



# Patient Experience Quarterly Report:

## Patient Transport Service North East Essex CCG

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Report Period: January to March 2019

Date of Report: June 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 service during January to March 2019. 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 January, the 1<sup>st</sup> to the 7<sup>th</sup> of February and the 1<sup>st</sup> to the 7<sup>th</sup> of March 2019.

415 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided. 95 responses were received, which equates to a 22.9% response rate.

### **Methodology**

Patients' contact details for the sample were obtained from the Cleric system and provided by the Trust's Information Management team. 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, 92.0% of patients who responded to the survey and had used the PTS in the North East Essex CCG area during January to March 2019 described the service received as being either 'satisfactory' or 'very satisfactory.'

92.3% 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

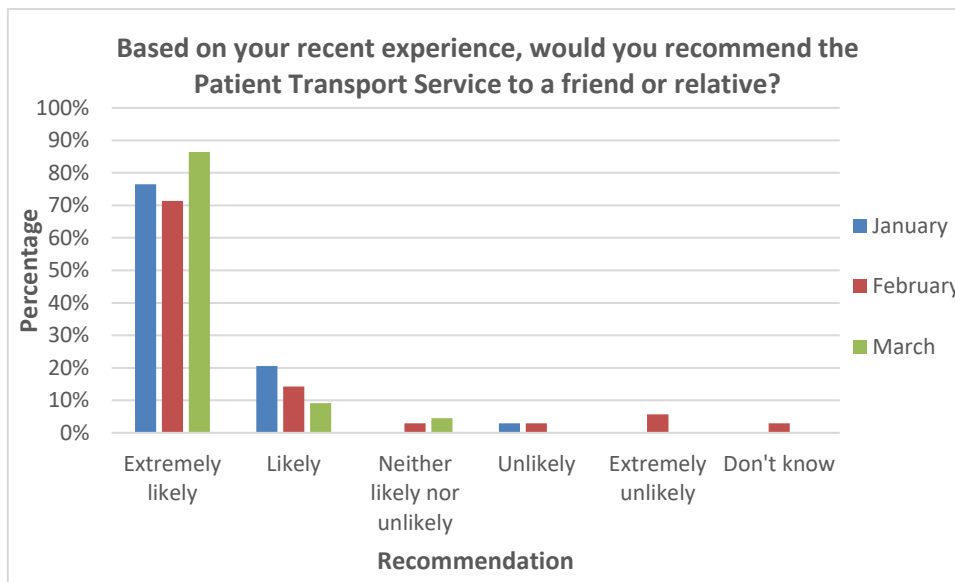
**Q1 – Based on your recent experience, would you recommend the Patient Transport Service to a friend or relative?**

Response	January	February	March	January to March 2019 Total
Extremely likely	26 76.5%	25 71.4%	19 86.4%	70 76.9%
Likely	7 20.6%	5 14.3%	2 9.1%	14 15.4%
Neither likely nor unlikely	0 0.0%	1 2.9%	1 4.5%	2 2.2%
Unlikely	1 2.9%	1 2.9%	0 0.0%	2 2.2%
Extremely unlikely	0 0.0%	2 5.7%	0 0.0%	2 2.2%
Don't know	0 0.0%	1 2.9%	0 0.0%	1 1.1%
Total number of responses	34	35	22	91
No response given	1	1	2	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, 92.3% 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, 4 patients (4.4%) 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	January	February	March	January to March 2019 Total	Key Performance Indicator (KPI)
The view of the patient	24 75.0%	27 79.4%	20 90.9%	71 80.7%	59/66 89.4%
The view of someone acting on behalf of the patient	8 25.0%	7 20.6%	2 9.1%	17 19.3%	17/17 100.0%
Total number of responses	32	34	22	88	83
No response given	3	2	2	7	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 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	January	February	March	January to March 2019 Total
Almost immediately	11 47.8%	9 34.6%	4 19.0%	24 34.3%
Fairly quickly	6 26.1%	14 53.8%	12 57.1%	32 45.7%
It took longer than I would have expected	5 21.7%	3 11.5%	5 23.8%	13 18.6%
Waited so long I put the telephone down	1 4.3%	0 0.0%	0 0.0%	1 1.4%
Total number of responses	23	26	21	70
Unable to say	0	0	0	0
No response given	12	10	5	27

