



# Patient Experience Quarterly Report:

Patient Transport Service  
North East Essex CCG

Author: Laura Mann, Patient Experience Analyst

Report Period: July to September 2018

Date of Report: December 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 North East Essex CCG area, who used the PTS during July to September 2018. The objective of this survey was to establish patient satisfaction and to involve patients in the service received, whilst also monitoring the quality of the service provided.

## Sample

This survey sampled patients who used the PTS in the North East Essex CCG area during the 1<sup>st</sup> to the 8<sup>th</sup> of July, the 1<sup>st</sup> to the 7<sup>th</sup> of August and the 1<sup>st</sup> to the 9<sup>th</sup> of September 2018

409 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 90 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 North East Essex CCG area are sent out to a sample of patients every month.

## Conclusion

Overall, 90.5% of patients who responded to this survey and had used the PTS in the North East Essex CCG area during July to September 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

93.0% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

### Section 1

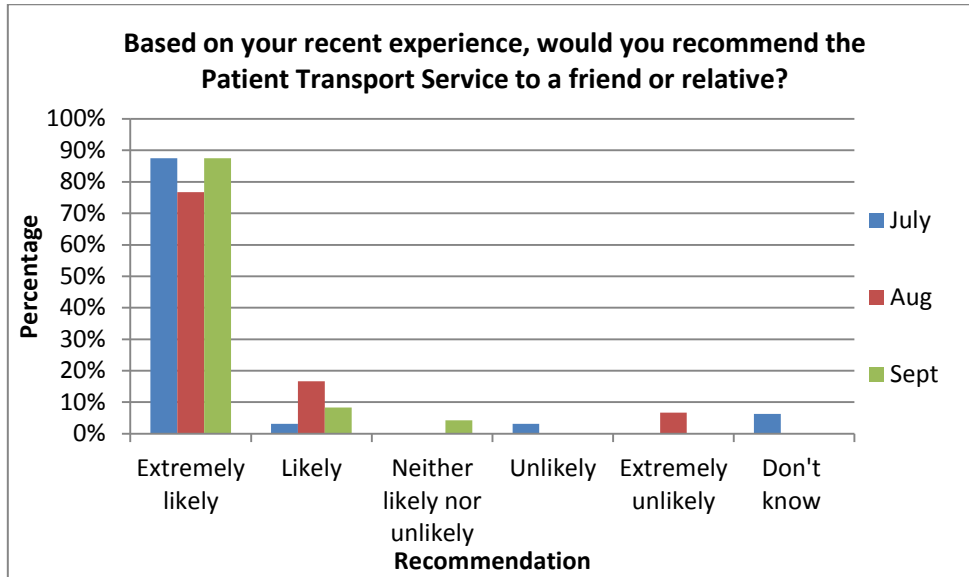
**Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?**

Response	July	August	September	July to September 2018 Total
Extremely likely	28 87.5%	23 76.7%	21 87.5%	72 83.7%
Likely	1 3.1%	5 16.7%	2 8.3%	8 9.3%
Neither likely nor unlikely	0 0.0%	0 0.0%	1 4.2%	1 1.2%
Unlikely	1 3.1%	0 0.0%	0 0.0%	1 1.2%
Extremely unlikely	0 0.0%	2 6.7%	0 0.0%	2 2.3%
Don't know	2 6.3%	0 0.0%	0 0.0%	2 2.3%
Total number of responses	32	30	24	86
No response given	3	0	1	4

*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, 93.0% of patients 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, 3 patients (3.5%) responded that they would be either 'unlikely' or 'extremely unlikely' to provide a recommendation.

