



Patient Experience Report: NHS Cambridgeshire and Peterborough CCG

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Results for April 2018

Summary

Introduction

This report summarises the results of the East of England Ambulance Service NHS Trust's (EEAST's) Patient Transport Service (PTS) patient experience survey for patients within the Cambridgeshire and Peterborough CCG area who had used the PTS during the 1st to 8th April 2018. The objective of the survey was to establish patient satisfaction and to involve patients in the service received, whilst also monitoring the quality of the service provided.

Sample

This survey sampled patients who used the PTS in the Cambridgeshire and Peterborough CCG area during the period from the 1st to 8th April 2018.

295 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 80 responses were received, which equates to a 27.1% response rate.

Methodology

Patients' contact details for the sample were obtained from the Cleric system. A copy of the questionnaire, an equality and diversity information gathering form, the Trust's standard patient experience cover letter, a translation and patient information sheet along with a freepost envelope were sent to each patient within the sample. PTS surveys for patients within Cambridgeshire and Peterborough CCG area are sent out to a sample of patients on a quarterly basis.

Conclusion

Overall, 86.7% of patients who responded to the above question and had used the PTS in the Cambridgeshire and Peterborough CCG area between the 1st to the 8th April 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

96.3% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

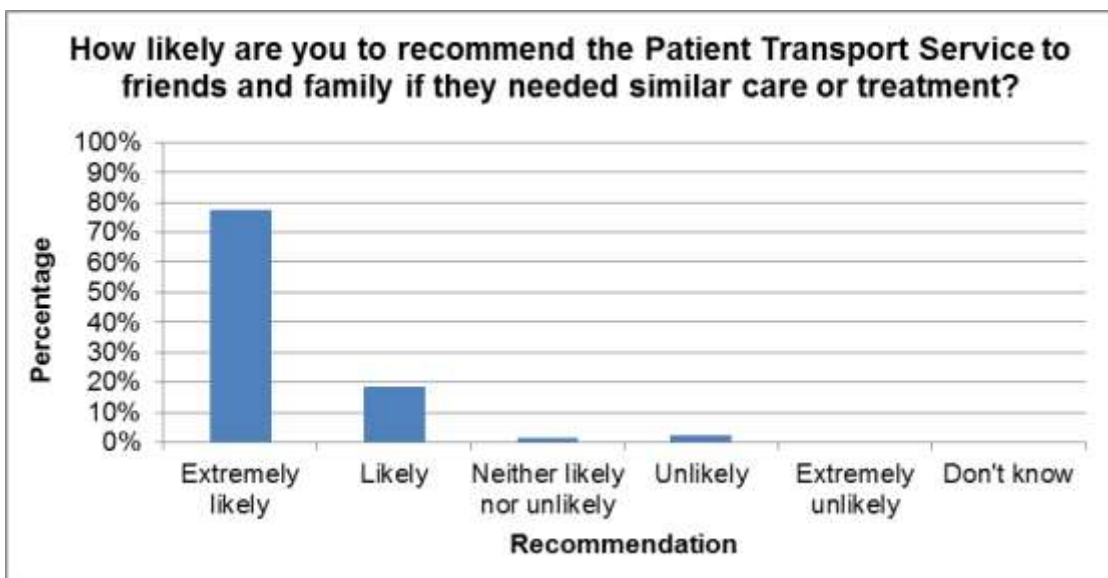
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	62 (77.5%)
Likely	15 (18.8%)
Neither likely nor unlikely	1 (1.3%)
Unlikely	2 (2.5%)
Extremely unlikely	0 (0.0%)
Don't know	0 (0.0%)
Total number of responses	80
No response given	0

The Friends and Family Test score is calculated following NHS England guidelines, providing the percentage of respondents that either would recommend/would not recommend the service (recommend percentage = extremely likely + likely responses / total number of responses x 100, not recommend percentage = extremely unlikely + unlikely responses / total number of responses x 100).

77 patients (96.3%) who responded to the above question advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. However, 2 patients (2.5%) responded that they would be 'unlikely' to provide a recommendation.

Bar chart illustrating the results of Q1:



Q2 – Whose views are being reported in this questionnaire?

