



Patient Experience Quarterly Report:

Patient Transport Service Bedfordshire & Hertfordshire CCGs

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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 Bedfordshire and Hertfordshire area (Bedfordshire CCG, East and North Hertfordshire CCG, Herts Valleys CCG and Luton CCG) who used the service during July to September 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 July 2018, the 1st to the 7th of August 2018 and the 1st to the 7th of September 2018.

1287 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 296 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, 85.8% 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.'

87.8% of patients who answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

Section 1

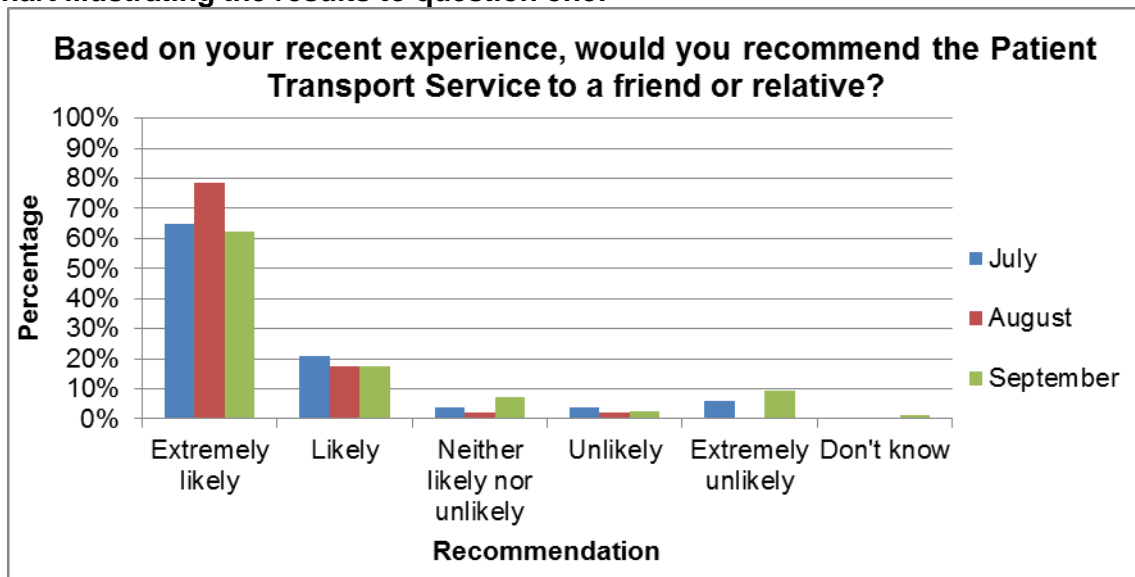
Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?

Response	July	August	September	July to September 2018 Total
Extremely likely	65 65.0%	80 78.4%	53 62.4%	198 69.0%
Likely	21 21.0%	18 17.6%	15 17.6%	54 18.8%
Neither likely nor unlikely	4 4.0%	2 2.0%	6 7.1%	12 4.2%
Unlikely	4 4.0%	2 2.0%	2 2.4%	8 2.8%
Extremely unlikely	6 6.0%	0 0.0%	8 9.4%	14 4.9%
Don't know	0 0.0%	0 0.0%	1 1.2%	1 0.3%
Total number of responses	100	102	85	287
No response given	3	3	3	9

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, 87.8% 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, 22 patients (7.7%) responded that they would be either 'unlikely' or 'extremely unlikely' to provide a recommendation.

Bar chart illustrating the results to question one:



Q2 – Whose views are being reported in this questionnaire?

Response	July	August	September	July to September 2018 Total	Key Performance Indicator (KPI)
The view of the patient	78 80.4%	89 89.0%	72 85.7%	239 85.1%	188/214 87.9%
The view of someone acting on behalf of the patient	19 19.6%	11 11.0%	12 14.3%	42 14.9%	30/41 73.2%
Total number of responses	97	100	84	281	255
No response given	6	5	4	15	26

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	July	August	September	July to September 2018 Total
Almost immediately	36 46.2%	34 38.6%	27 39.7%	97 41.5%
Fairly quickly	34 43.6%	46 52.3%	34 50.0%	114 48.7%
It took longer than I would have expected	6 7.7%	8 9.1%	6 8.8%	20 8.5%
Waited so long I put the telephone down	2 2.6%	0 0.0%	1 1.5%	3 1.3%
Total number of responses	78	88	68	234
Unable to say	0	0	0	0
No response given	26	17	20	63

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

Response	July	August	September	July to September 2018 Total
Yes	77 97.5%	83 96.5%	64 95.5%	224 96.6%
No	2 2.5%	3 3.5%	3 4.5%	8 3.4%
Total number of responses	79	86	67	232
Unable to say	4	7	4	15
No response given	20	12	17	49

