



# Patient Experience Quarterly Report:

## Patient Transport Service Bedfordshire & Hertfordshire CCGs

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Report Period: January to March 2019

Date of Report: May 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 January to March 2019. 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 1<sup>st</sup> to the 7<sup>th</sup> of January 2019, the 1<sup>st</sup> to the 7<sup>th</sup> of February 2019 and the 1<sup>st</sup> to the 7<sup>th</sup> of March 2019.

1299 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 286 responses were received, which equates to a 22.0% 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, 89.6% 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.'

88.2% 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

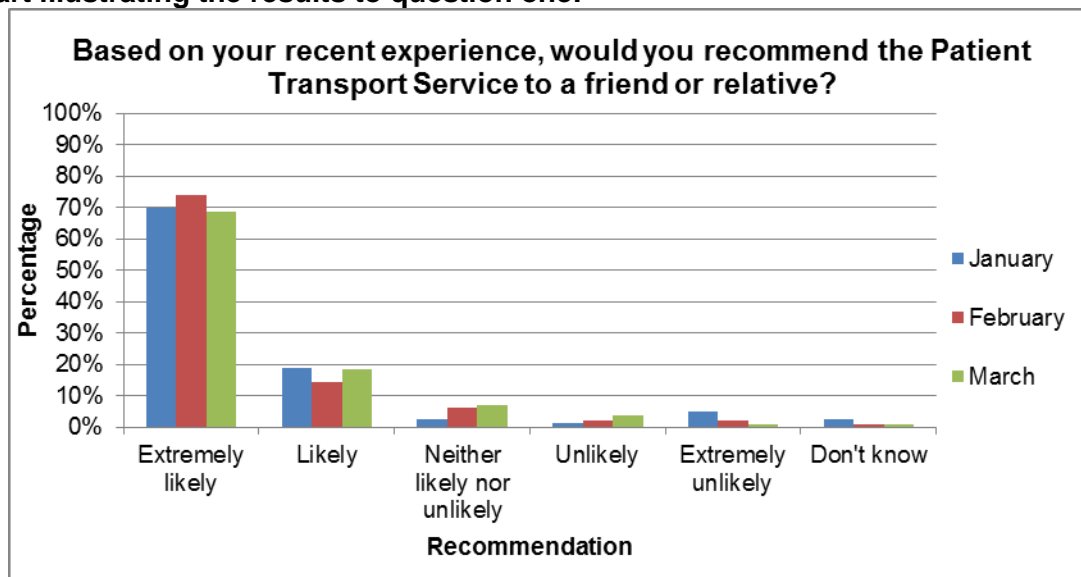
**Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?**

Response	January	February	March	January to March 2019 Total
Extremely likely	56 (70.0%)	72 (74.2%)	70 (68.6%)	198 (71.0%)
Likely	15 (18.8%)	14 (14.4%)	19 (18.6%)	48 (17.2%)
Neither likely nor unlikely	2 (2.5%)	6 (6.2%)	7 (6.9%)	15 (5.4%)
Unlikely	1 (1.3%)	2 (2.1%)	4 (3.9%)	7 (2.5%)
Extremely unlikely	4 (5.0%)	2 (2.1%)	1 (1.0%)	7 (2.5%)
Don't know	2 (2.5%)	1 (1.0%)	1 (1.0%)	4 (1.4%)
Total number of responses	80	97	102	279
No response given	4	0	3	7

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, 88.2% 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 (5.0%) 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	January	February	March	January to March 2019 Total	Key Performance Indicator (KPI)
The view of the patient	63	76	75	214	181/196
The view of someone acting on behalf of the patient	14	14	23	51	38/48
Total number of responses	77	90	98	265	244
No response given	7	7	7	21	20

*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	January	February	March	January to March 2019 Total
Almost immediately	30 (42.3%)	32 (43.2%)	36 (41.9%)	98 (42.4%)
Fairly quickly	33 (46.5%)	37 (50.0%)	43 (50.0%)	113 (48.9%)
It took longer than I would have expected	5 (7.0%)	5 (6.8%)	7 (8.1%)	17 (7.4%)
Waited so long I put the telephone down	3 (4.2%)	0 (0.0%)	0 (0.0%)	3 (1.3%)
Total number of responses	71	74	86	231
Unable to say	0	0	0	0
No response given	15	23	19	57

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

Response	January	February	March	January to March 2019 Total
Yes	62 (100%)	66 (94.3%)	88 (100%)	216 (98.2%)
No	0 (0.0%)	4 (5.7%)	0 (0.0%)	4 (1.8%)
Total number of responses	62	70	88	220
Unable to say	9	12	5	26
No response given	13	15	12	40

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

Response	January	February	March	January to March 2019 Total
Yes	66 (95.7%)	72 (96.0%)	85 (96.6%)	223 (96.1%)
No	3 (4.3%)	3 (4.0%)	3 (3.4%)	9 (3.9%)
Total number of responses	69	75	88	232
Unable to say	2	6	4	12
No response given	13	16	13	42

