



Patient Experience Quarterly Report:

Patient Transport Service Bedfordshire & Hertfordshire CCGs

Author: Laura Mann, Patient Experience Analyst

Report Period: April to June 2018

Date of Report: August 2018

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 Bedfordshire and Hertfordshire area (Bedfordshire CCG, East and North Hertfordshire CCG, Herts Valleys CCG and Luton CCG) who used the service during April to June 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 within the Bedfordshire and Hertfordshire area during the 1st to the 8th of April 2018, the 1st to the 8th of May 2018 and the 1st to the 7th of June 2018.

1361 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 313 responses were received, which equates to a 23.0% 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 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 Bedfordshire and Hertfordshire area are sent out to a sample of patients every month.

Conclusion

Overall, 85.7% of patients who responded to the survey and had used the PTS within the Bedfordshire and Hertfordshire area rated the service received as being either 'satisfactory' or 'very satisfactory.'

87.4% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

Section 1

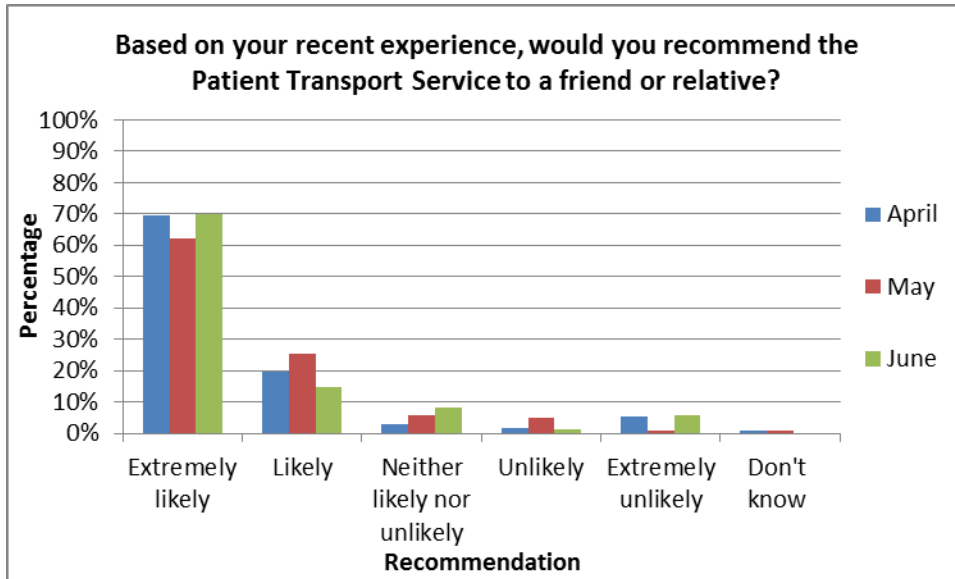
Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?

Response	April	May	June	April to June 2018 Total
Extremely likely	78 69.6%	64 62.1%	61 70.1%	203 67.2%
Likely	22 19.6%	26 25.2%	13 14.9%	61 20.2%
Neither likely nor unlikely	3 2.7%	6 5.8%	7 8.0%	16 5.3%
Unlikely	2 1.8%	5 4.9%	1 1.1%	8 2.6%
Extremely unlikely	6 5.4%	1 1.0%	5 5.7%	12 4.0%
Don't know	1 0.9%	1 1.0%	0 0.0%	2 0.7%
Total number of responses	112	103	87	302
No response given	2	7	2	11

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, 87.4% of patients who answered the above question advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. However, 20 patients (6.6%) responded that they would be either 'unlikely' or 'extremely unlikely' to provide a recommendation.

Bar chart illustrating the results of question 1:



Q2 – Whose views are being reported in this questionnaire?

Response	April	May	June	April to June 2018 Total	Key Performance Indicator (KPI)
The view of the patient	93 85.3%	82 81.2%	66 77.6%	241 81.7%	179/205 87.3%
The view of someone acting on behalf of the patient	16 14.7%	19 18.8%	19 22.4%	54 18.3%	36/46 78.3%
Total number of responses	109	101	85	295	251
No response given	5	9	4	18	44

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 listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
Almost immediately	28 33.7%	33 38.4%	26 36.1%	87 36.1%
Fairly quickly	35 42.2%	44 51.2%	34 47.2%	113 46.9%
It took longer than I would have expected	17 20.5%	6 7.0%	11 15.3%	34 14.1%
Waited so long I put the telephone down	3 3.6%	3 3.5%	1 1.4%	7 2.9%
Total number of responses	83	86	72	241
Unable to say	0	0	0	0
No response given	33	25	19	77

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

Response	April	May	June	April to June 2018 Total
Yes	71 93.4%	80 100.0%	61 92.4%	212 95.5%
No	5 6.6%	0 0.0%	5 7.5%	10 4.5%
Total number of responses	76	80	66	222
Unable to say	10	9	7	26
No response given	28	21	16	65

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

Response	April	May	June	April to June 2018 Total
Yes	86 96.6%	83 97.6%	66 95.7%	235 96.7%
No	3 3.4%	2 2.4%	3 4.3%	8 3.3%
Total number of responses	89	85	69	243
Unable to say	6	6	4	16
No response given	19	19	16	54

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

Response	April	May	June	April to June 2018 Total
Very satisfied	41 52.6%	39 48.1%	36 52.9%	116 51.1%
Satisfied	25 32.1%	33 40.7%	17 25.0%	75 33.0%
Fairly satisfied	6 7.7%	4 4.9%	12 17.6%	22 9.7%
Dissatisfied	5 6.4%	3 3.7%	2 2.9%	10 4.4%
Very dissatisfied	1 1.3%	2 2.5%	1 1.5%	4 1.8%
Total number of responses	78	81	68	227
Unable to say	11	8	3	22
No response given	25	21	18	64