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

Response	July	August	September	July to September 2018 Total
Yes	76 93.8%	87 96.7%	69 93.2%	232 94.7%
No	5 6.2%	3 3.3%	5 6.8%	13 5.3%
Total number of responses	81	90	74	245
Unable to say	4	6	0	10
No response given	18	9	14	41

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

Response	July	August	September	July to September 2018 Total
Very satisfied	45 57.0%	44 53.0%	33 50.8%	122 53.7%
Satisfied	25 31.6%	29 34.9%	22 33.8%	76 33.5%
Fairly satisfied	6 7.6%	9 10.8%	5 7.7%	20 8.8%
Dissatisfied	3 3.8%	0 0.0%	3 4.6%	6 2.6%
Very dissatisfied	0 0.0%	1 1.2%	2 3.0%	3 1.3%
Total number of responses	79	83	65	227
Unable to say	7	8	3	18
No response given	17	14	20	51

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

Response	July	August	September	July to September 2018 Total
Very satisfied	51 56.0%	63 63.6%	42 54.5%	156 58.4%
Satisfied	24 26.4%	32 32.3%	26 33.8%	82 30.7%
Fairly satisfied	7 7.7%	3 3.0%	5 6.5%	15 5.6%
Dissatisfied	5 5.5%	1 1.0%	3 3.9%	9 3.4%
Very dissatisfied	4 4.4%	0 0.0%	1 1.3%	5 1.9%
Total number of responses	91	99	77	267
No response given	12	6	11	29

Q8 – Did you arrive on time for your appointment?

(All answer types are listed, some multiple answers)

Response	July	August	September	July to September 2018 Total
Very early (over 60 minutes)	14 17.3%	13 15.1%	9 13.4%	36 15.4%
Early (30 – 60 minutes)	19 23.5%	30 34.9%	10 14.9%	59 25.2%
On time	32 39.5%	32 37.2%	31 46.3%	95 40.6%
Late (0 – 60 minutes)	14 17.3%	10 11.6%	15 22.4%	39 16.7%
Very late (over 60 minutes)	2 2.5%	1 1.2%	2 3.0%	5 2.1%
Total number of responses	81	86	67	234
No response given	25	19	22	66

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

Response	July	August	September	July to September 2018 Total
Yes	6 23.1%	5 20.8%	4 13.8%	15 19.0%
No	20 76.9%	19 79.2%	25 86.2%	64 81.0%
Total number of responses	26	24	29	79
Not applicable	39	54	29	122
No response given	38	27	30	95

Q10 – How long did you have to wait for your return transport after your appointment?
(All answer types are listed, some multiple answers)

Response	July	August	September	July to September 2018 Total
0 to 15 minutes	11 13.1%	14 16.7%	13 19.7%	38 16.2%
15 to 30 minutes	18 21.4%	17 20.2%	12 18.2%	47 20.1%
30 to 45 minutes	23 27.4%	17 20.2%	10 15.2%	50 21.4%
45 to 60 minutes	9 10.7%	15 17.9%	8 12.1%	32 13.7%
Over 60 minutes	23 27.4%	21 25.0%	23 34.8%	67 28.6%
Total number of responses	84	84	66	234
No response given	22	22	23	67

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?				
Response	July	August	September	July to September 2018 Total
Acceptable	78 78.8%	78 75.7%	64 82.1%	220 78.6%
Fairly acceptable	15 15.2%	23 22.3%	13 16.7%	51 18.2%
Unacceptable	6 6.1%	2 1.9%	1 1.3%	9 3.2%
Total number of responses	99	103	78	280
Unable to say	0	0	2	2
No response given	4	2	8	14

Q11b – The suitability of the vehicle you travelled in?				
Response	July	August	September	July to September 2018 Total
Acceptable	76 79.2%	81 81.8%	64 88.9%	221 82.8%
Fairly acceptable	18 18.8%	15 15.2%	8 11.1%	41 15.4%
Unacceptable	2 2.1%	3 3.0%	0 0.0%	5 1.9%
Total number of responses	96	99	72	267
Unable to say	0	0	2	2
No response given	7	6	14	27

Q11c – The cleanliness inside the vehicle you travelled in?				
Response	July	August	September	July to September 2018 Total
Acceptable	89 92.7%	92 93.9%	67 94.4%	248 93.6%
Fairly acceptable	7 7.3%	4 4.1%	4 5.6%	15 5.7%
Unacceptable	0 0.0%	2 2.0%	0 0.0%	2 0.8%
Total number of responses	96	98	71	265
Unable to say	0	0	4	4
No response given	7	7	13	27

Q12 – Did the service staff introduce themselves to you?