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

Response	January	February	March	January to March 2019 Total
Very satisfied	44 (65.7%)	47 (65.3%)	53 (62.4%)	144 (64.3%)
Satisfied	16 (23.9%)	18 (25.0%)	23 (27.1%)	57 (25.4%)
Fairly satisfied	1 (1.5%)	5 (6.9%)	8 (9.4%)	14 (6.3%)
Dissatisfied	2 (3.0%)	1 (1.4%)	1 (1.2%)	4 (1.8%)
Very dissatisfied	4 (6.0%)	1 (1.4%)	0 (0.0%)	5 (2.2%)
Total number of responses	67	72	85	224
Unable to say	5	7	7	19
No response given	12	18	13	43

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

Response	January	February	March	January to March 2019 Total
Very satisfied	44 (59.5%)	43 (52.4%)	56 (58.3%)	143 (56.7%)
Satisfied	17 (23.0%)	28 (34.1%)	31 (32.3%)	76 (30.2%)
Fairly satisfied	9 (12.2%)	7 (8.5%)	6 (6.3%)	22 (8.7%)
Dissatisfied	1 (1.4%)	2 (2.4%)	0 (0.0%)	3 (1.2%)
Very dissatisfied	3 (4.1%)	2 (2.4%)	3 (3.1%)	8 (3.2%)
Total number of responses	74	82	96	252
No response given	10	15	9	34

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

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

Response	January	February	March	January to March 2019 Total
Very early (over 60 minutes)	8 (10.8%)	5 (7.5%)	10 (12.5%)	23 (10.4%)
Early (30 – 60 minutes)	21 (28.4%)	21 (31.3%)	31 (38.8%)	73 (33.0%)
On time	31 (41.9%)	27 (40.3%)	31 (38.8%)	89 (40.3%)
Late (0 – 60 minutes)	10 (13.5%)	7 (10.4%)	4 (5.0%)	21 (9.5%)
Very late (over 60 minutes)	4 (5.4%)	7 (10.4%)	4 (5.0%)	15 (6.8%)
Total number of responses	74	67	80	221
No response given	15	30	24	69

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Yes	6 (28.6%)	13 (44.8%)	3 (13.6%)	22 (30.6%)
No	15 (71.4%)	16 (55.2%)	19 (86.4%)	50 (69.4%)
Total number of responses	21	29	22	72
Not applicable	36	43	49	128
No response given	27	25	35	87

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
0 to 15 minutes	15 (20.0%)	16 (20.3%)	24 (27.9%)	55 (22.9%)
15 to 30 minutes	12 (16.0%)	17 (21.5%)	16 (18.6%)	45 (18.8%)
30 to 45 minutes	16 (21.3%)	16 (20.3%)	9 (10.5%)	41 (17.1%)
45 to 60 minutes	8 (10.7%)	9 (11.4%)	11 (12.8%)	28 (11.7%)
Over 60 minutes	24 (32.0%)	21 (26.6%)	26 (30.2%)	71 (29.6%)
Total number of responses	75	79	86	240
No response given	15	20	18	53

**Q11 – How would you describe the following?**

Q11a – The comfort of the vehicle you travelled in?				
Response	January	February	March	January to March 2019 Total
Acceptable	54 (66.7%)	73 (81.1%)	76 (78.4%)	203 (75.7%)
Fairly acceptable	25 (30.9%)	15 (16.7%)	20 (20.6%)	60 (22.4%)
Unacceptable	2 (2.5%)	2 (2.2%)	1 (1.0%)	5 (1.9%)
Total number of responses	81	90	97	268
Unable to say	1	1	2	4
No response given	2	6	6	14

Q11b – The suitability of the vehicle you travelled in?				
Response	January	February	March	January to March 2019 Total
Acceptable	61 (79.2%)	74 (85.1%)	80 (84.2%)	215 (83.0%)
Fairly acceptable	14 (18.2%)	12 (13.8%)	14 (14.7%)	40 (15.4%)
Unacceptable	2 (2.6%)	1 (1.1%)	1 (1.1%)	4 (1.5%)
Total number of responses	77	87	95	259
Unable to say	1	2	2	5
No response given	6	8	8	22

Q11c – The cleanliness inside the vehicle you travelled in?				
Response	January	February	March	January to March 2019 Total
Acceptable	72 (91.1%)	81 (91.0%)	84 (89.4%)	237 (90.5%)
Fairly acceptable	7 (8.9%)	7 (7.9%)	10 (10.6%)	24 (9.2%)
Unacceptable	0 (0.0%)	1 (1.1%)	0 (0.0%)	1 (0.4%)
Total number of responses	79	89	94	262
Unable to say	1	2	3	6
No response given	4	6	8	18



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

Response	January	February	March	January to March 2019 Total
Yes	74 (90.2%)	80 (90.0%)	89 (89.9%)	243 (90.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	5 (6.1%)	4 (4.5%)	3 (3.0%)	12 (4.4%)
No	3 (3.7%)	5 (5.6%)	7 (7.1%)	15 (5.6%)
Total number of responses	82	89	99	270
Unable to say	1	3	2	6
No response given	1	5	4	10