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

(All answer types are listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
Very satisfied	57 58.2%	53 54.1%	51 65.4%	161 5.9%
Satisfied	31 31.6%	33 33.7%	14 17.9%	78 28.5%
Fairly satisfied	7 7.1%	7 7.1%	7 9.0%	21 7.7%
Dissatisfied	1 1.0%	2 2.0%	4 5.1%	7 2.6%
Very dissatisfied	2 2.0%	3 3.1%	2 2.6%	7 2.6%
Total number of responses	98	98	78	274
No response given	16	14	11	41

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

Response	April	May	June	April to June 2018 Total
Very early (over 60 minutes)	11 12.6%	11 12.2%	7 10.8%	29 12.0%
Early (30 – 60 minutes)	28 32.2%	26 28.9%	24 36.9%	78 32.2%
On time	35 40.2%	30 33.3%	23 35.4%	88 36.4%
Late (0 – 60 minutes)	8 9.2%	17 18.9%	10 15.4%	35 14.5%
Very late (over 60 minutes)	5 5.7%	6 6.7%	1 1.5%	12 5.0%
Total number of responses	87	90	65	242
No response given	31	23	26	80

Q9 – If you were late, did anyone contact you to advise transport would be delayed?*(All answer types are listed, some multiple answers)*

Response	April	May	June	April to June 2018 Total
Yes	5 19.2%	10 30.3%	2 9.5%	17 21.3%
No	21 80.8%	23 69.7%	19 90.5%	63 78.8%
Total number of responses	26	33	21	80
Not applicable	53	39	33	125
No response given	35	38	36	109

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

(All answer types are listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
0 to 15 minutes	17 19.1%	18 19.1%	19 26.0%	54 21.1%
15 to 30 minutes	16 18.0%	21 22.3%	14 19.2%	51 19.9%
30 to 45 minutes	20 22.5%	13 13.8%	5 6.8%	38 14.8%
45 to 60 minutes	10 11.2%	12 12.8%	4 5.5%	26 10.2%
Over 60 minutes	26 29.2%	30 31.9%	31 42.5%	87 34.0%
Total number of responses	89	94	73	256
No response given	28	18	17	63

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?				
Response	April	May	June	April to June 2018 Total
Acceptable	89 84.0%	85 81.7%	67 77.9%	241 81.4%
Fairly acceptable	14 13.2%	18 17.3%	18 20.9%	50 16.9%
Unacceptable	3 2.8%	1 1.0%	1 1.2%	5 1.7%
Total number of responses	106	104	86	296
Unable to say	2	4	0	6
No response given	6	2	3	11

Q11b – The suitability of the vehicle you travelled in?				
Response	April	May	June	April to June 2018 Total
Acceptable	87 84.5%	87 86.1%	64 82.1%	238 84.4%
Fairly acceptable	12 11.7%	14 13.9%	14 17.9%	40 14.2%
Unacceptable	4 3.9%	0 0.0%	0 0.0%	4 1.4%
Total number of responses	103	101	78	282
Unable to say	1	2	0	3
No response given	10	7	11	28

Q11c – The cleanliness inside the vehicle you travelled in?				
Response	April	May	June	April to June 2018 Total
Acceptable	96 93.2%	99 95.2%	74 93.7%	269 94.1%
Fairly acceptable	7 6.8%	5 4.8%	5 6.3%	17 5.9%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	103	104	79	286
Unable to say	2	3	0	5
No response given	9	3	10	22

Q12 – Did the service staff introduce themselves to you?

Response	April	May	June	April to June 2018 Total
Yes	95 90.5%	92 91.1%	74 90.2%	261 90.6%
Yes, but I would have liked them to introduce themselves to a greater extent	6 5.7%	4 4.0%	4 4.9%	14 4.9%
No	4 3.8%	5 5.0%	4 4.9%	13 4.5%
Total number of responses	105	101	82	288
Unable to say	4	5	4	13
No response given	5	4	3	12

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

Response	April	May	June	April to June 2018 Total
Very professional	93 86.1%	94 90.4%	76 92.7%	263 89.5%
A little improvement necessary	13 12.0%	8 7.7%	4 4.9%	25 8.5%
Not professional	2 1.9%	2 1.9%	2 2.4%	6 2.0%
Total number of responses	108	104	82	294
Unable to say	1	2	3	6
No response given	5	4	4	13

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

Response	April	May	June	April to June 2018 Total
Yes, definitely	97 89.8%	101 97.1%	83 96.5%	281 94.3%
Yes, to some extent	10 9.3%	1 1.0%	2 2.3%	13 4.4%
No, I was not treated with dignity and respect	1 0.9%	2 1.9%	1 1.2%	4 1.3%
Total number of responses	108	104	86	298
No response given	6	6	3	15

Q15 – Did the service staff drive safely?

Response	April	May	June	April to June 2018 Total
Yes	105 98.1%	102 98.1%	82 96.5%	289 97.6%
A little improvement necessary	2 1.9%	2 1.9%	3 3.5%	7 2.4%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	107	104	85	296
Unable to say	3	3	1	7
No response given	4	3	3	10

Q16 – Did the service staff offer assistance if required?

