



Patient Experience Report: NHS Cambridgeshire and Peterborough CCG Health Care NHS Trust

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Results for February 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 7th February 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 7th February 2018.

298 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 68 responses were received, which equates to a 22.8% 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, 92.1% 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 7th February 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

94% of patients also answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

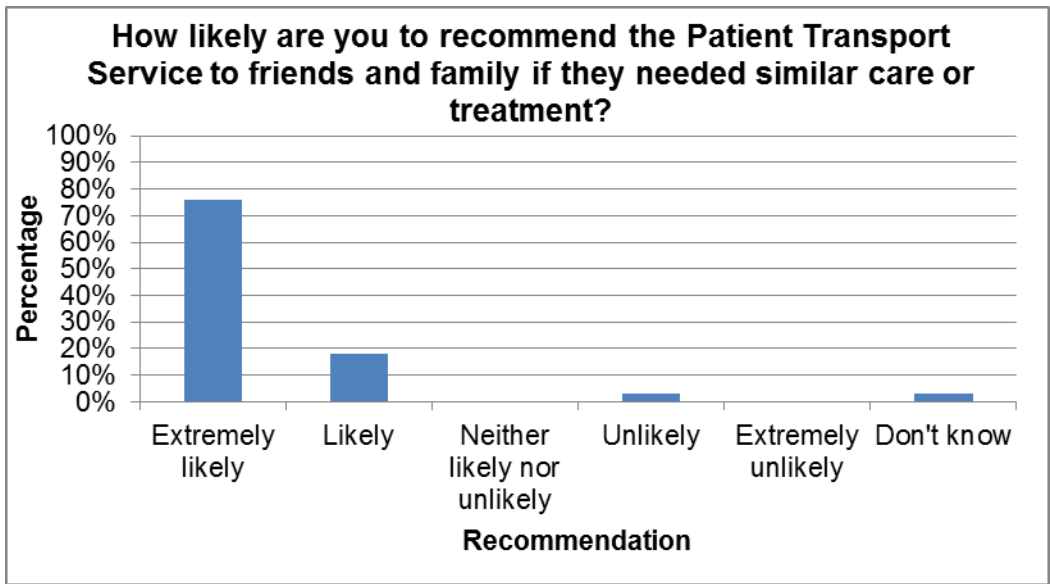
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	51 (76.1%)
Likely	12 (17.9%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	2 (3.0%)
Extremely unlikely	0 (0.0%)
Don't know	2 (3.0%)
Total number of responses	67
No response given	1

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).

63 patients (94.0%) 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 (3.0%) responded that they would either 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	55 (85.9%)	47/52 (90.4%)
The view of someone acting on behalf of the patient	9 (14.1%)	7/7 (100.0%)
Total number of responses	64	59
No response given	4	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?

Response	Total
Almost immediately	26 (45.6%)
Fairly quickly	31 (54.4%)
It took longer than I would have expected	0 (0.0%)
Waited so long I put the telephone down	0 (0.0%)
Total number of responses	57
No response given	11

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

Response	Total
Yes	57 (100.0%)
No	0 (0.0%)
Total number of responses	57
Unable to say	4
No response given	7

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

Response	Total
Yes	57 (100.0%)
No	0 (0.0%)
Total number of responses	57
Unable to say	4
No response given	7

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

(All answer types are listed, some multiple answers)

Response	Total
Very satisfied	41 (74.5%)
Satisfied	11 (20.0%)
Fairly satisfied	3 (5.5%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	55
Unable to say	7
No response given	7

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

Response	Total
Very satisfied	40 (62.5%)
Satisfied	19 (29.7%)
Fairly satisfied	5 (7.8%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	64
No response given	4

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 (12.7%)
Early (30 – 60 minutes)	21 (33.3%)
On time	25 (39.7%)
Late (0 – 60 minutes)	5 (7.9%)
Very late (over 60 minutes)	4 (6.3%)
Total number of responses	63
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	16 (57.1%)
No	12 (42.9%)
Total number of responses	28
Not applicable	25
No response given	15

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	11 (19.3%)
15 to 30 minutes	10 (17.5%)
30 to 45 minutes	13 (22.8%)
45 to 60 minutes	6 (10.5%)
Over 60 minutes	17 (29.8%)
Total number of responses	57
No response given	14