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

Response	January	February	March	January to March 2019 Total
Very professional	78 (94.0%)	84 (92.3%)	92 (92.9%)	254 (93.0%)
A little improvement necessary	4 (4.8%)	7 (7.7%)	5 (5.1%)	16 (5.9%)
Not professional	1 (1.2%)	0 (0.0%)	2 (2.0%)	3 (1.1%)
Total number of responses	83	91	99	273
Unable to say	0	2	1	3
No response given	1	4	5	10

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

Response	January	February	March	January to March 2019 Total
Yes, definitely	80 (96.4%)	86 (94.5%)	94 (94.0%)	260 (94.9%)
Yes, to some extent	3 (3.6%)	5 (5.5%)	6 (6.0%)	14 (5.1%)
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	83	91	100	274
No response given	1	6	5	12

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Yes	80 (96.4%)	89 (97.8%)	94 (97.9%)	263 (97.4%)
A little improvement necessary	3 (3.6%)	2 (2.2%)	2 (2.1%)	7 (2.6%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>83</b>	<b>91</b>	<b>96</b>	<b>270</b>
Unable to say	0	1	1	2
No response given	1	5	8	14

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Yes	80 (97.6%)	85 (97.7%)	90 (93.8%)	255 (96.2%)
No	1 (1.2%)	2 (2.3%)	5 (5.2%)	8 (3.0%)
Not required	1 (1.2%)	0 (0.0%)	1 (1.0%)	2 (0.8%)
<b>Total number of responses</b>	<b>82</b>	<b>87</b>	<b>96</b>	<b>265</b>
Unable to say	0	4	1	5
No response given	2	6	8	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)*

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Public transport	7 (9.6%)	5 (5.4%)	3 (3.1%)	15 (5.7%)
Private car	4 (5.5%)	7 (7.5%)	5 (5.2%)	16 (6.1%)
Taxi	12 (16.4%)	19 (20.4%)	19 (19.6%)	50 (19.0%)
Relative, carer or friend	7 (9.6%)	17 (18.3%)	13 (13.4%)	37 (14.1%)
Could not attend	37 (50.7%)	32 (34.4%)	44 (45.4%)	113 (43.0%)
Other	6 (8.2%)	13 (14.0%)	13 (13.4%)	32 (12.2%)
<b>Total number of responses</b>	<b>73</b>	<b>93</b>	<b>97</b>	<b>263</b>
No response given	12	11	17	40

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

**January**

- *“The only person that could do the job is employed.” (Patient 15, January)*
- *“I was very happy with the shuttle service.” (Patient 42, January)*
- *“Inter hospital travel would not have been possible without an ambulance.” (Patient 283, January)*
- *“Private ambulance.” (Patient 6, January)*
- *“Shuttle service.” (Patient 97, January)*
- *“I only came home in transport.” (Patient 128, January)*

## February

- *"N/A travelled from care home to residence no other suitable form of transport." (Patient 201, February)*
- *"Would not be able to attend." (Patient 423, February)*
- *"Daughter not available for regular appointments. Daughter takes me to OPA to see consultants only." (Patient 286, February)*
- *"Emergency Transfer." (Patient 257, February)*
- *"Family at work all day." (Patient 16, February)*
- *"I am currently too disabled to get in/out of a friend's car." (Patient 175, February)*
- *"Taxi too dear." (Patient 247, February)*
- *"Radiotherapy treatment." (Patient 205, February)*
- *"Ambulance." (Patient 74, February)*
- *"Because I have no family near me. I need the transport for my disability." (Patient 370, February)*
- *"Bus." (Patient 395, February)*
- *"Given transport home." (Patient 333, February)*

## March

- *"Hospital Care Service." (Patient 290, March)*
- *"Confined to bed - paralysed due to stroke." (Patient 302, March)*
- *"Transport was home from hospital." (Patient 97, March)*
- *"With help of relative." (Patient 205, March)*
- *"Find it hard." (Patient 74, March)*
- *"Volunteer village service, by car paid for as in a taxi." (Patient 158, March)*
- *"Husband very ill with cancer." (Patient 95, March)*
- *"Homeward travel only." (Patient 348, March)*
- *"I don't know depends on circumstances." (Patient 58, March)*

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

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Poor public transport	2 (2.3%)	6 (5.6%)	5 (4.5%)	13 (4.3%)
Cost of transport	5 (5.8%)	8 (7.5%)	5 (4.5%)	18 (5.9%)
Mobility problems	58 (67.4%)	69 (64.5%)	82 (73.9%)	209 (68.8%)
Distance	7 (8.1%)	11 (10.3%)	8 (7.2%)	26 (8.6%)
Parking at hospital	4 (4.7%)	5 (4.7%)	5 (4.5%)	14 (4.6%)
Other	10 (11.6%)	8 (7.5%)	6 (5.4%)	24 (7.9%)
<b>Total number of responses</b>	<b>86</b>	<b>107</b>	<b>111</b>	<b>304</b>
No response given	12	12	15	39

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

**January**

- *“Never needed it before.” (Patient 283, January)*
- *“Nobody to take me.” (Patient 83, January)*
- *“Car park was too far away and up a steep hill, which I was unable to walk that distance.” (Patient 343, January)*
- *“Disability - Sight loss.” (Patient 112, January)*
- *“Dialysis patient.” (Patient 99, January)*
- *“Now need transport as in wheelchair.” (Patient 59, January)*
- *“Emergency 999.” (Patient 316, January)*
- *“House bound.” (Patient 204, January)*
- *“Wasn't allowed to drive.” (Patient 128, January)*
- *“I used this service to return home from Hospital.” (Patient 131, January)*