Response	July	August	September	July to September 2018 Total
Yes	87 91.6%	87 87.9%	65 85.5%	239 88.5%
Yes, but I would have liked them to introduce themselves to a greater extent	4 4.2%	5 5.0%	4 5.3%	13 4.8%
No	4 4.2%	7 7.1%	7 9.2%	18 6.7%
Total number of responses	95	99	76	270
Unable to say	3	2	5	10
No response given	5	4	7	16

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

Response	July	August	September	July to September 2018 Total
Very professional	87 89.7%	93 93.0%	70 88.6%	250 90.6%
A little improvement necessary	10 10.3%	7 7.0%	8 10.1%	25 9.1%
Not professional	0 0.0%	0 0.0%	1 1.3%	1 0.4%
Total number of responses	97	100	79	276
Unable to say	1	2	2	5
No response given	5	3	7	15

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

Response	July	August	September	July to September 2018 Total
Yes, definitely	93 93.9%	95 94.1%	76 95.0%	264 94.3%
Yes, to some extent	6 6.1%	6 5.9%	4 5.0%	16 5.7%
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	99	101	80	280
No response given	4	4	8	16

Q15 – Did the service staff drive safely?

Response	July	August	September	July to September 2018 Total
Yes	90 94.7%	101 99.0%	76 97.4%	267 97.1%
A little improvement necessary	5 5.3%	1 1.0%	2 2.6%	8 2.9%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	95	102	78	275
Unable to say	3	0	3	6
No response given	5	3	7	15

Q16 – Did the service staff offer assistance if required?

Response	July	August	September	July to September 2018 Total
Yes	89 92.7%	96 96.0%	77 95.1%	262 94.6%
No	4 4.2%	1 1.0%	1 1.2%	6 2.2%
Not required	3 3.1%	3 3.0%	3 3.7%	9 3.2%
Total number of responses	96	100	81	277
Unable to say	1	2	0	3
No response given	6	3	7	16

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	July	August	September	July to September 2018 Total
Public transport	5 5.4%	8 8.6%	3 3.9%	16 6.1%
Private car	10 10.9%	4 4.3%	3 3.9%	17 6.5%
Taxi	15 16.3%	16 17.2%	17 22.4%	48 18.4%
Relative, carer or friend	20 21.7%	15 16.1%	12 15.8%	45 17.2%
Could not attend	36 39.1%	45 48.4%	31 40.8%	112 42.9%
Other	6 6.5%	5 5.4%	10 13.2%	21 8.0%
Total number of responses	92	93	76	261
No response given	14	17	20	51

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

July

- *“In hospital.” (Patient 403)*
- *“No other transport available & taxis too expensive.” (Patient 23)*
- *“Ambulance is only vehicle suitable (I suffer from osteoarthritis at the base of my spine.” (Patient 341)*
- *“Because of mobility problem this was only practical transport.” (Patient 438)*
- *“Needed because of wheelchair.” (Patient 228)*
- *“Relative or taxi.” (Patient 201)*

August

- *“Taxi very expensive.” (Patient 13)*
- *“Unable to walk.” (Patient 119)*
- *“No transport.” (Patient 386)*
- *“Cannot get in private transport - Leg stiff - Body stiff.” (Patient 129)*
- *“Have dementia & various physical illnesses (including cancer & cannot travel alone).” (Patient 342)*

September

- *"I don't walk so well so a lift was much appreciated." (Patient 191)*
- *"Wife fell on the floor." (Patient 142)*
- *"Daughter does not drive." (Patient 340)*
- *"Unable to travel." (Patient 346)*
- *"Was unable to walk wearing boot - broken bones in foot!" (Patient 387)*
- *"As no transport and suffer anxiety and seizures." (Patient 260)*
- *"With a wheelchair ramp." (Patient 83)*
- *"Community voluntary cars if given plenty of notice." (Patient 368)*

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

(All answer types listed, some multiple answers)

Response	July	August	September	July to September 2018 Total
Poor public transport	8 6.6%	6 5.5%	4 4.3%	18 5.6%
Cost of transport	9 7.4%	9 8.3%	4 4.3%	22 6.8%
Mobility problems	70 57.4%	75 68.8%	66 71.7%	211 65.3%
Distance	17 13.9%	8 7.3%	8 8.7%	33 10.2%
Parking at hospital	8 6.6%	4 3.7%	3 3.3%	15 4.6%
Other	10 8.2%	7 6.4%	7 7.6%	24 7.4%
Total number of responses	122	109	92	323
No response given	15	16	14	45