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	54 (85.7%)
Fairly acceptable	7 (11.1%)
Unacceptable	2 (3.2%)
Total number of responses	63
Unable to say	1
No response given	4

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	56 (90.3%)
Fairly acceptable	5 (8.1%)
Unacceptable	1 (1.6%)
Total number of responses	62
Unable to say	0
No response given	6

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	61 (95.3%)
Fairly acceptable	3 (4.7%)
Unacceptable	0 (0.0%)
Total number of responses	64
Unable to say	0
No response given	4

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	57 (93.4%)
Yes, but I would have liked them to introduce themselves to a greater extent	3 (4.9%)
No	1 (1.6%)
Total number of responses	61
Unable to say	2
No response given	5

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

Response	Total
Very professional	62 (95.4%)
A little improvement necessary	3 (4.6%)
Not professional	0 (0.0%)
Total number of responses	65
Unable to say	0
No response given	3

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

Response	Total
Yes, definitely	61 (95.3%)
Yes, to some extent	3 (4.7%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	64
Unable to say	0
No response given	4

Q15 – Did the service staff drive safely?

Response	Total
Yes	64 (98.5%)
A little improvement necessary	1 (1.5%)
No	0 (0.0%)
Total number of responses	65
Unable to say	0
No response given	3

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	63 (96.9%)
No	0 (0.0%)
Not required	2 (3.1%)
Total number of responses	65
Unable to say	0
No response given	3

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	4 (6.3%)
Private car	3 (4.7%)
Taxi	8 (12.5%)
Relative, carer or friend	16 (25.0%)
Could not attend	23 (35.9%)
Other	10 (15.6%)
Total number of responses	64
No response given	6

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

- "Volunteers." (Patient 156)
- "Volunteer Drivers." (Patient 102)
- "We haven't any family. It would have been one big worry. We would have got a taxi." (Patient 8)
- "Either of the above if necessary." (Patient 103)

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

(All answer types listed, some multiple answers)

Response	Total
Poor public transport	10 (13.7%)
Cost of transport	5 (6.8%)
Mobility problems	43 (58.9%)
Distance	5 (6.8%)
Parking at hospital	2 (2.7%)
Other	8 (11.0%)
Total number of responses	73
No response given	7

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

- *“Need 3 times a week, regular set up.” (Patient 103)*
- *“Age and poor sight.” (Patient 203)*
- *“Disabled son.” (Patient 291)*
- *“Can’t travel on own.” (Patient 212)*
- *“Unable to comprehend why needs assistance.” (Patient 193)*
- *“Told needed to be accompanied by medical trained person.” (Patient 274)*
- *“Dialysis patient.” (Patient 102)*
- *“Patient finds it hard walking because of dizziness. He suffers Epilepsy fits.” (Patient 8)*

Please tell us your overall views on the Patient Transport Service

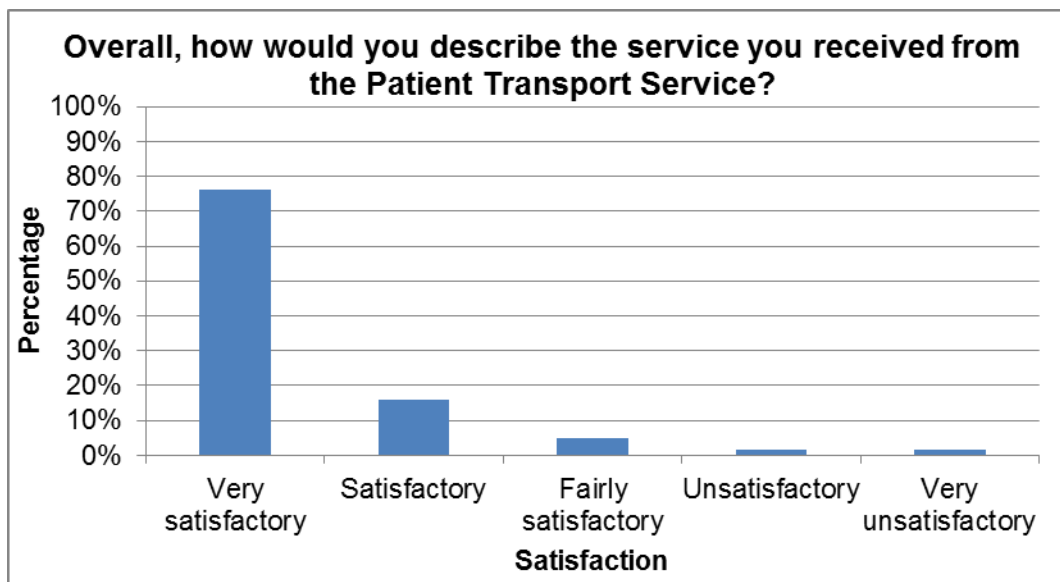
Q19 – Overall, how would you describe the service you received from the Patient Transport Service?

