



Patient Experience Quarterly Report:

Patient Transport Service North East Essex CCG

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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 North East Essex CCG area, who used the PTS during January to March 2018. 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 PTS in the North East Essex CCG area during the 1st to the 7th of January 2018, the 1st to the 7th of February 2018 and the 1st to the 7th of March 2018.

423 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 117 responses were received, which equates to a 27.7% 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 survey covering 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 the North East Essex CCG area are sent out to a sample of patients every month.

Conclusion

Overall, 95.5% of patients who responded to this survey and had used the PTS in the North East Essex CCG area during January to March 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

93.1% of patients also advised that they would be either 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

Section 1

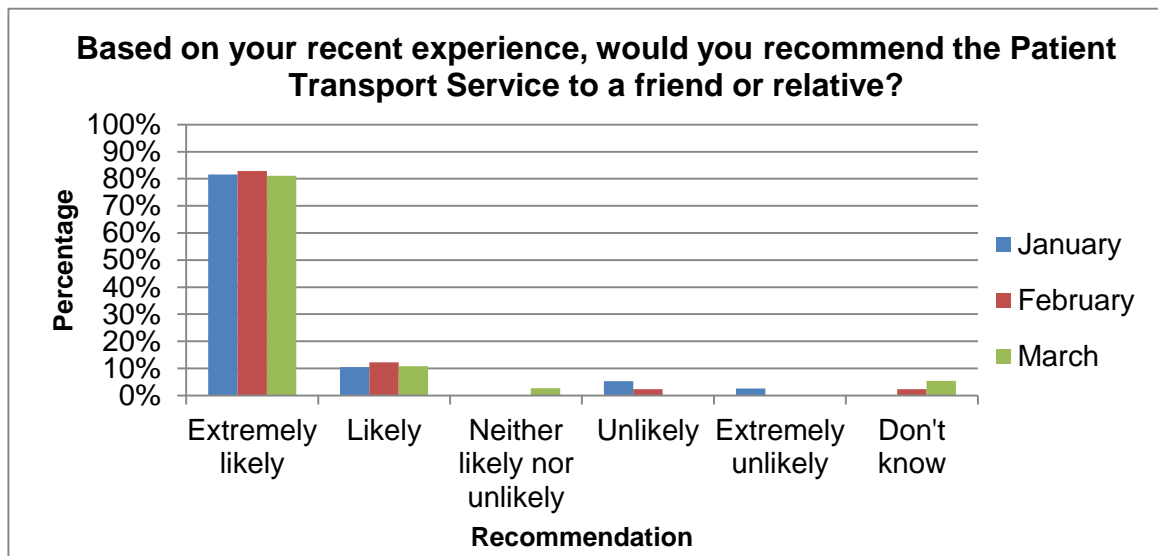
Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?

Response	January	February	March	Total result
Extremely likely	31 (81.6%)	34 (82.9%)	30 (81.1%)	95 (81.9%)
Likely	4 (10.5%)	5 (12.2%)	4 (10.8%)	13 (11.2%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	1 (2.7%)	1 (0.9%)
Unlikely	2 (5.3%)	1 (2.4%)	0 (0.0%)	3 (2.6%)
Extremely unlikely	1 (2.6%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Don't know	0 (0.0%)	1 (2.4%)	2 (5.4%)	3 (2.6%)
Total number of responses	38	41	37	116
No response given	1	0	0	1

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).

Overall, 93.1% of patients advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. 1(0.9%) patient responded that they would be 'extremely unlikely' and three patients (2.6%) responded that they would be 'unlikely' to provide a recommendation.

Bar chart illustrating the results of question one:



Q2 – Whose views are being reported in this questionnaire?

Response	January	February	March	Total Result	Key Performance Indicator (KPI)
The view of the patient	29 (82.9%)	32 (82.1%)	37 (100%)	98 (88.3%)	86/98 (87.8%)
The view of someone acting on behalf of the patient	6 (17.1%)	7 (17.9%)	0 (0.0%)	13 (11.7%)	13/13 (100%)
Total number of responses	35	39	37	111	104
No response given	4	2	0	6	7

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?