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

July

- *"Partially sighted & distance." (Patient 118)*
- *"My daughter could not bring me." (Patient 77)*
- *"Care Home." (Patient 212)*
- *"The cost is dreadful." (Patient 142)*
- *"Emergency." (Patient 237)*
- *"No other way of getting there." (Patient 329)*
- *"Hospital arranged transfer - Lister to QVMH Welwyn." (Patient 271)*
- *"No-one else available." (Patient 288)*
- *"Usual wheelchair adapted taxi was off the road. (Patient 268)*
- *"Problems with hospital lack of disabled bays." (Patient 87)*

August

- “Advised to.” (Patient 248)
- “Had an operation.” (Patient 352)
- “Illness of friend that usually takes me.” (Patient 203)
- “I was an inpatient at the Lister Hospital I needed to be taken & returned by hospital transport.” (Patient 397)
- “Mobility issues.” (Patient 54)
- “Lack of mobility - Wheelchair bound.” (Patient 38)
- “No one could take me.” (Patient 139)

September

- “Non-Availability of relative.” (Patient 168)
- “Had radioactive dye injected had to be away from public for 10 hours.” (Patient 138)
- “We waited for 4 hours then had to arrange private transport.” (Patient 142)
- “Had drops in my eyes.” (Patient 364)
- “Unable to use public transport wheelchair user, unable to go alone.” (Patient 368)
- “Emergency.” (Patient 301)

Section 2

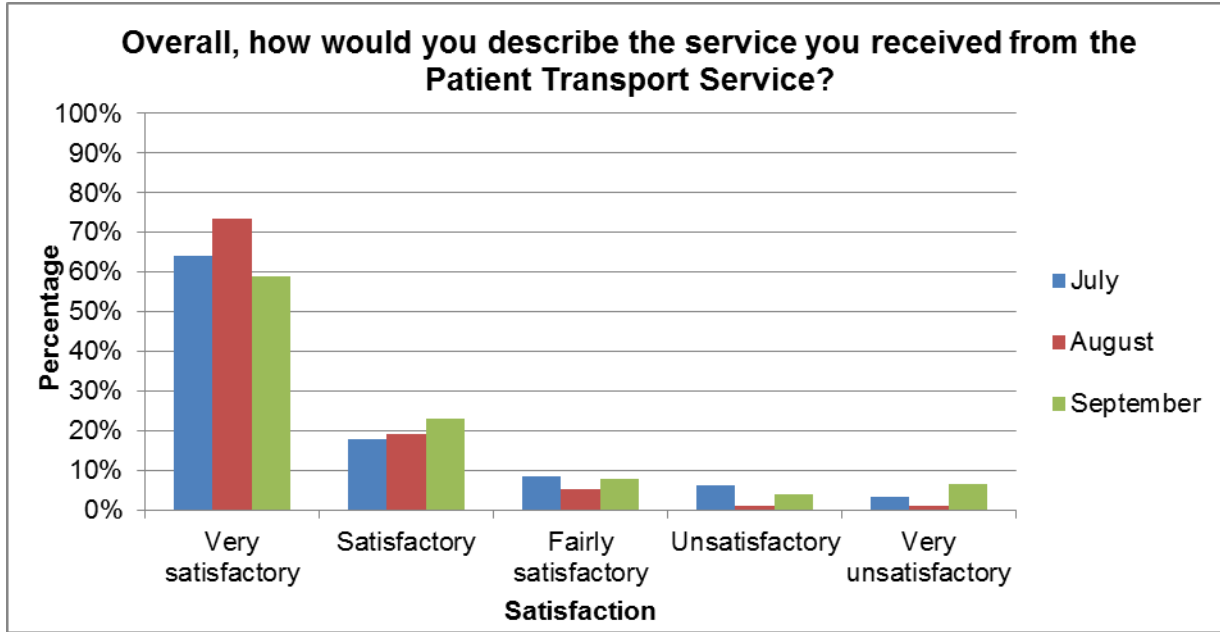
Please tell us your overall views on the Patient Transport Service

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

Response	July	August	September	July to September 2018 Total
Very satisfactory	61 64.2%	69 73.4%	46 59.0%	176 65.9%
Satisfactory	17 17.9%	18 19.1%	18 23.1%	53 19.9%
KPI Result (Very satisfactory/satisfactory/Total number of responses)	78/95 82.1%	87/94 92.6%	64/78 82.1%	229/267 85.8%
Fairly satisfactory	8 8.4%	5 5.3%	6 7.7%	19 7.1%
Unsatisfactory	6 6.3%	1 1.1%	3 3.8%	10 3.7%
Very unsatisfactory	3 3.2%	1 1.1%	5 6.4%	9 3.4%
Total number of responses	95	94	78	267
No response given	8	11	10	29

Overall, 85.8% of patients who responded to the above question described the service received as being either ‘satisfactory’ or ‘very satisfactory.’ However, 19 patients (7.1%) rated the service received as being either ‘unsatisfactory’ or ‘very unsatisfactory.’

