



Patient Experience Quarterly Report:

Patient Transport Service Bedfordshire & Hertfordshire CCGs

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Report Period: October to December 2018

Date of Report: February 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 Bedfordshire and Hertfordshire area (Bedfordshire CCG, East and North Hertfordshire CCG, Herts Valleys CCG and Luton CCG) who used the service during October to December 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 5th of October 2018, the 1st to the 8th of November 2018 and the 1st to the 7th of December 2018.

1200 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 255 responses were received, which equates to a 21.3% 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, 83.5% 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.'

85.4% 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

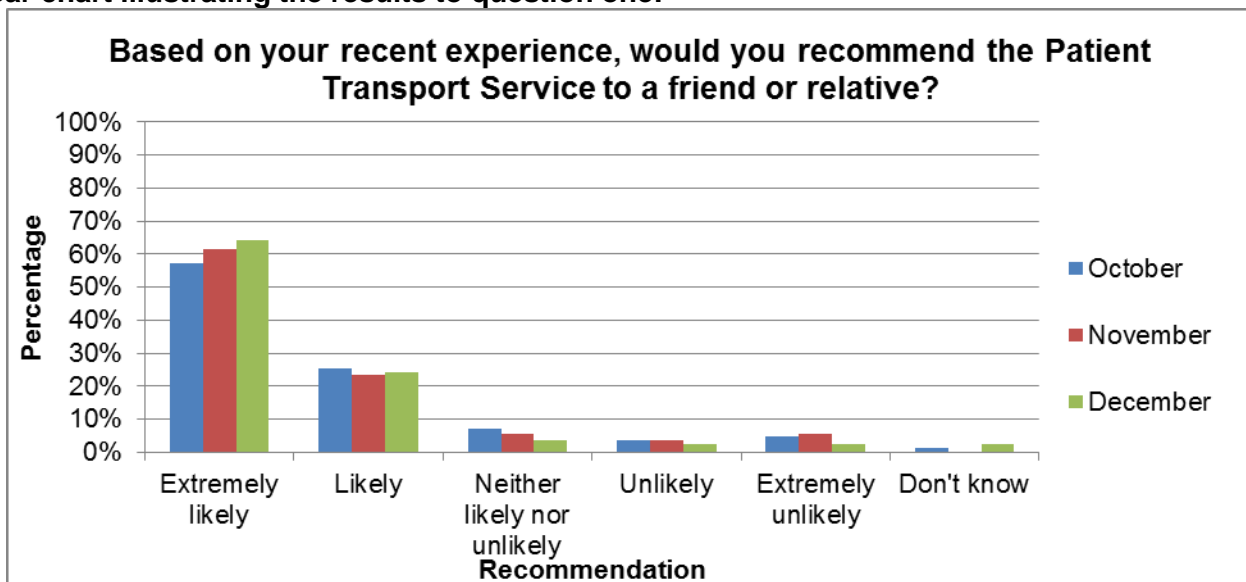
Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?

Response	October	November	December	October to December 2018 Total
Extremely likely	47 (57.3%)	53 (61.6%)	50 (64.1%)	150 (61.0%)
Likely	21 (25.6%)	20 (23.3%)	19 (24.4%)	60 (24.4%)
Neither likely nor unlikely	6 (7.3%)	5 (5.8%)	3 (3.8%)	14 (5.7%)
Unlikely	3 (3.7%)	3 (3.5%)	2 (2.6%)	8 (3.3%)
Extremely unlikely	4 (4.9%)	5 (5.8%)	2 (2.6%)	11 (4.5%)
Don't know	1 (1.2%)	0 (0.0%)	2 (2.6%)	3 (1.2%)
Total number of responses	82	86	78	246
No response given	2	5	2	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, 85.4% 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, 19 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	October	November	December	October to December 2018 Total	Key Performance Indicator (KPI)
The view of the patient	68 (86.1%)	65 (79.3%)	63 (87.5%)	196 (84.1%)	151/185 (81.6%)
The view of someone acting on behalf of the patient	11 (13.9%)	17 (20.7%)	9 (12.5%)	37 (15.9%)	30/34 (88.2%)
Total number of responses	79	82	72	233	219
No response given	5	9	8	22	11

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	October	November	December	October to December 2018 Total
Almost immediately	17 (25.0%)	29 (43.3%)	20 (35.7%)	66 (34.6%)
Fairly quickly	37 (54.4%)	34 (50.7%)	26 (46.4%)	97 (50.8%)
It took longer than I would have expected	10 (14.7%)	3 (4.5%)	8 (14.3%)	21 (11.0%)
Waited so long I put the telephone down	4 (5.9%)	1 (1.5%)	2 (3.6%)	7 (3.7%)
Total number of responses	68	67	56	191
Unable to say	0	0	0	0
No response given	19	24	26	69

