



# Patient Experience Quarterly Report:

## Patient Transport Service North East Essex CCG

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Report Period: October to December 2018

Date of Report: April 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 North East Essex CCG area, who used the PTS during October to December 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 7<sup>th</sup> of October, the 1<sup>st</sup> to the 8<sup>th</sup> of November and the 1<sup>st</sup> to the 7<sup>th</sup> of December 2018

408 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 108 responses were received, which equates to a 26.5% 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, 94.9% of patients who responded to this survey and had used the PTS in the North East Essex CCG area during October to December 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

94.3% 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

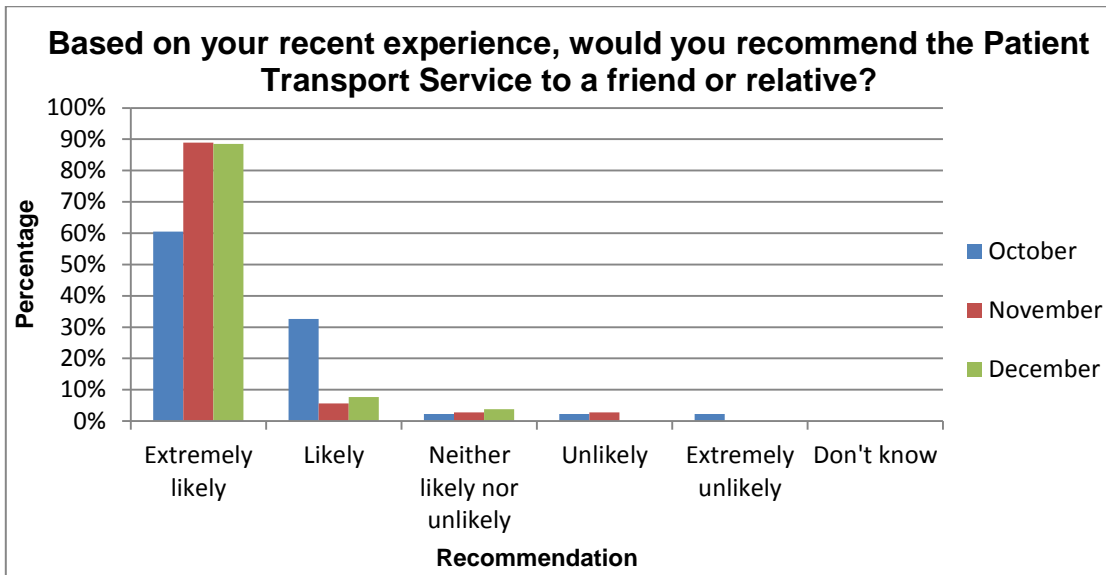
**Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?**

Response	October	November	December	October to December 2018 Total
Extremely likely	26 (60.5%)	32 (88.9%)	23 (88.5%)	81 (77.1%)
Likely	14 (32.6%)	2 (5.6%)	2 (7.7%)	18 (17.1%)
Neither likely nor unlikely	1 (2.3%)	1 (2.8%)	1 (3.8%)	3 (2.9%)
Unlikely	1 (2.3%)	1 (2.8%)	0 (0.0%)	2 (1.9%)
Extremely unlikely	1 (2.3%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	43	36	26	105
No response given	1	1	1	3

*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, 94.3% 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 (2.9%) 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	October	November	December	October to December 2018 Total	Key Performance Indicator (KPI)
The view of the patient	38 (90.5%)	26 (76.5%)	20 (83.3%)	84 (84.0%)	75/79 (94.9%)
The view of someone acting on behalf of the patient	4 (9.5%)	8 (23.5%)	4 (16.7%)	16 (16.0%)	15/16 (93.8%)
Total number of responses	42	34	24	100	95
No response given	2	3	3	8	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	October	November	December	October to December 2018 Total
Almost immediately	10 (27.8%)	12 (42.9%)	5 (25.0%)	27 (32.1%)
Fairly quickly	18 (50.0%)	12 (42.9%)	12 (60.0%)	42 (50.0%)
It took longer than I would have expected	7 (19.4%)	4 (14.3%)	3 (15.0%)	14 (16.7%)
Waited so long I put the telephone down	1 (2.8%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Total number of responses	36	28	20	84
Unable to say	0	0	0	0
No response given	9	9	7	25