**Bar chart illustrating the results of question 1:**



**Q2 – Whose views are being reported in this questionnaire?**

Response	July	August	September	July to September 2018 Total	Key Performance Indicator (KPI)
The view of the patient	29 96.7%	28 93.3%	18 75.0%	75 89.3%	65/71 91.5%
The view of someone acting on behalf of the patient	1 3.3%	2 6.7%	6 25.0%	9 10.7%	7/8 87.5%
Total number of responses	30	30	24	84	79
No response given	5	0	1	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).*

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

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

Response	July	August	September	July to September 2018 Total
Almost immediately	6 26.1%	7 31.8%	9 42.9%	22 33.3%
Fairly quickly	16 69.6%	13 59.1%	10 47.6%	39 59.1%
It took longer than I would have expected	1 4.3%	1 4.5%	1 4.8%	3 4.5%
Waited so long I put the telephone down	0 0.0%	1 4.5%	1 4.8%	2 3.0%
Total number of responses	23	22	21	66
Unable to say	0	0	0	0
No response given	12	8	5	25

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

Response	July	August	September	July to September 2018 Total
Yes	24 100.0%	21 91.3%	16 94.1%	61 95.3%
No	0 0.0%	2 8.7%	1 5.9%	3 4.7%
Total number of responses	24	23	17	64
Unable to say	3	1	3	7
No response given	8	6	5	19

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

Response	July	August	September	July to September 2018 Total
Yes	22 95.7%	22 88.0%	20 100.0%	64 94.1%
No	1 4.3%	3 12.0%	0 0.0%	4 5.9%
Total number of responses	23	25	20	68
Unable to say	4	1	2	7
No response given	8	4	3	15

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

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
Very satisfied	14 58.3%	10 43.5%	13 68.4%	37 56.1%
Satisfied	8 33.3%	10 43.5%	6 31.6%	24 36.4%
Fairly satisfied	2 8.3%	2 8.7%	0 0.0%	4 6.1%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very dissatisfied	0 0.0%	1 4.3%	0 0.0%	1 1.5%
<b>Total number of responses</b>	<b>24</b>	<b>23</b>	<b>19</b>	<b>66</b>
Unable to say	1	2	2	5
No response given	10	5	4	19

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

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
Very satisfied	20 74.1%	17 63.0%	15 68.2%	52 68.4%
Satisfied	5 18.5%	8 29.6%	7 31.8%	20 26.3%
Fairly satisfied	1 3.7%	1 3.7%	0 0.0%	2 2.6%
Dissatisfied	1 3.7%	0 0.0%	0 0.0%	1 1.3%
Very dissatisfied	0 0.0%	1 3.7%	0 0.0%	1 1.3%
<b>Total number of responses</b>	<b>27</b>	<b>27</b>	<b>22</b>	<b>76</b>
No response given	8	3	3	14

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

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
Very early (over 60 minutes)	2 9.5%	2 9.5%	1 4.8%	5 7.9%
Early (30 – 60 minutes)	7 33.3%	6 28.6%	8 38.1%	21 1.6%
On time	10 47.6%	7 33.3%	11 52.4%	28 44.4%
Late (0 – 60 minutes)	1 4.8%	6 28.6%	1 4.8%	8 12.7%
Very late (over 60 minutes)	1 4.8%	0 0.0%	0 0.0%	1 1.6%
<b>Total number of responses</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>63</b>
No response given	14	9	4	27

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

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
Yes	1 33.3%	3 30.0%	0 0.0%	4 25.0%
No	2 66.7%	7 70.0%	3 100.0%	12 75.0%
<b>Total number of responses</b>	<b>3</b>	<b>10</b>	<b>3</b>	<b>16</b>
Not applicable	14	14	15	43
No response given	18	6	7	31

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

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
0 to 15 minutes	7 26.9%	6 25.0%	5 26.3%	18 26.1%
15 to 30 minutes	3 11.5%	4 16.7%	6 31.6%	13 18.8%
30 to 45 minutes	4 15.4%	4 16.7%	1 5.3%	9 13.0%
45 to 60 minutes	2 7.7%	3 12.5%	3 15.8%	8 11.6%
Over 60 minutes	10 38.5%	7 29.2%	4 21.1%	21 30.4%
<b>Total number of responses</b>	<b>26</b>	<b>24</b>	<b>19</b>	<b>69</b>
No response given	9	6	6	21

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

<b>Q11a – The comfort of the vehicle you travelled in?</b>				
<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
Acceptable	25 75.8%	21 75.0%	22 91.7%	68 80.0%
Fairly acceptable	8 24.2%	6 21.4%	1 4.2%	15 17.6%
Unacceptable	0 0.0%	1 3.6%	1 4.2%	2 2.4%
<b>Total number of responses</b>	<b>33</b>	<b>28</b>	<b>24</b>	<b>85</b>
Unable to say	1	0	0	1
No response given	1	2	1	4