Response	April	May	June	April to June 2018 Total
Yes	98 92.5%	97 92.4%	74 91.4%	269 92.1%
No	3 2.8%	3 2.9%	2 2.5%	8 2.7%
Not required	5 4.7%	5 4.8%	5 6.2%	15 5.1%
Total number of responses	106	105	81	292
Unable to say	3	1	4	8
No response given	5	4	4	13

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	April	May	June	April to June 2018 Total
Public transport	5 5.4%	5 5.4%	4 5.8%	14 5.5%
Private car	7 7.5%	4 4.3%	5 7.2%	16 6.3%
Taxi	26 28.0%	25 27.2%	14 20.3%	65 25.6%
Relative, carer or friend	14 15.1%	19 20.7%	10 14.5%	43 16.9%
Could not attend	38 40.9%	34 37.0%	32 46.4%	104 40.9%
Other	3 3.2%	5 5.4%	4 5.8%	12 4.7%
Total number of responses	93	92	69	254
No response given	22	19	22	63

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

April

- *“Don't know.” (Patient 233)*
- *“Wheelchair vehicle.” (Patient 269)*
- *“Ambulance to hospital not an appt.” (Patient 174)*

May

- *“Hired a cab for wheelchairs.” (Patient 201)*
- *“We need help when we get to the hospital.” (Patient 274)*

- *“But too expensive on a pension.” (Patient 291)*
- *“A member of the public called the ambulance service.” (Patient 199)*
- *“Could not go to appointment.” (Patient 419)*

June

- *“Weather permitting by scooter.” (Patient 134)*
- *“As I need pushing to the hospital department.” (Patient 252)*
- *“Am more relaxed.” (Patient 216)*
- *“Discharge.” (Patient 144)*

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

(All answer types listed, some multiple answers)

Response	April	May	June	April to June 2018 Total
Poor public transport	10 8.2%	6 5.3%	3 3.3%	19 5.8%
Cost of transport	8 6.6%	6 5.3%	5 5.6%	19 5.8%
Mobility problems	79 64.8%	82 72.6%	56 62.2%	217 66.8%
Distance	9 7.4%	6 5.3%	11 12.2%	26 8.0%
Parking at hospital	6 4.9%	3 2.7%	6 6.7%	15 4.6%
Other	10 8.2%	10 8.8%	9 10.0%	29 8.9%
Total number of responses	122	113	90	325
No response given	19	17	18	54

The below comments were received from the patients who responded ‘other’ in answer to this question:

April

- *“Poor sighted.” (Patient 78)*
- *“Unable to drive myself.” (Patient 51)*
- *“Post-operative abdominal wound.” (Patient 365)*
- *“Emergency.” (Patient 336)*
- *“Health Reasons.” (Patient 35)*
- *“Too tired now.” (Patient 128)*
- *“Unable to be collected, as family away.” (Patient 155)*
- *“Poor vision.” (Patient 237)*
- *“Sometimes I feel as little dizzy after dialysis.” (Patient 23)*
- *“Need to hold onto something to ensure safety.” (Patient 284)*

May

- *“Unable to drive and public transport is beyond me.” (Patient 4)*
- *“Partially sighted.” (Patient 151)*
- *“It was late at night and didn’t want to call relatives.” (Patient 352)*
- *“No other way but taxi.” (Patient 291)*
- *“Infirm.” (Patient 115)*
- *“Lister hospital booked them.” (Patient 343)*
- *“As above.” (Patient 199)*
- *“Accessibility of wheelchair taxi.” (Patient 312)*
- *“Hospital transfer.” (Patient 335)*
- *“Lung decease 24 hour oxygen.” (Patient 213)*

June

- *“Emergency.” (Patient 224)*
- *“I attended the eye clinic at the Lister Hospital.” (Patient 139)*
- *“Need assistance.” (Patient 123)*
- *“Registered disabled and partially sighted.” (Patient 110)*
- *“Advised not to drive.” (Patient 343)*
- *“To go home.” (Patient 93)*
- *“Wheelchair.” (Patient 407)*
- *“Age, disability.” (Patient 154)*
- *“Lack of family and friends to constantly help us could not attend otherwise.” (Patient.200)*

Section 2

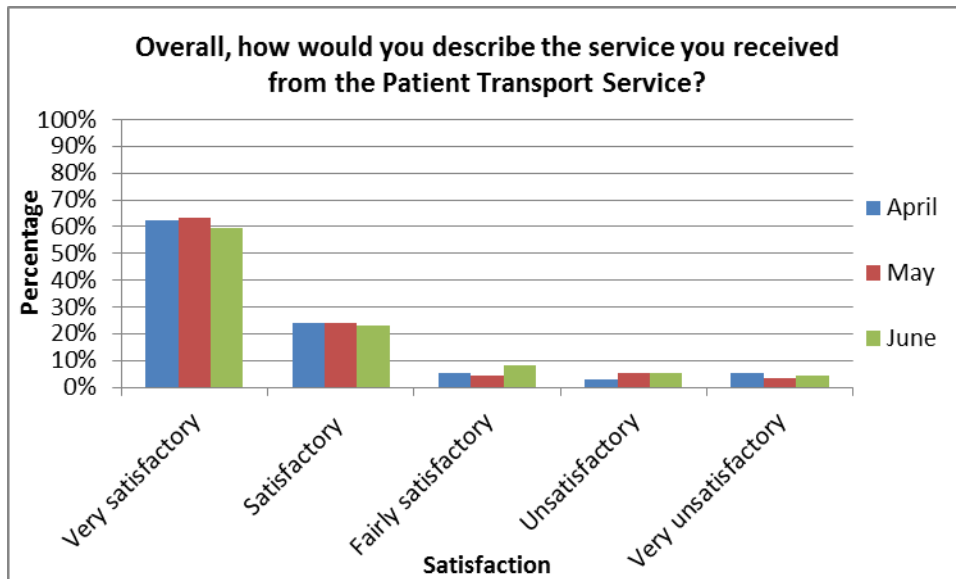
Please tell us your overall views on the Patient Transport Service