Response	Total
Very satisfactory	48 (76.2%)
Satisfactory	10 (15.9%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	58/63 (92.1%)
Fairly satisfactory	3 (4.8%)
Unsatisfactory	1 (1.6%)
Very unsatisfactory	1 (1.6%)
Total number of responses	63
No response given	5

92.1% 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 February 2018 described the service received as being either ‘satisfactory’ or ‘very satisfactory.’ However, one patient (1.6%) rated the service they received as being ‘unsatisfactory’ and one patients (1.6%) rated the service they received as being ‘very 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
231	Very good service nice and polite drivers.
271	Very happy with the service provided.
215	Very smooth, perfect.
112	Drivers and staff excellent, caring, considerate. Also very cheerful.
230	No, I found it faultless.
291	I don't think you can make any improvement on perfection.
212	Everything was ok.
3	My experience was very good.
139	No very good, no improvements.
100	As far as I am concerned the service you provide is excellent. Thank you.
102	Service very good.
99	There is no way you could improve. I am very pleased with your service very kind and helpful, please thank everyone for me.
272	You really could not have improved your service. My sister-in-law called the ambulance after my fall. It arrived to collect me in Waterbeach in a short time and took me to casualty via A&E at Addenbrookes Hospital. I was admitted on 1/2/2018 and discharged on the 7 th February. Thank you for looking after me so well.
204	I have always found this service very good and always pleasant staff.
8	I'm deeply sorry for the way I've answered your feedback about the service. We have been so grateful for the service. Please forgive me for poor English and spellings. I find it very hard understanding things. I hope his will help your questionnaire.
164	Excellent service. Politeness of drivers. Competence and care – excellent.

Survey Patient Number	Mixed / Neutral comments
156	We are extremely pleased with PTS, he does wait an extremely long time but if you cannot improve so be it. He does out about 8:30am and can arrive back around five pm.
203	The problems of multiple pickups are understood in respect of getting me from home to Hinchingsbrooke hospital and back. I think it would help if the patient could be informed on by phone on the day if transport will be early or late. I was on one occasion picked up almost 3 hours before my appointment time.
243	Your Ambulance people are amazing! But, getting picked up early for a 3:15 appointment and getting home at 8pm means a long wait till coming home! Also I am asked how long my appointment will take, this cannot be answered – It's a guess. I realise being a stretcher case is awkward and I must thank the transport at Addenbrookes and the transport people have fitted me in. Thank you.
264	My transport to hospital was arranged by my GP so I know nothing of the telephone conversation.
185	The service you give to the patient is excellent, but, our last four trips have finished being very late or the appointment, having to ring the appropriate clinic to let them know. My husband is going in for eye surgery very soon and we are really worried that the transport will run late.
263	1. To shorten the 2 hour standby time before the appointment if this is possible. 2. To make the timing of the return journey more certain. Neither reflect on the competence of the ambulance staff but might require some administrative change at the control of the service.
56	Yes, get organised and when people on holiday and get their shift covered.

13	On this occasion the service was requested by our GP from the medical centre. To transport us to hospital for urgent treatment of patient. Not to a clinic appointment. Therefore many of the questions do not apply. But would say whilst we were given a 2-4 hour delay, we appreciated very much the phone call we received to apologise for further delay.
17	Turn heating on in rear of mini bus as it was very cold (it was on when I started off).
141	Actually the hearing aids could have been posted for me, instead of sending transport as they simply handed them to me and then I waited hours to be taken home again. The ambulance driver was lovely and took me right up to the hearing aid department.
183	No improvement required.