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

Response	October	November	December	October to December 2018 Total
Yes	61 (96.8%)	62 (96.9%)	50 (94.3%)	173 (96.1%)
No	2 (3.2%)	2 (3.1%)	3 (5.7%)	7 (3.9%)
Total number of responses	63	64	53	180
Unable to say	8	5	8	21
No response given	13	22	19	54

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

Response	October	November	December	October to December 2018 Total
Yes	65 (94.2%)	70 (95.9%)	57 (98.3%)	192 (96.0%)
No	4 (5.8%)	3 (4.1%)	1 (1.7%)	8 (4.0%)
Total number of responses	69	73	58	200
Unable to say	5	4	6	15
No response given	10	14	16	40

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

Response	October	November	December	October to December 2018 Total
Very satisfied	32 (51.6%)	42 (65.6%)	30 (57.7%)	104 (58.4%)
Satisfied	18 (29.0%)	12 (18.8%)	17 (32.7%)	47 (26.4%)
Fairly satisfied	8 (12.9%)	7 (10.9%)	4 (7.7%)	19 (10.7%)
Dissatisfied	4 (6.5%)	3 (4.7%)	1 (1.9%)	8 (4.5%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	62	64	52	178
Unable to say	7	6	12	25
No response given	15	21	16	52

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

Response	October	November	December	October to December 2018 Total
Very satisfied	42 (55.3%)	44 (55.7%)	32 (45.0%)	118 (52.2%)
Satisfied	24 (31.6%)	22 (27.8%)	29 (40.8%)	75 (33.2%)
Fairly satisfied	6 (7.9%)	8 (10.1%)	8 (11.3%)	22 (9.7%)
Dissatisfied	2 (2.6%)	4 (5.1%)	1 (1.4%)	7 (3.1%)
Very dissatisfied	2 (2.6%)	1 (1.3%)	1 (1.4%)	4 (1.8%)
Total number of responses	76	79	71	226
No response given	8	12	9	29

Q8 – Did you arrive on time for your appointment?

(All answer types are listed, some multiple answers)

Response	October	November	December	October to December 2018 Total
Very early (over 60 minutes)	5 (6.9%)	8 (11.6%)	5 (8.3%)	18 (9.0%)
Early (30 – 60 minutes)	17 (23.6%)	20 (29.0%)	20 (33.3%)	57 (28.4%)
On time	30 (41.7%)	23 (33.3%)	23 (38.3%)	76 (37.8%)
Late (0 – 60 minutes)	11 (15.3%)	14 (20.3%)	9 (15.0%)	34 (16.9%)
Very late (over 60 minutes)	9 (12.5%)	4 (5.8%)	3 (5.0%)	16 (8.0%)
Total number of responses	72	69	60	201
No response given	16	24	23	63

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

Response	October	November	December	October to December 2018 Total
Yes	7 (25.0%)	10 (33.3%)	8 (36.4%)	25 (31.3%)
No	21 (75.0%)	20 (66.7%)	14 (63.6%)	55 (68.8%)
Total number of responses	28	30	22	80
Not applicable	35	29	33	97
No response given	20	33	25	78

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

(All answer types are listed, some multiple answers)

Response	October	November	December	October to December 2018 Total
0 to 15 minutes	10 (13.9%)	12 (15.8%)	12 (17.6%)	34 (15.7%)
15 to 30 minutes	14 (19.4%)	18 (23.7%)	15 (22.1%)	47 (21.8%)
30 to 45 minutes	10 (13.9%)	8 (10.5%)	9 (13.2%)	27 (12.5%)
45 to 60 minutes	10 (13.9%)	12 (15.8%)	5 (7.4%)	27 (12.5%)
Over 60 minutes	28 (38.9%)	26 (34.2%)	27 (39.7%)	81 (37.5%)
Total number of responses	72	76	68	216
No response given	15	19	12	46

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?				
Response	October	November	December	October to December 2018 Total
Acceptable	64 (81.0%)	65 (75.6%)	59 (75.6%)	188 (77.4%)
Fairly acceptable	13 (16.5%)	17 (19.8%)	17 (21.8%)	47 (19.3%)
Unacceptable	2 (2.5%)	4 (4.7%)	2 (2.6%)	8 (3.3%)
Total number of responses	79	86	78	243
Unable to say	0	2	0	2
No response given	5	3	2	10

Q11b – The suitability of the vehicle you travelled in?				
Response	October	November	December	October to December 2018 Total
Acceptable	65 (83.3%)	73 (86.9%)	65 (87.8%)	203 (86.0%)
Fairly acceptable	11 (14.1%)	10 (11.9%)	9 (12.2%)	30 (12.7%)
Unacceptable	2 (2.6%)	1 (1.2%)	0 (0.0%)	3 (1.3%)
Total number of responses	78	84	74	236
Unable to say	0	2	0	2
No response given	6	5	6	17

Q11c – The cleanliness inside the vehicle you travelled in?				
Response	October	November	December	October to December 2018 Total
Acceptable	72 (92.3%)	76 (91.6%)	70 (94.6%)	218 (92.8%)
Fairly acceptable	6 (7.7%)	7 (8.4%)	4 (5.4%)	17 (7.2%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	78	83	74	235
Unable to say	0	3	1	4
No response given	6	5	5	16

Q12 – Did the service staff introduce themselves to you?

