



Patient Experience Report: NHS Cambridgeshire and Peterborough CCG

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Report Period: July 2018

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Results for July 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 July 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 July 2018.

282 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 81 responses were received, which equates to a 28.7% 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, 91.8% 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 July 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

96.1% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

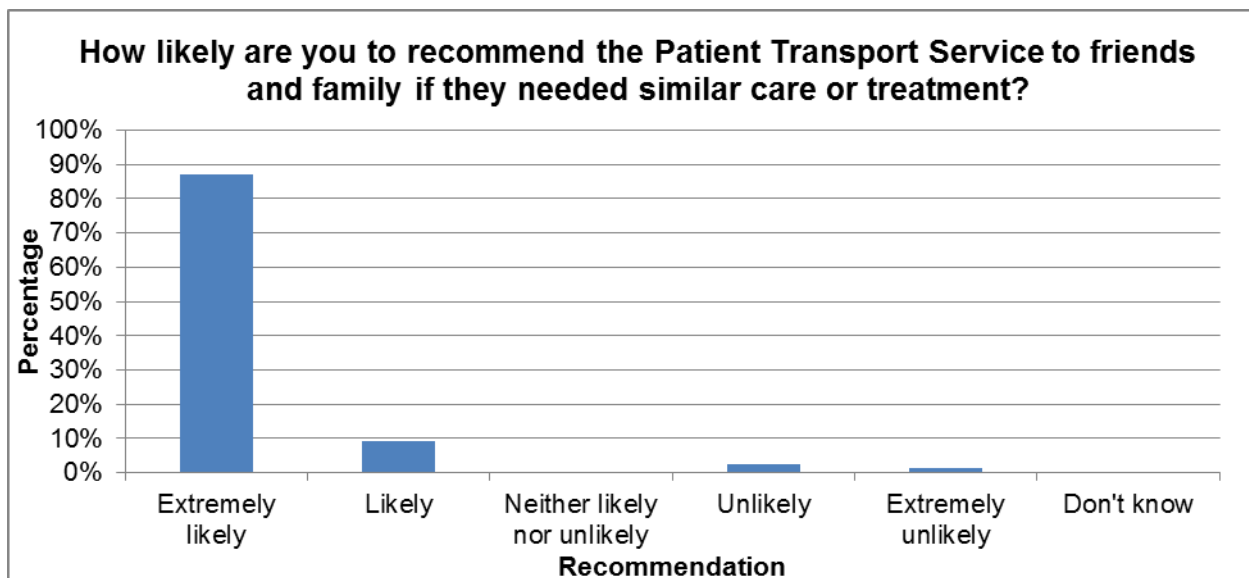
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	67 (87.0%)
Likely	7 (9.1%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	2 (2.6%)
Extremely unlikely	1 (1.3%)
Don't know	0 (0.0%)
Total number of responses	77
No response given	4

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).

74 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, one patient (1.3%) responded that they would be 'extremely unlikely' to provide a recommendation.

Bar chart illustrating the results of Q1:



Please tell us if we could have improved your experience?

Survey Patient Number	Additional positive comments
73	Very comfortable with all the staff.
254	Always found the crew very helpful and kind.
168	I cannot think of anything to improve this service. The drivers have always treated me with respect and have always been polite and helpful when needed, I really appreciate this service as I would not be able to attend my appointments without it. I would like to pass on my thanks to all the drivers that provide this service. Thank you.
192	Everything has always gone completely well.

Survey Patient Number	Additional mixed / neutral comments
205	All journeys would be greatly improved if roads were run a decent repair slot. We bump along from one from one crater to another, rattle, bang, rattle. But somehow we get to our required destination. Drivers are not to blame as they have to deal with difficult surfaces and on the whole are a happy helpful crowd. Please put spring on ambulances and we shall all be peacefully contented.
98	My replies relate to the taxi drivers who take and pick me up on my three daily trips to the dialysis unit at the Lister Hospital.
118	Probably not!
126	The service I received on this day and all the others has been fantastic. I think the only thing that could be improved is having to wait quite some time for the service home. This however is not something that can be sorted, and that's more staff. All the staff that have picked me up or/and brought me home have been amazing and do their very best in what at times can be very difficult.