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

Response	January	February	March	January to March 2019 Total
Yes	24 96.0%	22 95.7%	18 100.0%	64 97.0%
No	1 4.0%	1 4.3%	0 0.0%	2 3.0%
Total number of responses	25	23	18	66
Unable to say	2	4	2	8
No response given	8	9	4	21

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

Response	January	February	March	January to March 2019 Total
Yes	24 88.9%	23 88.5%	17 94.4%	64 90.1%
No	3 11.1%	3 11.5%	1 5.6%	7 9.9%
Total number of responses	27	26	18	71
Unable to say	1	1	2	4
No response given	7	9	4	20

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Very satisfied	13 56.5%	17 68.0%	10 55.6%	40 60.6%
Satisfied	7 30.4%	5 20.0%	6 33.3%	18 27.3%
Fairly satisfied	3 13.0%	3 12.0%	1 5.6%	7 10.6%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very dissatisfied	0 0.0%	0 0.0%	1 5.6%	1 1.5%
<b>Total number of responses</b>	<b>23</b>	<b>25</b>	<b>18</b>	<b>66</b>
Unable to say	3	3	2	8
No response given	9	8	4	21

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Very satisfied	19 61.3%	17 56.7%	10 47.6%	46 56.1%
Satisfied	7 22.6%	9 30.0%	9 42.9%	25 30.5%
Fairly satisfied	3 9.7%	3 10.0%	1 4.8%	7 8.5%
Dissatisfied	1 3.2%	0 0.0%	1 4.8%	2 2.4%
Very dissatisfied	1 3.2%	1 3.0%	0 0.0%	2 2.4%
<b>Total number of responses</b>	<b>31</b>	<b>30</b>	<b>21</b>	<b>82</b>
No response given	4	6	3	13

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Very early (over 60 minutes)	1 3.8%	5 19.2%	2 10.0%	8 11.1%
Early (30 – 60 minutes)	11 42.3%	4 15.4%	9 45.0%	24 33.3%
On time	10 38.5%	15 57.7%	8 40.0%	33 45.8%
Late (0 – 60 minutes)	4 15.4%	2 7.7%	1 5.0%	7 9.7%
Very late (over 60 minutes)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	26	26	20	72
No response given	10	10	5	25

**Q9 – If you were late, did anyone contact you to advise transport would be delayed?***(All answer types are listed, some multiple answers)*

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Yes	1 12.5%	2 25.0%	3 50.0%	6 27.3%
No	7 87.5%	6 75.0%	3 50.0%	16 72.7%
Total number of responses	8	8	6	22
Not applicable	15	14	10	39
No response given	12	14	9	35

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

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

<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
0 to 15 minutes	4 16.7%	3 12.0%	0 0.0%	7 10.4%
15 to 30 minutes	5 20.8%	4 16.0%	6 33.3%	15 22.4%
30 to 45 minutes	1 4.2%	2 8.0%	2 11.1%	5 7.5%
45 to 60 minutes	4 16.7%	3 12.0%	4 22.2%	11 16.4%
Over 60 minutes	10 41.7%	13 52.0%	6 33.3%	29 43.3%
<b>Total number of responses</b>	<b>24</b>	<b>25</b>	<b>18</b>	<b>67</b>
No response given	11	11	7	29

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

<b>Q11a – The comfort of the vehicle you travelled in?</b>				
<b>Response</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>January to March 2019 Total</b>
Acceptable	23 69.7%	24 70.6%	15 71.4%	62 70.5%
Fairly acceptable	10 30.3%	7 20.6%	6 28.6%	23 26.1%
Unacceptable	0 0.0%	3 8.8%	0 0.0%	3 3.4%
<b>Total number of responses</b>	<b>33</b>	<b>34</b>	<b>21</b>	<b>88</b>
Unable to say	0	0	0	0
No response given	2	2	3	7



Q11b – The suitability of the vehicle you travelled in?				
Response	January	February	March	January to March 2019 Total
Acceptable	26 81.3%	29 85.3%	17 81.0%	72 82.8%
Fairly acceptable	6 18.8%	4 11.8%	4 19.0%	14 16.1%
Unacceptable	0 0.0%	1 2.9%	0 0.0%	1 1.1%
Total number of responses	32	34	21	87
Unable to say	0	0	0	0
No response given	3	2	3	8