Response	October	November	December	October to December 2018 Total
Yes	67 (89.3%)	77 (91.7%)	67 (88.2%)	211 (89.8%)
Yes, but I would have liked them to introduce themselves to a greater extent	3 (4.0%)	5 (6.0%)	4 (5.3%)	12 (5.1%)
No	5 (6.7%)	2 (2.4%)	5 (6.6%)	12 (5.1%)
Total number of responses	75	84	76	235
Unable to say	4	4	2	10
No response given	5	3	2	10

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

Response	October	November	December	October to December 2018 Total
Very professional	67 (83.8%)	75 (87.2%)	75 (96.2%)	217 (88.9%)
A little improvement necessary	12 (15.0%)	10 (11.6%)	3 (3.8%)	25 (10.2%)
Not professional	1 (1.3%)	1 (1.2%)	0 (0.0%)	2 (0.8%)
Total number of responses	80	86	78	244
Unable to say	1	2	0	3
No response given	3	3	2	8

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

Response	October	November	December	October to December 2018 Total
Yes, definitely	72 (90.0%)	83 (94.3%)	77 (98.7%)	232 (94.3%)
Yes, to some extent	8 (10.0%)	5 (5.7%)	1 (1.3%)	14 (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	80	88	78	246
No response given	4	3	2	9

Q15 – Did the service staff drive safely?

Response	October	November	December	October to December 2018 Total
Yes	75 (94.9%)	78 (96.3%)	77 (98.7%)	230 (96.6%)
A little improvement necessary	4 (5.1%)	2 (2.5%)	1 (1.3%)	7 (2.9%)
No	0 (0.0%)	1 (1.2%)	0 (0.0%)	1 (0.4%)
Total number of responses	79	81	78	238
Unable to say	1	4	0	5
No response given	4	6	2	12

Q16 – Did the service staff offer assistance if required?

Response	October	November	December	October to December 2018 Total
Yes	76 (95.0%)	83 (95.4%)	74 (96.1%)	233 (95.5%)
No	2 (2.5%)	1 (1.1%)	0 (0.0%)	3 (1.2%)
Not required	2 (2.5%)	3 (3.4%)	3 (3.9%)	8 (3.3%)
Total number of responses	80	87	77	244
Unable to say	0	0	0	0
No response given	4	4	3	11

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	October	November	December	October to December 2018 Total
Public transport	4 (5.4%)	4 (5.0%)	6 (8.6%)	14 (6.3%)
Private car	1 (1.4%)	9 (11.3%)	9 (12.9%)	19 (8.5%)
Taxi	19 (25.7%)	17 (21.3%)	14 (20.0%)	50 (22.3%)
Relative, carer or friend	20 (27.0%)	13 (16.3%)	8 (11.4%)	41 (18.3%)
Could not attend	28 (37.8%)	30 (37.5%)	29 (41.4%)	87 (38.8%)
Other	2 (2.7%)	7 (8.8%)	4 (5.7%)	13 (5.8%)
Total number of responses	74	80	70	224
No response given	11	16	12	39

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

October

- *“Daughter on holiday.” (Patient 7)*
- *“Don't know.” (Patient 399)*

November

- *“Try and drive myself.” (Patient 289)*
- *“As it was a cataract operation, I could not drive myself.” (Patient 274)*
- *“Living with dementia.” (Patient 81)*
- *“No other transport available.” (Patient 63)*
- *“Ambulance only.” (Patient 14)*
- *“Registered blind.” (Patient 333)*
- *“The journey was from hospital to home.” (Patient 4)*

December

- *“Just taken home.” (Patient 366)*
- *“I would have to wait for another ambulance.” (Patient 376)*
- *“Stairs. Husband unable to walk.” (Patient 224)*
- *Accident unable to travel without ambulance couldn't be moved.” (Patient 9)*

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

(All answer types listed, some multiple answers)

Response	October	November	December	October to December 2018 Total
Poor public transport	7 (8.0%)	6 (5.8%)	5 (6.3%)	18 (6.7%)
Cost of transport	4 (4.6%)	6 (5.8%)	6 (7.6%)	16 (5.9%)
Mobility problems	58 (66.7%)	63 (60.6%)	48 (60.8%)	169 (62.6%)
Distance	10 (11.5%)	12 (11.5%)	7 (8.9%)	29 (10.7%)
Parking at hospital	3 (3.4%)	4 (3.8%)	3 (3.8%)	10 (27.0%)
Other	5 (5.7%)	13 (12.5%)	10 (12.7%)	28 (10.4%)
Total number of responses	87	104	79	270
No response given	13	12	16	41

