.0%)
Total number of responses	35
Unable to say	3
No response given	8

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

Response	Total
Yes	39 (97.5%)
No	1 (2.5%)
Total number of responses	40
Unable to say	0
No response given	6

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

Response	Total
Very satisfied	27 (69.2%)
Satisfied	8 (20.5%)
Fairly satisfied	4 (10.3%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	39
Unable to say	0
No response given	7

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

Response	Total
Very satisfied	27 (65.9%)
Satisfied	12 (29.3%)
Fairly satisfied	2 (4.9%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	41
No response given	5

Q8 – Did you arrive on time for your appointment?

(All answer types are listed, some multiple answers)

Response	Total
Very early (over 60 minutes)	4 (9.5%)
Early (30 – 60 minutes)	20 (47.6%)
On time	16 (38.1%)
Late (0 – 60 minutes)	2 (4.8%)
Very late (over 60 minutes)	0 (0.0%)
Total number of responses	42
No response given	6

Please note that these answers are the patients' perceptions and times have not been verified. The responses provided in some cases also may refer to more than one journey.

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

Response	Total
Yes	7 (63.6%)
No	4 (36.4%)
Total number of responses	11
Not applicable	19
No response given	16

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

Response	Total
0 to 15 minutes	8 (19.0%)
15 to 30 minutes	15 (35.7%)
30 to 45 minutes	7 (16.7%)
45 to 60 minutes	7 (16.7%)
Over 60 minutes	5 (11.9%)
Total number of responses	42
No response given	4

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	30 (68.2%)
Fairly acceptable	12 (27.3%)
Unacceptable	2 (4.5%)
Total number of responses	44
Unable to say	0
No response given	2

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	36 (81.8%)
Fairly acceptable	7 (15.9%)
Unacceptable	1 (2.3%)
Total number of responses	44
Unable to say	0
No response given	2

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	43 (97.7%)
Fairly acceptable	1 (2.3%)
Unacceptable	0 (0.0%)
Total number of responses	44
Unable to say	0
No response given	2

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	43 (97.7%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)
No	1 (2.3%)
Total number of responses	44
Unable to say	0
No response given	2

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

Response	Total
Very professional	43 (97.7%)
A little improvement necessary	1 (2.3%)
Not professional	0 (0.0%)
Total number of responses	44
Unable to say	0
No response given	2

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

Response	Total
Yes, definitely	44 (100%)
Yes, to some extent	0 (0.0%)
No. I was not treated with dignity and respect	0 (0.0%)
Total number of responses	44
No response given	2

Q15 – Did the service staff drive safely?

Response	Total
Yes	44 (100%)
A little improvement necessary	0 (0.0%)
No	0 (0.0%)
Total number of responses	44
Unable to say	0
No response given	2

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	42 (97.7%)
No	1 (2.3%)
Not required	0 (0.0%)
Total number of responses	43
Unable to say	1
No response given	2

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	2 (4.8%)
Private car	2 (4.8%)
Taxi	5 (11.9%)
Relative, carer or friend	6 (14.3%)
Could not attend	26 (61.9%)
Other	1 (2.4%)
Total number of responses	42
No response given	7

The below comment was received from the patient who responded 'other' in answer to this question:

- *“No wheelchair taxis available in Rayleigh.” (Patient 4)*

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 (50.0%)
Cost of transport	0 (0.0%)
Mobility problems	35 (76.1%)
Distance	2 (4.3%)
Parking at hospital	2 (4.3%)
Other	3 (6.5%)
Total number of responses	46
No response given	3

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

- *"Limited vision." (Patient 66)*
- *"In CICC rehab - unable to walk." (Patient 63)*
- *"Polymyositis Interstitial lung disease." (Patient 166)*

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 South Essex May-19 Total
Very satisfactory	33 (80.5%)
Satisfactory	7 (17.1%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	40/41 (97.6%)
Fairly satisfactory	1 (2.4%)
Unsatisfactory	0 (0.0%)
Very unsatisfactory	0 (0.0%)
Total number of responses	41
No response given	5

40 (97.6%) of patients who responded to this question and had used the PTS within the NHS South Essex CCG during the 1st to the 7th of May 2019 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Five patients did not respond to this question.

