



# Patient Experience Report: NHS Cambridgeshire and Peterborough CCG

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Report Period: January 2019

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# Results for January 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 1<sup>st</sup> to 7<sup>th</sup> January 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 1<sup>st</sup> to 7<sup>th</sup> January 2019.

286 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 60 responses were received, which equates to a 21.0% 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, 86.4% 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> January 2019 described the service received as being either 'satisfactory' or 'very satisfactory.'

90.0% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

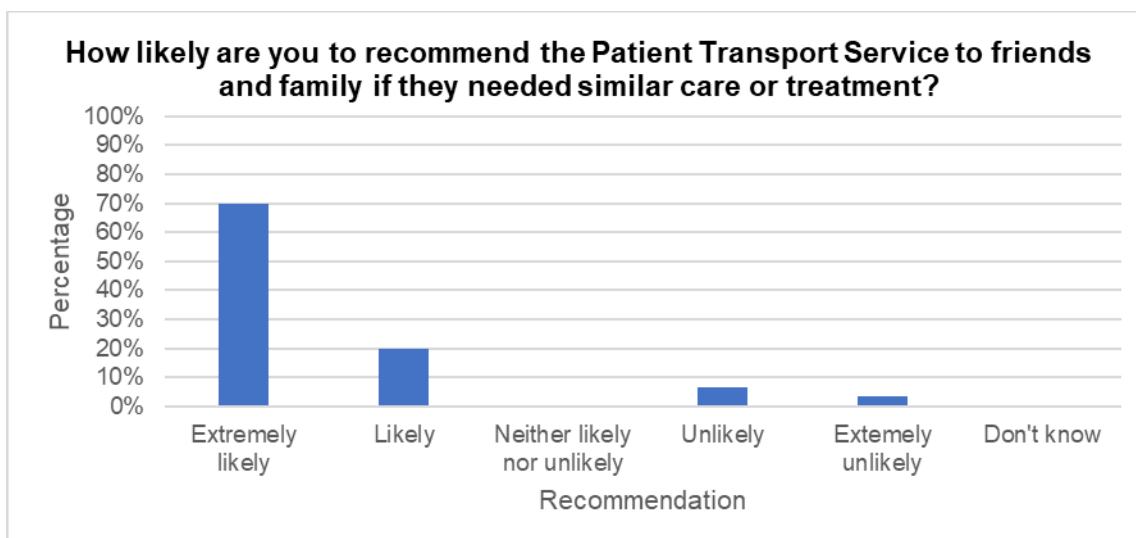
**Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?**

Response	PTS Cambridgeshire January Total
Extremely likely	42 (70.0%)
Likely	12 (20.0%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	4 (6.7%)
Extremely unlikely	2 (3.3%)
Don't know	0 (0.0%)
Total number of responses	60
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>Positive comments</b>
175	The service is excellent and the staff are always kind and helpful. I am so grateful for this service and the kindness of all the staff.
243	No improvement needed. Lovely people! Couldn't do without them.

<b>Survey Patient Number</b>	<b>Mixed / neutral comments</b>
22	1. I use your service because I am 86 years of age and have no other means of transport. When I am collected from home, with one exception, the transport arrives on time. However, when I have to be returned home from the hospital, it takes between 1½ hours and 3 hours to arrive at the hospital, further, I think it bad taste when after major surgery, an ambulance is sent to convey me home, when at other times a private car is sent. 2. Having made a previous complaint, the matter has still not been resolved.
42	The only comment I have that is when I booked the transport I presumed it would bring me back, but when I asked the paramedics if they were waiting for me they said no that I should have booked to come back, which I was not told this, but the paramedics were very good they sorted it out for me.

<b>Survey Patient Number</b>	<b>Negative comments</b>
244	I have found from experience that although I am told to be ready 2 hrs before my appointment they are never there that early and on a few occasions have made me late for appointments. Return journeys are even worse waiting anything from 1hr to 3hrs.
277	Sometimes there is a long wait for transport home after the appointment at the hospital.