Response	Total	Key Performance Indicator (KPI)
The view of the patient	66 (89.2%)	54/62 (87.1%)
The view of someone acting on behalf of the patient	8 (10.8%)	7/7 (100%)
Total number of responses	74	69
No response given	6	5

The Key Performance Indicator (KPI) is used as a method of calculating the overall satisfaction of the patient in relation to the service they have received. The KPI result is calculated by dividing the proportion of 'very satisfactory' and 'satisfactory' responses (numerator) by the overall number of responses (denominator), multiplied by 100.

Q3 – How best describes how quickly we answered the telephone?

(All answer types are listed, some multiple answers)

Response	Total
Almost immediately	40 (58.8%)
Fairly quickly	26 (38.2%)
It took longer than I would have expected	2 (2.9%)
Waited so long I put the telephone down	0 (0.0%)
Total number of responses	68
No response given	13

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

Response	Total
Yes	67 (98.5%)
No	1 (1.5%)
Total number of responses	68
Unable to say	4
No response given	8

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

Response	Total
Yes	71 (94.7%)
No	4 (5.3%)
Total number of responses	75
Unable to say	0
No response given	6

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

Response	Total
Very satisfied	48 (69.6%)
Satisfied	18 (26.1%)
Fairly satisfied	2 (2.9%)
Dissatisfied	0 (0.0%)
Very dissatisfied	1 (1.4%)
Total number of responses	69
Unable to say	4
No response given	7

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

Response	Total
Very satisfied	48 (61.5%)
Satisfied	21 (26.9%)
Fairly satisfied	7 (9.0%)
Dissatisfied	2 (2.6%)
Very dissatisfied	0 (0.0%)
Total number of responses	78
No response given	2

Q8 – Did you arrive on time for your appointment?

(All answer types are listed, some multiple answers)

Response	Total
Very early (over 60 minutes)	4 (5.4%)
Early (30 – 60 minutes)	33 (44.6%)
On time	29 (39.2%)
Late (0 – 60 minutes)	7 (9.5%)
Very late (over 60 minutes)	1 (1.4%)
Total number of responses	74
No response given	7

Please note that these answers are the patients' perceptions and times have not been verified.

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

Response	Total
Yes	15 (46.9%)
No	17 (53.1%)
Total number of responses	32
Not applicable	38
No response given	10

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

(All answer types are listed, some multiple answers)

Response	Total
0 to 15 minutes	19 (23.2%)
15 to 30 minutes	24 (29.3%)
30 to 45 minutes	10 (12.2%)
45 to 60 minutes	14 (17.1%)
Over 60 minutes	15 (18.3%)
Total number of responses	82
No response given	2

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	70 (87.5%)
Fairly acceptable	8 (10.0%)
Unacceptable	2 (2.5%)
Total number of responses	80
Unable to say	0
No response given	0

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	72 (93.5%)
Fairly acceptable	5 (6.5%)
Unacceptable	0 (0.0%)
Total number of responses	77
Unable to say	0
No response given	3

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	76 (98.7%)
Fairly acceptable	1 (1.3%)
Unacceptable	0 (0.0%)
Total number of responses	77
Unable to say	0
No response given	3

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	72 (91.1%)
Yes, but I would have liked them to introduce themselves to a greater extent	3 (3.8%)
No	4 (5.1%)
Total number of responses	79
Unable to say	1
No response given	0

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

Response	Total
Very professional	79 (98.8%)
A little improvement necessary	1 (1.3%)
Not professional	0 (0.0%)
Total number of responses	80
Unable to say	0
No response given	0

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

Response	Total
Yes, definitely	78 (97.5%)
Yes, to some extent	2 (2.5%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	80
Unable to say	0
No response given	0

Q15 – Did the service staff drive safely?

Response	Total
Yes	79 (98.8%)
A little improvement necessary	1 (1.3%)
No	0 (0.0%)
Total number of responses	80
Unable to say	0
No response given	0

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	79 (100.0%)
No	0 (0.0%)
Not required	0 (0.0%)
Total number of responses	79
Unable to say	0
No response given	1

Q17– If you had not travelled with the ambulance service how would you have travelled to hospital?