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

Response	October	November	December	October to December 2018 Total
Yes	30 (90.9%)	28 (100%)	17 (94.4%)	75 (94.9%)
No	3 (9.1%)	0 (0.0%)	1 (5.6%)	4 (5.1%)
Total number of responses	33	28	18	79
Unable to say	5	0	4	9
No response given	6	9	5	20

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

Response	October	November	December	October to December 2018 Total
Yes	31 (88.6%)	26 (100%)	19 (100%)	76 (95.0%)
No	4 (11.4%)	0 (0.0%)	0 (0.0%)	4 (5.0%)
Total number of responses	35	26	19	80
Unable to say	2	2	2	6
No response given	7	9	6	22

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

Response	October	November	December	October to December 2018 Total
Very satisfied	15 (42.9%)	20 (74.1%)	13 (68.4%)	48 (59.3%)
Satisfied	14 (40.0%)	6 (22.2%)	3 (15.8%)	23 (28.4%)
Fairly satisfied	4 (11.4%)	1 (3.7%)	3 (15.8%)	8 (9.9%)
Dissatisfied	1 (2.9%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Very dissatisfied	1 (2.9%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Total number of responses	35	27	19	81
Unable to say	2	3	3	8
No response given	7	7	5	19

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

Response	October	November	December	October to December 2018 Total
Very satisfied	16 (40.0%)	24 (70.6%)	17 (73.9%)	57 (58.8%)
Satisfied	17 (42.5%)	9 (26.5%)	4 (17.4%)	30 (30.9%)
Fairly satisfied	4 (10.0%)	1 (2.9%)	2 (8.7%)	7 (7.2%)
Dissatisfied	1 (2.5%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Very dissatisfied	2 (5.0%)	0 (0.0%)	0 (0.0%)	2 (2.1%)
Total number of responses	40	34	23	97
No response given	4	3	4	11

**Q8 – Did you arrive on time for your appointment?***(All answer types listed, some multiple answers)*

<b>Response</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>October to December 2018 Total</b>
Very early (over 60 minutes)	7 (17.5%)	4 (12.5%)	4 (21.1%)	15 (16.5%)
Early (30 – 60 minutes)	16 (40.0%)	9 (28.1%)	8 (42.1%)	33 (36.3%)
On time	13 (32.5%)	18 (56.3%)	6 (31.6%)	37 (40.7%)
Late (0 – 60 minutes)	3 (7.5%)	1 (3.1%)	1 (5.3%)	5 (5.5%)
Very late (over 60 minutes)	1 (2.5%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
<b>Total number of responses</b>	<b>40</b>	<b>32</b>	<b>19</b>	<b>91</b>
No response given	8	6	8	22

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

<b>Response</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>October to December 2018 Total</b>
Yes	3 (42.9%)	2 (33.3%)	3 (75.0%)	8 (47.1%)
No	4 (57.1%)	4 (66.7%)	1 (25.0%)	9 (52.9%)
<b>Total number of responses</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>17</b>
Not applicable	20	15	10	45
No response given	17	16	13	46

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

<b>Response</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>October to December 2018 Total</b>
0 to 15 minutes	10 (27.8%)	9 (27.3%)	6 (25.0%)	25 (26.9%)
15 to 30 minutes	5 (13.9%)	15 (45.5%)	4 (16.7%)	24 (25.8%)
30 to 45 minutes	4 (11.1%)	6 (18.2%)	5 (20.8%)	15 (16.1%)
45 to 60 minutes	5 (13.9%)	2 (6.1%)	3 (12.5%)	10 (10.8%)
Over 60 minutes	12 (33.3%)	1 (3.0%)	6 (25.0%)	19 (20.4%)
<b>Total number of responses</b>	<b>36</b>	<b>33</b>	<b>24</b>	<b>93</b>
No response given	9	4	6	19

