



# Patient Experience Report: Patient Transport Service NHS South Essex CCG

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# Results for August 2018

## Summary

### Introduction

This report summarises the results of the East of England Ambulance Service NHS Trust's Patient Transport Service (PTS) patient experience survey for patients who had used the PTS within the NHS South Essex Clinical Commissioning Group (CCG) area between the 1<sup>st</sup> to the 7<sup>th</sup> of August 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 Trust's PTS within the NHS South Essex CCG area during the period from the 1<sup>st</sup> to the 7<sup>th</sup> of August 2018.

195 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 56 responses were received. This equates to a 28.7% response rate.

### Methodology

Patients' contact details for the sample were obtained from the Cleric system. A copy of the questionnaire, an equality and diversity information gathering form, the Trust's standard covering letter, a translation and patient information sheet, along with a freepost envelope were sent to each patient within the sample. Questionnaires for patients who have used the PTS within the NHS South Essex CCG area are sent out to a sample of patients on a quarterly basis.

### Conclusion

Overall, 93.9% of patients who responded to this question had used the PTS within the NHS South Essex CCG area during the 1<sup>st</sup> to the 7<sup>th</sup> of August 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

96.2% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

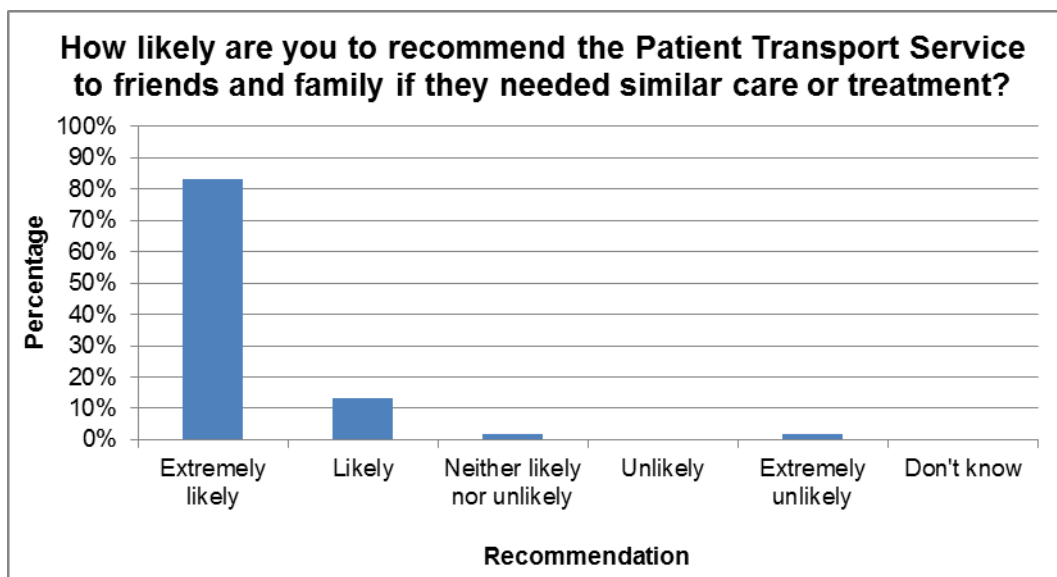
**Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?**

Response	PTS South Essex August Total
Extremely likely	44 (83.0%)
Likely	7 (13.2%)
Neither likely nor unlikely	1 (1.9%)
Unlikely	0 (0.0%)
Extremely unlikely	1 (1.9%)
Don't know	0 (0.0%)
Total number of responses	53
No response given	3

*The FFT score based on NHS England guidelines shows the percentage of respondents that either would recommend/would not recommend the service (Recommend percentage = Extremely likely) Likely/Total number of responses x 100, Not recommend percentage = Extremely unlikely) Unlikely/Total number of responses x 100)*

96.2% of patients who responded to this question and had used the PTS within the NHS South Essex CCG during the 1<sup>st</sup> to the 7<sup>th</sup> of August 2018 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

**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	48 (92.3%)	39/42 (92.9%)
The view of someone acting on behalf of the patient	4 (7.7%)	4/4 (100%)
Total number of responses	52	46
No response given	4	6

*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?**

Response	Total
Almost immediately	12 (26.7%)
Fairly quickly	27 (60.0%)
It took longer than I would have expected	5 (11.1%)
Waited so long I put the telephone down	1 (2.2%)
Total number of responses	45
Unable to say	0
No response given	11

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

Response	Total
Yes	41 (97.6%)
No	1 (2.4%)
Total number of responses	42
Unable to say	4
No response given	10

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

<b>Response</b>	<b>Total</b>
Yes	46 (100%)
No	0 (0.0%)
Total number of responses	46
Unable to say	2
No response given	8

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

<b>Response</b>	<b>Total</b>
Very satisfied	27 (60.0%)
Satisfied	13 (28.9%)
Fairly satisfied	4 (8.9%)
Dissatisfied	1 (2.2%)
Very dissatisfied	0 (0.0%)
Total number of responses	45
Unable to say	1
No response given	10

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

<b>Response</b>	<b>Total</b>
Very satisfied	37 (77.1%)
Satisfied	8 (16.7%)
Fairly satisfied	2 (4.2%)
Dissatisfied	0 (0.0%)
Very dissatisfied	1 (2.1%)
<b>Total number of responses</b>	<b>48</b>
No response given	8

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

<b>Response</b>	<b>Total</b>
Very early (over 60 minutes)	6 (13.3%)
Early (30 – 60 minutes)	18 (40.0%)
On time	19 (42.2%)
Late (0 – 60 minutes)	1 (2.2%)
Very late (over 60 minutes)	1 (2.2%)
<b>Total number of responses</b>	<b>45</b>
No response given	11

Please note that these answers are the patients' perceptions and times have not been verified. The responses provided in some cases also may refer to more than one journey.