Response	January	February	March	Total result
Almost immediately	10 (29.4%)	13 (38.2%)	10 (45.4%)	33 (36.7%)
Fairly quickly	14 (41.2%)	16 (47.1%)	8 (36.4%)	38 (42.2%)
It took longer than I would have expected	8 (23.5%)	3 (8.8%)	4 (18.2%)	15 (16.7%)
Waited so long I put the telephone down	2 (5.9%)	2 (5.9%)	0 (0.0%)	4 (4.4%)
Total number of responses	34	34	22	90
Unable to say	0	0	0	0
No response given	5	7	15	27

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

Response	January	February	March	Total result
Yes	29 (90.6%)	35 (97.2%)	24 (96.0%)	88 (94.6%)
No	3 (9.4%)	1 (2.8%)	1 (4.0%)	5 (5.4%)
Total number of responses	32	36	25	93
Unable to say	2	4	2	8
No response given	5	1	10	16

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

Response	January	February	March	Total result
Yes	32 (94.1%)	34 (100%)	25 (92.6%)	91 (95.8%)
No	2 (5.9%)	0 (0.0%)	2 (7.4%)	4 (4.2%)
Total number of responses	34	34	27	95
Unable to say	1	6	2	9
No response given	4	1	8	13

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

Response	January	February	March	Total result
Very satisfied	23 (69.7%)	21 (65.6%)	16 (66.7%)	60 (67.5%)
Satisfied	7 (21.2%)	9 (28.1%)	6 (25.0%)	22 (24.7%)
Fairly satisfied	2 (6.1%)	2 (6.3%)	2 (8.3%)	6 (6.7%)
Dissatisfied	1 (3.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	33	32	24	89
Unable to say	2	6	4	12
No response given	4	3	9	16

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

(All answer types are listed, some multiple answers)

Response	January	February	March	Total result
Very satisfied	23 (62.2%)	26 (65.0%)	22 (71.0%)	71 (65.7%)
Satisfied	8 (21.6%)	12 (30.0%)	8 (25.8%)	28 (26.0%)
Fairly satisfied	3 (8.1%)	1 (2.5%)	1 (3.2%)	5 (4.6%)
Dissatisfied	3 (8.1%)	1 (2.5%)	0 (0.0%)	4 (3.7%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	37	40	31	108
No response given	3	1	6	10

Q8 – Did you arrive on time for your appointment?*(All answer types are listed, some multiple answers)*

Response	January	February	March	Total result
Very early (over 60 minutes)	5 (14.3%)	3 (9.1%)	5 (18.5%)	13 (13.7%)
Early (30 – 60 minutes)	14 (40.0%)	17 (51.5%)	7 (25.9%)	38 (40.0%)
On time	13 (37.1%)	11 (33.3%)	13 (48.2%)	37 (38.9%)
Late (0 – 60 minutes)	3 (8.6%)	2 (6.1%)	2 (7.4%)	7 (7.4%)
Very late (over 60 minutes)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	35	33	27	95
No response given	4	9	10	23

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

Response	January	February	March	Total result
Yes	2 (22.2%)	2 (50.0%)	0 (0.0%)	4 (25.0%)
No	7 (77.8%)	2 (50.0%)	3 (100%)	12 (75.0%)
Total number of responses	9	4	3	16
Not applicable	19	23	15	57
No response given	11	14	19	44

Q10 – 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	Total result
0 to 15 minutes	14 (42.4%)	12 (35.3%)	7 (28.0%)	33 (35.8%)
15 to 30 minutes	6 (18.2%)	11 (32.4%)	9 (36.0%)	26 (28.3%)
30 to 45 minutes	6 (18.2%)	6 (17.6%)	3 (12.0%)	15 (16.3%)
45 to 60 minutes	3 (9.1%)	2 (5.9%)	3 (12.0%)	8 (8.7%)
Over 60 minutes	4 (12.1%)	3 (8.8%)	3 (12.0%)	10 (10.9%)
Total number of responses	33	34	25	92
No response given	6	10	12	28