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

October

- *“Non-availability of personal transport.” (Patient 288)*
- *“Help rarely, if ever available on arrival.” (Patient 164)*
- *“Broken shoulder & arm.” (Patient 74)*
- *“Ambulance ordered by GP.” (Patient 329)*
- *“From care home.” (Patient 222)*

November

- *“My first time.” (Patient 289)*
- *“Dementia.” (Patient 279)*
- *“Didn’t know where to go and don’t like driving to Luton.” (Patient 377)*
- *“Health post seizure.” (Patient 70)*
- *“Arranged by the hospital.” (Patient 382)*
- *“Because was unable to drive myself due to eye surgery.” (Patient 274)*
- *“Emergency.” (Patient 168)*
- *“Living with dementia.” (Patient 81)*
- *“Registered blind.” (Patient 333)*
- *“The pain I was my physical condition.” (Patient 254)*
- *“Medically to unstable.” (Patient 366)*
- *“It was an emergency call out.” (Patient 134)*
- *“It was offered through doctor.” (Patient 222)*

December

- *“Emergency.” (Patient 2)*
- *“Return or collecting for dialysis.” (Patient 49)*
- *“Heart Pain-dialled 111 could have been 999.” (Patient 86)*
- *“Transfer from one hospital to another.” (Patient 381)*
- *“One day after having a spinal operation - so needed to be accompanied and felt very vulnerable.” (Patient 338)*
- *“999 call out.” (Patient 72)*
- *“999 response.” (Patient 238)*
- *“Hospital inpatient.” (Patient 142)*
- *“Ambulance was only way, badly hurt.” (Patient 9)*
- *“Mum went to A.E after feeling unwell.” (Patient 372)*

Section 2

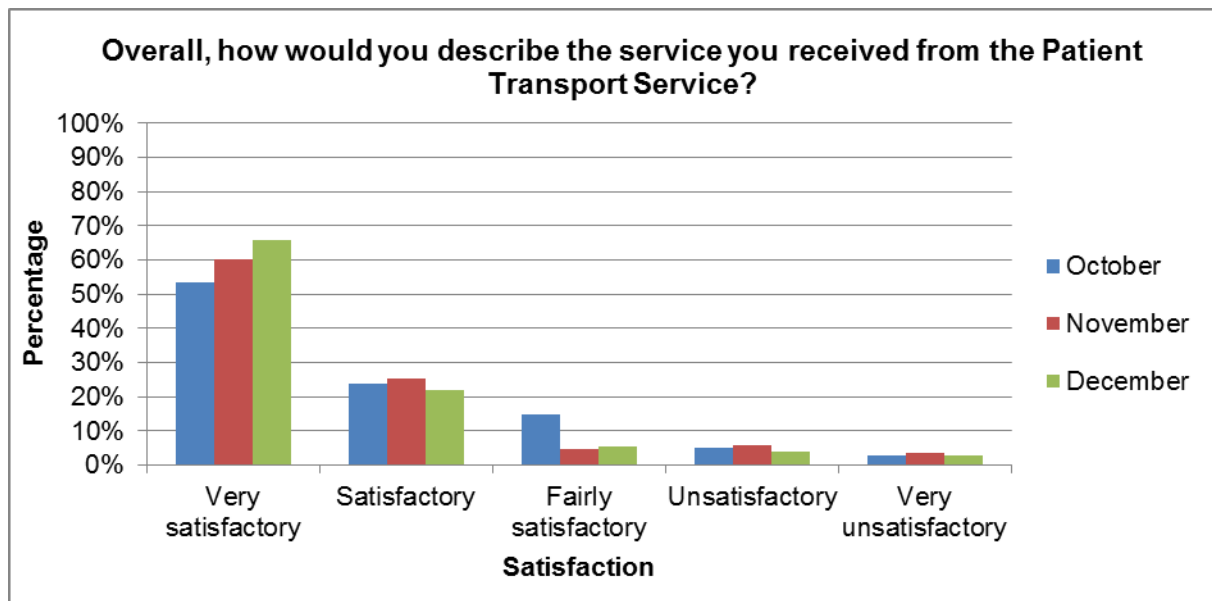
Please tell us your overall views on the Patient Transport Service