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

Response	Total	Key Performance Indicator (KPI)
The view of the patient	52 (92.9%)	45/51 (88.2%)
The view of someone acting on behalf of the patient	4 (7.1%)	2/4 (50.0%)
Total number of responses	56	55
No response given	4	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), 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	23 (44.2%)
Fairly quickly	24 (46.2%)
It took longer than I would have expected	3 (5.8%)
Waited so long I put the telephone down	2 (3.8%)
Total number of responses	52
No response given	10

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

Response	Total
Yes	48 (98.0%)
No	1 (2.0%)
Total number of responses	49
Unable to say	2
No response given	9

**Q5– Were you clearly informed of the date and time of your transport booking?**  
*(All answer types are listed, some multiple answers)*

Response	Total
Yes	47 (90.4%)
No	5 (9.6%)
Total number of responses	52
Unable to say	2
No response given	7

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

<b>Response</b>	<b>Total</b>
Very satisfied	30 (58.8%)
Satisfied	15 (29.4%)
Fairly satisfied	6 (11.8%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	51
Unable to say	1
No response given	8

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

<b>Response</b>	<b>Total</b>
Very satisfied	25 (45.5%)
Satisfied	19 (34.5%)
Fairly satisfied	8 (14.5%)
Dissatisfied	3 (5.5%)
Very dissatisfied	0 (0.0%)
Total number of responses	55
No response given	5

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

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

<b>Response</b>	<b>Total</b>
Very early (over 60 minutes)	4 (7.4%)
Early (30 – 60 minutes)	22 (40.7%)
On time	14 (25.9%)
Late (0 – 60 minutes)	9 (16.7%)
Very late (over 60 minutes)	5 (9.3%)
Total number of responses	54
No response given	7

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	4 (16.0%)
No	21 (84.0%)
Total number of responses	25
Not applicable	25
No response given	10



**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	6 (11.1%)
15 to 30 minutes	7 (13.0%)
30 to 45 minutes	10 (18.5%)
45 to 60 minutes	10 (18.5%)
Over 60 minutes	21 (38.9%)
Total number of responses	54
No response given	8

**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	43 (76.8%)
Fairly acceptable	12 (21.4%)
Unacceptable	1 (1.8%)
Total number of responses	56
Unable to say	1
No response given	3

<b>Q11b – The suitability of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	47 (87.0%)
Fairly acceptable	6 (11.1%)
Unacceptable	1 (1.9%)
<b>Total number of responses</b>	<b>54</b>
Unable to say	2
No response given	4

<b>Q11c – The cleanliness inside the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	52 (94.5%)
Fairly acceptable	3 (5.5%)
Unacceptable	0 (0.0%)
<b>Total number of responses</b>	<b>55</b>
Unable to say	1
No response given	4

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

<b>Response</b>	<b>Total</b>
Yes	52 (91.2%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (1.8%)
No	4 (7.0%)
<b>Total number of responses</b>	<b>57</b>
Unable to say	2
No response given	1

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

<b>Response</b>	<b>Total</b>
Very professional	55 (94.8%)
A little improvement necessary	3 (5.2%)
Not professional	0 (0.0%)
<b>Total number of responses</b>	<b>58</b>
Unable to say	2
No response given	0

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

<b>Response</b>	<b>Total</b>
Yes, definitely	57 (98.3%)
Yes, to some extent	1 (1.7%)
No, I was not treated with dignity and respect	0 (0.0%)
<b>Total number of responses</b>	<b>58</b>
Unable to say	0
No response given	2

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

<b>Response</b>	<b>Total</b>
Yes	57 (100%)
A little improvement necessary	0 (0.0%)
No	0 (0.0%)
<b>Total number of responses</b>	<b>57</b>
Unable to say	2
No response given	1

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

Response	Total
Yes	57 (100%)
No	0 (0.0%)
Not required	0 (0.0%)
Total number of responses	57
Unable to say	2
No response given	1