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?				
Response	January	February	March	Total result
Acceptable	33 (84.6%)	34 (85.0%)	28 (80.0%)	95 (83.3%)
Fairly acceptable	5 (12.8%)	4 (10.0%)	6 (17.1%)	15 (13.1%)
Unacceptable	1 (2.6%)	2 (5.0%)	1 (2.9%)	4 (3.6%)
Total number of responses	39	40	35	114
Unable to say	0	1	0	1
No response given	0	0	2	2

Q11b – The suitability of the vehicle you travelled in?				
Response	January	February	March	Total result
Acceptable	34 (89.5%)	36 (90.0%)	30 (85.7%)	100 (88.5%)
Fairly acceptable	2 (5.3%)	3 (7.5%)	5 (14.3%)	10 (8.8%)
Unacceptable	2 (5.2%)	1 (2.5%)	0 (0.0%)	3 (2.7%)
Total number of responses	38	40	35	113
Unable to say	0	1	0	1
No response given	1	0	2	3

Q11c – The cleanliness inside the vehicle you travelled in?				
Response	January	February	March	Total result
Acceptable	37 (97.4%)	38 (95.0%)	35 (100%)	110 (97.3%)
Fairly acceptable	1 (2.6%)	2 (5.0%)	0 (0.0%)	3 (2.7%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	38	40	35	113
Unable to say	0	1	0	1
No response given	1	0	2	3

Q12 – Did the service staff introduce themselves to you?

Response	January	February	March	Total result
Yes	34 (91.9%)	41 (100%)	30 (88.3%)	105 (93.7%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (2.7%)	0 (0.0%)	1 (2.9%)	2 (1.8%)
No	2 (5.4%)	0 (0.0%)	3 (8.8%)	5 (4.5%)
Total number of responses	37	41	34	112
Unable to say	0	0	0	0
No response given	2	0	3	5

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

Response	January	February	March	Total result
Very professional	35 (94.9%)	41 (100%)	32 (94.1%)	108 (95.6%)
A little improvement necessary	3 (5.1%)	0 (0.0%)	2 (5.9%)	5 (4.4%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	38	41	34	113
Unable to say	1	0	1	2
No response given	0	0	2	2

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

Response	January	February	March	Total result
Yes, definitely	34 (89.5%)	40 (100%)	34 (97.1%)	108 (95.6%)
Yes, to some extent	4 (10.5%)	0 (0.0%)	1 (2.9%)	5 (4.4%)
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	38	40	35	113
No response given	1	1	2	4

Q15 – Did the service staff drive safely?

Response	January	February	March	Total result
Yes	37 (97.4%)	39 (97.5%)	35 (97.2%)	111 (97.4%)
A little improvement necessary	1 (2.6%)	0 (0.0%)	1 (2.7%)	2 (1.7%)
No	0 (0.0%)	1 (2.5%)	0 (0.0%)	1 (0.9%)
Total number of responses	38	40	36	114
Unable to say	1	1	0	2
No response given	0	0	1	1

Q16 – Did the service staff offer assistance if required?

Response	January	February	March	Total result
Yes	38 (97.4%)	39 (97.5%)	34 (97.1%)	111 (97.4%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not required	1 (2.6%)	1 (2.5%)	1 (2.9%)	3 (2.6%)
Total number of responses	39	40	35	114
Unable to say	0	0	1	1
No response given	0	1	1	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	January	February	March	Total result
Public transport	6 (17.1%)	2 (4.7%)	2 (6.0%)	10 (9.0%)
Private car	2 (5.8%)	5 (11.6%)	6 (18.2%)	13 (11.7%)
Taxi	6 (17.1%)	4 (9.4%)	3 (9.1%)	13 (11.7%)
Relative, carer or friend	10 (28.6%)	7 (16.2%)	10 (30.3%)	27 (24.3%)
Could not attend	11 (31.4%)	20 (46.5%)	9 (27.3%)	40 (36.1%)
Other	0 (0.0%)	5 (11.6%)	3 (9.1%)	8 (7.2%)
Total number of responses	35	43	33	111
No response given	4	3	6	13

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

January

No comments received

February

- “No local buses to get to station, if I did is a long walk to railway station from bus stop.” (Patient 138)
- “No other suitable alternative.” (Patient 104)
- “Cannot afford a taxi all that way.” (Patient 2)
- “Booked with helping hands.”(Patient 96)
- “Also relative.” (Patient 13)