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

<b>Q11a – The comfort of the vehicle you travelled in?</b>				
<b>Response</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>October to December 2018 Total</b>
Acceptable	27 (62.8%)	31 (83.8%)	22 (88.0%)	80 (76.2%)
Fairly acceptable	11 (25.6%)	6 (16.2%)	3 (12.0%)	20 (19.0%)
Unacceptable	5 (11.6%)	0 (0.0%)	0 (0.0%)	5 (4.8%)
<b>Total number of responses</b>	<b>43</b>	<b>37</b>	<b>25</b>	<b>105</b>
Unable to say	0	0	0	0
No response given	1	0	2	3



Q11b – The suitability of the vehicle you travelled in?				
Response	October	November	December	October to December 2018 Total
Acceptable	28 (70.0%)	36 (97.3%)	19 (86.4%)	83 (83.8%)
Fairly acceptable	12 (30.0%)	1 (2.7%)	3 (13.6%)	16 (16.2%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	40	37	22	99
Unable to say	1	0	0	1
No response given	3	0	5	8

Q11c – The cleanliness of the vehicle you travelled in?				
Response	October	November	December	October to December 2018 Total
Acceptable	39 (95.1%)	35 (94.6%)	22 (95.7%)	96 (95.0%)
Fairly acceptable	2 (4.9%)	2 (5.4%)	1 (4.3%)	5 (5.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	41	37	23	101
Unable to say	0	0	0	0
No response given	3	0	4	7

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

Response	October	November	December	October to December 2018 Total
Yes	39 (92.9%)	34 (91.9%)	22 (91.7%)	95 (92.2%)
Yes, but I would have liked them to introduce themselves to a greater extent	2 (4.8%)	1 (2.7%)	1 (4.2%)	4 (3.9%)
No	1 (2.4%)	2 (5.4%)	1 (4.2%)	4 (3.9%)
Total number of responses	42	37	24	103
Unable to say	1	0	0	1
No response given	1	0	3	4

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

Response	October	November	December	October to December 2018 Total
Very professional	38 (92.7%)	36 (97.3%)	22 (91.7%)	96 (94.1%)
A little improvement necessary	3 (7.3%)	1 (2.7%)	2 (8.3%)	6 (5.9%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	41	37	24	102
Unable to say	1	0	0	1
No response given	2	0	3	5

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

Response	October	November	December	October to December 2018 Total
Yes, definitely	43 (100%)	35 (94.6%)	22 (91.7%)	100 (96.2%)
Yes, to some extent	0 (0.0%)	2 (5.4%)	2 (8.3%)	4 (3.8%)
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	43	37	24	104
No response given	1	0	3	4

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

Response	October	November	December	October to December 2018 Total
Yes	43 (100%)	36 (100%)	24 (100%)	103 (100%)
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	43	36	24	103
Unable to say	0	0	0	0
No response given	1	1	3	5

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

Response	October	November	December	October to December 2018 Total
Yes	39 (92.9%)	36 (97.3%)	24 (100%)	99 (96.1%)
No	1 (2.4%)	1 (2.7%)	0 (0.0%)	2 (1.9%)
Not required	2 (4.8%)	0 (0.0%)	0 (0.0%)	2 (1.9%)
Total number of responses	42	37	24	103
Unable to say	1	0	0	1
No response given	1	0	3	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	October	November	December	October to December 2018 Total
Public transport	2 (5.1%)	2 (6.1%)	1 (3.8%)	5 (5.2%)
Private car	3 (7.7%)	4 (12.1%)	3 (11.5%)	10 (10.4%)
Taxi	6 (15.4%)	2 (6.1%)	3 (11.5%)	11 (11.5%)
Relative, carer or friend	7 (17.9%)	9 (27.3%)	7 (26.9%)	23 (24.0%)
Could not attend	19 (48.7%)	12 (36.4%)	10 (38.5%)	41 (42.7%)
Other	2 (5.1%)	4 (12.1%)	0 (0.0%)	6 (6.3%)
Total number of responses	39	33	24	96
No response given	7	6	5	18