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

Response	October	November	December	October to December 2018 Total
Very satisfactory	40 (53.3%)	50 (60.2%)	48 (65.8%)	138 (59.7%)
Satisfactory	18 (24.0%)	21 (25.3%)	16 (21.9%)	55 (23.8%)
KPI Result (Very satisfactory satisfactory/Total number of responses)	58/75 (77.3%)	71/83 (85.5%)	64/73 (87.7%)	193/231 (83.5%)
Fairly satisfactory	11 (14.7%)	4 (4.8%)	4 (5.5%)	19 (8.2%)
Unsatisfactory	4 (5.3%)	5 (6.0%)	3 (4.1%)	12 (5.2%)
Very unsatisfactory	2 (2.7%)	3 (3.6%)	2 (2.7%)	7 (3.0%)
Total number of responses	75	83	73	231
No response given	9	8	7	24

Overall, 83.5% of patients who responded to the above question described the service received as being either 'satisfactory' or 'very satisfactory.' However, 19 patients (8.2%) rated the service received as being either 'unsatisfactory' or 'very unsatisfactory.'

Bar chart illustrating the results of question 19:



Additional comments

October

Survey Patient Number	Month	Positive comments
50	October	Ambulance crews very helpful and kind nothing but praise for the crews.
263	October	The service which you provided was perfect. Thank you all for your help.
276	October	I am unable to fault the service in any way. Very thankful.
93	October	Everything was really lovely. I cannot speak highly enough of the lovely and caring staff. Best wishes to everyone.
399	October	I've always had good service from patient transport, from the people answering the phones to all the drivers. So on my part I cannot think of how it can be improved.

Survey Patient Number	Month	Mixed/Neutral comments
229	October	Yes: Don't leave me for over 2 hrs for collection which is then a cab who will charge a fortune. (name) - is a superman - tell him he is the best. When collected in ambulance - v. uncomfortable but okay because collecting others. Just grateful.
48	October	Timings. At present there is a 2 hour pick up time. Can this be reduced? At the hospital can one be informed when one is being picked up rather than waiting sometimes for a while?
329	October	An EIV would have been better. The ambulance was unnecessary, (and very bumpy).
275	October	Very good service to go into hospital but when I went home it took me from 4 o'clock to 8.30 in the evening & a very girl & boy took me home & they even got me up into the steps in my garden.
307	October	Difficult I know - But could ambulance capacity be better utilised? I was only patient with escort & driver on a 6/8 seater vehicle. Maybe other patients could have been 'dropped odd' enroute.

Survey Patient Number	Month	Negative comments
164	October	Yes by not taking nearly two hours to bring me home on both this & previous occasions. Also, by being more "time specific" on pick up as I only live ten minutes away from my usual hospital and not expecting me to be ready two hours ahead of my appointment time, especially when appointments are early in the morning. I realise that the service is stretched but it is far from comfortable getting in a wheelchair for on one occasion, nearly three hours.
304	October	Why is the ambulance always 2 hours late on every booking and return journey.
121	October	I am unsure where fault lay. Transport I understand was a long time coming for the return trip. My 96 year old father did not understand and was allowed to leave the centre. He got the wrong bus and ended up on the wrong side of town nowhere near his own. He is very hard of hearing and may have contributed to the problem.
139	October	Ambulance pick up time was appalling and sometimes waited up to 3 hours to be picked up. I have been using this service 2 - 3 times a week over the last 6 weeks. I cannot remember what the service was like on 2nd Oct 18.
248	October	Late to the hospital not good time keeping.
78	October	If you know there will be a long delay to let us know by text or phone. Patient is doubly incontinent and cannot stand or transfer so to be left waiting for a long time (2 hrs +) is very distressing for both him + his carer (wife). When we phone for updates we are told we are next on the list/ it will be another 20 mins. We have waited another 2 hrs after this. The driver + office coordinators give different reasons for the delays. This is upsetting and makes us feel "palmed off".

November

Survey Patient Number	Month	Positive comments
70	November	No, they were really good.
60	November	I am very grateful for this service as I know you are busy. However, I did have to wait over 2 hours after my appointment to return home.
166	November	Good experiences.
4	November	Your staff were very friendly and helpful towards my friend, they put her mind at rest because at the time she was unsure what was happening to her. So I cannot think of anything that could have improved her experience
179	November	Best transport in last 2 years. Good driver, no delays, would like to have the same driver's again great improvement.