March

- “Have been taken by volunteer driver with the servicer.” (Patient 118)
- “Recent cataract ops, unable to drive & a lot of the tests & scans being done say I mustn't drive home.” (Patient 72)
- “Public buses.” (Patient 5)

Q18 – Did you use patient transport due to any of the following?*(All answer types listed, some multiple answers)*

Response	January	February	March	Total result
Poor public transport	7 (11.7%)	2 (4.0%)	1 (2.9%)	10 (6.9%)
Cost of transport	9 (15.0%)	1 (2.0%)	1 (2.9%)	11 (7.6%)
Mobility problems	26 (43.3%)	31 (62.0%)	19 (55.9%)	76 (52.8%)
Distance	10 (16.7%)	9 (18.0%)	6 (17.7%)	25 (17.4%)
Parking at hospital	5 (8.3%)	1 (2.0%)	0 (0.0%)	6 (4.2%)
Other	3 (5.0%)	6 (12.0%)	7 (20.6%)	16 (11.1%)
Total number of responses	60	50	34	144
No response given	4	4	8	16

The below comments were received from the patients who answered ‘other’ in response to the above question:

January

- “Shortness of breath on exertion.” (Patient 119)
- “Blind & mobility.” (Patient 76)
- “Eye treatment.” (Patient 99)

February

- “Private hospital car.” (Patient 59)
- “Fatigue.” (Patient 108)
- “The risk of seizures.” (Patient 20)
- “Family unable to take me.” (Patient 92)
- “Emergency Ambulance.” (Patient 67)
- “Helping hands require prior notice to book.” (Patient 96)

March

- “Hospital discharge.” (Patient 121)
- “As above.” (Patient 72)
- “After heart surgery.” (Patient 111)
- “Inability to drive as a result of operation.” (Patient 20)
- “Mobility in snow.” (Patient 5)
- “Accident.” (Patient 1)
- “Snow.” (Patient 3)

Section 2

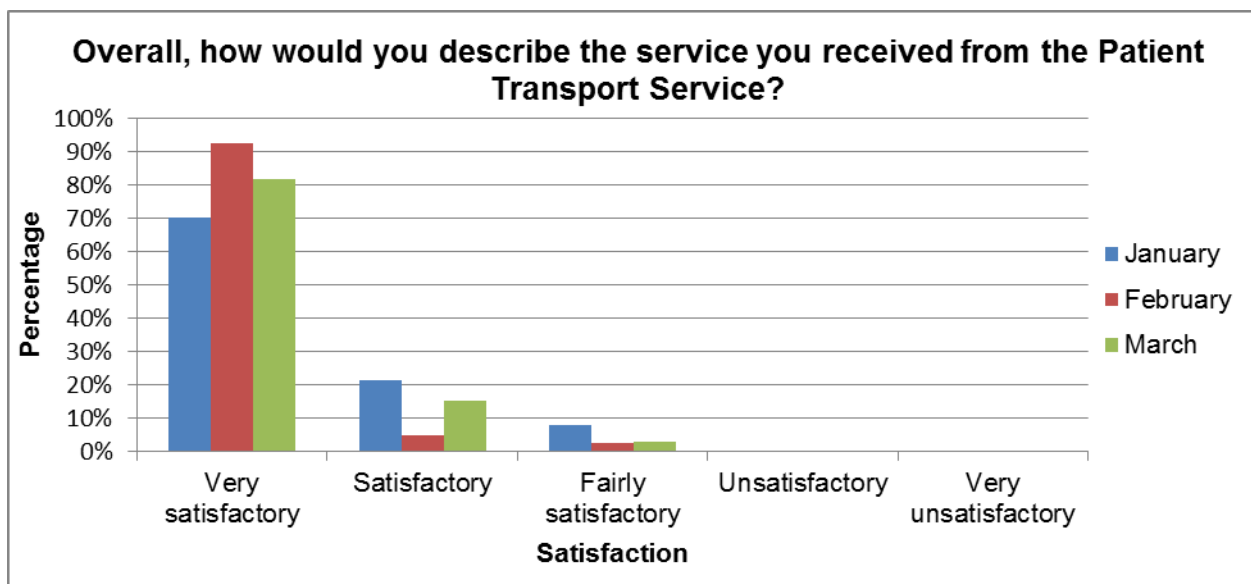
Please tell us your overall views on the Patient Transport Service

