



Patient Experience Report: Patient Transport Service NHS West Essex CCG

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Report Period: 1st to 7th March 2019

Date of Report: June 2019

Results for March 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 West Essex Clinical Commissioning Group (CCG) area between the 1st to the 7th of March 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 had used the Trust's PTS within the NHS West Essex CCG area during the period from the 1st to the 7th of March 2019.

197 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 40 responses were received. This equates to a 20.3% response rate.

Methodology

Patients' contact details for the sample were obtained from the Cleric system and provided by the Trust's Information Management Team. 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 West Essex CCG area are posted to a sample of patients on a quarterly basis.

Conclusion

Overall, 97.4% of patients who responded to the overall satisfaction question and had used the PTS within the NHS West Essex CCG area during the 1st to the 7th of March 2019 rated the service received as being either 'satisfactory' or 'very satisfactory'.

95.0% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

Results

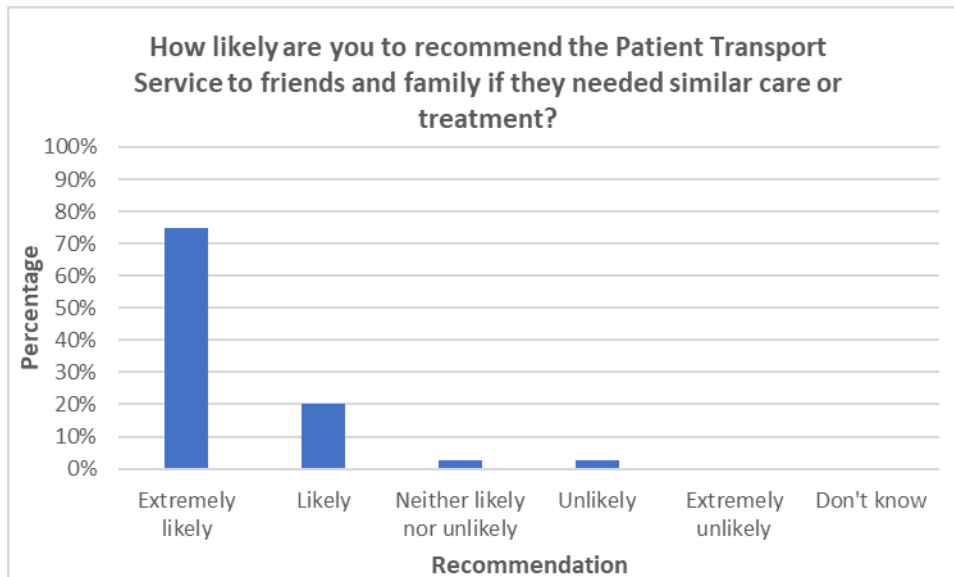
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	30 75.0%
Likely	8 20.0%
Neither likely nor unlikely	1 2.5%
Unlikely	1 2.5%
Extremely unlikely	0 0.0%
Don't know	0 0.0%
Total number of responses	40
No response given	0

The FFT 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).

95.0% of patients who responded to the above question and had used the PTS within the NHS West Essex CCG area during the 1st to the 7th of March 2018 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	31 81.6%	30/31 96.8%
The view of someone acting on behalf of the patient	7 18.4%	6/6 100.0%
Total number of responses	38	37
No response given	2	1

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	9 27.3%
Fairly quickly	19 57.6%
It took longer than I would have expected	4 12.1%
Waited so long I put the telephone down	1 3.0%
Total number of responses	33
Unable to say	0
No response given	8

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

Response	Total
Yes	32 97.0%
No	1 3.0%
Total number of responses	33
Unable to say	3
No response given	4

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

Response	Total
Yes	36 100.0%
No	0 0.0%
Total number of responses	36
Unable to say	1
No response given	3

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

Response	Total
Very satisfied	22 66.7%
Satisfied	9 27.3%
Fairly satisfied	2 6.1%
Dissatisfied	0 0.0%
Very dissatisfied	0 0.0%
Total number of responses	33
Unable to say	2
No response given	5

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

Response	Total
Very satisfied	26 70.3%
Satisfied	10 27.0%
Fairly satisfied	1 2.7%
Dissatisfied	0 0.0%
Very dissatisfied	0 0.0%
Total number of responses	37
No response given	3

Q8 – Did you arrive on time for your appointment?