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

Response	April	May	June	April to June 2018 Total
Very satisfactory	60 62.5%	60 63.2%	44 59.5%	164 61.9%
Satisfactory	23 24.0%	23 24.2%	17 23.0%	63 23.8%
KPI Result (Very satisfactory satisfactory/Total number of responses)	83/96 86.5%	83/95 87.4%	61/74 82.4%	227/265 85.7%
Fairly satisfactory	5 5.2%	4 4.2%	6 8.1%	15 5.7%
Unsatisfactory	3 3.1%	5 5.3%	4 5.4%	12 4.5%
Very unsatisfactory	5 5.2%	3 3.2%	3 4.1%	11 4.2%
Total number of responses	96	95	74	265
No response given	18	15	15	48

Overall, 85.7% of patients who responded to the above question described the service received as being either 'satisfactory' or 'very satisfactory.' However, 23 patients (8.7%) rated the service received as being either 'unsatisfactory' or 'very unsatisfactory.'

Bar chart illustrating the results of question 19:



Additional comments

April

Survey Patient Number	Positive comments
5	No improvement could be made. Brilliant service and the 2 guys who took me to Harefield were very caring, chatted to me which made me feel at ease. Thank you so much for your service. I was actually transferred from L&D to Harefield Hospital.
51	Could not fault this service in any way.
402	First class service - no complaints whatsoever!
355	Your service was excellent.
322	I found the driver both going to the hospital and the home journey very helpful by using a wheelchair as I am not very good on my legs and cannot walk very well. Thank you, hope to see you again in 2 months time.
171	I would just like to thank you for all of your help.
234	No, I'm so happy with care I get from everybody involved. Keep up the super work.
212	Very good.
378	Very happy with service. Perfect.
399	On the 6 th April I had a very good day from 1.50 to 3 o'clock when I was taken back home, very nice ambulance man. On the 11 th April another good day at the blood clinic, arrived 2.30pm and home by 5 o'clock. Letter enclosed for the lovely men and thanks from my carer to them, her first hospital visit they were so helpful.
133	I have used your transport several times and each time I've been very grateful to have this service available.

161	I could not have expected better. I was very pleased. Sorry for the delay in returning this survey.
-----	---

Survey Patient Number	Mixed/Neutral comments
271	It would help if you spelt my surname properly, as it was patient transport was cancelled on this occasion, but I have no qualms about future questionnaires.
223	I cannot answer questions 3,4,5,6 this was done by the clinic.
279	Quicker scheduling of return journeys.
121	Sometimes there is a mix up mainly on Saturdays when my wife takes me for dialysis, they come to collect after having been told the only days I need transport into hospital is twice in the week to go. Apart from that a very good service.
98	Only the wait times could have been improved. The staff are always great.
458	Yes, use an MPV instead of an ambulance in this case. Cheaper on fuel. Or similar sized vehicle 5/7 seats. Could have gone with other people from my town, am aware it not a taxi service.
203	There is a long wait time, other than that no problem.
123	Service much improved with recent change of organiser for booking. With 2 hour waiting window, a telephone or text indication of arrival time would be appreciated.
285	The staff of the ambulance service are very good and efficient. They all go out of their way to be helpful and polite. The main fault of the service as its centralised central. The transport allocating staff do not know the district around Bedford, sometimes vehicles have to travel a larger distance than is really necessary.
155	Your service was fantastic and really felt sorry for the fact they had to wait so long (as I did) because the pharmacy department took all day dealing with my medication and in the end I had to arrange for tablets etc. to be collected after 9:30pm and this caused problems.
219	Collecting me from home was pretty good, however collecting me after my appointment was horrific. I am having to visit the Luton + Dunstable Hospital at least twice a week these days and have had to wait in excess of 3 to 4 hours before taking me home. My health problem is causing me enough stress without this transport problem. It is also causing me a lot of inconvenience. It seems to me you haven't got enough drivers as they are experiencing a lot of stress as well. The drivers are terrific.
25	If you cannot afford £50 taxi fare to Lister hospital, you cannot sit on a bus on your own for 1½ hours and you have one too late you have not got a lot of choice to any hospital. But your transport, I have had some good and some bad time with you.
255	Outward journey - Excellent. Return Journey - Waiting time too long for a 94 year old!
313	The return service takes well over an hour to come which causes discomfort for a 95 year old in a wheelchair. This has occurred on a number of occasions. Once the transport arrives it is excellent.
345	The service that I have had has been one of excellent in several cases. But I have been missed and left because they thought I was collected. But another patient lived in the same road and I was collected and dropped off too late for my tablets and carer had already been. This has happened twice this year, arrived home at 6:45pm.
20	The windows of pick up for local hospital or clinics should be changed to 1 hour instead of 2 hours. Because sometimes they do come 2 hours before then you have sit around the hospital or clinic for ages and sometimes wait another 1 hour or more for transport home. Other than that are very caring and helpful.
23	Sometimes I am a little late for my appointment but this can be due to traffic but usually the transport is ok. I did get left at the clinic because transport was only

	booked one way, however a nurse arranged a local cab and I was reimbursed the fare. In all I have no great complaints.
174	Unfortunately my wheelchair 25" wide was too big for the ambulance. Therefore I had a very painful journey when transported to hospital. Surely there are plenty of other people who are a large size. Paramedics were extremely good.