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

**October**

- "CV drivers." (Patient 22)
- "My sister was on ward Colchester hospital." (Patient 64)

## November

- “Need stretcher transfer for my procedures.” (Patient 56)
- “Was not well enough to travel any other way.” (Patient 24)
- “Not allowed to drive. Taxi fare quote £150!! Not possible.” (Patient 46)
- “Volunteer driver - probably frinton christian community care.” (Patient 44)

## December

No further comments.

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

(All answer types listed, some multiple answers)

Response	October	November	December	October to December 2018 Total
Poor public transport	3 (5.5%)	2 (4.5%)	3 (9.4%)	8 (6.1%)
Cost of transport	4 (7.3%)	1 (2.3%)	3 (9.4%)	8 (6.1%)
Mobility problems	31 (56.4%)	28 (63.6%)	16 (50.0%)	75 (57.3%)
Distance	9 (16.4%)	3 (6.8%)	2 (6.3%)	14 (10.7%)
Parking at hospital	0 (0.0%)	4 (9.1%)	1 (3.1%)	5 (3.8%)
Other	8 (14.5%)	6 (13.6%)	7 (21.9%)	21 (16.0%)
Total number of responses	55	44	32	131
No response given	4	5	4	13

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

## October

- “Operation at another hospital.” (Patient 36)
- “Partially sighted.” (Patient 124)
- “Carer not available.” (Patient 107)
- “Unable to get to Basildon on my own.” (Patient 113)
- “Stroke.” (Patient 6)
- “Radiotherapy.” (Patient 10)
- “Dialysis patient.” (Patient 26)

## November

- “Also husband had had an internal bleed 2 weeks prior.” (Patient 61)
- “Health concerns.” (Patient 81)
- “I am house bound.” (Patient 37)
- “Have to use frame.” (Patient 46)
- “Safety.” (Patient 44)

## December

- “Husband in Basildon hospital.” (Patient 93)
- “Wheel chair.” (Patient 125)
- “In hospital.” (Patient 133)
- “Hospital transfer.” (Patient 70)
- “Cardiac transfer.” (Patient 40)
- “Not on public transport n/a.” (Patient 52)
- “Hospital transfer.” (Patient 48)

## Section 2

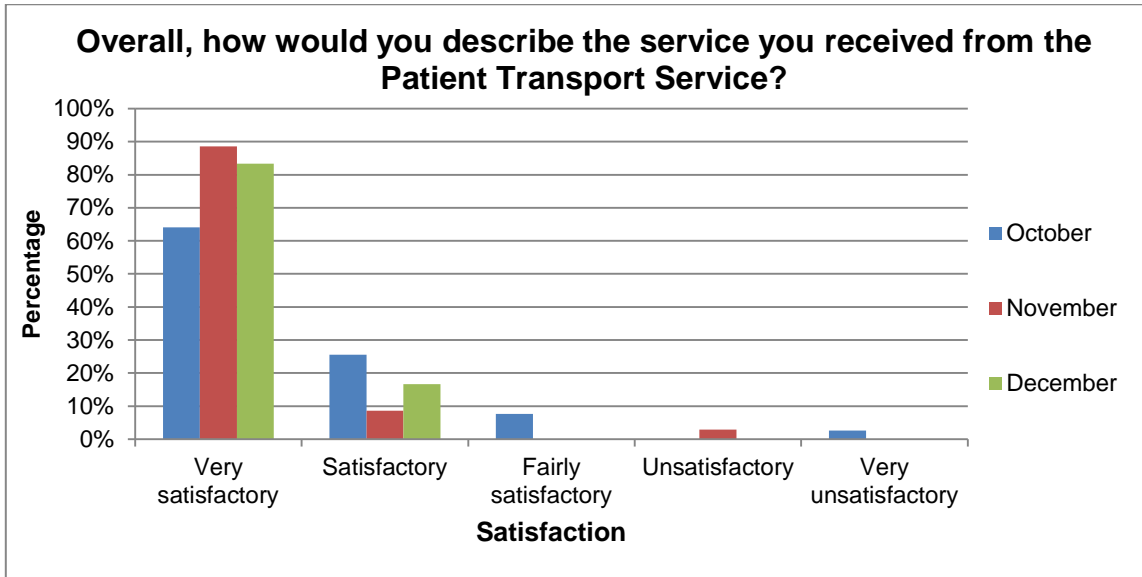
Please tell us your overall views on the Patient Transport Service