Q11c – The cleanliness of the vehicle you travelled in?				
Response	January	February	March	January to March 2019 Total
Acceptable	27 90.0%	34 97.1%	19 90.5%	80 93.0%
Fairly acceptable	3 10.0%	1 2.9%	2 9.5%	6 7.0%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	30	35	21	86
Unable to say	2	0	0	2
No response given	3	1	3	7

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

Response	January	February	March	January to March 2019 Total
Yes	31 96.9%	30 88.2%	19 95.0%	80 93.0%
Yes, but I would have liked them to introduce themselves to a greater extent	0 0.0%	2 5.9%	0 0.0%	2 2.3%
No	1 3.1%	2 5.9%	1 5.0%	4 4.7%
Total number of responses	32	34	20	86
Unable to say	2	0	1	3
No response given	1	2	3	6

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

Response	January	February	March	January to March 2019 Total
Very professional	34 97.1%	33 97.1%	21 100.0%	88 97.8%
A little improvement necessary	1 2.9%	1 2.9%	0 0.0%	2 2.2%
Not professional	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	35	34	21	90
Unable to say	0	1	0	1
No response given	0	1	3	4

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

Response	January	February	March	January to March 2019 Total
Yes, definitely	35 100.0%	34 97.1%	21 100.0%	90 98.9%
Yes, to some extent	0 0.0%	1 2.9%	0 0.0%	1 1.1%
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	35	35	21	91
No response given	0	1	3	4

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

Response	January	February	March	January to March 2019 Total
Yes	34 100.0%	35 100.0%	21 100.0%	90 100.0%
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	34	35	21	90
Unable to say	1	0	0	1
No response given	0	1	3	4

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

Response	January	February	March	January to March 2019 Total
Yes	32 94.1%	34 97.1%	19 90.5%	85 94.4%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Not required	2 5.9%	1 2.9%	2 9.5%	5 5.6%
Total number of responses	34	35	21	90
Unable to say	0	0	0	0
No response given	1	1	3	5

**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	January	February	March	January to March 2019 Total
Public transport	5 15.6%	0 0.0%	2 8.3%	7 8.0%
Private car	2 6.3%	2 6.5%	1 4.2%	5 5.7%
Taxi	6 18.8%	4 12.9%	6 25.0%	16 18.4%
Relative, carer or friend	5 15.6%	9 29.0%	3 12.5%	17 19.5%
Could not attend	14 43.8%	14 45.2%	9 37.5%	37 42.5%
Other	0 0.0%	2 6.5%	3 12.5%	5 5.7%
Total number of responses	32	31	24	87
No response given	4	6	4	14

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

**January**

No comments were received for the month of January.

**February**

- *“Impossible.” (Patient 66)*
- *“Community car.” (Patient 75)*

## March

- “Don’t know.” (Patient 129)
- “Hopper Bus” (Patient 47)
- “The ambulance took me home.” (Patient 4)

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

(All answer types listed, some multiple answers)

Response	January	February	March	January to March 2019 Total
Poor public transport	2 5.9%	0 0.0%	1 3.8%	3 3.0%
Cost of transport	0 0.0%	4 10.0%	2 7.7%	6 6.0%
Mobility problems	23 67.6%	23 57.5%	18 69.2%	64 64.0%
Distance	3 8.8%	2 5.0%	0 0.0%	5 5.0%
Parking at hospital	0 0.0%	3 7.5%	3 11.5%	6 6.0%
Other	6 17.6%	8 20.0%	2 7.7%	16 16.0%
Total number of responses	34	40	26	100
No response given	4	4	5	13

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

#### January

- “Admission to hospital.” (Patient 110)
- “Bipolar patient.” (Patient 137)
- “Inpatient to another hospital.” (Patient 53)
- “Had heart attack.” (Patient 115)
- “It was provided for me during hospital stay. I travelled from Colchester to Basildon Hospital.” (Patient 5)
- “Hospital transfer.” (Patient 100)

#### February

- “Unconscious patient.” (Patient 3)
- “Booked by hospital routine transfer between Colchester & Basildon for operation.” (Patient 90)
- “Our car broke down.” (Patient 128)
- “Bad eyesight especially at night.” (Patient 14)
- “Relations unable to help due to family commitments. Husband is too old to drive at night.” (Patient 79)
- “In a wheelchair.” (Patient 75)

- “Couldn’t walk.” (Patient 82)
- “Transfer.” (Patient 53)