**February**

- *“I was taken in an Ambulance.” (Patient 296, February)*
- *“Emergency transfer.” (Patient 257, February)*
- *“Radiotherapy 6 week course.” (Patient 205, February)*
- *“Ambulance.” (Patient 74, February)*
- *“Needed oxygen.” (Patient 82, February)*
- *“Family unable to pick me up from hospital.” (Patient 55, February)*
- *“Blind - can't use other.” (Patient 379, February)*
- *“Going to Rehab.” (Patient 345, February)*

## March

- *“On oxygen therapy.” (Patient 290, March)*
- *“Radio Active on return journey.” (Patient 35, March)*
- *“Needed stretcher via ambulance service.” (Patient 302, March)*
- *“Need someone to push wheelchair to clinic.” (Patient 110, March)*
- *“Relative unable to help.” (Patient 262, March)*

**Section 2**

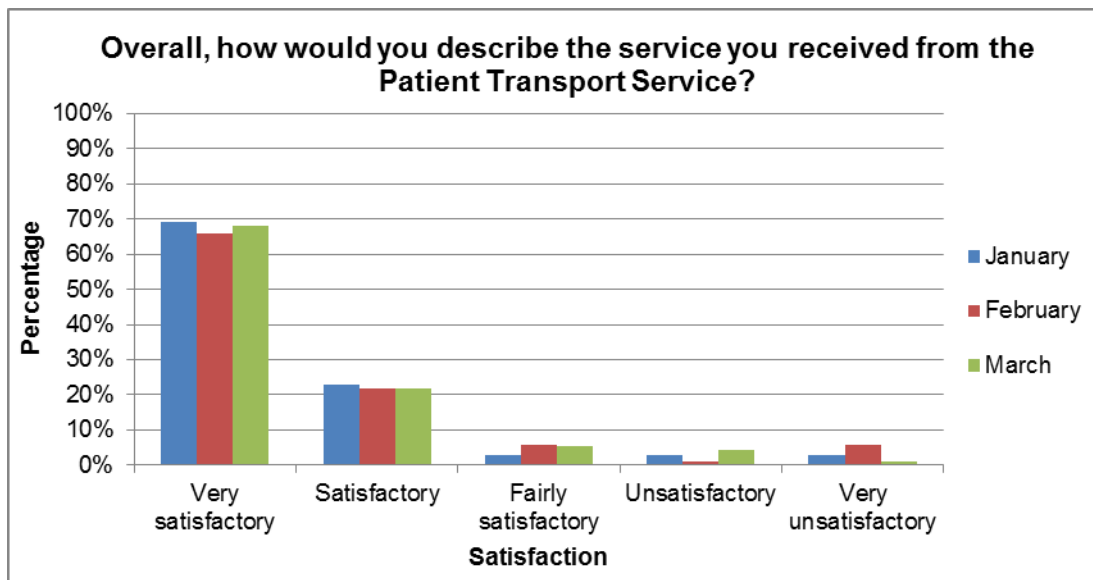
**Please tell us your overall views on the Patient Transport Service**

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

Response	January	February	March	January to March 2019 Total
Very satisfactory	52 (69.3%)	58 (65.9%)	66 (68.0%)	176 (67.7%)
Satisfactory	17 (22.7%)	19 (21.6%)	21 (21.6%)	57 (21.9%)
KPI Result (Very satisfactory satisfactory/Total number of responses)	69/75 (92.0%)	77/88 (87.5%)	87/97 (89.7%)	233/260 (89.6%)
Fairly satisfactory	2 (2.7%)	5 (5.7%)	5 (5.2%)	12 (4.6%)
Unsatisfactory	2 (2.7%)	1 (1.1%)	4 (4.1%)	7 (2.7%)
Very unsatisfactory	2 (2.7%)	5 (5.7%)	1 (1.0%)	8 (3.1%)
Total number of responses	75	88	97	260
No response given	9	9	8	26

Overall, 89.6% of patients who responded to the above question described the service received as being either 'satisfactory' or 'very satisfactory.' However, 15 patients (5.8%) rated the service received as being either 'unsatisfactory' or 'very unsatisfactory.'

**Bar chart illustrating the results of question 19:**



## Additional comments

### January

Survey Patient Number	Month	Positive comments
59	January	Very considerate and caring.
77	January	No very happy with service, first class. Could not be more happy. Thank the staff for their great help.
425	January	The service was excellent. The driver and his ambulance men were excellent, most kind and helpful. Highly recommend to all my neighbours who need them. Thank you so so much, it makes life so much better for all.