Survey Patient Number	Month	Mixed / Neutral comments
72	November	The waiting area should be a different place. Not right in main entrance. Also there is too much traffic going in and out of the main entrance.
193	November	Every time i had to wait for transport, particularly from the Lister Hospital, sometimes hours - 3/4 hours. It was very worrying. You didn't dare go to the toilet or get a drink in case you missed your turn. On saying which all the staff when transport arrived were very helpful and kind.
31	November	The ambulance paramedics were kind and caring both in the ambulance and at the hospital. The only improvement would be if the patient could be telephoned to say the Ambulance was on its way or was likely to be late as it was late and we were worried we would miss appointment. Patient sadly passed away.
7	November	I had hospital transport each day for a week. Every day I was picked up very early and had a long wait to go home - the longest 4½ hours. Hospital staff kindly gave me a sandwich and cup of tea or else I would have had nothing since early morning. Perhaps it could be recommended that a patient takes a small snack and bottle of water just in case. Also, if there is a delay in picking you up a 'progress report' would be helpful, so as not left to feel abandoned. I was very grateful for the Hospital Transport and appreciate the difficulties of picking up and dropping of patients from all over the place.
209	November	By keeping us informed on day if it is going to be late. When you have to see doctors you need to be there on time. On the whole, time is good but when transport is late it is very late.
303	November	Whilst extremely pleased with the helpfulness & care of the crew, it was disappointing & stressful to have to wait 3½ hours after the time advised for collection for the ambulance to arrive
254	November	My care could not have been better! Ambulance to Lister after 999 call about 10.00pm (Mon 5th Nov) Ambulance arrived quicker than expected 45mins. I received lot of very full tests, examination before being taken to Lister. By about 4.00am (Tues 6th Nov) tests were completed and I could go home - Moved to discharge unit which was full/busy. Waiting time maybe 45 min? Could have been 2 hours - I found out (by asking, chatty) that there was only 1 ambulance available as the other one had broken down!
222	November	Less waiting time to go and definitely less to come home. Should have taken a book.

Survey Patient Number	Month	Negative comments
124	November	Long Delay on pickup. Very long delay on scheduled return. Both of these need improvement urgently.
288	November	We were booked to be picked up from the Royal Brompton Hospital on 7th November but no transport arrived and point blank refused to pick us up. This was very upsetting as it was all booked at least 1 month beforehand.
386	November	Appointment at hospital 4:30, not picked up till 5ish, consequently missed my appointment. I should have been picked up at 6.00 but obviously I was still waiting to see the surgeon. Got out about 6:30ish. The nurse rang you, explained what happened and was told I would have to wait at least 2 hours and I should have been ready for 6 which I would have, if you had picked me up early enough to make my appointment for 4:30. You put far too much on your drivers who do their best.
195	November	My appointment was for 14:40pm the transport turned up at 14:20pm after several calls by my wife. I was taken to the hospital by a taxi sent by you. I arrived late for my appointment by 20 minutes. The journey home to the long way round and I being the only passenger. I suggest you update your Sat Navs.
268	November	On this occasion no, but a previous hospital appointment in October the hospital transport was very late. I was waiting 3hrs. It would have helped if I had been notified of the delay. I could then have tried to contact hospital to let them know of approx arrival time.
336	November	Waiting times to return home are often 2 hours.

December

Survey Patient Number	Month	Positive comments
230	December	No, it was excellent.
121	December	I can't think how, they are excellent!
134	December	I had a pleasant and comfortable journey. The driver going and driver coming home, both good drivers and very pleasant and chatty which is nice.
110	December	One ambulance was very small and seat too narrow for comfort, when I had another trip the driver was able to slide the seat in towards the centre of the vehicle giving more width to the front left seat, this was so much better as felt safer ride as I am a big lady. All the paramedics are so caring and helpful, they do a wonderful job. They are calm and cheerful and very reassuring. A credit to the NHS.

Survey Patient Number	Month	Mixed / Neutral comments
338	December	Arriving nearer the time booked (4pm) rather than arriving 2 hours later (6pm). It would have been good to know they were nearby. The nurse on the ward booked your service in the morning, this journey was only a journey home after an operation the day before, not to hospital. I was brought to hospital by a CVS Volunteer driver the day of my operation but they were unable to bring me home - as they have to be booked in advance and not on the day.
267	December	I am keen to keep my appointments. I have a right side stroke, I cannot drive. I have lots of time on my hands and will wait at your convenience.
223	December	Used patient transport to go home after discharge from Lister Hospital. Was given time of 3pm actually left at 6pm. Some people in the discharge lounge had been there for 6/7 hours, transport staff helpful and knowledgeable.
9	December	Wonderful treatment on day of accident, can't remember too much as in lots of pain treated so gently being transferred into ambulance. Coming home two ambulance men were wonderful so kind and caring, when I am completely better I will write a letter to our local paper saying how wonderful they were. Only thing negative was lying on floor for over two hours waiting for ambulance not their fault, needed badly more ambulances and more staff.
136	December	I do think that patients could be given a more likely time of pick up. e.g. saying that pick up will probably be about a couple of hours when it is more likely to be more like 4. But I do understand that emergencies must always be given priority. But waiting for my pickup and seeing how quickly their turnover is really made me realise what a good job they do. I apologise for my writing but I am 98 with very bad eyesight.