### March

- “Friend unable to help on this specific day.” (Patient 74)
- “I have a 4 wheeled walker.” (Patient 85)

## Section 2

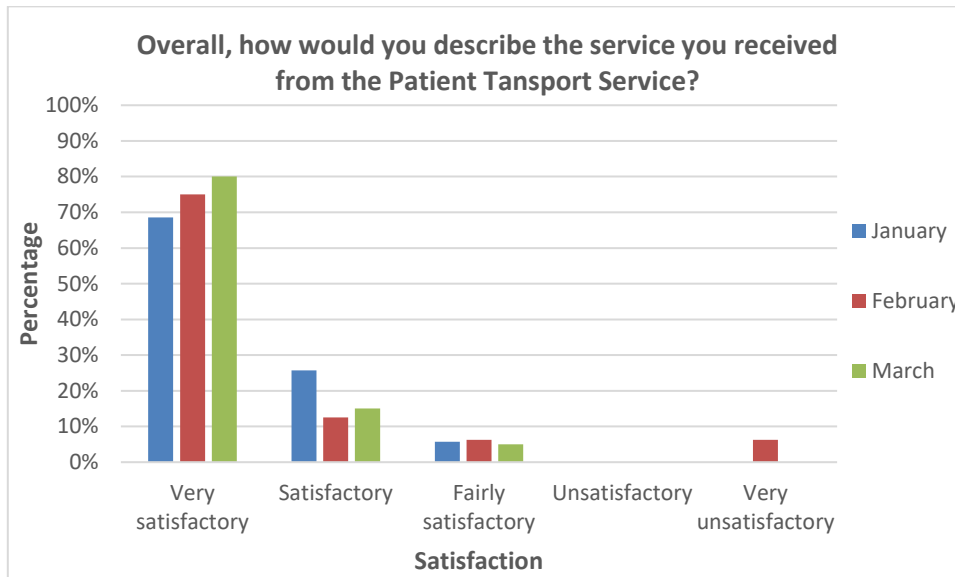
Please tell us your overall views on the Patient Transport Service

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

Response	January	February	March	January to March 2019 Total
Very satisfactory	24 68.6%	24 75.0%	16 80.0%	64 73.6%
Satisfactory	9 25.7%	4 12.5%	3 15.0%	16 18.4%
KPI Result (Very satisfactory+ satisfactory/Total number of responses)	33/35 94.3%	28/32 87.5%	19/20 95.0%	80/87 92.0%
Fairly satisfactory	2 5.7%	2 6.3%	1 5.0%	5 5.7%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	0 0.0%	2 6.3%	0 0.0%	2 2.3%
Total number of responses	35	32	20	87
No response given	0	4	4	8

Overall, 92.0% 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**

**January**

Survey Patient Number	Positive comments
80	The service was on time, no waiting. I was more than pleased with the services I was given. I was able to take my walker with me to get around at the hospital. When we got to the hospital the driver took me to the place I had to go to. They done me right away at x-ray and it was all over in half an hour. I was well pleased with everyone's help, can't thank them enough. Thank you so much everyone.
42	No problem.
122	Living in a care home and in a wheelchair, my husband was extremely grateful for the care and help given to us by the East of England Ambulance Service.

Survey Patient Number	Mixed/Neutral comments
105	Don't really like waiting hours to get picked up from the hospital but good service other than that.
11	Tell the Government? You should to be able use bus routes, at all times day and night.
122	Driver very helpful and pleasant. The only downside was having to wait 2 hours after my appointment for the transport to take me back to the nursing home where I live.

<b>Survey Patient Number</b>	<b>Negative comments</b>
51	For my first radiotherapy session I was picked up at 1pm for the afternoon appointment and arrived home at 7pm. This was due to the ambulance driver experiencing delays with patients then being stuck in the Colchester traffic. I know it is very difficult, but I felt it was rather a long time before getting home. Maybe this can be avoided.
130	Yes, the waiting for other patients was sometimes extremely long. Sorry about the writing it used to very good, but I have to lean on my arm.

## February

<b>Survey Patient Number</b>	<b>Positive comments</b>
4	I was very pleased with all the care I received with the ambulance service.
7	No - All excellent care thanks!
53	I am the patient's husband. Ambulance was for transfer between 2 places...nice short journey.