Survey Patient Number	Month	Mixed/Neutral comments
434	January	We were picked up and your transport men were lovely but getting home was a nightmare. On the 7th Jan we were left for nearly 2 hours waiting for transport home. In the end a taxi was called and he brought us home. That evening I had a terrible time with my husband. The district nurse was told and also the doctors phoned me. In December we were left 4 hours before a car arrived and I know it's not their fault but 7 hours to have a check-up in December seems a long time. Every one of the drivers have been excellent.
42	January	I am really grateful for the service provided, but the timings aren't correct or fair. For instance some mornings I'm hanging about for the ambulance and then I'm late. I wait from 6:15-8:15 sometimes. After dialysis I just wait 1½ to 2 hours for an ambulance. It's not the drivers fault but the planning is not consistent. I am actually getting quite stressed as this happens three times a week.
107	January	Time keeping.
334	January	Had to wait a while before they arrived, but the two ladies were very helpful to seeing my husband into the home and sitting in his chair before they left him.
83	January	When I booked transport I was given a reference no and told to be ready two hours before which I was and also booked it well in advance of my appointment. It seemed very efficient but unfortunately the three times I used the service fell short and just basic communication.
116	January	Home collection was OK although I thought it should have been a little earlier. It was not the driver's fault that his ambulance broke down as he was coming to collect me. On a previous occasion there was an overturned lorry right on the Wootton turn off involving long delays due to fire engines, police vehicles and halted traffic. But these things happen and I appreciate they are beyond your control. Delays being collected from hospital although this may just be circumstances on the day.
389	January	I did have to wait many hours for this service and though this is not my complaint, it would have helped me to be kept informed of how long this might be at any time.



98	January	Very good service. On the said day on 2nd January i was collected very early. Not usually that way. The wait to go home is always the worst. It is generally 1 hour plus and more.
343	January	I did not know about the service, it was only until my daughter had to ask around many people/places to get in touch with the service. It would have been more reassuring to have known about the service earlier. While using the service I was asked to be ready at 9am, but the crew did not start their shift until 10am and they arrived at 10:30am. It was a long time to be waiting in suspense of their arrival. A text notification before arrival would have been valued to prevent worrying if I had been forgotten! A huge thanks to all the staff who supported me over the period of time I needed your help. My mobility restricted what type of vehicle I could travel in. A regular car was extremely difficult to get in and out of with my leg infection.
139	January	Not having a long wait to return home.
99	January	The dialysis patients have to wait sometimes hours, as an elderly person who is diabetic it's not ideal. If I am not on a machine on time, I am not able to do 4 hours.
209	January	The actual journey is fine. The fact that we are asked to be ready 2hrs before the appointment time has caused problems in the morning re organising or cancelling carers who can't start til 8:am.
316	January	Ambulance crew excellent and even the takeover at hospital was reasonable Just 3 trolleys awaiting attention in corridor. (Maybe related to time, 4:00am) But I gave up on return transport, after waiting approx 3 hours. NB. There were 3 people waiting who lived within a 5 mile radius of each other and I suggested 1 ambulance could do a round trip. This was not taken up, (or even considered).
419	January	Not wait so long to come home.
204	January	The ambulance crew are all lovely and helpful. However, they are regularly late, passed the appointment time. (Compared to the last company they are fantastic).
23	January	I would like to reach my dialysis appointment on time. When I finish 4½ hours on the machine I wanted to reach back home, not 2 hours later. Sorry to say but it got me real depressed; if the service could improve I would be more than happy.
371	January	As already stated, overall very happy with service but feel that just one patient in an ambulance both ways is not the best use of resources. There must be a way of picking up more than one person at a time. I wouldn't mind waiting longer for a return journey so that more than just me could take the return trip.

Survey Patient Number	Month	Negative comments
268	January	I gave the 'office' details of my keysafe and mobility. This information was not passed on to the transport driver ahead of his visit.
93	January	Although transport arrived on time for this appointment for other recent appointments it has been late, worst example arriving @4:15 for a 4:30 appointment with a 1½ hour journey time from my home to UCLH in London.

## February

Survey Patient Number	Month	Positive comments
423	February	As far as I am concerned you do a fantastic job! Other than the rare occasion that you have cancelled through mechanical failure, you do a great job. Thank you.
286	February	Excellent service.
406	February	Extremely friendly and very helpful drivers in Both directions. Wonderful!!
82	February	None - excellent staff.
173	February	I have been so satisfied with this wonderful service provided by you. Your staff are so helpful and have a good sense of humour.
30	February	My overall experience has been good, the only thing that becomes a problem is leaving the hospital. Sometimes it takes 2-3 hours for the transport to come and get you home. Getting me from home to hospital has been great, no problems whatsoever.
333	February	I really cannot think of anything you are not doing the service is great.

Survey Patient Number	Month	Mixed / Neutral comments
420	February	Employ more people and vehicles, don't overbook.
99	February	The doctor(GP) ordered an ambulance about 6pm but it did not come until 3am. However, it was very snowy and icy the service was under great pressure. No-one could tell me roughly when it might arrive.
131	February	Cannot think of any, apart from 2hr readiness as a little difficult when appointment is really early and you are elderly and infirm, although I realise this is difficult to be avoided.
74	February	This was transport home only after arriving by ambulance.
370	February	Make sure that the steps on the ambulance are working because when they are not working it takes so much time getting the lift down, for the drivers when they have a tight time getting people for their appointments, when there is walking patient only, hoping this will help the drivers and medical staff.
236	February	On the return journeys from hospital and medical centres can an improvement be made on collection times for return journeys?