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

Response	October	November	December	October to December 2018 Total
Very satisfactory	25 (64.1%)	31 (88.6%)	20 (83.3%)	76 (77.6%)
Satisfactory	10 (25.6%)	3 (8.6%)	4 (16.7%)	17 (17.3%)
KPI Result (Very satisfactory+ satisfactory/Total number of responses)	35/39 (89.7%)	34/35 (97.1%)	24/24 (100%)	93/98 (94.9%)
Fairly satisfactory	3 (7.7%)	0 (0.0%)	0 (0.0%)	3 (3.1%)
Unsatisfactory	0 (0.0%)	1 (2.9%)	0 (0.0%)	1 (1.0%)
Very unsatisfactory	1 (2.6%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	39	35	24	98
No response given	5	2	3	10

Overall, 94.9% 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

### October

Survey Patient Number	Positive comments
97	It was very good and he picked me up for the return journey within 5 minutes of me phoning him to say I was ready.
36	Very good service put at ease, very professional, no issues.
113	No an excellent service.
119	Everything is done with very great care and nothing is too much trouble.
38	No improvement needed.

Survey Patient Number	Mixed/Neutral comments
63	Waiting time.
116	I felt very ill but the concern and attention to my energy need made me feel comforted & comfortable. I find the chairs in the ambulance very comfortable as the safety strap cuts into your neck.
42	Although this questionnaire covers my trip to Colchester on Tuesday 2nd October, I have used the transport service on several occasions since my operations on 8th June 2018 and 17th September 2018. Being non-weight bearing for much of that time, the transport service staff ensured my safe exit and entry from/to my house via patio doors. The "be ready 2 hours before appointment time" is a bit of a pain but appreciate the reasons. 1½ hour clinic turnaround is usually sufficient.
83	Confirm the day before that someone was coming to take me. On this occasion you subcontracted the service out to a taxi company.

Survey Patient Number	Negative comments
96	The telephone booking service is difficult on a mobile (my only contact) it's expensive & time consuming. Better hospital contact to enable information to hospital of late arrival.
33	Attendants were first class - trained well and very professional. Only comment regarding the vehicle: The ride is very bumpy - so much so it made me physically sick. Ambulances need better suspension systems - more like modern cars!!
4	Overcrowded transport due to lack of information between transport & reception.

## November

Survey Patient Number	Positive comments
62	I was very grateful for the service provided; it most certainly takes the pressure off you when you are going to undergo a medical procedure. Just to say thank you once again to the transport department who made my appointment that much easier to face my procedure. Kind regards.
45	The service could not really be improved it is quite adequate for patients to be transport to and fro and the staff are very kind and helpful.
111	No improvements necessary.
46	I am unable to find any area of your service which can be improved. I think the service is superb.
43	All A1 ok thank you. Very kind and caring people, excellent in their attitude within the job.
69	The experience could not have been improved, not for me.