Survey Patient Number	Negative comments
21	At least have somebody in the office at all times. We are often left stranded and just sitting there.
159	Bumpy.
250	Doctor put down with transport 9.30, did not get transport until 10 o'clock pm after 2 nd visit to hospital for scan. At 1 o'clock I saw doctor for result at 7.30pm but could get no one to answer at transport. They told dept closes at 8 o'clock they would have to take me somewhere else and hope I could get a lift home. I was in a wheelchair, had to phone my mate to pick me up.
78	But always concerned after I've had an injection into my eyeball by how long I have to wait to be collected to take me home – but I do realise the drivers are busy and have lots of other patients to see to.
408	Ambulance arriving on time. Lateness meant staff were leaving as I arrived at Holywell rehab unit and I was left with little information over the weekend. Transport booked for 12.30 had not arrived by 3.30 and I "hitched a lift," i.e. another going in the same direction.
125	Be on time (instead of arriving 1 hour after time of appointment). Alert us to fact that you were unable to pick up on time. For return journey, give us a realistic ETA at hospital instead of saying 'as soon as possible'. For an old disabled and very sick patient to have to wait for nearly 4 hours is unacceptable.
30	The timing of the ambulance was very bad and on the next occasion was so late that my appointment was cancelled. When I left Lister on the 4 th of April no ambulance was available and my son drove me to rehab at H&E.
35	When P.T.S send ambulance or hospital vehicle treatment has been good. But. A1 Taxi company used provide very poor service. Have arrived late on almost all journeys. Up to 1½ hours late. Drivers do not know Milton Keynes well. Do not secure wheelchair correctly - Driving style very poor - Journey very uncomfortable and feel unsafe. Very unhappy with taxi company who have P.T.S contract. I do not feel they have been briefed or trained in helping people required or how to use wheelchair taxi properly.
341	As I do not feel that the questionnaire meets all facets of my experience I will expand below. All features of my phone application were apparently satisfactory: read on. A taxi arrived in time for 10 min journey to hospital and driver found me a wheelchair to take me to x-ray department. Appointment was on time at 15:00 and completed by 15:10. I was returned in chair to x-ray waiting room - where I sat until 18:30! The hospital staff tried for 3½ hour to obtain transport home - to no avail. Eventually a waiting patient called a private taxi for me and I arrived home at 19:00 and paid £9 for taxi. I would be pleased to expand if you wish.
128	The first driver turned up late, I got to my appointment 1 hour late. He also had a bad cold and cough. The second driver insisted I sit in the back even though it makes me sick. When we arrived at hospital, he asked the booking girl how long I was going to be. She said she didn't know. He walked out and I never saw him again. I had to wait and share an ambulance with another person. Your transport is very un-comfortable for me as I normally get a normal car.

403	Arriving closer to the expected time. Expected at 12:30 arrived at 1:55 - Getting home sooner after 4:30 appointment finished, waited till 7:45 for transport.
342	Issues regarding return journey. Taken to waiting area then left in chair while hospital staff arrange homeward journey. No information given about waiting time (can be 1 hour plus) and no further contact. Waiting area can be cold being near the main doors which when confined there is an issue (Lister Hospital main entrance).
231	If transport service and ward get communication correct.
100	Was late picking me up.
251	More precise information as to where we were waiting within Chase Farm Hospital. A great deal of the driver's and our time was wasted. The vehicle provided for the return journey was most unsuitable.
395	My mother has had 4 short spells spent in hospital and each time she has had to wait 6-8 hrs to get her home, resulting in making her unwell.

May

Survey Patient Number	Positive comments
274	Your drivers are very friendly.
388	Your service is excellent and does not need any adjustment.
34	Driver was very pleasant. Q3. Dialysis have phoned for transport for me. Q18. I drive myself or my wife takes me.
127	No improvement needed. Sorry for my writing, Parkinson's is the reason.
311	Cannot improve anything else just great.
151	1) This service has been used by me, for almost 3 years. 2) Whilst there have been ups and downs the service has been improved considerably. 3) Furthermore the staff recording "booking" seem better trained, patient orientated and helpful.
307	Excellent service.
280	They were wonderful.
405	There is no way you could improve your service, it was very satisfactory and very helpful and 100% first class, I cannot thank you enough for all your help and consideration. I found it did help me get over my problem, your staff were so very kind and good. Thank you again!
100	Your staff are amazing, compassionate and treated my husband with the greatest respect and dignity.
330	I have read through the questionnaire and the majority of questions do not apply to my case. I was transferred from the L&D Hospital to Howefield. It was organised by hospital staff. I do not know the time that the crew were expected nor whether they were on time. I can tell you that I was completely satisfied with the crew's assistance, had a very enjoyable conversation during the transfer and certainly had no complaints regarding the cleanliness of the ambulance nor the standard of driving. I sincerely hope this note expresses my satisfaction. Thank you.
397	First Class. Here in about 5 minutes.
301	On my journey the young ladies (ambulance) could not have done more to make sure I was comfortable and safe in my wheelchair. They were charming and extremely supportive throughout.
310	My experience was very good.