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

	January	February	March	Total result
Very satisfactory	26 (70.3%)	37 (92.5%)	27 (81.8%)	90 (81.9%)
Satisfactory	8 (21.6%)	2 (5.0%)	5 (15.2%)	15 (13.6%)
KPI Result (Very satisfactory+ satisfactory/Total number of responses)	34/37 (91.9%)	39/40 (97.5%)	32/33 (97.0%)	105/110 (95.5%)
Fairly satisfactory	3 (8.1%)	1 (2.5%)	1 (3.0%)	5 (4.5%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	37	40	33	110
No response given	2	1	4	7

Overall, 95.5% of patients who responded to the above question described the service received from the Patient Transport Service as being either ‘satisfactory’ or ‘very satisfactory.’

Bar chart illustrating the results of question 19:



Additional comments

January

Survey Patient Number	Positive comments
98	Excellent service, very polite & friendly driver! Please send my thanks on to him.
50	I was with patient as we are partners and went into hospital together. As for the patient transport service they could not have been more helpful, they waited until we were ready and could not have been more helpful all really good.
59	I have used your service since June 2017. I have been very happy with the service you provide , the staff very friendly and caring.
14	Your staffs were very good, cheerful, patient and good humoured.
74	I had great drivers so kind and helpful, could not have wished for any better.
3	I found the ambulance service excellent both going into A&E, after a fall, & returning home with the ambulance on the 1st January 18. I did not realise how much work, paper work the paramedics have to do before handing over their patients in A&E. They do a wonderful job.
97	No, the experience was excellent.

Survey Patient Number	Mixed/Neutral comments
73	Maybe reduce the 2 hours I have to get ready before appointment to one hour but I do understand why you have to do this.
27	The only negative was the wait for collection to and from the hospital; however I appreciate the difficulties in such a logistical operation so this would not detract from my recommendation.
2	A bit more comfort, you have to hold on!

Survey Patient Number	Negative comments
44	My appointment was at 10.00am at the (name) hospital in London. When I booked the transport I was advised to be ready from 6.00am. This was perfectly acceptable to me, given I was going from Clacton On Sea, this allowed ample time in my opinion. The driver arrived to take me at 7.45am Consequently I was late for my appointment which gave me great concern.
62	Well a while ago I had an appointment for 10 o'clock and I didn't get home until 20 hour at night, they forgotten about me. I have also reported all this before and not got anywhere, when I ring to arrange transport it says answer within 5 mins so 45 mins later is not right for anyone to hang on.
43	My husband attends dialysis Monday, Wednesday and Friday. He is a right leg amputee also. Normally he transports himself with his adapted car but on this particular day his car was in the repair garage. He is aware he has to be prepared for them to arrive two hours prior to appointment. The 'driver arrived' & my husband left our garage to join him (my husband uses a wheelchair). By the time my husband arrived the driver had gone! It took another 1hr 15mins and many phone calls for the driver to return. Why are they not informed he is an amputee or even 'knock'? It was very cold and he sat outside for 3hrs 15mins! Disgusting!

February

Survey Patient Number	Positive comments
72	It was perfect and no I didn't think it could be improved.
118	There was a delay in the crew arriving, but given that it was new year's day and the strain on the NHS we accepted this. Thank you for your superb help.
19	Fully satisfied with the experience.
121	I was really impressed with my whole experience and always have been.
141	Your transport to and from hospital is of high standard. The crews are very caring and most highly considerate and very thoughtful and very helpful even with all customers and really polite and supportive. I was very nervous and felt very lonely. Crews felt if I had all my friends around me, so helping to find the right place to go and very caring and endearing. I was treated with highest respect and with great love and patience. Very highly professional and with extreme care, as if I was a part of the family. Put at ease and given confidence to deal with my appointment. Cannot thank you enough for the "Lift".
133	The driver was friendly, helpful, on time and competent.
20	There was no way my experience could have been improved the staff did everything to help me.
110	None necessary, it was excellent.
96	Satisfied in all respects.