Survey Patient Number	Mixed/neutral comments
56	It would be lovely not to wait a long time to be picked after being seen at hospital. But understand the pressures the guys are under and accept traffic can cause a lot of problems with the distances they have to travel.
108	Call centre could inform ambulance to expect long wheelchair, so that they can prepare in advance where to put other patients in ambulance. (Wheelchair fits better on left side, not behind driver).

Survey Patient Number	Negative comments
113	I found to be a long time to get through on the phone.
61	I was told you would pick me up from home at 5am it was about 6.45 the ambulance driver was very caring but that doesn't stop you feeling tensed up when you are sitting around waiting. When I was told I could go home it was booked for after 2.30pm. When the ward sister phoned to ask where the transport was she was told it had never been booked. The same ambulance driver eventually picked me up at 7.15pm I got home at 9pm very tired and stressed.
125	Don't like being left in a corridor. Slow collecting and taking me.



## December

Survey Patient Number	Positive comments
125	I found my experience very good, staff were so helpful and very professional. Service was very good from contacting & booking my transport to meeting very well-mannered and helpful. Ambulance staff overall a very good service. I believe we are lucky to have our NHS Service my hospital problems this year have been made so much better by all the staff from consultant to ward cleaner and now your excellent service very well done you all work so hard thank you.
9	No very good thanks.
23	Service was perfect. Cannot improve on it. It was an emergency call out.
2	No top marks for all you do for me helpful kind very understanding in your needs. Top marks to all your drivers so very caring.
64	It needs no improvement - excellent service.

## Equality and Diversity Information

### Gender

Gender	October to December 2018 Total
Male	48 (51.6%)
Female	45 (48.4%)
Total	93
Do not wish to declare	0
Did not answer	15

### Age

Age	October to December 2018 Total
Range	23 to 96 years
Mean	77 years
Median	79 years
Mode	91 years
Total	93
Do not wish to declare	0
Did not answer	15

## Ethnicity

<b>Ethnicity</b>	<b>October to December 2018 Total</b>
White British	90 (97.8%)
White Irish	0 (0.0%)
Any other White background	1 (1.1%)
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	1 (1.1%)
Any other ethnic group	0 (0.0%)
<b>Total</b>	<b>92</b>
Do not wish to declare	1
Did not answer	15

## Religion or Belief

(All answer types listed, some multiple answers)

Religion or Belief	October to December 2018 Total
Christian	75 (82.4%)
Hindu	0 (0.0%)
Jewish	1 (1.1%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	8 (8.8%)
Other	7 (7.7%)
<b>Total</b>	<b>91</b>
Do not wish to declare	1
Did not answer	17

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

- "C/E." (Patient 22, October)
- "Baptist." (Patient 96, October)
- "Mixed." (Patient 76, October)
- "Atheist." (Patient 40, October)
- "Spiritualist." (Patient 83, October)
- "Church of England." (Patient 124, November)
- "C of E." (Patient 37, November)

## Sexual Orientation

Sexual orientation	October to December 2018 Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	57 (89.1%)
Bisexual	1 (1.6%)
Other	6 (9.4%)
<b>Total</b>	<b>64</b>
Do not wish to declare	9
Did not answer	35

## Disability

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

Disability	October to December 2018 Total
I do not have a disability	16 (12.0%)
Physical Impairment	40 (30.0%)
Sensory Impairment	4 (3.0%)
Long Standing Condition	36 (27.1%)
Learning Disability	4 (3.0%)
Mental Health Disorder	8 (6.0%)
Other	25 (18.8%)
<b>Total</b>	<b>133</b>
Do not wish to declare	4
Did not answer	24