Bar chart illustrating the results of question 19:



Additional comments

July

Survey Patient Number	Month	Positive comments
397	July	The crew were very professional and caring and kind and can't praise them enough.
142	July	Perfect! I was very impressed.
300	July	You could not have. Both Herts and Bucks crews were both very kind and considerate thanks you.
13	July	My being in Stotfold has allowed up the privilege of patient service from your Bedford and beyond services of the East of England Ambulance service. Excellent service.
16	July	I am extremely pleased with all of your transport services.
195	July	My next door neighbour booked the transport for me. I had a fall broken shoulder & I couldn't hold mobile to my ear to do this. I am sure everything was perfect them making appt. I can't fault anything at all. My arm shoulder getting better I can write again now. Thanking you all very kindly.
341	July	Excellent help and care during a number of ambulance passenger trips.
438	July	I was perfectly happy with the service receiver in getting me home safely after a stay of 4 weeks in hospital.
249	July	Transport was arranged to take me home after a week in hospital. I needed help in walking and getting down the slope to my house as I was not very strong, having been bedridden and still having treatment. I appreciated the assistance. The member of staff was courteous, helpful and reassuring. I am very grateful for the help given. I am aged 85 and at this time was weak and unsteady.
155	July	The driver and partner, where very polite and helpful, I would say they were nice.
201	July	It was good.

Survey Patient Number	Month	Mixed/Neutral comments
17	July	Car would have been preferable, rather than ambulance due to pain in limbs.
417	July	One thing that should change instead of waiting two hours before your appointment time. The driver should phone tell you what time they will be there. Then patient's don't miss their appointments.
403	July	More transport. Shorter waiting times.
80	July	No organisation is perfect and by definition all could be improved. Having said that basically the only way I could get to Watford hospital each month would be to use your service. In the whole the drivers are helpful and professional. My criticism of the service is with the reliability, 6hrs this particular occasion the ambulance arrived at my home five minutes before my appointment at Watford hospital, a journey of 25 minutes. To put into context this is only the second time this has occurred.

277	July	I was told to have my husband ready for 2 hours before his appointment his appointment was for 2:30pm. At 2 O'clock I phoned transport was told that they would find out where the driver was and ring back this did not happen. At 2:30pm I phoned the hospital to tell them what was happening, she phone transport then she phoned me back and said it is on its way, she told us the Doctor would see us if we could be there before 3:30pm. The ambulance arrived at 3pm told arrived at hospital at 3:20pm. The driver told me to go and let them know we had arrived, the driver stayed with us and when we had seen the Doctor and had an x-ray and then brought us home.
164	July	Patient is 92 years of age & is brought home from hospital on many occasions. This one was 3 July 3 weeks ago & he cannot recall the details, apart from an uncomfortable journey. He says the drivers are always friendly & some give him more assistance than others. This would have been after a hospital inpatient stay so most of the questions overleaf are not applicable.

Survey Patient Number	Month	Negative comments
278	July	My last visit to Luton hospital was not pleasant I waited 5 hours for my return home. That was 5th July I got so stressed out and my pain was getting worse. I have never had that happen to me before and hope it never happens again. I'm hoping that was a one off.
183	July	I was picked up 2 hours before my appointment it was not an ambulance it was a special car with a ramp. It was boiling hot with no air conditioning. There was no return journey with yourselves despite numerous phone calls (some taking 40 minutes to get through) and various excuses. The transport did not turn up to take me home. The department I was in had finished business for the day but fortunately some staff stayed late. After waiting about 3 hours an adapted taxi arrived to take me home. I was quite unwell by the time I got home and disgusted.
23	July	Too much waiting about. 2 hours before collection and several to be bought home waited about an hour for a porter to take me to reception then had to wait for transport.
329	July	You left me waiting 5 hours at Luton & Dunstable hospital sat in a wheelchair in the respiratory unit. I have no family or friends who could pick me up so I had to sit there and wait. Sent as a complaint.
394	July	You could have improved service if booking had been to the correct destination. Our appointment was at kingsway Heath Centre Luton. The directions given to the driver was Stevenage. My husband and I were in the ambulance for approx. 1 hour. I do not know how the misunderstanding occurred but we were not pleased.
268	July	The patient was told to be ready to be picked up 3½ hours before the appointment time. (It actually arrived 2 hours before the appointment). The suspension/springing of the ambulances is very poor, especially for a wheel chair dependant patient such as my wife.