Survey Patient Number	Mixed / Neutral comments
4	The service to Lister Hospital on 1 st May was perfect. I am not sure this is where to mention my experience on 24 th April or not but need to mention it, sorry. My appointment at Mount Vernon, Rickmansworth was at 1pm, I had two other clinics to attend before my appointment so asked for transport at 9am to be at hospital by 11am. My transport finally turned up at 12:30 and I was the first of four pickups. Driver wasn't bothered about us at all. She was more concerned with her music/iPad/phone. When I rang to ask where my transport was, I was informed the computer hadn't picked up our appointments.
109	I was required to be ready 2 hours before the hospital appointment time. Could this period be reduced?
327	Make sure when key safe numbers are there they are used. When I had transport from you, the gentleman kept knocking and when I was able to get to the door they were playing with my neighbour's dog.
247	I travelled back some people who had mental health issues, or dementia who kept saying where are we and being agitated. I wasn't scared as I worked in mental health but they did need lots of reassurance and I am 92.
7	I'm always very pleased with the service they are all so helpful and my husband comes to, we have been late lately. Many Thanks.
158	The only way we feel the experience could have been improved is to review the long waiting times. We appreciate there must be difficulties in the administration of the service.
242	On this occasion although I was picked up and delivered safely to my appointment, the clinic was running late and unfortunately my driver was unable to wait for me - as he had another pick-up. This meant that I was not collected until 3:45pm. I had a drink and lunch with me so did not mind waiting.
97	Now I would say extremely likely as when I first started using transport they didn't turn up on time they were late so I missed my appointment, but now very good.
140	If you tell a patient to be ready at 7.40 am do not turn up at 7am, saying that you either come now or not at all. We arrived at hospital nearly 2 hours early. Patient had no time to take medication or have a breakfast, and was so exhausted we had to use a wheelchair. Driver obnoxious. Return journey very pleasant - didn't mind waiting. Driver very obliging.
335	I used this service due to a hospital transfer. The service was very good throughout even though the transport was later than initially informed.

Survey Patient Number	Negative comments
152	Being ready 2 hours before pick up time is a bit of a chore. Also, had to wait 2.5 for transport home after appointment on another occasion. However, had no choice as patient is wheelchair bound.
233	I refer you to my experience on 23/24 April 2018, when I was treated in A.C.C at Luton & Dunstable Hospital. I was released to go home at 7pm, and told that "transport" had been informed. This arrived at about 12:30 am and I was home at 1:10am. Local organisation previously worked much better than this.
261	Make the telephone booking service better, it can take several days to get an answer.
87	On the 2 nd May 2018 I had an appointment at the Princess Alexandra Hospital, the transport service was 2 hours late in picking me up. Needless to say I could not be seen. Still waiting for another appointment.

225	My dad was told he was coming home from hospital in the morning. The transport did not turn up until the evening he did not get home until nearly 10:00pm at night. My dad is 88 years old and I think this is way too late to send someone home at this age as my mum is 90 and had to wait up for him as she did not know when he was coming home.
205	Our doctor phoned for ambulance she told it would be between 1 - 4 hours. 8½ hours later it turned up after they called again. This wasn't the first time in September 2017 she told it would be between 1-4 hours it took 14½ hours
146	The visit was a disaster!! See note on page 4. Hospital reception went home leaving me sitting outside hospital!!
402	Despite ticking boxes in a positive fashion not everything was as it should have been. 1) Transport was outsourced to a taxi firm who had no idea a wheelchair was required. 2) We were told that transport for the return journey had not been booked. This meant booking a taxi to get home. This is poor in itself but especially as many travellers are old and frail.
195	You could have improved the service by giving factual information to the hospital who passed it on to us. If you do not have enough staff/vehicles available, say so, do not give collection times that you know you can't meet, it is better to be truthful and factual than to give false information that you know you can't achieve or fulfil.
350	See enclosed telephone bill.
403	Dispatch driver should be advised at least 1 hour prior to my appointment time not 15 minutes. He apologised for being late and to my physiotherapist when we arrived. I was too late to have treatment as required. Driver waited for me.
400	Picking up at 2pm for a 3pm appointment was not good enough to get to the Royal Brompton hospital from Baldock. I was late for the appointment and caused annoyance to the clinic staff who wanted to close the clinic for the day. I hope this does not happen again.
302	4/5/18 Transport didn't turn up on this occasion. I waited from 7.30pm. The hospital ward and my daughter contacted the co-ordinator office several times and was told transport was on its way. At 10pm I had to ask my daughter to come and pick me up. She arrived at 10.45pm but still there had been no arrival of ambulance transport. Having spent all day on dialysis this service was not acceptable.
213	Have had more problems other than this i.e. more care could be taken when transporting patients in and out of wheelchairs thus avoiding injuries.
175	Travel in a wheel chair was not very comfortable - an alternative seating arrangement would be better.

June

Survey Patient Number	Positive comments
162	My experience was excellent. In my opinion nothing could be done to improve things.
113	No, the experience was good.
72	Your staff were courteous and polite. They really understand the role and how especially at the start of a journey they ease fear and improve their expectation of the outcome of their clinical care. The patient transport staff were skilled and well trained. The route was clearly mapped out beforehand.
174	I have received very good treatment from all members of the staff and heartily thank staff that have helped me, without them I'd be lost.

Survey Patient Number	Mixed / Neutral comments
384	Yes our collection.
123	Firstly the service has improved from the last lot who ran it. Main complaint is that we do not get at call the day before to check and confirm all is in order. All staff excellent. No problems.
110	Just by having more staff and vehicles available to reduce waiting times.
436	Good experience but return journey was over 3½ wait.
148	We has to wait for 31/2 hours for an ambulance on the way back from our hospital visit. We had to Badger the wards sister to expedite the transport home. (Name) has dementia and did not understand the reasons for delay and became stressed. Note, the journey to the hospital was on time.
165	My opinion of the transport is very good. I have used this 6 times this year so far. Once the transport sent was not very easy to get in as the step was very high.
300	To arrive with enough time to make it to the appointment on time. ETA of how long waiting time will be for after appointments.
296	Transport was arranged for return to Dapplemere Nursing Home so questions 3 onwards not applicable.