Q11b – The suitability of the vehicle you travelled in?				
Response	July	August	September	July to September 2018 Total
Acceptable	27 87.1%	26 92.9%	20 95.2%	73 91.3%
Fairly acceptable	4 12.9%	1 3.6%	1 4.8%	6 7.5%
Unacceptable	0 0.0%	1 3.6%	0 0.0%	1 1.3%
Total number of responses	31	28	21	80
Unable to say	1	0	1	2
No response given	3	2	3	8

Q11c – The cleanliness of the vehicle you travelled in?				
Response	July	August	September	July to September 2018 Total
Acceptable	31 100.0%	27 96.4%	21 100.0%	79 98.8%
Fairly acceptable	0 0.0%	1 3.6%	0 0.0%	1 1.3%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	31	28	21	80
Unable to say	1	0	1	2
No response given	3	2	3	8

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

Response	July	August	September	July to September 2018 Total
Yes	27 93.1%	27 96.4%	22 100.0%	76 96.0%
Yes, but I would have liked them to introduce themselves to a greater extent	1 3.4%	0 0.0%	0 0.0%	1 1.3%
No	1 3.4%	1 3.6%	0 0.0%	2 2.5%
Total number of responses	29	28	22	79
Unable to say	4	0	2	6
No response given	2	2	1	5

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

Response	July	August	September	July to September 2018 Total
Very professional	32 97.0%	28 96.6%	22 100.0%	82 97.6%
A little improvement necessary	0 0.0%	1 3.4%	0 0.0%	1 1.2%
Not professional	1 3.0%	0 0.0%	0 0.0%	1 1.2%
Total number of responses	33	29	22	84
Unable to say	1	0	2	3
No response given	1	1	1	3

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

Response	July	August	September	July to September 2018 Total
Yes, definitely	32 97.0%	29 100.0%	23 100.0%	84 98.8%
Yes, to some extent	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No, I was not treated with dignity and respect	1 3.0%	0 0.0%	0 0.0%	1 1.2%
Total number of responses	33	29	23	85
No response given	2	1	2	5

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

Response	July	August	September	July to September 2018 Total
Yes	32 100.0%	29 100.0%	23 100.0%	84 100.0%
A little improvement necessary	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	32	29	23	84
Unable to say	2	0	1	3
No response given	1	1	1	3

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

Response	July	August	September	July to September 2018 Total
Yes	32 97.0%	29 100.0%	23 100.0%	84 98.8%
No	1 3.0%	0 0.0%	0 0.0%	1 1.2%
Not required	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	33	29	23	85
Unable to say	1	0	1	2
No response given	1	1	1	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	July	August	September	July to September 2018 Total
Public transport	0 0.0%	4 14.8%	2 9.1%	6 7.9%
Private car	1 3.7%	2 7.4%	0 0.0%	3 3.9%
Taxi	4 14.8%	7 25.9%	1 4.5%	12 15.8%
Relative, carer or friend	4 14.8%	1 3.7%	3 13.6%	8 10.5%
Could not attend	14 51.9%	13 48.1%	14 63.6%	41 53.9%
Other	4 14.8%	0 0.0%	2 9.1%	6 7.9%
Total number of responses	27	27	22	76
No response given	9	3	4	16

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

**July**

- *“Needs stretcher.” (Patient 40)*
- *“Mobility impaired.” (Patient 106)*
- *“Don’t know.” (Patients 47 & 58)*

## August

No additional comments were received for the month of August.