Survey Patient Number	Additional negative comments
250	Please try and find money to replace 'old' ambulance transport. The suspension was so bad on more than one of them and my illness was 'enhanced' (made worse.) I request car transport now.
91	I believe 3rd July was the day I and another patient from Brampton were completely forgotten. This resulted in me phoning the renal unit who then ordered a taxi for us. We arrived at the hospital at 1:25pm. 1 hour late.
122	Both of us passengers being collected on that day requested the front seat as we both have problems without legs. We had to decide between us who could last the journey in the back seat. I felt awful as because I can't bend by right knee the other lady had to be uncomfortable in the back seat for an hour. The driver felt uncomfortable about the whole thing too. Very bad planning.

Q2 – Whose views are being reported in this questionnaire?

Response	Total	Key Performance Indicator (KPI)
The view of the patient	68 (91.9%)	58/62 (93.5%)
The view of someone acting on behalf of the patient	6 (8.1%)	3/5 (60.0%)
Total number of responses	74	67
No response given	7	7

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	45 (60.8%)
Fairly quickly	23 (31.1%)
It took longer than I would have expected	4 (5.4%)
Waited so long I put the telephone down	2 (2.7%)
Total number of responses	74
No response given	10

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

Response	Total
Yes	71 (100%)
No	0 (0.0%)
Total number of responses	71
Unable to say	1
No response given	9

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

Response	Total
Yes	71 (100%)
No	0 (0.0%)
Total number of responses	71
Unable to say	2
No response given	8

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

(All answer types are listed, some multiple answers)

Response	Total
Very satisfied	53 (72.6%)
Satisfied	17 (23.3%)
Fairly satisfied	3 (4.1%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	73
Unable to say	1
No response given	8

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

Response	Total
Very satisfied	54 (71.1%)
Satisfied	18 (23.7%)
Fairly satisfied	3 (3.9%)
Dissatisfied	0 (0.0%)
Very dissatisfied	1 (1.3%)
Total number of responses	76
No response given	5

Q8 – Did you arrive on time for your appointment?

(All answer types are listed, some multiple answers)

Response	Total
Very early (over 60 minutes)	8 (10.8%)
Early (30 – 60 minutes)	16 (21.6%)
On time	36 (48.6%)
Late (0 – 60 minutes)	12 (16.2%)
Very late (over 60 minutes)	2 (2.7%)
Total number of responses	74
No response given	9

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	10 (41.7%)
No	14 (58.3%)
Total number of responses	24
Not applicable	32
No response given	25

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	14 (18.4%)
15 to 30 minutes	23 (30.3%)
30 to 45 minutes	12 (15.8%)
45 to 60 minutes	9 (11.8%)
Over 60 minutes	18 (23.7%)
Total number of responses	76
No response given	8

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	1

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	71 (91.0%)
Fairly acceptable	5 (6.4%)
Unacceptable	2 (2.6%)
Total number of responses	78
Unable to say	0
No response given	3

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	77 (98.7%)
Fairly acceptable	1 (1.3%)
Unacceptable	0 (0.0%)
Total number of responses	78
Unable to say	0
No response given	3

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	71 (91.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	2 (2.6%)
No	5 (6.4%)
Total number of responses	78
Unable to say	1
No response given	2

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

Response	Total
Very professional	72 (91.1%)
A little improvement necessary	5 (6.3%)
Not professional	2 (2.5%)
Total number of responses	79
Unable to say	0
No response given	2

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

Response	Total
Yes, definitely	77 (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	79
Unable to say	2

Q15 – Did the service staff drive safely?

Response	Total
Yes	76 (97.4%)
A little improvement necessary	2 (2.6%)
No	0 (0.0%)
Total number of responses	78
Unable to say	0
No response given	3

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	74 (96.1%)
No	2 (2.6%)
Not required	1 (1.3%)
Total number of responses	77
Unable to say	0
No response given	4

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	3 (4.0%)
Private car	4 (5.3%)
Taxi	19 (25.3%)
Relative, carer or friend	12 (16.0%)
Could not attend	31 (41.3%)
Other	6 (8.0%)
Total number of responses	75
No response given	8

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

- *“Don't know.” (Patient 35)*
- *“Could not travel.” (Patient 212)*
- *“Disability taxi.” (Patient 148)*
- *“Would not be able to go as cannot walk & very poor mobility. Hoist used to bed/chair.” (Patient 138)*
- *“Community Car.” (Patient 261)*
- *“Care home is where I live (patient)/ Wheelchair bound.” (Patient 141)*