<b>Survey Patient Number</b>	<b>Mixed / Neutral comments</b>
98	I found collection excellent, but the return was often chaotic many times I have had to wait for 4 1/2 hours. On my last visit I was seen at 11 o'clock and did not get home until 5.30pm
133	Although this has been an excellent service (used very often by myself in the past), on the day a problem occurred with communication between your call centre & the orthopaedic o/p dept. I arrived very early, was seen for appt. very early but waited approx. 4 1/2 - 5 hours to go home. The orthopaedic staff were very helpful, but became increasingly concerned for my welfare whilst in their care. I was asked by the first driver to wait in the dept to be collected. I had no food/drink & was unable to elevate my damaged foot/leg which was in a moonboot & the pain became unbearable. I was on my own and unable to move about freely having fallen 4 weeks before & my triple fusion surgery to right ankle locked up enduring me to be taken to A&E 3am (hours before my Mother's funeral). I feel this is a single incident and do not want to make a complaint.
16	My husband found your service very helpful. Cannot do enough for you. Always made to be comfortable and have time for each patient. Two nights my husband did not arrive home until 1 o'clock in the morning this is not good enough, being an ill man, but apart from this we have been treated fairly.

<b>Survey Patient Number</b>	<b>Negative comments</b>
14	The time waiting for collection after treatment was far too long, sometimes 2.5 hours. Why is there not a better system in place or an app so we can check to see our allocated pick up time.
75	The time I was kept for transport home was a joke. Appt 12.30 went in for scan at 12.45 came out approx. 13.10, left sitting in the cold corridor from 13.10 to 16.20 (all doors pinned back).

### March

<b>Survey Patient Number</b>	<b>Positive comments</b>
111	What I have seen so far, they all do a wonderful job, some patients can be very rude to them. I had some bad news, but the ambulance service treated me with utter respect. My thanks goes out to all of them, they could not have been any kinder.
129	The staff are very friendly, good natured and very helpful.
99	The transport service was excellent, As it was the first time we had used them and my husband's mobility is bad. He cannot get in and out of a car or taxi which we had been using so will have no question of using transport again. The transport people were so kind, caring, reassuring, cannot thank them enough. Thank you to everyone concerned.

<b>Survey Patient Number</b>	<b>Mixed / Neutral comments</b>
61	First of all, I would like to thank you for all your excellent service in the past several years. The drivers are all pleasant, polite and efficient. I am disabled & permanently in a wheelchair; I only have one leg and cannot walk and so I value the service highly. Sadly, this great service has now been denied to me because occasionally in good weather if I have a companion, she has taken me home on a bus. If it is raining the appointment will be cancelled, at cost to the NHS. Is there any possibility that you could reconsider your decision and reinstate me on to your excellent service? I would be very grateful if you could help me. Thank you.



## Equality and Diversity Information

### Gender

<b>Gender</b>	<b>January to March 2019 Total</b>
Male	35 42.2%
Female	48 58.8%
<b>Total</b>	<b>83</b>
Do not wish to declare	1
Did not answer	11

### Age

<b>Age</b>	<b>January to March 2019 Total</b>
Range	26 to 98 years
Mean	77 years
Median	79 years
Mode	n/a
<b>Total</b>	<b>82</b>
Do not wish to declare	1
Did not answer	12

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	January to March 2019 Total
White British	76 90.5%
White Irish	0 0.0%
Any other White background	3 3.6%
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	1 1.2%
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	4 4.8%
<b>Total</b>	<b>84</b>
Do not wish to declare	0
Did not answer	14

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

- "Latvian." (Patient 7, January)
- "Francais blanc." (Patient 95, February)
- "Scottish." (Patient 85, March)
- "White American." (Patient 13, March)

## Religion or Belief

Religion or Belief	January to March 2019 Total
Christian	58 72.5%
Hindu	1 1.3%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	15 18.8%
Other	6 7.5%
<b>Total</b>	<b>80</b>
Do not wish to declare	3
Did not answer	12

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

- *"Methodist." (Patient 4, January)*
- *"Lutheran." (Patient 7, January)*
- *"Agnostic." (Patient 3, February)*
- *"Church of England." (Patient 40, February)*
- *"Jehovah's witness." (Patient 87, March)*
- *"Roman Catholic." (Patient 119, March)*