## September

- *“CVA - Reduced mobility.” (Patient 77)*
- *“Was being returned after being in A&E.” (Patient 72)*

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

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

Response	July	August	September	July to September 2018 Total
Poor public transport	1 2.6%	1 2.8%	1 3.7%	3 2.9%
Cost of transport	0 0.0%	3 8.3%	2 7.4%	5 4.9%
Mobility problems	26 66.7%	22 61.1%	18 66.7%	66 64.7%
Distance	7 17.9%	5 13.9%	1 3.7%	13 12.7%
Parking at hospital	2 5.1%	2 5.6%	0 0.0%	4 3.9%
Other	3 7.7%	3 8.3%	5 18.5%	11 10.8%
Total number of responses	39	36	27	102
No response given	7	3	4	14

The below comments were received from the patients who answered ‘other’ in response to the above question:

## July

- *“Learning disabilities, anxiety around travelling in vehicle.” (Patient 138)*
- *“The side effects of cancers, need a loo, the movement of the journey upsets my bowel.” (Patient 96)*
- *“Paramedic called the service!” (Patient 100)*

## August

- *“Risk of infection.” (Patient 46)*
- *“After operation.” (Patient 14)*
- *“Emergency.” (Patient 131)*

## September

- *“Potscan.” (Patient 80)*
- *“Epilepsy, asthma.” (Patient 61)*

- “Col/hospital to Queens Hospital Romford. Driver was given time slot, we returned to Col in that time.” (Patient 59)
- “Returned from A+E.” (Patient 72)
- “Own Transport.” (Patient 63)

## **Section 2**

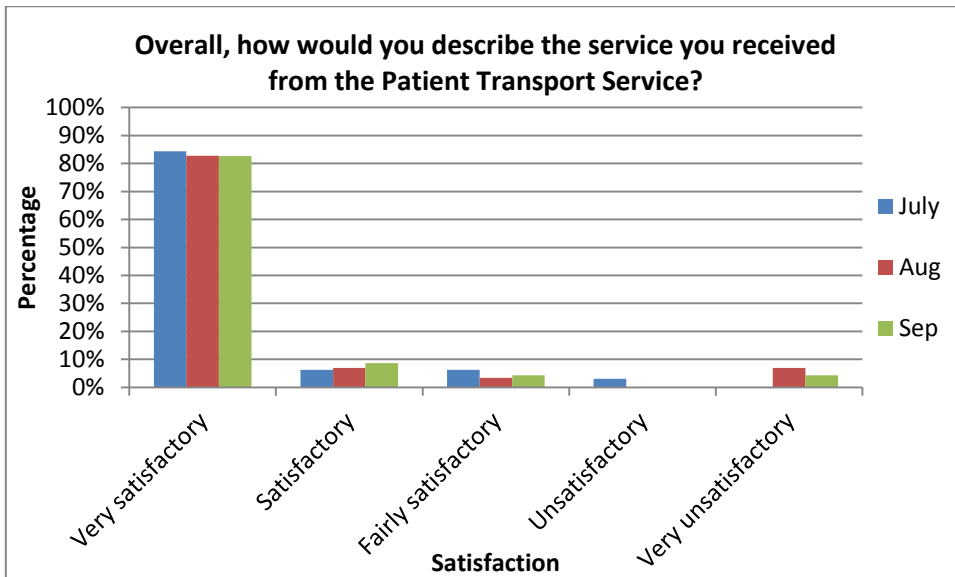
**Please tell us your overall views on the Patient Transport Service**

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

<b>Response</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>July to September 2018 Total</b>
Very satisfactory	27 84.4%	24 82.8%	19 82.6%	70 83.3%
Satisfactory	2 6.3%	2 6.9%	2 8.7%	6 7.1%
KPI Result (Very satisfactory+ satisfactory/Total number of responses)	29/32 90.6%	26/29 89.7%	21/23 91.3%	76/84 90.5%
Fairly satisfactory	2 6.3%	1 3.4%	1 4.3%	4 4.8%
Unsatisfactory	1 3.1%	0 0.0%	0 0.0%	1 1.2%
Very unsatisfactory	0 0.0%	2 6.9%	1 4.3%	3 3.6%
<b>Total number of responses</b>	<b>32</b>	<b>29</b>	<b>23</b>	<b>84</b>
No response given	3	1	2	6

Overall, 90.5% of patients who responded to the above question described the service received from the Patient Transport Service as being either ‘satisfactory’ or ‘very satisfactory.’

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



**Additional comments**

**July**

Survey Patient Number	Positive comments
135	I was very happy with the service and they treat me well and they look after me well. Thank you once again.
138	Fantastic service.
75	I was very satisfied with the care and helpfulness of ambulance staff.
115	I was treated with the upmost care and courtesy. The two attendants (Names) are a credit to the ambulance service.