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

(All answer types listed, some multiple answers)

Response	Total
Poor public transport	4 (4.5%)
Cost of transport	2 (2.3%)
Mobility problems	61 (69.3%)
Distance	9 (10.2%)
Parking at hospital	1 (1.1%)
Other	11 (12.5%)
Total number of responses	88
No response given	9

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

- *“Only staff parking at clinic.” (Patient 137)*
- *“Hospital arranged transport.” (Patient 98)*
- *“Mobility problem due to anxiety.” (Patient 10)*
- *“Do not drive to this appointment.” (Patient 263)*
- *“The ambulance was booked by Peterborough city hospital to transfer me to Papworth.” (Patient 277)*
- *“Lack of suitable friends transport.” (Patient 250)*
- *“I need a chair as I do not walk.” (Patient 205)*
- *“Have fits and blackouts so cant travel alone and have no one to accompany me.” (Patient 273)*
- *“Lack of confidence.” (Patient 139)*
- *“Dementia/need escort.” (Patient 141)*
- *“No other transport.” (Patient 172)*

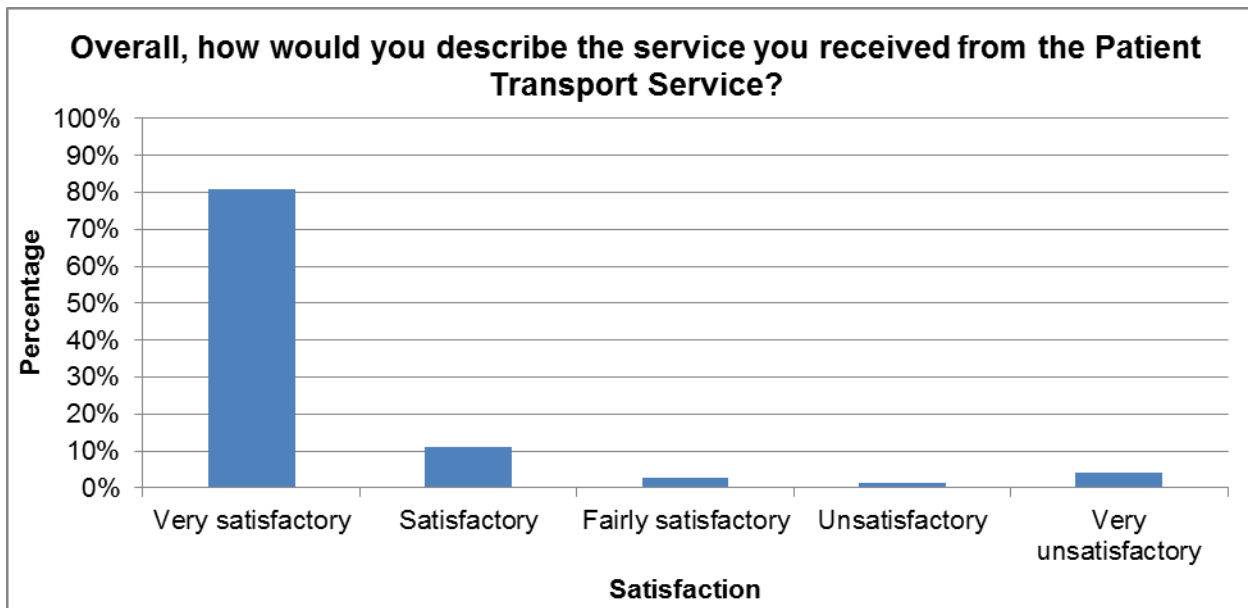
Please tell us your overall views on the Patient Transport Service

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

Response	Total
Very satisfactory	59 (80.8%)
Satisfactory	8 (11.0%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	67/73 (91.8%)
Fairly satisfactory	2 (2.7%)
Unsatisfactory	1 (1.4%)
Very unsatisfactory	3 (4.1%)
Total number of responses	73
No response given	8

91.8% 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 8th July 2018 described the service received as being either 'satisfactory' or 'very satisfactory.' However, one patient (1.4%) rated the service they received as being 'unsatisfactory' and three patients (4.1%) rated the service as 'very unsatisfactory'. Eight patients did not respond to this question.