Survey Patient Number	Mixed / Neutral comments
39	Mine was not that simple. I was admitted to A&E CGH on the 15/18 taken by my daughter who is RGH by car. I was suffering from hypothermia. I was discharged on the 2nd Feb 18 from CGH and collected by your service.
64	The service I received was very good. My only complaint was the ride home, I felt every bump and I was in extreme pain in the lower part of my back.
59	Sometimes the service are held up by patients not ready & crews have to wait may be by you remember this when they are later than expected. I am still using this wonderful service. Too many names of drivers & crew to remember, all happy friendly people.
2	It would be impossible for me to get to my appointments without this service which could end up putting me in danger did I not have my check-up.
4	It is a bit tight for big girls two would be better.
79	Some vehicles are in need of service or repair i.e.: lack of heat in rear cab.

Survey Patient Number	Negative comments
108	I don't want to lose the man's volunteer work but his driving was not safe, we also hit the back of a van in London. Due to pain & being terrified of returning in car I got my brother to rescue me (he finished work early).
138	I use ambulance car only when I am really poorly and due to my condition it varies from day to day. I felt it was quite distressing when booking transport; we have to go over health care questions all the time. Even felt, at times I was begging. I have A.M.I leukaemia and have had a stem cell transplant also I have many other health issues in which my mobility and exhaustion are impacting on my health at the present time. I feel you do not account to the fact if they could deal with my illness locally and the majority of patients would not be a burden on you.
35	Phone message states we aim to answer calls 95 per cent of all calls within five minutes but never had one answered in that time, sometimes had to hang on long while and I have to pay for all my daytime calls, being a pensioner I have to try and save money.

March

Survey Patient Number	Positive comments
8	I found the 3 staff in ambulance was so brilliant to transport people in such terrible snowy conditions even to take people right to the front doorsteps was first class. our village near Harwich was cut off from early morning until 1.30pm lunchtime with snowdrifts and lorry damage, so the 3 lads in ambulance did excellent to get us 3 patients to our homes, well done.
65	Please thank staff for their very helpful comfortable ride home.
21	I am unable to fill in most of this survey as the hospital organised transport for me, as I was coupled up to a heart monitor at the time, an ambulance was the right type of transport at the time. I would like to thank (name) and (name) for their professional attitude, I would also like (name) to know that in the very difficult road conditions i.e. snow and ice, her driving was fantastic.
5	Nothing could be improved. The crew were brilliant. The snow drifts were 3ft high which gave the driver a nightmare drive but he handled the situation excellently. I think the drive took 1 ½ hours, but the weather/snow was the worst seen for many years. The driver had done well get all 3 patients from their homes & to/from the dialysis unit 10/10.
86	Could not be improved.
27	Thank you for the service you provided me on the day. The lads were very good and extremely helpful. Thank you.
1	You cannot improve excellence.
51	Everyone very kind and helpful. Thank you all.
3	The hospital arranged the transport as my family could not travel because of snow. I thought the staffs of the bus were very good and I was very impressed with them. I thanked them for their time of day. If I had to ask them for help I would not hesitate to call them.

Survey Patient Number	Mixed / Neutral comments
121	I have not personally booked hospital transport for any appts, as of yet I used hospital transport only for my return journey home upon hospital discharge therefore this questionnaire is n/a but I have answered to the best I can!
118	The journey was extremely long to SE London Hospital. Can be bettered if you could have more volunteer drivers for such a journey twice I have travelled by a private car both journeys took 9 hours of the day. So comfortable although tiring.
20	Your service was fine, I was surprised the the surgeon I was to see felt the appointment was sufficiently important. The whole thing fell apart because due to bad weather the hospital staff did not wait until I arrived and the whole affair was a waste of yours's and my time.
95	The ward orders pick up to take me home.
72	Wonderful caring drivers I couldn't be without them as Doctor sending me to far flung hospitals for numerous tests, living alone it's a lifeline. It would be a blessing if drivers could give us their mobile numbers, so that we can tell them if a hold up or to find out if they are held up. I give mine to them, but the chap for (name) hospital didn't ring me, he was delayed collecting a patient on dialysis.