Survey Patient Number	Mixed/Neutral comments
19	On this occasion I had the Rolls Royce of experience. I was not looking forward to this journey as the time previously I had very poor service but am happy to say on July 2 <sup>nd</sup> , I couldn't have been looked after better.

## August

Survey Patient Number	Positive comments
25	The crews on the patient transport are brilliant, can't do enough to help, never had a bad experience.
76	Nothing could be improved. Thanks to the ambulance staff who were ever gentle, sensitive, friendly, who guarded my husband's dignity at all times.
131	Staff were very polite and I was treated very well.
27	Was lovely to be picked up from my home and brought back again. The ambulance service was great, met some lovely people, so polite and helpful, twice I travelled by hospital car and the drivers were so nice. I was only once waiting for a lift home 2 hours but I had a cuppa - rest and magazine. They all do a wonderful job, also met and chatted to other patients. Well done guys and gals.
35	I was surprised to have received such a satisfactory experience.

Survey Patient Number	Negative comments
134	I had to wait 1½ hours for returned transport. The 5pm team didn't inform crew that I was waiting to go home at 7pm that evening.
61	Maybe someone could have told a 91 year old man it would take 2½ hours to get from Clacton to Colchester Hospital. Also that he wouldn't be the only one going and you are picking up three other people on the way from all different places. The ambulance also had no heating, we asked for the heating to be turned on and the driver said it had been broken for at least two weeks.
49	Was told my transfer would be there at 8.30am. Sat about waiting for 3 hours then told they were picking up/dropping off other people then having lunch and would not be there till after 2pm. Then they said it would be 4 pm, then they said they couldn't make it at all. Told they would arrive at hospital 8.30 following day. Waited but had the same response as previous day and would not be at hospital till late eve that day. Was so stressed left hospital after major surgery and caught PUBLIC TRANSPORT. Caught wrong train due to drugs was on, ended in Southend not Colchester, not at all happy with service you provided. Did not deliver service I was told I would have.

## September

Survey Patient Number	Positive comments
71	Not really, as I found it very good. The helpers were friendly and kind and helpful.
81	My experience was of the highest standard, I cannot fault it in any way.

Survey Patient Number	Mixed / Neutral comments
80	Phone call to inform of delays and time expected.

<b>Survey Patient Number</b>	<b>Negative comments</b>
69	My mother was kept waiting for transport for 5 hours when she transferred from Colchester hospital to Harwich hospital. As a result she didn't arrive on the ward until very late in the evening. I am certain that this contributed to a significant episode of delirium that she experienced on the ward as she had become very dehydrated.
72	My father who has severe dementia, was discharged early afternoon from Colchester hospital but was not taken back to his care home until 2am the following morning - waiting approx.12 hours for collection. I find this totally unacceptable. My father is also nearly 89 years old.

## Equality and Diversity Information

### Gender

<b>Gender</b>	<b>July to September 2018 Total</b>
Male	26 36.6%
Female	45 63.4%
<b>Total</b>	<b>71</b>
Do not wish to declare	0
Did not answer	19

### Age

<b>Age</b>	<b>July to September 2018 Total</b>
Range	28 to 98 years
Mean	77 years
Median	81 years
Mode	81 years
<b>Total</b>	<b>69</b>
Do not wish to declare	2
Did not answer	19



## Ethnicity

<b>Ethnicity</b>	<b>July to September 2018 Total</b>
White British	68 94.4%
White Irish	1 1.4%
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	1 1.4%
Asian Pakistani	0 0.0%
Asian Bangladeshi	0 0.0%
Any other Asian background	0 0.0%
Black Caribbean	2 2.8%
Black African	0 0.0%
Any other Black background	0 0.0%
Chinese	0 0.0%
Any other ethnic group	0 0.0%
<b>Total</b>	<b>72</b>
Do not wish to declare	1
Did not answer	17

## Religion or Belief

Religion or Belief	July to September 2018 Total
Christian	53 77.9%
Hindu	1 1.5%
Jewish	1 1.5%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	11 16.2%
Other	2 2.9%
<b>Total</b>	<b>68</b>
Do not wish to declare	3
Did not answer	19

The below comments were received from the patients who answered 'other' in response to the above question.