Survey Patient Number	Month	Negative comments
161	December	Yes, I have frequently had to wait more than 3 hours for transport to take me home.
42	December	Waiting too long can wait up to 3 hours for transport service.
77	December	We were under the impression that the driver would wait to return us home as she had enquired at the clinic desk how long we would be. She was told that we would be seen soon. I asked if she would wait, as had happened before but she replied she would have to report back to base for instructions. The reply was not passed on to us and we were left waiting for some considerable time - We would not have minded had we been informed that she would not be waiting - All this caused concern to the hospital, who eventually found an ambulance in St Albans to return us home.
298	December	I had an 11am appointment in rheumatology and I booked for this with the transport department who asked me to be ready from 9am. At 11am I rang the rheumatology department to say I was still at home and they sorted it out and the transport eventually arrived. After my appointment I waited for transport home. I did not know where to wait and the staff were extremely helpful and I ended up waiting in the rheumatology department where a nurse told me I would get transport but I would have a long wait. As by this time it was getting dark I asked the nurse to call me a taxi, this she did and took me to the taxi when it arrived.
219	December	It was much better when the transport office was in outpatients. So we could tell them when we were ready now I can't. They always pick me up on time but they don't pick me up, you could improve things by giving me the right phone number so we can phone up myself. I feel upset about this because I have been going on hospital transport for a long time as I have had two hip replacements.

Equality and Diversity Information

Gender

Gender	October to December 2018 Total
Male	85 (40.1%)
Female	127 (59.9%)
Total	212
Do not wish to declare	0
Did not answer	43

Age

Age	October to December 2018 Total
Range	39 to 99 years
Mean	79 years
Median	81 years
Mode	82 years
Total	208
Do not wish to declare	2
Did not answer	45

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	October to December 2018 Total
White British	206 (97.6%)
White Irish	1 (0.5%)
Any other White background	1 (0.5%)
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	1 (0.5%)
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	211
Do not wish to declare	1
Did not answer	45

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

October

- *"British / Italian" Patient 78)*
- *"Asian British." (Patient 295)*

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	October to December 2018 Total
Christian	159 (80.7%)
Hindu	1 (0.5%)
Jewish	2 (1.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	1 (0.5%)
None	27 (13.7%)
Other	7 (3.6%)
Total	197
Do not wish to declare	9
Did not answer	50

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

October

- "C of E." (Patients 69 & 205)
- "Salvationist." (Patient 52)

November

- "Roman Catholic." (Patient 295)

December

- "C of E." (Patients 42 & 298)
- "Baptist." (Patient 5)

Sexual Orientation

Sexual orientation	October to December 2018 Total
Lesbian	1 (0.7%)
Gay	0 (0.0%)
Heterosexual	127 (93.4%)
Bisexual	1 (0.7%)
Other	7 (5.1%)
Total	136
Do not wish to declare	24
Did not answer	95

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

October

- *"Normal." (Patient 52)*

November

- *"Normal." (Patient 289)*
- *"Straight male." (Patient 209)*
- *"Humanist." (Patient 222)*

December

- *"None." (Patient 178)*
- *"Normal." (Patient 386)*
- *"Nobody's business this question should not be asked." (Patient 134)*

Disability

(All answer types are listed, some multiple answers)

Disability	October to December 2018 Total
I do not have a disability	28 (9.0%)
Physical Impairment	108 (34.8%)
Sensory Impairment	16 (5.2%)
Long Standing Condition	92 (29.7%)
Learning Disability	5 (1.6%)
Mental Health Disorder	11 (3.5%)
Other	50 (16.1%)
Total	310
Do not wish to declare	3
Did not answer	59

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

October

- *"Huntingdon's." (Patient 310)*
- *"None." (Patient 90)*
- *"Inability to speak (stroke)." (Patient 391)*
- *"Balance." (Patient 13)*
- *"I had an operation at Lister 3 years ago & I died & brought me backt." (Patient 275)*
- *"Cardiac & COPD." (Patient 288)*
- *"Can't walk much." (Patient 313)*
- *"Visually impaired." (Patient 14)*
- *"Walking unaided." (Patient 18)*
- *"Weakness in legs." (Patient 192)*
- *"Stroke paralysed left side." (Patient 248)*
- *"Acute arthritis." (Patient 178)*
- *"Bronchiectasis." (Patient 202)*
- *"Mobility problems." (Patient 399)*