August

Survey Patient Number	Month	Positive comments
64	August	No it was excellent. (Was arranged through discharge nurses at the hospital).
44	August	Excellent service all round.
148	August	I don't think it could be improved it was the tops.
250	August	Nothing transport was booked to take me home after discharge from hospital.
268	August	You are so caring, I never want to go to hospital, now I'm old, I hate it. You're so caring, your human when you talk to us, we relax and feel safe. I'm so grateful for you, god bless you all. Thank you.
346	August	The transport service was marvellous could not fault it at all and I would love to say a very big thank you to the two medics drivers they were great. Thank you.
420	August	It was good.
65	August	As always they were considerate and kind.
81	August	On the day in question I had to go to hospital as a stretcher case and both journeys were handled very well.
171	August	Keep on doing what you do well.
254	August	Not in anyway.
397	August	I was very happy with these 2 brief trips, with very pleasant drivers. No improvement needed. The trips were organised by the Lister Hospital where I was an inpatient, so most of the following questions are not applicable.

Survey Patient Number	Month	Mixed / Neutral comments
176	August	Cannot think of anything at the moment.
222	August	You could have arrived by 8.30 (first run) That was the time I was advised that you would arrive. Instead the crew a first run had been to Cambridge and back! No wonder they did not arrive until 11 O'clock.
124	August	My husband had to travel home by public transport and it was very doubtful whether he would get there before us. I had no house key.
338	August	Phone call advising transport is on the way. So can be ready to leave when required.
38	August	On this occasion all was very good. People lovely and on time. In the past have had a long waiting times.

Survey Patient Number	Month	Negative comments
233	August	Could have been informed when transport was running 45 minutes late rather than having to repeatedly ring up to find out what was happening.
98	August	Transport to turn up on time instead of being late 99% of the time.
209	August	The return journey was so delayed that my wife & myself took a taxi having waited over 2½ hours for transport. I have Parkinson's (for over 5yrs).
352	August	I used this service twice before when I had to wait over 4hrs for a return journey. When I phoned up to book transport I felt scrutinised and they were argumentative against me as I'm wheelchair bound and epileptic and my husband is my full time carer and the receptionist tried to stop my husband who is my carer from coming with me which upset me. The ambulance crew were brilliant and would be happy to have them every time.
247	August	My only negative is that on my first visit for physio appointment I did have to wait 3hrs for my return journey.

September

Survey Patient Number	Month	Positive comments
208	September	The driver was excellent and very helpful.
212	September	I was very happy with the service I received, especially as I was unable to get into a car and was travelling home after surgery to my femur.
199	September	I enjoyed the ride to Watford very much, the crew were lovely I am sorry I only go once a year it made a change going to St Albans hospital. thankyou so much.

Survey Patient Number	Month	Mixed / Neutral comments
312	September	I appreciated being picked up reasonably early and being taken to the hospital, but when I requested transport it was because I was concerned that if I had taken a taxi I would have had a problem walking from the drop off point to the x-ray department. I was told a wheelchair would be used but it wasn't but the worse experience was waiting 3 hours to be picked up for the journey home, while waiting my asthma became quite severe & after 3 phone calls I cancelled the transport & called a taxi as I was beginning to feel quite ill & I didn't have inhalers with me.
254	September	Sometimes drivers are late collecting people needs to improve. A little but overall a fantastic service, thankyou.
256	September	Please could you let us know if transport is running late as in the past it has and is worrying and once it didn't come at all! This is not often though and mostly it's on time, and I'm very grateful for this special service! Thank you so much.
335	September	Cutting waiting time for early morning appt! older people are not early risers.
364	September	I had an appointment to the ophthalmology department where I couldn't drive myself because I was having drops in my eyes. The appointment was @9.45am & after a few questions I was found to be eligible for your service. I was asked to be ready by 7.45am. Your ambulance arrived @8.30. When we arrived @ the hospital we were told the doctor would be late as his car had broken down. The ambulance arrived to take me home at 11.26am but I hadn't been seen, so the driver said he would come later. I saw the doctor @12.30pm & whilst with him the ambulance came & went as nobody came for me. By 3.00pm a nurse phoned 4 numbers & got no reply. My own son picked me up about 4pm & I got home at 4.45pm, nobody's fault but a very frustrating day, my main concern that nobody could get in touch with ambulance service.
75	September	I had a terrible fall and banged my head causing my head to bleed badly. I rang for help and everything worked well and quickly in taking me into hospital. The service to see to my head was wonderful as all the help sorting me out and getting me home the following morning. Thankyou.
304	September	It would have helped to receive a phone call confirming the booking made by my mother in laws doctor. We had to call the service for this and for updates on pick up times as there were delays.