(All answer types are listed, some multiple answers)

Response	Total
Public transport	8 (10.8%)
Private car	6 (8.1%)
Taxi	11 (14.9%)
Relative, carer or friend	17 (23.0%)
Could not attend	29 (39.2%)
Other	3 (4.1%)
Total number of responses	74
No response given	7

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

- *"I don't really know."* (Patient 261)
- *"May cancel appointment."* (Patient 190)
- *"I was taken by ambulance on a stretcher."* (Patient 266)

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

(All answer types listed, some multiple answers)

Response	Total
Poor public transport	8 (8.6%)
Cost of transport	4 (4.3%)
Mobility problems	57 (61.3%)
Distance	11 (11.8%)
Parking at hospital	6 (6.5%)
Other	7 (7.5%)
Total number of responses	93
No response given	9

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

- *“Feel safer.”* (Patient 190)
- *“Get confused.”* (Patient 58)
- *“Less stressful.”* (Patient 61)
- *“Usual driver had major operation.”* (Patient 60)
- *“Have to have treatment every three weeks.”* (Patient 246)
- *“Was checked by nursing staff.”* (Patient 266)
- *“Mental Health Issues.”* (Patient 113)

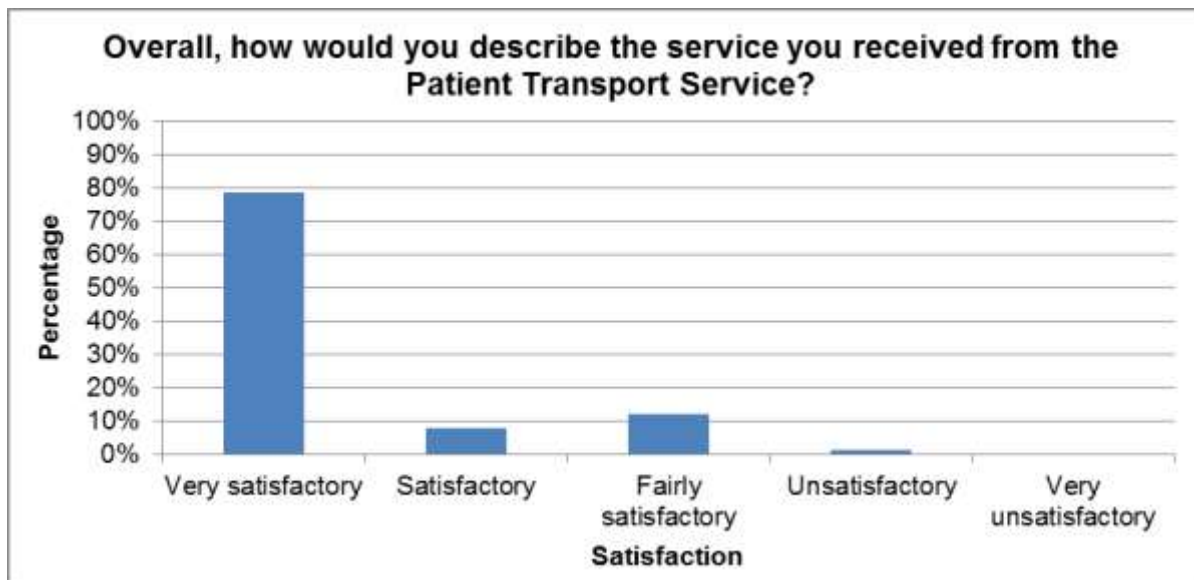
Please tell us your overall views on the Patient Transport Service

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

Response	Total
Very satisfactory	59 (78.7%)
Satisfactory	6 (8.0%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	65/75 (86.7%)
Fairly satisfactory	9 (12.0%)
Unsatisfactory	1 (1.3%)
Very unsatisfactory	0 (0.0%)
Total number of responses	75
No response given	5

86.7% of patients who responded to the above question and had used the PTS within the Cambridgeshire and Peterborough CCG area between the 1st to the 7th November 2017 described the service received as being either 'satisfactory' or 'very satisfactory.' However, one patient (1.3%) rated the service they received as being 'unsatisfactory'. Five patients did not respond to this question.