Survey Patient Number	Month	Negative comments
201	February	I was advised my collection time would be around 2:30pm. My wife took the day off of work to collect my belongings from the home late morning and I was eventually collected at 8-45pm, delays which caused additional stress to myself and my wife as no explanation was given. When getting home the night carers had already been at their allocated time meaning my wife had to sort my night catheter etc. In addition one of the paramedics who had to carry me upstairs seeming to be ill and struggled with getting me upstairs which I found very worrying.
65	February	You did not turn up so I can't see how I can help you. The hospital telephoned you many time and only received promises of collection times.

### March

Survey Patient Number	Month	Positive comments
3	March	Service has improved recently - very poor when my husband needed it 2 years ago.
316	March	The service received was excellent. Takes away a lot of the stress for patients. Drivers helpful, long may it continue to be a good service. Thank you.
420	March	Staff lovely, unfortunately not on time, perhaps a call to advise being late. Also from discharge from hospital a leaflet to patients who have to attend out patients I only found out from another patient about it in hospital.
387	March	Thank you, well done.
5	March	No the staff we pleasant, respectful, cheerful, and communicated well at all times with me.
172	March	Brilliant staff, so very gentle with me and completely looked after me.
364	March	I have used the service twice so far, and i shall have to use it in the future. I was made to feel very comfortable and was assisted when I needed it. The drivers were good and friendly, and it was a good experience, not stressful at all.
28	March	Don't feel any improvement necessary. Please pass on my thanks to the paramedics they were fantastic.
142	March	None what so ever, it started to rain and the people got me in the ambulance as fast as possible, saying how sorry they were if I got wet.
199	March	For me, I would like to say 'Thank you very much'.
13	March	First class time keeping and care given, driver made sure I was delivered to correct place and was ready to bring me home without any problems.
399	March	The ambulance service is excellent. The team they send are always polite and very helpful.

Survey Patient Number	Month	Mixed / Neutral comments
34	March	I do not have any complaints about your ambulance crews or transport crews, I just do not like waiting 2 hours early to then be picked up and taken to my appointment late, then to be put at the back of the queue or rushed because hospital staff wish to finish on time.
56	March	Question 3 to 10 unable to answer as Hospital Ward arranged for my transport home on Friday 1st March 2019 on my discharge. Perhaps a question should be included in the patient survey to cover this eventuality. The lady driver was very helpful and encouraged me with my frame to walk from the ambulance to my inside front door.
226	March	Return pick up to be quicker otherwise appreciate the transport given.
652	March	I find it hard to use and hear on a normal phone as I am deaf to make a booking with you. Do not have computer nor broadband, only use text on my mobile phone to receive and send messages only (no calls made or received) it would be lovely to book transport with you having your text number to do this. Also it needs to make care homes, nursing places and patients to be ready when they transport comes to pick up as I have twice now, have had to wait while the poor driver goes to fetch patients who are not ready or dressed. All the staff that have picked up and returned me home are a credit to you, always smiling.
273	March	I use the service frequently and have only twice experienced problems - actually the same one that I would categorise as one of communications. In both incidents I had attended the Plastic Surgery Dept in the Lister Hospital. On both occasions I was in a wheelchair and dispatched to the general reception area on the ground floor to await transport. On both occasions the ambulance crews went to the dept. to be told I had left, but not that I was waiting downstairs. Because of this, I was left for 3½ and 3 hours, respectively, before I could get anyone to respond.
318	March	Earlier return home would help the user.
313	March	Only that more closer timings could be given - My mother (patient) has incontinence, so I was worried about her being in a wheelchair for hours. As it happened we were seen earlier than the appointment time and picked up soon after the appointment ended as someone was in the area.
264	March	Nothing sensible.
19	March	Reassurance by phone that the driver is on his way. Anxiety experienced that the driver will not come although he always did.
48	March	I very much appreciate your help, as my lack of mobility means I can't use public transport. For me, if I had received a text/call/rough timing of transport coming, this would have saved me having to sit with leg boot on for nearly 5 hours waiting for transport. (2 hours pre appointment and 2½ hours post appointment and 40 mins transport). I am not supposed to wear boot for more than an hour and must keep leg elevated.
383	March	The staff at the desk seemed not to have any say if and when the ambulance personnel answer on 7th March. 10 ambulance staff came to the desk, only 2 took any patient's it was over 1 and half hours before I was taken. Last year I had to wait 4 hours on one occasion, other times 2 - 3 hours was the norm.
366	March	Long wait time to come home. Waited two hours. Patient is elderly/frail and confined to a wheelchair.