Survey Patient Number	Month	Negative comments
5	September	Please see copy of my letter dated 22nd August 2018. This state of affairs has continued everytime, on Tuesdays, Thursday & Saturdays when my husband has dialysis at Lister hospital.
269	September	Could have placed my mother better in bed on return instead of dumping her in tangled bedding.
329	September	I waited 2½ hours and the transport never turned up. I had to telephone for a taxi and make my own way.
60	September	I have a fortnightly appointment at physio 1.30-3.30 often the transport calls when it is too late for me to go. Sometimes as late as 4pm. I have had to make other arrangements to get there, sometimes have been left stranded when I do get there, I do not know what is going on something seems to be very wrong with the system.
238	September	The only comment I can make is having to wait so long to come home and nowhere to sit comfortable.
305	September	My appointment was completed by 3.20pm and I waited for collection until 5.40. This in spite of the fact I am 88 years old blind and diabetic and brunswick court is only 8 minutes travelling time in earlier days I could have walked it.
252	September	Terrible - patient not having to wait hours for a return journey home. My father 92 years old was waiting over 3 hours for a journey home and was told so many times it would only be 10 minutes then another 10 minutes. I had to come to the hospital to pick him up, NEVER AGAIN.

Equality and Diversity Information

Gender

Gender	July to September 2018 Total
Male	102 42.7%
Female	137 57.3%
Total	239
Do not wish to declare	1
Did not answer	56

Age

Age	July to September 2018 Total
Range	26 to 103 years
Mean	78 years
Median	81 years
Mode	78 years
Total	235
Do not wish to declare	4
Did not answer	57

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	July to September 2018 Total
White British	235 97.5%
White Irish	1 0.4%
Any other White background	0 0.0%
Mixed White and Black Caribbean	0 0.0%
Mixed White and Black African	1 0.4%
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	1 0.4%
Any other Black background	0 0.0%
Chinese	0 0.0%
Any other ethnic group	3 1.2%
Total	241
Do not wish to declare	1
Did not answer	55

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

July

- *"We are all the same under the skin." Patient 44)*

August

- *"English." (Patient 108)*

September

- *"English." (Patient 279)*

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	July to September 2018 Total
Christian	184 81.8%
Hindu	0 0.0%
Jewish	4 1.8%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	27 12.0%
Other	10 4.4%
Total	225
Do not wish to declare	15
Did not answer	57

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

July

- "C of E." (Patients 366, 293 & 311)
- "RC." (Patient 347)
- "Jehovas witness." (Patient 229)

August

- "Roman Catholic." (Patient 176)
- "C of E." (Patients 386 & 377)
- "Jewish." (Patient 342)

September

- "Jehovah's witness." (Patient 312)

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

Sexual orientation	July to September 2018 Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	149 93.7%
Bisexual	0 0.0%
Other	10 6.3%
Total	159
Do not wish to declare	23
Did not answer	115

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

Disability	July to September 2018 Total
I do not have a disability	16 4.8%
Physical Impairment	121 36.2%
Sensory Impairment	17 5.1%
Long Standing Condition	117 35.0%
Learning Disability	3 0.9%
Mental Health Disorder	18 5.4%
Other	42 12.6%
Total	334
Do not wish to declare	7
Did not answer	65

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

July

- *"Presently not very mobile." (Patient 386)*
- *"M.N.D." (Patient 416)*
- *"Awaiting hip replacement + recurrence bladder cancer." (Patient 367)*
- *"Problem with leg muscles. Advanced prostate cancer." (Patient 142)*
- *"Old age." (Patient 16)*
- *"Deaf + can't walk properly." (Patient 293)*
- *"Osteoarthritis at base of spine." (Patient 341)*
- *"Walking." (Patient 385)*
- *"Lack of mobility & dementia condition." (Patient 438)*
- *"She had two strokes, dementia." (Patient 155)*
- *"Diabetic." (Patient 394)*
- *"Diabetic." (Patient 69)*
- *"Wheelchair dependant." (Patient 268)*
- *"No knee cap on right leg, damage to left knee, no right arm, broken collar bone." (Patient 298)*
- *"Age." (Patient 82)*

August

- *"Severely sighted and registered blind." (Patient 39)*
- *"Mobility issues." (Patient 176)*
- *"Bad knees." (Patient 269)*
- *"Urgent need to urinate." (Patient 420)*
- *"Deaf slightly." (Patient 7)*
- *"Dementia." (Patient 8)*
- *"Cancer." (Patient 410)*
- *"Class 2 diabetes." (Patient 314)*
- *"Dementia & cancer." (Patient 342)*
- *"Blind, COPD, Spinal condition due to cancer." (Patient 318)*