Bar chart illustrating the results of Q19:



Additional comments made by patients:

Survey Patient Number	Positive comments
261	My experience. I was very happy with the service I got from your staff, they really looked after me. I could not have asked for more, thank you.
93	Always happy drivers (All ambulance staff) Always polite, always ready to help in any way. Couldn't wish for better people.
71	This is a wonderful service from the time of booking – to returning home. The courtesy is there all of the time and the public are not the easiest to deal with I do know. So thank you everybody for your kindness.
129	I go to hospital every month in volunteer car and have used this service for over 9 years and appreciate this service very much.
189	I think you do a good job when you pick up me and my wife. You get us to our hospital on time.
144	I was very happy and satisfied with the services you provide.
54	Wonderful team from arranging my transport to getting me back home, you must be proud of them all, such kindness and dedication given by all of them.
111	No you couldn't improve my experience.
177	Have always found the service very good. Many thanks to you all.
205	I do not think this service could be improved in anyway.
266	I had no problems with my experience.
166	Everything was fine and I was satisfied.
151	You could not have improved my experience. The drivers were all excellent, I was in a wheelchair and nothing was too much trouble. They made my treatment much easier to deal with. My transport was sorted by Primrose unit, I only made one phone call.
225	Standards are very good, friendly and professional.

Survey Patient Number	Mixed / Neutral comments
190	If patients could have a number to call when ready may help, so not waiting hours for the way home.
209	My main problem is the waiting time to come home when you have been having treatment you don't want to sit there for 2-3 hours waiting to go home, and on occasions I've had to pay £34 for a taxi and cancelled transport because I have felt too ill to wait any longer and I really can't afford it. I would like to pass my compliments on to your drivers all have been courteous and very helpful.
186	While I realise I am lucky to receive transport (though I would rather be mobile myself, obviously) I do find it frustrating and painful (from sitting in a wheelchair), when I have to wait sometimes 3 hours or more for the return journey.
153	Usage was hospital to hospital transfer so some questions not relevant. The only area of concern was the extended time to be transferred back for which the driver apologised it may have been due to traffic problems.
70	Give the patient a call on the phone when the transport is nearing your home. Reason – Instead of sitting waiting a call would eliminate or help to eliminate the frustration of waiting if there is a delay through uncontrollable.
73	My father has used patient transport several times and only once has there been any issues, remarkable considering the road works around Huntingdon. But return journeys can be quite a wait.
246	It would be nice if the person who allocates the pickups to know how far apart it is when they put patients together. Also you couldn't wish for better drivers and staff at transport desk.
9	I have used the service each day for six weeks. Sometimes I received a phone call from the service staff to give me an estimated collection time which I found useful. The 1 st April was a Sunday and I had been informed at the start that my local passenger transport depot opened later on a Sunday so I have tried to reflect the overall service in my answers. The actual times for 1 st April were collected at 11:50am home at 3:30pm.
154	I have used this service quite a few times and the only criticism I have is the length of time I have to wait for the return home (usually 2 hours or more). Otherwise everything else is perfect.

Survey Patient Number	Negative comments
42	Telephone call at 07:50 telling me pick up would be between 09:00 & 09:15 was unnecessary – we were due to be ready at 08:50 for a 10:50 appointment at PCH. After appointment we were in the transport lounge in PCH by 12:10, we were finally picked up for our journey home at 15:45.
139	But patient must be “fit” enough to travel as seating is not comfortable. I personally felt every lump in road, some vehicles had poor suspension (the older ones).
211	I had to phone transport twice as no one approved – 2 nd call was after my hospital appointment. Arriving at hospital the driver was surprised to be told the clinic had been cancelled! She managed to get the consultant to see me. I then waited over 2 hours for return journey. I am in a wheelchair – my own – quite a long time. A few more phone calls would have helped – one check arrival, 2 nd length of time before return home.
12	You keep sending these surveys but nothing ever happens. We spend more time waiting for transport than we do on dialysis. SO unless you can do something to improve this service don't bother sending anymore surveys, all you are doing is wasting NHS money and my time. I'm not the only one dissatisfied with this service.
26	The arrangement of pickup and delivery of patients to dialysis needs the help of an experienced driver to save the useless double journeys which are undertaken at present. The same patients are treated every day at the same time for the rest of their lives. Some ambulances pass one patient to collect others.
36	I understand the service is not just for me, my appointment was for 9.00am. I was not picked up until 8.20am in Wisbech we travelled to March to pick up 2 more people, by the time we got to Addenbrookes it was 10.00am 1 hour late for my appointment, which I missed. By the time I got to theatre it was 12.20pm which meant I missed my transport home which was booked for 10.30am. At 1.00pm I went to book my transport home I was told I would have to wait for the next ambulance. By the time got home it was 5.30pm. I needed to be at Lynn hospital for my dialysis for 5.00pm. As you would expect it was a very stressful time for me. So overall I was not too impressed with the time keeping of the transport service.