Survey Patient Number	Negative comments
237	Transport only just arrived in time for appointment. Afterwards I had to wait 3-4 hours for transport home. After two or three calls were made to transport, I was still waiting when everyone else had gone home. 2 or 3 staff stayed with me until help eventually came. This isn't the first time I've had long, long waits. I dread using the transport, but I have to use it.
339	Waiting time to come home takes too long.
355	Collection times from home are always late for appointments. An appointment was cancelled as I arrived 1½ hours after appointment time. Waste of consultant's time. Priority should be noted for cancer patients and diabetic and partially sighted patients. Pick up times after appointment are 2 hours + late. I am diabetic when hospital rings you they state 20 mins pick up - it never happens. As an NHS ex staff member I am aware of the problems with patients but a more precise response would be tolerable after treatment.
24	Transport was requested 5 times for various appointments at Watford hospital. Twice did not arrive at all so appointment was missed. Twice went to wrong address, once was not appropriate – i.e. unable to accommodate type of wheelchair being used. Not sure if this was the fault of the booking agent or the ambulance service. I was not in a position to make the booking myself or to check up on it. I have now made a further booking myself.
323	Having not had medication on time I thought I would be home in time for next medication time. Told the transport would be 1 hour. Waited from 1pm until 16.20 for return journey told transport 1 hour, 2pm then 3.20 told 10mins, 3.40 told transport had not left - 4.20pm. Taking longer as M1 was closed so driver had to use back roads, he tried to contact the office but they were not answering. No facility to get coffee/tea in the time, clinic do not supply.
407	All drivers helpful, kind and friendly. 8.6.18 I was not told to be ready 3½ hours before appt. Time taxi arrived 6.10am for appt at 10.30am (I was still in bed - so he left) with 1 on board. I was ready at 8.30!! Your office 9-5 no way I would be on time - I did not go! 14.6.18 Next week new appt, 10.15 for 10.30 - pick up 9.15, big detour to pick up

	another lady. Arrived 10.30 - 15 mins late. Cars ok and ambulance not ok when strapped tightly in v uncomfortable seat.
325	I was sent to the discharge lounge from Tudor ward waited more than 2½ hours with no lunch and taken to Potters Bar Rehab at the peak of rush hour, hence journey took quite a while.
154	Booked well in advance, because present circumstances, relatives moved away. Booking phones go unanswered - Understaffed? Driver very calm - apparently told my appt 4:30pm - actually 3:50! Late so waited till 5pm. Return journey - Hospital clerk tried for over an hour to make contact. First day on job - she tried really hard. Had to phone for help elsewhere meaning over 60 miles journey for them.
163	My mother was collected at 7.40am from the residential home but did not arrive back to the home until 7.50pm. I have already complained and got a feeble excuse/apology - disgusted. My mother has suffered 2 severe strokes, she was inconsolable and very upset - will never use this service again - you should be ashamed of yourself she is 83 years old.

Equality and Diversity Information

Gender

Gender	April to June 2018 Total
Male	102 44.0%
Female	130 56.0%
Total	232
Do not wish to declare	2
Did not answer	79

Age

Age	April to June 2018 Total
Range	46 to 101 years
Mean	82 years
Median	83 years
Mode	86 years
Total	228
Do not wish to declare	7
Did not answer	78

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	April to June 2018 Total
White British	228 97.4%
White Irish	2 0.9%
Any other White background	1 0.4%
Mixed White and Black Caribbean	1 0.4%
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	2 0.9%
Total	234
Do not wish to declare	3
Did not answer	77

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

May

- *"White English." (Patient 122)*

June

- *"English." (Patient 110)*

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	April to June 2018 Total
Christian	184 84.8%
Hindu	0 0.0%
Jewish	4 1.8%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	17 7.8%
Other	12 5.5%
Total	217
Do not wish to declare	12
Did not answer	85

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

April

- "Druid." (Patient 271)
- "C of E." (Patients 51 & 271)
- "Catholic." (Patients 381 & 255)
- "Jehovah's Witness." (Patient 431)

May

- "Pentecostal." (Patient 127)
- "C of E." (Patients 293 & 415)

June

- "Methodist." (Patient 355)
- "C of E." (Patient 212)
- "Mormon." (Patient 285)

Sexual Orientation

Sexual orientation	April to June 2018 Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	122 98.4%
Bisexual	2 1.6%
Total	124
Do not wish to declare	31
Did not answer	158

Disability

(All answer types are listed, some multiple answers)

Disability	April to June 2018 Total
I do not have a disability	23 6.8%
Physical Impairment	127 37.6%
Sensory Impairment	33 9.8%
Long Standing Condition	98 29.0%
Learning Disability	0 0.0%
Mental Health Disorder	11 3.3%
Other	46 13.6%
Total	338
Do not wish to declare	7
Did not answer	95

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

April

- "Loads." (Patient 172)
- "COPD." (Patient 271)
- "Rheumatoid arthritis." (Patient 250)
- "Heart condition." (Patient 137)
- "Renal, on dialysis." (Patient 121)
- "Arthritis and leg ulcers." (Patient 375)

- *"Hip operation, heart problem." (Patient 186)*
- *"Semi disabled." (Patient 378)*
- *"Terminal bone cancer." (Patient 128)*
- *"Arthritis/Osteoarthritis." (Patient 155)*
- *"I have MS and use a wheelchair." (Patient 219)*
- *"Poor vision." (Patient 237)*
- *"Can't walk due to stroke." (Patient 280)*
- *"Amputee." (Patient 95)*
- *"Dementia." (Patient 40)*
- *"Lifelong treatment for DVTs." (Patient 114)*
- *"Epilepsy." (Patient 273)*

May

- *"Balance and Giddiness." (Patient 130)*
- *"Nearly blind." (Patient 151)*
- *"Hearing." (Patient 280)*
- *"Spine and Lumba problems." (Patient 405)*
- *"Type 2 diabetic." (Patient 227)*
- *"Partially sighted." (Patient 63)*
- *"Parkinson's." (Patient 146)*
- *"Mobility." (Patient 195)*
- *"Mobility problem following hip and shoulder replacements." (Patient 180)*
- *"Memory loss, little mobility due to severe falls." (Patient 397)*
- *"Need a wheelchair and porter assistance." (Patient 400)*