September

- *"P.A.D Difficult walking." (Patient 193)*
- *"M.S." (Patient 135)*
- *"Type 2 diabetic, so no good walking." (Patient 191)*
- *"Appointment was for eye examination at Moorfields." (Patient 52)*
- *"Severe arthritis." (Patient 164)*
- *"Poor walking." (Patient 335)*
- *"Diabetes no. 2." (Patient 142)*
- *"Balance." (Patient 287)*
- *"Dementia and mobility issues." (Patient 81)*
- *"Deaf." (Patient 279)*
- *"Poor balance after op. for cancer of the jaw." (Patient 134)*
- *"Dementia." (Patient 24)*
- *"Blind." (Patient 305)*
- *"Both Osteo & rheumatoid arthritis." (Patient 312)*
- *"Poor eyesight." (Patient 340)*
- *"Mobility problems." (Patient 264)*
- *"Alzheimer's / Parkinson's." (Patient 301)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	July to September 2018 Total
Yes	115 46.7%
No	70 28.5%
Other	61 24.8%
Total	246
Do not wish to declare	4
Did not answer	60

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

July

Of the 21 patients who responded 'other' in answer to this question, 19 patients answered that they had been 'widowed', one patient advised that they were 'divorced' and one patient advised that they 'live with partner'.

August

Of the 16 patients who responded 'other' in answer to this question, 14 patients answered that they had been 'widowed' and two patients advised that they were 'divorced'.

September

Of the 23 patients who responded 'other' in answer to this question, 19 patients advised that they had been 'widowed,' one patient responded that their 'husband was deceased' and one 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	July to September 2018 Total
No, I am not pregnant	142 75.1%
No, I do not have a child under 12 months old	46 24.3%
Yes, I am pregnant	1 0.5%
Yes, I have a child under 12 months old	0 0.0%
Total	189
Do not wish to declare	7
Did not answer	139

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

Gender reassignment	July to September 2018 Total
No, I am not or have not undergone gender reassignment	196 99.5%
Yes, I am or have undergone gender reassignment	1 0.5%
Total	197
Do not wish to declare	5
Did not answer	94

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	July to September 2018 Total
I did not require a different format	159 89.3%
Braille	1 0.6%
British Sign Language (BSL) Interpreter	1 0.6%
Browse aloud (website)	1 0.6%
Deafblind advocate	2 1.1%
Deafblind Interpreter	1 0.6%
Easy Read	2 1.1%
Large Print	6 3.3%
Page magnification (website)	2 1.1%
Text only web page (including ability to change colours)	1 0.6%
Text only web page (including ability to change font size)	1 0.6%
Text re-sizing (Website)	1 0.6%
Total	178
Do not wish to declare	7
Did not answer	119

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

July

- *“I have been in this care home for 2¾ years.” (Patient 148)*
- *“Unable to read.” (Patient 16)*
- *“Diabetic Retinopathy.” (Patient 258)*
- *“Macular degeneration.” (Patient 288)*

August

- *“Prefer to speak not text by phone.” (Patient 259)*
- *“Because of her dementia she required total support.” (Patient 197)*

September

- *“Registered partially sighted.” (Patient 340)*

Impact on the service received

(All answer types are listed, some multiple answers)

Impact on Service	July to September 2018 Total
No	147 94.8%
Yes, in a positive way	6 3.9%
Yes, in a negative way	2 1.3%
Total	155
Do not wish to declare	0
Did not answer	141

147 patients (94.8%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Six patients responded that the service they received was affected in a positive way but two patients felt that the service they received was affected in a negative way. 141 patients did not respond to this question.

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

July

- *“Consideration & care applied - As I am now quadriplegic (PMS sufferer) treated as 'normal' & with respect.” (Patient 423)*
- *“Service excellent.” (Patient 16)*
- *“Waiting in hospital long hours in pain and discomfort. No wheelchair on ambulance.” (Patient 385)*
- *“No quite sure of the question.” (Patient 132)*
- *“Yes, very good service.” (Patient 398)*
- *“I don't think your teams are fully aware of some mental health issues some of us have. I have issues with being around men, I hate them and when on transport with them I find it hard to control myself and disassociation happens and I have another personality come and she wrecks the place and is physically bad.” (Patient 87)*

August

- *“Had wonderful care by ambulance staff. Kind, treated me wonderful at all times. Very caring and polite.” (Patient 72)*
- *“I was taken in hospital after April stayed 8 nights. Ambulance service & hospital no faults at all. The best service I've known.” (Patient 148)*
- *“Travel to hospital perfect return journey 4 hours late.” (Patient 342)*

September

- *“Very poor sadly.” (Patient 60)*
- *“Really looked after me.” (Patient 325)*
- *“Excellent service, well done all involved, thankyou.” (Patient 328)*

Aftercare

Further to this survey; nine letters of appreciation were received together with nine questionnaires containing signed complaint boxes and negative comments. These questionnaires were all passed to the Patient Experience Department (Bedford) for further action as appropriate.