Survey Patient Number	Negative comments
137	I would like to travel in an ambulance car, as it is more comfortable also the last time I got an ambulance car the driver waited for me, as with the mini bus, the driver turned up late & after my appointment I had to wait 3 hours to be picked & then we had to pick someone else up. So I did not arrive home until 7pm, which is not acceptable.

Equality and Diversity Information

Gender

(All answer types listed, some multiple answers)

Gender	January	February	March	Total
Male	20 (62.5%)	13 (39.4%)	12 (48.0%)	45 (50.0%)
Female	12 (37.5%)	20 (60.6%)	13 (52.0%)	45 (50.0%)
Total	32	33	25	90
Do not wish to declare	0	0	0	0
Did not answer	8	8	12	28

Age

Age	January	February	March	Total
Range	61 to 96 years	26 to 94 years	46 to 93 years	26 to 96 years
Mean	76 years	76 years	75 years	76 years
Median	74 years	80 years	74 years	77 years
Mode	64 years	80 years	46 years	80 years
Total	30	32	25	87
Do not wish to declare	0	0	0	0
Did not answer	9	9	12	30

Ethnicity

Ethnicity	January	February	March	Total
White British	29 (100%)	32 (100%)	24 (100%)	85 (100%)
White Irish	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Any other White background	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mixed White and Black African	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
White and Black Asian	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Any other mixed background	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Asian Indian	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Asian Pakistani	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Asian Bangladeshi	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Any other Asian background	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Black Caribbean	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Black African	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Any other Black background	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Chinese	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Any other ethnic group	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total	29	32	24	85
Do not wish to declare	1	0	0	1
Did not answer	9	9	13	31

Religion or Belief

Religion or Belief	January	February	March	Total
Christian	20 (71.4%)	30 (90.9%)	20 (83.3%)	70 (82.3%)
Hindu	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Jewish	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Muslim	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Sikh	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Buddhist	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
None	5 (17.9%)	2 (6.1%)	3 (12.5%)	10 (11.8%)
Other	3 (10.7%)	1 (3.0%)	1 (4.2%)	5 (5.9%)
Total	28	33	24	85
Do not wish to declare	3	0	0	3
Did not answer	8	9	13	29

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

January

- "Spiritualist." (Patient 123)
- "C of E." (Patients 59 & 74)

February

- "Baptist." (Patient 39)

March

- "Non practicing Catholic." (Patient 66)

Sexual Orientation

Sexual orientation	January	February	March	Total
Lesbian	1 (5.3%)	0 (0.0%)	0 (0.0%)	1 (1.7%)
Gay	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Heterosexual	17 (89.4%)	23 (100%)	16 (100%)	56 (96.6%)
Bisexual	1 (5.3%)	0 (0.0%)	0 (0.0%)	1 (1.7%)
Total	19	23	16	58
Do not wish to declare	3	1	0	4
Did not answer	17	17	21	55

Disability

(All answer types are listed, some multiple answers)

Disability	January	February	March	Total
I do not have a disability	3 (8.2%)	1 (2.6%)	3 (9.7%)	7 (6.5%)
Physical Impairment	10 (27.0%)	15 (38.5%)	9 (29.0%)	34 (31.8%)
Sensory Impairment	2 (5.4%)	2 (5.1%)	1 (3.2%)	5 (4.7%)
Long Standing Condition	11 (29.7%)	13 (33.3%)	12 (38.7%)	36 (33.7%)
Learning Disability	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Mental Health Disorder	4 (10.8%)	3 (7.7%)	0 (0.0%)	7 (6.5%)
Other	7 (18.9%)	5 (12.8%)	6 (19.4%)	18 (16.8%)
Total	37	39	31	107
Do not wish to declare	2	2	2	6
Did not answer	13	12	15	40

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

January

- "Type 2 diabetes." (Patient 123)
- "Hearing difficulty." (Patient 98)
- "No." (Patient 59)
- "Breathing." (Patient 62)
- "AMG + Heart." (Patient 119)
- "+ Parkinson's." (Patient 26)
- "Reduced mobility due to copd." (Patient 63)