June

- *"Nerve damage." (Patient 363)*
- *"Knee." (Patient 379)*
- *"Deafness." (Patient 252)*
- *"Arthritis, Diabetes." (Patient 339)*
- *"Breast cancer, Diabetic." (Patient 355)*
- *"Stroke." (Patient 417)*
- *"Temporary disabled." (Patient 436)*
- *"None." (Patient 156)*
- *"Dementia." (Patients 178, 245 & 136)*
- *"Arthritis (joints) hip replacement." (Patient 60)*
- *"(Illegible)." (Patient 216)*
- *"CVA." (Patient 144)*
- *"Mobility very poor." (Patient 220)*
- *"MS." (Patient 323)*
- *"Mobility problems." (Patient 248)*
- *"Temporary." (Patient 263)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	April to June 2018 Total
Yes	107 45.1%
No	65 27.4%
Other	65 27.4%
Total	237
Do not wish to declare	15
Did not answer	77

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

April

Of the 22 patients who responded 'other' in answer to this question, 20 patients answered that they had been 'widowed' and 2 patients advised that they were 'married.'

May

All 15 patients who responded 'other' in answer to this question advised that they had been 'widowed.'

June

Of the 28 patients who responded 'other' in answer to this question, 26 patients advised that they had been 'widowed,' 1 patient responded that they were 'separated' and 1 patient answered that they were 'divorced.'

Are you currently pregnant or have had a child within the last 12 months?
(All answer types are listed, some multiple answers)

Pregnancy/maternity	April to June 2018 Total
No, I am not pregnant	141 74.6%
No, I do not have a child under 12 months old	48 25.4%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total	189
Do not wish to declare	7
Did not answer	160

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

Gender reassignment	April to June 2018 Total
No, I am not or have not undergone gender reassignment	177 97.8%
Yes, I am or have undergone gender reassignment	4 2.2%
Total	181
Do not wish to declare	9
Did not answer	123

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

(All answer types are listed, some multiple answers)

Format	April to June 2018 Total
I did not require a different format	164 89.1%
Braille	0 0.0%
British Sign Language (BSL) Interpreter	0 0.0%
Browse aloud (website)	0 0.0%
Deafblind advocate	1 0.5%
Deafblind Interpreter	0 0.0%
Easy Read	7 3.8%
Large Print	10 5.4%
Page magnification (website)	1 0.5%
Text only web page (including ability to change colours)	1 0.5%
Text only web page (including ability to change font size)	0 0.0%
Text re-sizing (Website)	0 0.0%
Total	184
Do not wish to declare	4
Did not answer	131

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

April

- *“Partially sighted.” (Patient 226)*

May

- *“Because I have limited sight.” (Patient 352)*
- *“Deaf.” (Patient 283)*

June

- *“None.” (Patient 156)*
- *“On computer and large print 150/200%.” (Patient 216)*

Impact on the service received

(All answer types are listed, some multiple answers)

Impact on Service	April To June 2018 Total
No	167 96.0%
Yes, in a positive way	6 3.4%
Yes, in a negative way	1 0.6%
Total	174
Do not wish to declare	0
Did not answer	140

167 patients (96.0%) felt that the service they received was not affected by any of the aforementioned strands of diversity. 6 patients responded that the service they received was affected in a positive way but 1 patient felt that the service they received was affected in a negative way. 140 patients did not respond to this question.

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

April

- *"I have used the E.E.A.S NHS Trust three times and I am quite pleased with service." (Patient 148)*
- *"I have used your transport 3 times now the third driver a woman called (Name) was great. Very good driver, nice person, I hope I get her again and a normal car." (Patient 128)*
- *"My husband was on ward 21 L+D (cataract trouble bleeding) he stayed on ward after procedure, A&E dept. Ambulance O.K, being picked up at Nursing Home but being discharged next day due to my husband's agitation, the ward phoned for an ambulance, we waited such a long time, the staff tried to get him into a wheelchair but he refused. He couldn't walk very far due to large catheter..." (Patient 231)*
- *"Taking all the services into consideration, I think that all the people concerned are doing their very best in some difficult situations. So far I have been treated with the utmost care and any concerns that I have had have been explained and dealt with. In all no real complaints." (Patient 23)*
- *"I am deaf so I cannot take part in any other survey. Hope I have filled this in well!!!" (Patient 399)*
- *"The hospital arranged transport back home, very pleased with driver, took all my luggage back with me. Lovely and comfortable it's very nice to be treated with respect at my age. Well done all." (Patient 190)*

May

- *"Super, super service. Thank you. Tell staff please. Hick up over wheelchair." (Patient 289)*
- *"No comment." (Patient 46)*
- *"On the 3rd May the driver who collected me was excellent and very professional but the collection service that day was very erratic, after 3½ hours and many phone calls I finally arrived home at 7o'clock." (Patient 177)*

- *“I have completed this survey on behalf of my wife. She is currently in the care of Lister and is receiving 24 hour care. She has memory loss, little movement and weight loss.” (Patient 39)*

June

- *“This service is very good.” (Patient 379)*
- *“Very badly worded question.” (Patient 180)*
- *“Ambulance driver didn’t seem to like white women.” (Patient.366)*

Aftercare

Further to this survey; 11 letters of appreciation were received. However, 18 questionnaires were returned which contained signed complaint boxes, along with 2 surveys which included negative comments. These questionnaires were all passed to the Patient Experience Department (Bedford) for further action as appropriate.