## Sexual Orientation

Sexual orientation	January to March 2019 Total
Lesbian	0 0.0%
Gay	0 0.0%
Heterosexual	54 96.4%
Bisexual	2 3.6%
<b>Total</b>	<b>56</b>
Do not wish to declare	4
Did not answer	35

## Disability

(All answer types are listed, some multiple answers)

Disability	January to March 2019 Total
I do not have a disability	8 7.3%
Physical Impairment	41 37.6%
Sensory Impairment	7 6.4%
Long Standing Condition	23 21.1%
Learning Disability	1 0.9%
Mental Health Disorder	4 3.7%
Other	25 22.9%
<b>Total</b>	<b>109</b>
Do not wish to declare	3
Did not answer	17

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

### January

- "Dementia, poor mobility." (Patient 110)
- "Eye." (Patient 56)
- "Arthritis." (Patient 19)
- "Unable to stand and walk." (Patient 11)

- “Breathless.” (Patient 25)
- “Temporary disability. Owing to major operation on right foot.” (Patient 46)
- “Stoma bag.” (Patient 88)
- “Macular degeneration.” (Patient 16)

## February

- “R. leg amputated.” (Patient 98)
- “Spina bifida and hydrocephalus.” (Patient 142)
- “Multi cancers.” (Patient 3)
- “Hearing loss.” (Patient 90)
- “Ushings disease (weakness of muscles & bones).” (Patient 96)
- “Lung condition.” (Patient 128)
- “Falls due to loss of balance.” (Patient 74)
- “Suffered strokes.” (Patient 40)
- “Epilepsy.” (Patient 66)
- “Mobility problems.” (Patient 104)
- “Visual impairment.” (Patient 141)

## March

- “Implantable Card Defibrillator.” (Patient 100)
- “COPD and osteoporosis, high blood pressure, underactive thyroid, prostate cancer, seborrhoeic dermatitis.” (Patient 1)
- “Getting old.” (Patient 129)
- “Skull and brain damage in 1967, struck by train on German level crossing whilst in service with the army 17.05.1969.” (Patient 85)
- “Left side - to stroke.” (Patient 29)
- “Spinal myelopathy, one leg amputated, I cannot walk nor manoeuvre my wheelchair outdoors.” (Patient 61)

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

(All answer types are listed, some multiple answers)

Married or civil partnership	January to March 2019 Total
Yes	39 48.8%
No	27 33.8%
Other	14 17.5%
<b>Total</b>	<b>80</b>
Do not wish to declare	1
Did not answer	18

Of the patients who responded ‘other’ in answer to the above question, 13 patients advised that they had been ‘widowed,’ and 1 patient 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)*

<b>Pregnancy/maternity</b>	<b>January to March 2019 Total</b>
No, I am not pregnant	53 71.6%
No, I do not have a child under 12 months old	19 25.7%
Yes, I am currently pregnant	1 1.4%
Yes, I have a child under 12 months old	1 1.4%
<b>Total</b>	<b>74</b>
Do not wish to declare	0
Did not answer	39

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

<b>Gender reassignment</b>	<b>January to March 2019 Total</b>
No	63 98.4%
Yes	1 1.6%
<b>Total</b>	<b>64</b>
Do not wish to declare	0
Did not answer	31

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

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

<b>Format</b>	<b>January to March 2019 Total</b>
I did not require a different format	56 91.8%
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	2 3.3%
Easy Read	1 1.6%
Large Print	2 3.3%
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>61</b>
Do not wish to declare	0
Did not answer	36

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

- *“Niece completed for me.” (Patient 122, January)*
- *“Registered blind.” (Patient 7, February)*
- *“I have Vascular Dementia and have to rely on others to make the decisions.” (Patient 13, March)*

## Impact on the service received

Impact on Service	January to March 2019 Total
No	47 94.0%
Yes, in a positive way	3 6.0%
Yes, in a negative way	0 0.0%
Total	50
Do not wish to declare	0
Did not answer	45

47 patients (94.0%) felt the service they received was not affected by any of the aforementioned strands of diversity. 3 patients (6.0%) 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.

45 patients did not respond to this question.

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

- *“Ambulance collected me on time from Hospice to take me to the general hospital. My appointment was for 10am iron fusion. Was in-patients all day, had the fusion at 4:15pm, twice that day the ambulance called to return me home. Blame laid with the nurses for not booking me in.” (Patient 1, February)*

## Aftercare

Following the survey, 3 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.