**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	3 (5.0%)
Private car	5 (8.3%)
Taxi	10 (16.7%)
Relative, carer or friend	12 (20.0%)
Could not attend	27 (45.0%)
Other	3 (5.0%)
Total number of responses	60
No response given	4

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

- *“No transport.” (Patient 203)*
- *“It would be difficult.” (Patient 242)*
- *“Do not know.” (Patient 106)*

**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	4 (6.0%)
Cost of transport	4 (6.0%)
Mobility problems	48 (71.6%)
Distance	3 (4.5%)
Parking at hospital	1 (1.5%)
Other	7 (10.4%)
<b>Total number of responses</b>	<b>67</b>
No response given	4

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

- *“Need of oxygen supply.” (Patient 47)*
- *“Wife unwell.” (Patient 83)*
- *“Dialysis patient.” (Patient 174)*
- *“Dialysis.” (Patient 117)*
- *“It is arranged through dialysis unit” (Patient 178)*
- *“Numerous health conditions.” (Patient 208)*
- *“Can't get.” (Patient 262)*

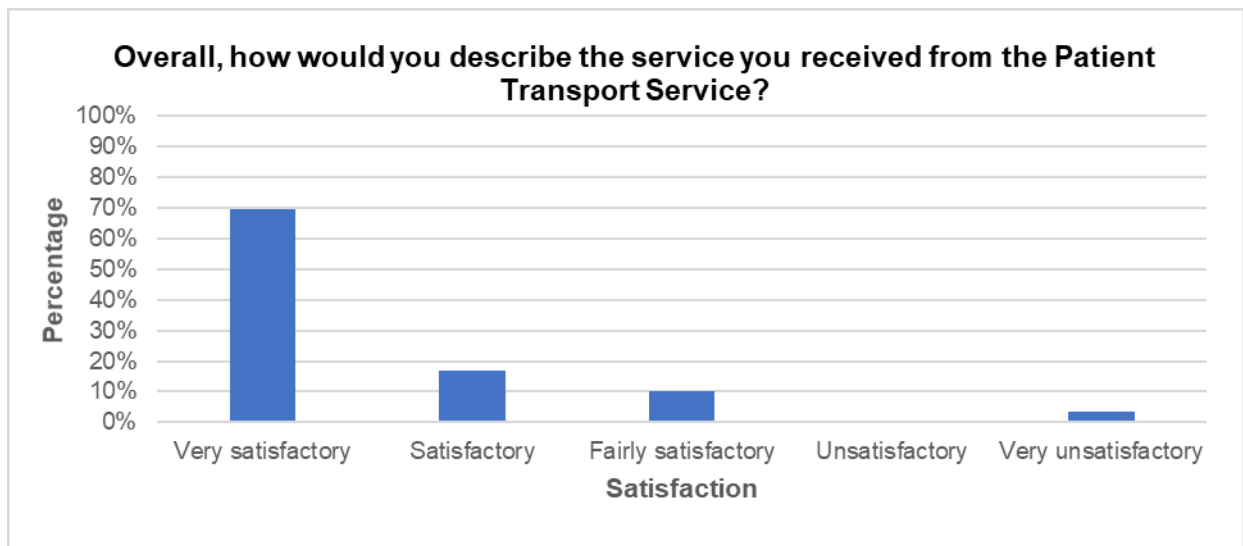
**Please tell us your overall views on the Patient Transport Service**

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

<b>Response</b>	<b>PTS Cambridgeshire January Total</b>
Very satisfactory	41 (69.5%)
Satisfactory	10 (16.9%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	51/59 (86.4%)
Fairly satisfactory	6 (10.2%)
Unsatisfactory	0 (0.0%)
Very unsatisfactory	2 (3.4%)
Total number of responses	59
No response given	1