(All answer types are listed, some multiple answers)

Response	Total
Very early (over 60 minutes)	3 8.1%
Early (30 – 60 minutes)	14 37.8%
On time	14 37.8%
Late (0 – 60 minutes)	5 13.5%
Very late (over 60 minutes)	1 2.7%
Total number of responses	37
No response given	4

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	4 40.0%
No	6 60.0%
Total number of responses	10
Not applicable	18
No response given	12

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

Response	Total
0 to 15 minutes	8 24.2%
15 to 30 minutes	3 9.1%
30 to 45 minutes	9 27.3%
45 to 60 minutes	5 15.2%
Over 60 minutes	8 24.2%
Total number of responses	33
No response given	7

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	31 81.6%
Fairly acceptable	6 15.8%
Unacceptable	1 2.6%
Total number of responses	38
Unable to say	0
No response given	2

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	33 89.2%
Fairly acceptable	4 10.8%
Unacceptable	0 0.0%
Total number of responses	37
Unable to say	0
No response given	3

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	36 100.0%
Fairly acceptable	0 0.0%
Unacceptable	0 0.0%
Total number of responses	36
Unable to say	1
No response given	3

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	33 91.7%
Yes, but I would have liked them to introduce themselves to a greater extent	0 0.0%
No	3 8.3%
Total number of responses	36
Unable to say	3
No response given	1

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

Response	Total
Very professional	37 97.4%
A little improvement necessary	1 2.6%
Not professional	0 0.0%
Total number of responses	38
Unable to say	1
No response given	1

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

Response	Total
Yes, definitely	37 94.9%
Yes, to some extent	2 5.1%
No, I was not treated with dignity and respect	0 0.0%
Total number of responses	39
No response given	1

Q15 – Did the service staff drive safely?

Response	Total
Yes	37 97.4%
A little improvement necessary	1 2.6%
No	0 0.0%
Total number of responses	38
Unable to say	0
No response given	2

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	35 94.6%
No	1 2.7%
Not required	1 2.7%
Total number of responses	37
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 listed, some multiple answers)

Response	Total
Public transport	1 2.4%
Private car	1 2.4%
Taxi	8 19.5%
Relative, carer or friend	7 17.1%
Could not attend	20 48.8%
Other	4 9.8%
Total number of responses	41
No response given	2

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

- *“Disabled taxi.” (Patient 88)*
- *“From hospital.” (Patient 171)*
- *“No family close by for 30 miles.” (Patient 173)*
- *“GP sorting out.” (Patient 147)*

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

(All answer types listed, some multiple answers)

Response	Total
Poor public transport	2 4.4%
Cost of transport	2 4.4%
Mobility problems	30 66.7%
Distance	6 13.3%
Parking at hospital	1 2.2%
Other	4 8.9%
Total number of responses	45
No response given	3

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

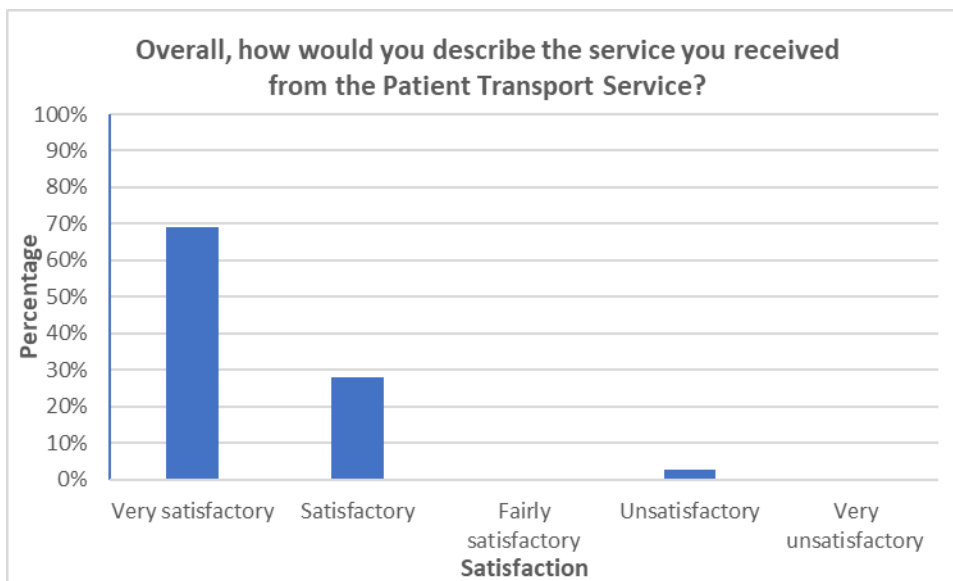
- *“An outpatient at another hospital.” (Patient 55)*
- *“Being a patient at Saffron Walden Community Hospital.” (Patient 154)*
- *“Insisted by hospital.” (Patient 38)*
- *“Uncontrolled seizures need escort & equipment transported.” (Patient 147)*

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

Response	Total
Very satisfactory	27 69.2%
Satisfactory	11 28.2%
KPI Result (Very satisfactory + satisfactory/Total number of responses)	38/39 97.4%
Fairly satisfactory	0 0.0%
Unsatisfactory	1 2.6%
Very unsatisfactory	0 0.0%
Total number of responses	39
No response given	1

97.4% of patients who responded to the above question and had used the PTS within the NHS West Essex CCG area during the 1st to the 7th of March 2019 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Bar chart illustrating the results of Q19:



Additional comments made by patients:

Survey Patient Number	Positive comments
23	Owing to the PTS being stretched to its limit, improvement is hard to make. All the medics do an excellent job in sometimes trying circumstances and are to be congratulated, they are most helpful and caring.
12	Very good service.