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

### October

- *"Recovering from heart attack." (Patient 36)*
- *"Sight impairment." (Patient 12)*
- *"Mobility issues, partially sighted and 91yrs old!" (Patient 124)*
- *"Disabled." (Patient 27)*
- *"MND." (Patient 96)*
- *"COPD." (Patient 119)*
- *"Dislocated R shoulder restrict arm movement." (Patient 30)*
- *"6 medical ones." (Patient 76)*
- *"Dialysis patient." (Patient 26)*
- *"Post-surgery immobility." (Patient 42)*

### November

- *"Speech problem." (Patient 109)*
- *"Advanced MS." (Patient 108)*
- *"Broken ankle." (Patient 111)*
- *"Dementia." (Patient 39)*
- *"Type 1 diabetic 53yrs, triple heart bypass June 18, eyes affected by retinopathy + mobility." (Patient 46)*
- *"Have trouble in walking." (Patient 77)*
- *"MS." (Patient 136)*
- *"Sight, hearing, walking." (Patient 125)*
- *"Short term memory loss." (Patient 44)*

### December

- *"Can't breathe = walk." (Patient 85)*
- *"Limited following heart surgery." (Patient 118)*
- *"Broken arm." (Patient 2)*
- *"Walking long distance - on a peg." (Patient 38)*
- *"I can't walk (disabled)." (Patient 64)*
- *"Slow walking (hip replacement)." (Patient 52)*

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

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

<b>Married or civil partnership</b>	<b>October to December 2018 Total</b>
Yes	43 (42.6%)
No	34 (33.7%)
Other	24 (23.8%)
<b>Total</b>	<b>101</b>
Do not wish to declare	1
Did not answer	17

Of the patients who responded 'other' in answer to the above question, 20 patients advised that they had been 'widowed,' 2 patients responded that they were 'separated', one patient advised that they were 'divorced' and one patient replied that they were 'living apart'.

**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>October to December 2018 Total</b>
No, I am not pregnant	44 (72.1%)
No, I do not have a child under 12 months old	15 (24.6%)
Yes, I am currently pregnant	1 (1.6%)
Yes, I have a child under 12 months old	1 (1.6%)
<b>Total</b>	<b>61</b>
Do not wish to declare	2
Did not answer	56

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

<b>Gender reassignment</b>	<b>October to December 2018 Total</b>
No	69 (98.6%)
Yes	1 (1.4%)
<b>Total</b>	<b>70</b>
Do not wish to declare	1
Did not answer	37

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

<b>Format</b>	<b>October to December 2018 Total</b>
I did not require a different format	68 (94.4%)
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	1 (1.4%)
Large Print	3 (4.2%)
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%)
<b>Total</b>	<b>72</b>
Do not wish to declare	0
Did not answer	36

The below comments were also received in relation to the above question:

- *“Partially sighted.” (Patient 5, October)*
- *“I’m deaf in one ear.” (Patient 116, December)*



## Impact on the service received

Impact on Service	October to December 2018 Total
No	63 (95.5%)
Yes, in a positive way	3 (4.5%)
Yes, in a negative way	0 (0.0%)
Total	66
Do not wish to declare	0
Did not answer	42

63 patients (95.5%) felt the service they received was not affected by any of the aforementioned strands of diversity. Three patients (4.5%) 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.

42 patients did not respond to this question.

The below comments were also received in relation to the above question:

- *“Pc gone mad!!! If you really need help you get it regardless and it is first class!!!” (Patient 36, October)*
- *“Why should it? We are all honest people I hope keep up the good work!” (Patient 116, October)*
- *“I feel that the ambulance crew went out of their way to help me because i am old, and arranged for my daughter to travel with me. Thank you.” (Patient 44, November)*
- *“I feel staff treat us all with the same respect the same from some patients to staff in my 124 day stay is not.” (Patient 125, December)*
- *“They do a good service glad they care so much.” (Patient 116, December)*
- *“I find your service very very good.” (Patient 2, December)*

## Aftercare

Following this survey, three letters of appreciation along with three surveys containing signed complaint boxes and comments of concern were received in relation to the survey.

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