Bar chart illustrating the results of Q19:



Equality and Diversity Information

Gender

Gender	Total
Male	33 (48.5%)
Female	35 (51.5%)
Total	68
Do not wish to declare	0
Did not answer	13

Age

Age	Total
Range	43 Years to 98 Years
Mean	79 Years
Median	80 Years
Mode	84 Years
Total	67
Do not wish to declare	0
Did not answer	14

Ethnicity

Ethnicity	Total
White British	68 (100%)
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	0 (0.0%)
Total	68
Do not wish to declare	0
Did not answer	13

Religion or Belief

Religion or Belief	Total
Christian	54 (84.4%)
Hindu	0 (0.0%)
Jewish	1 (1.6%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	5 (7.8%)
Other	4 (6.3%)
Total	64
Do not wish to declare	2
Did not answer	15

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

- *“Spiritualist.” (Patient 122)*
- *“Jehovah witness.” (Patient 254)*
- *“Church of England.” (Patient 56)*
- *“Spiritualist (SNV).” (Patient 42)*

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	41 (89.1%)
Bisexual	1 (2.2%)
Other	4 (8.7%)
Total	46
Do not wish to declare	4
Did not answer	31

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	5 (5.0%)
Physical Impairment	34 (33.7%)
Sensory Impairment	7 (6.9%)
Long Standing Condition	35 (34.7%)
Learning Disability	3 (3.0%)
Mental Health Disorder	3 (3.0%)
Other	14 (13.9%)
Total	101
Do not wish to declare	0
Did not answer	18

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

- "Arthritis." (Patient 99)
- "Not mobile use chair crutches etc." (Patient 242)
- "Dislocated knee cap." (Patient 256)
- "Bio myositis (Balance strength problem)." (Patient 250)
- "Arthritis in knees and ankles." (Patient 205)
- "20 years tetraplegic." (Patient 231)
- "Feel insecure." (Patient 249)
- "MND." (Patient 266)
- "Hearing difficulty." (Patient 159)
- "Damaged nerves." (Patient 139)
- "Hypoxia." (Patient 223)
- "Dementia." (Patient 141)
- "Vision problems." (Patient 172)
- "Chronic pain." (Patient 60)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes	28 (38.4%)
No	26 (35.6%)
Other	19 (26.0%)
Total	73
Do not wish to declare	5
Did not answer	7

Of the 19 patients who responded 'other' in answer to this question, 17 advised that they had been widowed, one patient advised that they were divorced and one patient advised that they were "separated and live on their own now."

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	33 (80.5%)
No, I do not have a child under 12 months old	8 (19.5%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	41
Do not wish to declare	4
Did not answer	43

Do you now, or have you ever considered yourself to be transgender?
(All answer types are listed, some multiple answers)

Gender reassignment	Total
Yes	0 (0.0%)
No	58 (100%)
Total	58
Do not wish to declare	4
Did not answer	20

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	48 (92.3%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	1 (1.9%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	0 (0.0%)
Large Print	3 (5.8%)
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	52
Do not wish to declare	1
Did not answer	28

Example of comment received from patients in response to this question can be found below:

- *“Poor sight.” (Patient 215)*

Impact on the service received

Impact on Service	Total
No	46 (85.2%)
Yes, in a positive way	7 (13.0%)
Yes, in a negative way	1 (1.9%)
Total	54
Did not answer	27

46 patients felt the service they received was not affected by any of the aforementioned strands of diversity. Seven patients felt 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. 27 patients did not answer this question.

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

- *“It doesn’t affect me but why are you even asking these personal questions?” (Patient 122)*
- *“Because the staff knows that I require a wheelchair once at the hospital. I use two sticks, the staff always ask if I can manage the steps or prefer to use the ramp. If I was able to use my rollator that would save them some time rather than having to take me to the clinic.” (Patient 126)*
- *“First class service.” (Patient 140)*
- *“I was most pleased with the service.” (Patient 249)*
- *“Escort - I kindly take this gentleman to his appointments, no physically able to push wheelchair with 15 stone man up slope (female) over 65.” (Patient 141)*

Aftercare

Following this survey, four letters of appreciation along with three surveys containing signed complaint boxes and negative comments or comments of concern were received.

Any correspondence or comments of concern received were passed to the Patient Experience team (Bedford) for further action as appropriate.