86.4% 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> January 2019 described the service received as being either 'satisfactory' or 'very satisfactory.' However, two patients (3.4%) rated the service they received as being 'very unsatisfactory'. No patients rated the service as 'unsatisfactory'. One patient 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	29 (56.9%)
Female	22 (43.1%)
<b>Total</b>	<b>51</b>
Do not wish to declare	0
Did not answer	9

### Age

<b>Age</b>	<b>Total</b>
Range	24 Years to 98 Years
Mean	74 Years
Median	76 Years
Mode	81 Years
<b>Total</b>	<b>52</b>
Do not wish to declare	1
Did not answer	7

## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	51 (98.1%)
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	1 (1.9%)
<b>Total</b>	<b>52</b>
Do not wish to declare	1
Did not answer	7



## Religion or Belief

Religion or Belief	Total
Christian	41 (78.8%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (11.5%)
Other	5 (9.6%)
<b>Total</b>	<b>52</b>
Do not wish to declare	0
Did not answer	8

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

- *"Catholic." (Patient 174)*
- *"Church of England." (Patient 269)*
- *"Jehovah's witness." (Patient 242)*
- *"C of E." (Patient 43)*
- *"Church of Scotland." (Patient 144)*

## Sexual Orientation

(All answer types listed, some multiple answers)

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	32 (94.1%)
Bisexual	1 (2.9%)
Other	1 (2.9%)
Total	34
Do not wish to declare	4
Did not answer	23

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

- *“Married 70 years, thought you might like to know that.” (Patient 112)*

## Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	5 (6.9%)
Physical Impairment	22 (30.6%)
Sensory Impairment	6 (8.3%)
Long Standing Condition	20 (27.8%)
Learning Disability	4 (5.6%)
Mental Health Disorder	2 (2.8%)
Other	13 (18.1%)
<b>Total</b>	<b>72</b>
Do not wish to declare	2
Did not answer	12

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

- *"Dementia." (Patient 264)*
- *"Mobility & eye problem." (Patient 22)*
- *"Mobility & others." (Patient 248)*
- *"Gout/rheumatics." (Patient 130)*
- *"Diabetes number 2." (Patient 81)*
- *"Dialysis." (Patient 151)*
- *"Stenosis of spine." (Patient 243)*
- *"M.S." (Patient 82)*
- *"Broken 3 bones in ankle." (Patient 118)*
- *"COPD." (Patient 262)*
- *"Must walk with a frame." (Patient 112)*
- *"Knee / Ankle joints replaced." (Patient 256)*
- *"Heart, Pace maker." (Patient 91)*

**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	23 (46.0%)
No	22 (44.0%)
Other	5 (10.0%)
<b>Total</b>	<b>50</b>
Do not wish to declare	0
Did not answer	11

Of the five patients who responded 'other' in answer to this question, two patients advised that they had been 'widowed', one patient advised that they were 'divorced', one patient advised that they were in a 'partnership' and one patient advised that they were in a 'long term relationship'.

**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	33 (71.7%)
No, I do not have a child under 12 months old	13 (28.3%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total</b>	<b>46</b>
Do not wish to declare	1
Did not answer	26

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

<b>Gender reassignment</b>	<b>Total</b>
Yes	0 (0.0%)
No	45 (100%)
<b>Total</b>	<b>45</b>
Do not wish to declare	0
Did not answer	15

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

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

<b>Format</b>	<b>Total</b>
I did not require a different format	39 (88.6%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	1 (2.3%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	2 (4.5%)
Large Print	2 (4.5%)
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>44</b>
Do not wish to declare	0
Did not answer	17

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

- *“I am supported by a deaf advocate as well but never have interpreter for transport.” (Patient 116)*

### Impact on the service received

Impact on Service	Total
No	42 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	42
Did not answer	18

42 patients felt the service they received was not affected by any of the aforementioned strands of diversity. No patients felt that the service they received was affected in either a positive or negative way. 18 patients did not answer this question.

### Aftercare

Following this survey, one letter of appreciation along with two surveys containing signed complaint boxes and negative comments 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.