November

- *"Poor balance." (Patient 275)*
- *"Registered blind - Pacemaker unable to walk far." (Patient 341)*
- *"COPD." (Patient 289)*
- *"Osteoarthritis." (Patient 124)*
- *"Heart problems." (Patient 377)*
- *"Unable to use legs." (Patient 30)*
- *"Brain op 30 years ago. Impairing memory." (Patient 382)*
- *"Traumatic brain injury." (Patient 347)*
- *"Disabled walk with two sticks." (Patient 14)*
- *"Partially sighted." (Patient 288)*
- *"Very poor mobility + deafness." (Patient 7)*
- *"Walking disabilities." (Patient 45)*
- *"Trouble walking." (Patient 104)*
- *"Deafness." (Patient 109)*
- *"Alzheimer's advanced." (Patient 166)*
- *"Myeloma can't walk far." (Patient 209)*
- *"Major stroke." (Patient 258)*
- *"At the time I needed transport I had a broken ankle." (Patient 267)*
- *"Dementia." (Patient 83)*
- *"COPD Breathlessness." (Patient 226)*
- *"Hip Operation." (Patient 105)*
- *"Hip problem." (Patient 179)*
- *"Spinal injury." (Patient 232)*
- *"Disabled due to back/hip problems, Walking difficult, need frame." (Patient 222)*
- *"Walking." (Patient 29)*
- *"In a wheelchair or walking frame." (Patient 97)*

December

- *"Plantar Fasciitis." (Patient 379)*
- *"Parkinson's (falls)." (Patient 278)*
- *"Registered partially sighted. Chest problems, walks with a frame." (Patient 224)*
- *"Breathing problems." (Patient 10)*
- *"Stroke." (Patient 386)*
- *"Osteoarthritis." (Patient 375)*
- *"Diverticular disease, under control, occasional vertigo." (Patient 9)*
- *"Seizures for life. 2 hip replacements for life." (Patient 219)*
- *"Walking." (Patient 287)*
- *"Deafness." (Patient 96)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	October to December 2018 Total
Yes	95 (45.0%)
No	60 (28.4%)
Other	56 (26.5%)
Total	211
Do not wish to declare	6
Did not answer	48

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

October

Of the 21 patients who responded 'other' in answer to this question, 15 patients answered that they had been 'widowed', three patients advised that they were 'divorced', one patient advised that they are 'single', one patient advised they are 'separated' and one patient advised that they 'live with partner'.

November

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

December

Of the 13 patients who responded 'other' in answer to this question, 12 patients advised that they had been 'widowed' and one patient advised 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	October to December 2018 Total
No, I am not pregnant	119 (77.8%)
No, I do not have a child under 12 months old	33 (21.6%)
Yes, I am pregnant	1 (0.7%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	153
Do not wish to declare	3
Did not answer	129

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

Gender reassignment	October to December 2018 Total
No, I am not or have not undergone gender reassignment	174 (97.8%)
Yes, I am or have undergone gender reassignment	4 (2.2%)
Total	178
Do not wish to declare	6
Did not answer	71

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	October to December 2018 Total
I did not require a different format	154 (87.5%)
Braille	1 (0.6%)
British Sign Language (BSL) Interpreter	1 (0.6%)
Browse aloud (website)	1 (0.6%)
Deafblind advocate	1 (0.6%)
Deafblind Interpreter	1 (0.6%)
Easy Read	3 (1.7%)
Large Print	13 (7.4%)
Page magnification (website)	1 (0.6%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)
Total	176
Do not wish to declare	4
Did not answer	81

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

October

- *“Poor eyesight and relying on carers to read and fill things out.” (Patient 394)*

November

- *“I can't read so need spoken word disk.” (Patient 72)*
- *“Care assist.” (Patient 70)*
- *“Poor sight.” (Patient 81)*
- *“Do not require help.” (Patient 92)*

December

- *“No -perfectly adequate.” (Patient 376)*

Impact on the service received

(All answer types are listed, some multiple answers)

Impact on Service	October to December 2018 Total
No	138 (93.2%)
Yes, in a positive way	8 (5.4%)
Yes, in a negative way	2 (1.4%)
Total	148
Do not wish to declare	0
Did not answer	108

138 patients (93.2%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Eight 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. 108 patients did not respond to this question.

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

October

- *“They always help me to get into the ambulance.” (Patient 275)*
- *“Common sense on the part of your staff will negate asking a lot of these questions. You are taking patients to & from hospital etc and the patient will have already been advised & to an understanding level.” (Patient 288)*
- *“You are always late even if I book transport 1 hour before my time.” (Patient 76)*
- *“Service very busy driver given too many pickups, impossible to run on time. Not drivers fault.” (Patient 198)*

November

- *“Great improvement.” (Patient 179)*

December

- *“It slows the service.” (Patient 161)*
- *“Can’t see the point, silly question. We are not part of the USA.” (Patient 111)*
- *“When I returned from Watford General and said if I could not be there by 3pm as there would be no staff to get me, the driver in spite of having to contend with football crowds took me through several rooms right to my bedside, helped me into a chair and tucked me into a blanket. What more could I have asked for.” (Patient 136)*

Aftercare

Further to this survey; six letters of appreciation were received together with 15 questionnaires containing signed complaint boxes and negative comments. These questionnaires were all passed to the Patient Experience Department (Bedford) for further action as appropriate.