February

- "Mobility." (Patient 121)
- "Left sided disabled, arm and leg, hearing and sight." (Patient 141)
- "Many illnesses." (Patient 2)
- "Awaiting knee replacement, blood disorder/arthritis." (Patient 96)
- "Broken bones." (Patient 36)

March

- "COPD & polymyalgia." (Patient 73)
- "Stroke." (Patient 121)
- "Trauma break of arm." (Patient 118)
- "False limbs & heart condition etc." (Patient 20)
- "Heart failure." (Patient 114)
- "Mobility problems." (Patient 58)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	January	February	March	Total
Yes	16 (48.5%)	12 (35.3%)	8 (33.3%)	36 (39.6%)
No	9 (27.3%)	10 (29.4%)	10 (41.7%)	29 (31.9%)
Other	8 (24.2%)	12 (35.3%)	6 (25.0%)	26 (28.6%)
Total	33	34	24	91
Do not wish to declare	2	0	0	2
Did not answer	8	12	16	36

January

Of the eight patients who responded 'other' in answer to this question, five patients advised that they had been widowed, one patient advised that they were 'cohabiting,' one patient advised they were 'living with a partner' and one patient advised they were divorced.

February

Of the 12 patients who responded 'other' in answer to this question 10 advised that they had been widowed, one patient advised they were 'divorce' and one patient advised they had been in a 'civil partnership'.

March

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

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

(All answer types are listed, some multiple answers)

Pregnancy/maternity	January	February	March	Total
No, I am not pregnant	24 (72.7%)	12 (70.6%)	11 (68.7%)	47 (71.2%)
No, I do not have a child under 12 months old	9 (27.3%)	5 (29.4%)	5 (31.3%)	19 (28.8%)
Yes, I am currently pregnant	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total	33	17	16	66
Do not wish to declare	0	1	1	2
Did not answer	15	25	24	64

Are you or have you been undergoing gender reassignment?

Gender reassignment	January	February	March	Total
No	24 (96.0%)	20 (100%)	19 (100%)	63 (98.4%)
Yes	1 (4.0%)	0 (0.0%)	0 (0.0%)	1 (1.6%)
Total	25	20	19	64
Do not wish to declare	3	1	0	4
Did not answer	11	20	18	49

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

Format	January	February	March	Total
I did not require a different format	25 (92.6%)	20 (95.2%)	16 (88.9%)	61 (92.4%)
Braille	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
British Sign Language (BSL) Interpreter	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Browse aloud (website)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Deafblind advocate	0 (0.0%)	1 (4.8%)	0 (0.0%)	1 (1.6%)
Deafblind Interpreter	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Easy Read	0 (0.0%)	0 (0.0%)	2 (11.1%)	2 (3.0%)
Large Print	2 (7.4%)	0 (0.0%)	0 (0.0%)	2 (3.0%)
Page magnification (website)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total	27	21	18	66
Do not wish to declare	1	0	0	1
Did not answer	11	20	19	50

Impact on the service received

Impact on Service	January	February	March	Total
No	20 (95.2%)	17 (100%)	13 (92.9%)	50 (96.2%)
Yes, in a positive way	1 (4.8%)	0 (0.0%)	1 (7.1%)	2 (3.8%)
Yes, in a negative way	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total	21	17	14	52
Do not wish to declare	0	0	0	0
Did not answer	18	24	23	65

50 patients felt the service they received was not affected by any of the aforementioned strands of diversity. Two patients felt that the service they received was affected in a positive way and no patients responded that the service they received was affected in a negative way.

65 patients did not respond to this question.

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

January

- "I think you should all get a medal, well done." (Patient 117)

February

- "Sorry didn't understand the question. Thank you for giving me the opportunity to give my gratefulness to all concerned. I am always worried about transport to and from hospitals especially Colchester. Such a worry lifted from my shoulders, made such a easy day to cope with my appointment. Thank you." (Patient 141)

March

- "Don't understand your questions above, this is private information please do not release to anyone else who is not connected to this form (document)." (Patient 114)

Aftercare

Following the survey; four letters and one phone call of appreciation were received along with two questionnaires which contained signed complaint boxes. These were passed to the Patient Experience Team (Bedford), along with any questionnaires which contained comments of concern for further action as appropriate.