Survey Patient Number	Negative comments
103	To arrive on time. When not picked up on time this has a knock on effect for not only myself have to have my treatment rushed but the hospital staff to have to stay late to complete my dialysis. Most of the time I am picked up, however the service has been late several times. I was due to be collected for a heart scan appointment at Addenbrookes a couple of months ago but I was not collected. It was rearranged & once again I was not collected. The third time my son-in-law took me. He had to take the day off work to take me.
97	Hospital transport has been used a lot. The last journey was ok but appointments have been missed and arrived late. Have sat for hours waiting for return transport. I have to have transport for my hospital visits as I am not allowed to drive, but it's very stressful wondering if I will make my appointment and what time I will get home.
166	Return home chaotic.
98	For somebody with my disability there was nothing to hold on to. I cannot reach up.
27	I am filling this in on behalf of the lady as I am an ex-paramedic and now carer set up the transport. Unknown to me, she cancelled because, a week previous she had a ride home from hospital on discharge and had such a rough time she didn't want to repeat it. I thought it important to let you know this is case in the future she needed your services and because the driver may need some additional training. She had ulcerated legs and I am aware that the roads are very bad but I felt it may be relevant.

Equality and Diversity Information

Gender

Gender	Total
Male	24 (42.9%)
Female	32 (57.1%)
Total	56
Do not wish to declare	0
Did not answer	12

Age

Age	Total
Range	30 years to 100 years
Mean	79 years
Median	81 years
Mode	76 years and 83 years
Total	54
Do not wish to declare	1
Did not answer	13

Ethnicity

Ethnicity	Total
White British	55 (98.2%)
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	1 (1.8%)
Total	56
Do not wish to declare	0
Did not answer	12

Religion or Belief

Religion or Belief	Total
Christian	48 (88.9%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	5 (9.3%)
Other	1 (1.9%)
Total	54
Do not wish to declare	0
Did not answer	14

The comment received from the one patient who answered 'other' in response to this question can be found below:

- "C of E." (Patient 63)

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	27 (100.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total	27
Do not wish to declare	1
Did not answer	40

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	4 (5.2%)
Physical Impairment	27 (35.1%)
Sensory Impairment	6 (7.8%)
Long Standing Condition	26 (33.8%)
Learning Disability	0 (0.0%)
Mental Health Disorder	1 (1.3%)
Other	13 (16.9%)
Total	77
Do not wish to declare	1
Did not answer	16

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

- *"I am anticipating a second hip replacement operation."* (Patient 90)
- *"Broken ankle."* (Patient 230)
- *"Dementia."* (Patient 193)
- *"Arthritis in feet and ankles."* (Patient 222)
- *"Shortage of breath sometimes."* (Patient 142)
- *"Breast cancer."* (Patient 272)
- *"Walking far. Epilepsy fits."* (Patient 8)
- *"COPD severe."* (Patient 164)
- *"Lymphedema legs."* (Patient 141)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married or civil partnership	Total
Yes	19 (36.5%)
No	13 (25.0%)
Other	20 (38.5%)
Total	52
Do not wish to declare	1
Did not answer	17

Of the twenty patients who responded 'other' in answer to this question, eighteen patients advised that they had been widowed and two patients 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	Total
No, I am not pregnant	36 (76.6%)
No, I do not have a child under 12 months old	11 (23.4%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	47
Do not wish to declare	2
Did not answer	30

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

Gender reassignment	Total
Yes	1 (2.4%)
No	41 (97.6%)
Total	42
Do not wish to declare	1
Did not answer	25

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	37 (97.4%)
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 (2.6%)
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	38
Do not wish to declare	1
Did not answer	29

Impact on the service received

Impact on Service	Total
No	39 (100.0%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	39
Did not answer	29

39 patients felt the service they received was not affected by any of the aforementioned strands of diversity.

Aftercare

Following this survey; five letters of appreciation along with one survey containing comments of concern were received. All correspondence received was passed to the Patient Experience team (Bedford) for further action as appropriate.