Bar chart illustrating the results of Q19:



Additional comments made by patients:

Survey Patient Number	Positive comments
86	An excellent service provided by the NHS. All ambulance staff have been wonderful, cheerful and helpful. Thank you so much!
98	My experience was first class.
166	I have used this service several times and I have always found the drivers very polite and very courteous. So I feel there isn't any improvement you need to make that is my opinion. Thank you.

Survey Patient Number	Mixed/Neutral comments
54	By using a simple project planning software for planning daily routes in county of Essex. You could plan your calls in a much more beneficial way. I could explain better by talking to a planning manager or person. Basically this means that if you are planning to pick up patient you could do so more efficiently than you are now.
2	My main problem is when I go to the main desk to be driven home there is no place to wait except for the cafe. Once you sit down no "driver" can recognise you & has to waste time etc trying to find the patient. It is not fair on driver or patient. Your staff have always been polite & very helpful to all the patients I have seen.
112	Return to the use of electric ramps into ambulance.

Survey Patient Number	Negative comments
4	The service is not as good as that provided by other services. Anyone all of whom seem to have much more logical logistics for example April 9th I was told I would be delayed for more than an hour as crew had been diverted empty to Canvey. I live less than half mile from the Canvey road so it would have made sense to drop me first then go to Canvey. This would have caused no more than 5 mins delay reaching Canvey and saved a couple of gallons of diesel.

Equality and Diversity Information

Gender

Gender	Total
Male	12 (32.4%)
Female	25 (67.6%)
Total	37
Do not wish to declare	0
Did not answer	9

Age

Age	Total
Range	56 to 96 years
Mean	82 years
Median	83 years
Mode	84 years
Total	37
Do not wish to declare	0
Did not answer	9

Ethnicity

Ethnicity	Total
White British	37 (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%)
Total	37
Do not wish to declare	0
Did not answer	9

Religion or Belief

Religion or Belief	Total
Christian	29 (80.6%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (16.7%)
Other	1 (2.8%)
Total	36
Do not wish to declare	2
Did not answer	8

Sexual Orientation

Sexual Orientation	Total
Heterosexual	24 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total	24
Do not wish to declare	1
Did not answer	21

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	3 (5.4%)
Physical Impairment	24 (42.9%)
Sensory Impairment	4 (7.1%)
Long Standing Condition	16 (28.6%)
Learning Disability	1 (1.8%)
Mental Health Disorder	3 (5.4%)
Other	5 (8.9%)
Total	56
Do not wish to declare	0
Did not answer	12

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

- *"Impaired vision." (Patient 66)*
- *"Parkinson's." (Patient 54)*
- *"Wheelchair." (Patient 99)*
- *"Kidney failure." (Patient 92)*
- *"Arthritis, receiving treatment for prostate cancer." (Patient 31)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes, I am married or in a civil partnership	23 (60.5%)
No, I am not married or in a civil partnership	7 (18.4%)
Other	8 (21.1%)
Total	38
Do not wish to declare	1
Did not answer	8

All eight patients who answered 'other' in response to this question advised that they were 'widowed'.

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	17 (70.8%)
No, I do not have a child under 12 months old	7 (29.2%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	24
Do not wish to declare	0
Did not answer	29

Are you or have you been undergoing gender reassignment?

Gender reassignment	Total
No, I am not or have not undergone gender reassignment	33 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total	33
Do not wish to declare	0
Did not answer	13

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	24 (96.0%)
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 (4.0%)
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	25
Do not wish to declare	2
Did not answer	19

The additional comments received in answer to this question can be found below:

- *“Impaired vision.” (Patient 66)*
- *“Deaf.” (Patient 54)*

Impact on the service received

Impact on Service	Total
No	27 (93.1%)
Yes, in a positive way	2 (6.9%)
Yes, in a negative way	0 (0.0%)
Total	29
Did not answer	17

27 (93.1%) of patients felt the service they received was not affected by any of the aforementioned strands of diversity. Two patients responded that the service they received was affected in a positive way, but no patients advised they were affected in a negative way. 17 patients did not answer this question.

Aftercare

Following this survey, no further correspondence was received.