58	March	I ticked the above box because in all honesty I could not recommend the service other than to inform that the service exists! I think it's a great idea and normally I'd recommend it without hesitating, but it has to be reliable.
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Survey Patient Number	Month	Negative comments
212	March	My husband, aged 81yrs had been in Lister Hospital for 8 days; he could walk only with the help of a zimmer frame. He was discharged on Tuesday 5th March 2019. He was told by the ward staff that hospital transport has been arranged at 3pm that afternoon. He was dressed and sitting by a chair at the side of the bed. At 6:30pm I had a very distressed phone call from him he was still sitting waiting. I phoned the switchboard who gave me another number - which when I made contact told me that they didn't pick him up from Lister and that they were a private firm. I phoned the switchboard again who gave me Chelmsford control, who, after my initial concern, the operator passed me through to Bedford.
331	March	Never on time, appointments are constantly be rescheduled which causes distress for patients and family. Important appointments are regularly missed due to transport being late.
198	March	Have used the service before with no problems but on this occasion it was a very bad experience. My appointment was at 9:30am and I did not arrive home until 6:40pm!! I visited 2 depts and was finished by 12:00 and the mix up waiting for transport to arrive was outrageous and ended up in a packed departure lounge.
335	March	I told the operator that we (my disabled wife) and I, that we were going to the wheelchair service in WGC and that we did not have a wheelchair with a headrest for her to travel in. The driver arrived without a chair with a headrest so the appointment was missed. We have been waiting for 6 months for the appointment.

## Equality and Diversity Information

### Gender

<b>Gender</b>	<b>January to March 2019 Total</b>
Male	110 (45.3%)
Female	133 (54.7%)
<b>Total</b>	<b>243</b>
Do not wish to declare	2
Did not answer	41

### Age

<b>Age</b>	<b>January to March 2019 Total</b>
Range	7 to 100 years
Mean	77 years
Median	79 years
Mode	75 years
<b>Total</b>	<b>241</b>
Do not wish to declare	2
Did not answer	43

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	January to March 2019 Total
White British	217 (90.4%)
White Irish	10 (4.2%)
Any other White background	4 (1.7%)
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	2 (0.8%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	3 (1.3%)
Black African	2 (0.8%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	1 (0.4%)
<b>Total</b>	<b>240</b>
Do not wish to declare	3
Did not answer	43

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

### January

- "White Spanish." (Patient 208)
- "Italian." (Patient 97)
- "Swiss." (Patient 213)

## February

- “Polish.” (Patient 229)
- “Greek.” (Patient 30)

## March

- “White English.” (Patient 56)

## Religion or Belief

Religion or Belief	January to March 2019 Total
Christian	183 (79.9%)
Hindu	1 (0.4%)
Jewish	1 (0.4%)
Muslim	0 (0.0%)
Sikh	1 (0.4%)
Buddhist	1 (0.4%)
None	32 (14.0%)
Other	10 (4.4%)
<b>Total</b>	<b>229</b>
Do not wish to declare	11
Did not answer	46

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

## January

- “Catholic.” (Patients 94, 439, 98 & 419)
- “Atheist.” (Patient 218)



## February

- “C of E.” (Patients 78 & 244)
- “Catholic.” (Patients 325 & 333)

## March

- “RC.” (Patient 231)

## Sexual Orientation

Sexual orientation	January to March 2019 Total
Lesbian	0 (0.0%)
Gay	1 (0.6%)
Heterosexual	152 (96.2%)
Bisexual	1 (0.6%)
Other	4 (2.5%)
Total	158
Do not wish to declare	18
Did not answer	110

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

## January

- “Female.” (Patient 95)

## February

- “Normal.” (Patients 193 & 228)

## March

- “Divorced.” (Patient 365)

## Disability

(All answer types are listed, some multiple answers)

Disability	January to March 2019 Total
I do not have a disability	17 (5.0%)
Physical Impairment	126 (37.5%)
Sensory Impairment	24 (7.1%)
Long Standing Condition	108 (32.1%)
Learning Disability	5 (1.5%)
Mental Health Disorder	11 (3.3%)
Other	45 (13.4%)
<b>Total</b>	<b>336</b>
Do not wish to declare	9
Did not answer	49

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

### January

- "Age related." (Patient 95)
- "Heart trouble, prostate cancer and short term memory loss." (Patient 434)
- "Mobility problems." (Patient 146)
- "Old age." (Patient 6)
- "Temporarily physically disabled by my illness." (Patient 343)
- "Dialysis." (Patient 99)
- "Has to use a walking frame." (Patient 3)
- "Asperger's." (Patient 326)
- "Arthritis, multiple joint replacement. Atrial fibrillation." (Patient 316)
- "Cancer." (Patient 109)
- "Partially sighted." (Patient 197)
- "Breathlessness - Stage 4 lung cancer." (Patient 93)

## February

- *"Arthritis." (Patient 99)*
- *"Dementia." (Patient 7)*
- *"Mobility problem." (Patient 263)*
- *"Arthritis." (Patient 369)*
- *"Cannot walk very far, hip operation. AMD." (Patient 16)*
- *"Huntingdon's." (Patient 78)*
- *"2 Strokes 2014, bad back." (Patient 104)*
- *"Arthritis." (Patient 244)*
- *"Limited Mobility." (Patient 74)*
- *"Lots more." (Patient 301)*
- *"I have severe spine and hips arthritis." (Patient 173)*
- *"Angina." (Patient 180)*
- *"COPD." (Patient 55)*
- *"Mobility." (Patient 402)*
- *"Blind." (Patient 379)*
- *"Paralysed from neck down and numerous medical conditions." (Patient 333)*