Equality and Diversity Information

Gender

Gender	Total
Male	25 (41.7%)
Female	35 (58.3%)
Total	60
Do not wish to declare	1
Did not answer	19

Age

Age	Total
Range	42 Years to 97 Years
Mean	76 Years
Median	76 Years
Mode	79 Years
Total	60
Do not wish to declare	1
Did not answer	19

Ethnicity

Ethnicity	Total
White British	59 (96.7%)
White Irish	0 (0.0%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	0 (0.0%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	2 (3.3%)
Total	61
Do not wish to declare	1
Did not answer	18

Religion or Belief

Religion or Belief	Total
Christian	53 (89.8%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	4 (6.8%)
Other	2 (3.4%)
Total	59
Do not wish to declare	2
Did not answer	19

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

- "C of E." (Patient 110)
- "Spiritualist." (Patient 26)

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	38 (97.4%)
Bisexual	1 (2.6%)
Other	0 (0.0%)
Total	39
Do not wish to declare	4
Did not answer	37

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	5 (6.3%)
Physical Impairment	23 (28.8%)
Sensory Impairment	2 (2.5%)
Long Standing Condition	27 (33.8%)
Learning Disability	1 (1.3%)
Mental Health Disorder	4 (5.0%)
Other	18 (22.5%)
Total	80
Do not wish to declare	2
Did not answer	22

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

- *"Heart disease, macular disease." (Patient 201)*
- *"Breathing condition, on oxygen." (Patient 261)*
- *"After effects of chemotherapy and radiotherapy." (Patient 23)*
- *"Diabetes." (Patient 189)*
- *"Angina/Eye Problem." (Patient 54)*
- *"Arthritis, balance problem." (Patient 74)*
- *"Stroke." (Patient 160)*
- *"Dialysis patient." (Patient 60)*
- *"Parkinson's." (Patient 52)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes	33 (54.1%)
No	16 (26.2%)
Other	12 (19.7%)
Total	61
Do not wish to declare	3
Did not answer	20

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

Are you currently pregnant or have had a child within the last 12 months?

(All answer types are listed, some multiple answers)

Pregnancy	Total
No, I am not pregnant	40 (83.3%)
No, I do not have a child under 12 months old	8 (16.7%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	48
Do not wish to declare	0
Did not answer	38

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

Gender reassignment	Total
Yes	1 (1.9%)
No	51 (98.1%)
Total	52
Do not wish to declare	0
Did not answer	28

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

Format	Total
I did not require a different format	40 (97.6%)
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	0 (0.0%)
Large Print	1 (2.4%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)
Total	41
Do not wish to declare	2
Did not answer	37

Impact on the service received

Impact on Service	Total
No	50 (98.0%)
Yes, in a positive way	1 (2.0%)
Yes, in a negative way	0 (0.0%)
Total	51
Did not answer	29

50 patients felt the service they received was not affected by any of the aforementioned strands of diversity. One patient felt that the service they received was affected in a positive way and no patients felt that the service they received was affected in a negative way. 29 patients did not answer this question.

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

- *“All I can say my experience of your service was fantastic, they look after me very well I can’t thank them enough. Thank you.” (Patient 261)*
- *“All very pleasant and treated well in my stay.” (Patient 266)*

Aftercare

Following this survey, six letters of appreciation were received along with one survey and one letter containing comments of concern. Any correspondence or comments of concern received were passed to the Patient Experience team (Bedford) for further action as appropriate.