- "C of E." (Patient 65, July)
- "Methodist." (Patient 35, August)

## Sexual Orientation

Sexual orientation	July to September 2018 Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	40 100.0%
Bisexual	0 0.0%
<b>Total</b>	<b>40</b>
Do not wish to declare	7
Did not answer	43

## Disability

(All answer types are listed, some multiple answers)

Disability	July to September 2018 Total
I do not have a disability	5 4.4%
Physical Impairment	37 32.7%
Sensory Impairment	6 5.3%
Long Standing Condition	37 32.7%
Learning Disability	4 3.5%
Mental Health Disorder	5 4.4%
Other	19 16.8%
<b>Total</b>	<b>113</b>
Do not wish to declare	3
Did not answer	24

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

### July

- *"Balance, vertigo. I have a hole in my ear drum and been like it for years. I use a walking stick, or a friends arm to help me." (Patient 98)*
- *"Lung cancer." (Patient 119)*
- *"Diabetic/Angina/Tinnitus and other." (Patient 113)*
- *"Registered blind 2008." (Patient 96)*
- *"All knee and hips replaced. Just had second knee replacement on right knee 6 weeks." (Patient 105)*
- *"Parkinson's." (Patient 49)*
- *"Difficulty in walking with bad arthritic ankle and both hip replacements." (Patient 19)*

### August

- *"Reg blind - tunnel vision." (Patient 25)*
- *"High risk of infection." (Patient 46)*
- *"Couldn't stand." (Patient 61)*
- *"Reg blind." (Patient 29)*
- *"Cerebral palsy." (Patient 16)*
- *"Heart condition." (Patient 128)*
- *"Sight hearing." (Patient 51)*

## September

- “House bound.” (Patient 124)
- “COPD.” (Patient 80)
- “Epilepsy, asthma, mobility.” (Patient 61)
- “Severe dementia.” (Patient 72)
- “None.” (Patient 63)

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

(All answer types are listed, some multiple answers)

Married or civil partnership	July to September 2018 Total
Yes	40 52.6%
No	16 21.1%
Other	20 26.3%
<b>Total</b>	<b>76</b>
Do not wish to declare	3
Did not answer	15

Of the patients who responded ‘other’ in answer to the above question, 17 patients advised that they had been ‘widowed,’ and 3 patients responded that they were ‘divorced.’

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

(All answer types are listed, some multiple answers)

Pregnancy/maternity	July to September 2018 Total
No, I am not pregnant	46 79.3%
No, I do not have a child under 12 months old	12 20.7%
Yes, I am currently pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
<b>Total</b>	<b>58</b>
Do not wish to declare	1
Did not answer	43

**Are you or have you been undergoing gender reassignment?**

<b>Gender reassignment</b>	<b>July to September 2018 Total</b>
No	62 100.0%
Yes	0 0.0%
<b>Total</b>	<b>62</b>
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?**

<b>Format</b>	<b>July to September 2018 Total</b>
I did not require a different format	52 94.5%
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 1.8%
Large Print	1 1.8%
Page magnification (website)	1 1.8%
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>55</b>
Do not wish to declare	1
Did not answer	34

## Impact on the service received

Impact on Service	July to September 2018 Total
No	50 98.0%
Yes, in a positive way	1 2.0%
Yes, in a negative way	0 0.0%
Total	51
Do not wish to declare	0
Did not answer	39

50 patients (98.0%) felt the service they received was not affected by any of the aforementioned strands of diversity. 1 patient (2.0%) responded that the service they received was affected in a positive way and no patients advised that the service they received was affected in a negative way.

39 patients did not respond to this question.

The below comment was also received in relation to the above question:

- *"I do not quite understand this above question, perhaps I have not felt the changes you speak of maybe you will tell me." (Patient 96, July)*

## Aftercare

Following the survey, 4 letters of appreciation were received, which were logged and forwarded to the relevant staff concerned. Any surveys which contained signed complaints boxes or comments of concern were passed to the Patient Experience Team (Bedford) for further action as appropriate.