## March

- *"On crutches for hip." (Patient 396)*
- *"Stroke." (Patient 288)*
- *"Rheumatism." (Patient 227)*
- *"Dementia." (Patient 89)*
- *"Pace maker and cannot walk or balance." (Patient 74)*
- *"Early signs of dementia." (Patient 406)*
- *"RR Multiple sclerosis." (Patient 172)*
- *"Not able to walk, only with a Zimmer frame." (Patient 212)*
- *"Parkinson's." (Patient 262)*
- *"Unable to walk." (Patient 28)*
- *"Lung and Bladder cancer." (Patient 424)*
- *"Returning from hospital with a fractured vertebrae." (Patient 82)*
- *"Problems walking." (Patient 199)*
- *"Lung cancer." (Patient 95)*
- *"Blind left eye." (Patient 206)*
- *"Mobility disablements." (Patient 324)*
- *"Broken leg." (Patient 137)*

**Are you married or in a civil partnership?**

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

<b>Married or civil partnership</b>	<b>January to March 2019 Total</b>
Yes	111 (46.8%)
No	70 (29.5%)
Other	56 (23.6%)
<b>Total</b>	<b>237</b>
Do not wish to declare	7
Did not answer	58

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

**January**

Of the 16 patients who responded 'other' in answer to this question, 12 patients answered that they had been 'widowed', one patient advised that they were 'divorced', one patient advised that they were 'single', one patient advised that they have a 'partner' and one patient advised that they were a 'pensioner'.

**February**

Of the 18 patients who responded 'other' in answer to this question, 15 patients answered that they had been 'widowed', two patients advised that they had 'partners' and one patient advised that they were 'married'.

**March**

Of the 22 patients who responded 'other' in answer to this question, 17 patients advised that they had been 'widowed', three patients advised that they were 'divorced', one patient advised that they were 'separated' and one patient advised that they were 'living with partner'.

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

<b>Pregnancy/maternity</b>	<b>January to March 2018 Total</b>
No, I am not pregnant	133 (72.3%)
No, I do not have a child under 12 months old	49 (26.6%)
Yes, I am pregnant	1 (0.5%)
Yes, I have a child under 12 months old	1 (0.5%)
<b>Total</b>	<b>184</b>
Do not wish to declare	7
Did not answer	140

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

<b>Gender reassignment</b>	<b>January to March 2019 Total</b>
No, I am not or have not undergone gender reassignment	192 (99.5%)
Yes, I am or have undergone gender reassignment	1 (0.5%)
<b>Total</b>	<b>193</b>
Do not wish to declare	5
Did not answer	88

**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)*

<b>Format</b>	<b>January to March 2019 Total</b>
I did not require a different format	166 (96.0%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	1 (0.6%)
Large Print	5 (2.9%)
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%)
<b>Total</b>	<b>173</b>
Do not wish to declare	9
Did not answer	105

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

**January**

*No comments received.*

**February**

- *“My daughter arranges transport & takes any messages.” (Patient 286)*
- *“I cannot read or spell but sometimes I can.” (Patient 275)*
- *“No.” (Patient 180)*

## March

- *“Surgery.” (Patient 227)*
- *“No computer or broadband. Need text number for mobile phone to contact you as I am deaf.” (Patient 652)*
- *“Return home from hospital.” (Patient 145)*

## Impact on the service received

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

Impact on Service	January to March 2019 Total
No	161 (96.4%)
Yes, in a positive way	5 (3.0%)
Yes, in a negative way	1 (0.6%)
Total	167
Do not wish to declare	0
Did not answer	120

161 patients (96.4%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Five patients responded that the service they received was affected in a positive way and one patient felt that the service they received was affected in a negative way. 120 patients did not respond to this question.

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

## January

- *“Once patient had to return to hospital because of dehydration waiting which caused other problems to occur. Also had to come and get patient myself due to discharge lounge closing and no transport arrived.” (Patient 6)*
- *“You can’t help it, but it didn’t show on that occasion.” (Patient 406)*
- *“I am so pleased with the service.” (Patient 197)*

## February

- *“I don’t have any complaint.” (Patient 11)*
- *“I felt comfortable with care very professional.” (Patient 255)*
- *“I have no problems at all with the service you give me, ten out of ten.” (Patient 173)*
- *“It changed the way in which we approached our request for transport. Gave us a chance to understand our needs for transport.” (Patient 91)*

## **March**

- *“Considering I am 80 years and all I need is transport to and from hospital, I cannot see the relevance of all these questions but I have done as you have asked.” (Patient 161)*
- *“There was a man in a wheelchair (he couldn’t get into the car as he had false knees and hips). He had to go in what was virtually the boot in his wheelchair. His wife was in the back, a lady with very long legs struggled to get in back (she had a walker), me and the driver had to pull our seats forward thereby giving little room for my painful leg and for her to drive. Clearly these patients should have been in an ambulance where they would have had plenty of room.” (Patient 158)*

## **Aftercare**

Further to this survey; six questionnaires containing signed complaint boxes and negative comments were received. Any correspondence was passed to the Patient Experience Department (Bedford) for further action as appropriate.