Survey Patient Number	Mixed/Neutral comments
34	Transport was provided by Fairways Taxis of Chelmsford, no problems with this but I would have thought there would be someone closer to Loughton to provide the service.
147	I had to make several GP appointments just to try and get some transport that I have always had for free as my seizures for the last 10 years.
102	The service is wonderful. The only improvement would be timings, sometimes they've emailed quite late. However, I appreciate that they have difficult and busy schedules and trying to help a lot of people, so this is a minor thing really.
93	If possible, I prefer transport by car, which is more comfortable as at present I have two broken hips. When using an ambulance, I find the seat belts are dangerous, as the cross belt goes across the neck.

Survey Patient Number	Negative comments
142	On the 5 th March 2019, I arrived at the nursing home to accompany my mother to her appointment. We were ready on time. My mother broke her hip and was being transported in a wheelchair which she was hoisted into. When the transport arrived, I took mum outside to get in the transport. The transport team said 'they did not have space for two wheelchairs.' They asked if my mum can walk and sit in a chair. I told them no. We had to get the nursing home to re-book. It was not a nice situation.

Equality and Diversity Information

Gender

Gender	Total
Male	13 35.1%
Female	24 64.9%
Total	37
Do not wish to declare	0
Did not answer	3

Age

Age	Total
Range	70 to 91 years
Mean	81 years
Median	81 years
Mode	86 years
Total	38
Do not wish to declare	0
Did not answer	2

Ethnicity

Ethnicity	Total
White British	38 100.0%
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	38
Do not wish to declare	0
Did not answer	2

Religion or Belief

Religion or Belief	Total
Christian	29 78.4%
Jewish	1 2.7%
Hindu	0 0.0%
Sikh	0 0.0%
None	4 10.8%
Other	3 8.1%
Total	37
Do not wish to declare	0
Did not answer	3

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

- *"Church of England." (Patient 74)*
- *"Greek Orthodox." (Patient 115)*
- *"Methodist." (Patient 177)*

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	30 96.8%
Bisexual	1 3.2%
Total	31
Do not wish to declare	0
Did not answer	9

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	3 4.8%
Physical Impairment	24 38.1%
Sensory Impairment	9 14.3%
Long Standing Condition	16 25.4%
Learning Disability	0 0.0%
Mental Health Disorder	5 7.9%
Other	6 9.5%
Total	63
Do not wish to declare	1
Did not answer	4

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

- "After foot operation." (Patient 171)
- "Cannot walk any distance." (Patient 110)
- "Cannot stand or walk very far." (Patient 152)
- "Mental health & Epilepsy." (Patient 147)
- "Need knee op arthritis, back hip, bad shoulder having physio." (Patient 177)
- "Cancer." (Patient 93)

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	13 37.1%
No, I am not married or in a civil partnership	9 25.7%
Other	13 37.1%
Total	35
Do not wish to declare	0
Did not answer	6

Of the 13 patients who answered 'other' in response to this question; 8 patients advised that they had been 'widowed,' three patients responded that they were 'divorced,' one patient advised that they were 'separated,' and one patient answered 'other.'

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

(All answer types are listed, some multiple answers)

Pregnancy and maternity	Total
No, I am not pregnant	22 84.6%
No, I do not have a child under 12 months old	4 15.4%
Yes, I am currently pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total	26
Do not wish to declare	0
Did not answer	18

Are you or have you been undergoing gender reassignment?

Gender reassignment	Total
No, I am not or have not undergone gender reassignment	27 100.0%
Yes, I am or have undergone gender reassignment	0 0.0%
Total	27
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	26 100.0%
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	0 0.0%
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	26
Do not wish to declare	0
Did not answer	14

Impact on the service received

Impact on Service	Total
No	15 100.0%
Yes, in a positive way	0 0.0%
Yes, in a negative way	0 0.0%
Total	15
Did not answer	25

All patients who responded to the above question felt that the service they received had not been affected by any of the aforementioned strands of diversity. 25 patients did not answer this question.

Aftercare

Following this survey; one letter of appreciation was received which was logged and forwarded to the relevant staff concerned. Any surveys which contained signed complaints boxes or comments of concern were passed to the Patient Experience Team for further action as appropriate.