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

Response	Total
Yes	5 (41.7%)
No	7 (58.3%)
Total number of responses	12
Not applicable	25
No response given	19

**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	15 (34.9%)
15 to 30 minutes	9 (20.9%)
30 to 45 minutes	12 (27.9%)
45 to 60 minutes	2 (4.7%)
Over 60 minutes	5 (11.6%)
Total number of responses	43
No response given	14

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

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	44 (88.0%)
Fairly acceptable	6 (12.0%)
Unacceptable	0 (0.0%)
Total number of responses	50
Unable to say	1
No response given	5

<b>Q11b – The suitability of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	46 (93.9%)
Fairly acceptable	3 (6.1%)
Unacceptable	0 (0.0%)
Total number of responses	49
Unable to say	1
No response given	6

<b>Q11c – The cleanliness inside the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	47 (95.9%)
Fairly acceptable	2 (4.1%)
Unacceptable	0 (0.0%)
Total number of responses	49
Unable to say	1
No response given	6

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

<b>Response</b>	<b>Total</b>
Yes	45 (93.8%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (2.1%)
No	2 (4.2%)
Total number of responses	48
Unable to say	1
No response given	7



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

<b>Response</b>	<b>Total</b>
Very professional	48 (94.1%)
A little improvement necessary	3 (5.9%)
Not professional	0 (0.0%)
<b>Total number of responses</b>	<b>51</b>
Unable to say	0
No response given	5

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

<b>Response</b>	<b>Total</b>
Yes, definitely	50 (98.0%)
Yes, to some extent	1 (2.0%)
No. I was not treated with dignity and respect	0 (0.0%)
<b>Total number of responses</b>	<b>51</b>
No response given	5

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

<b>Response</b>	<b>Total</b>
Yes	50 (98.0%)
A little improvement necessary	1 (2.0%)
No	0 (0.0%)
<b>Total number of responses</b>	<b>51</b>
Unable to say	1
No response given	4

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

Response	Total
Yes	51 (100%)
No	0 (0.0%)
Not required	0 (0.0%)
Total number of responses	51
Unable to say	0
No response given	5

**Q17 – If you had not travelled with the ambulance service how would you have travelled to hospital?**

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

Response	Total
Public transport	2 (4.3%)
Private car	3 (6.4%)
Taxi	9 (19.1%)
Relative, carer or friend	10 (21.3%)
Could not attend	22 (46.8%)
Other	1 (2.1%)
Total number of responses	47
No response given	10

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

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

<b>Response</b>	<b>Total</b>
Poor public transport	3 (4.9%)
Cost of transport	4 (6.6%)
Mobility problems	43 (70.5%)
Distance	5 (8.2%)
Parking at hospital	2 (3.3%)
Other	4 (6.6%)
<b>Total number of responses</b>	<b>61</b>
No response given	11

The below comments were received from the patient who responded 'other' in answer to this question:

- *“Not enough disabled spaces.” (Patient 49)*
- *“Hospital discharge.” (Patient 171)*
- *“Shaky on public transport.” (Patient 66)*
- *“Not allowed to drive.” (Patient 28)*

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

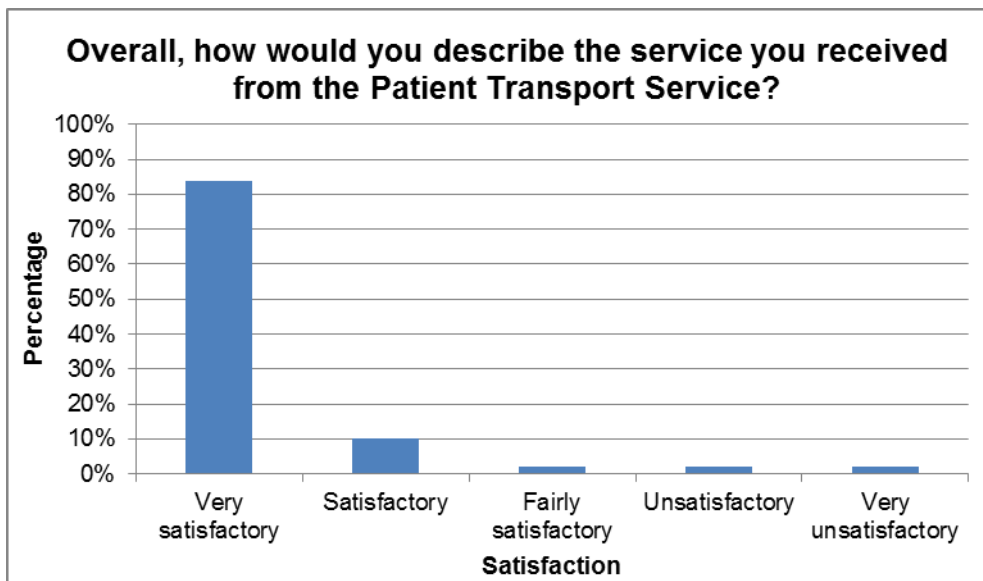
**Q19 – Overall, how would you describe the service you received from the Patient Transport Service?**

Response	PTS South Essex August Total
Very satisfactory	41 (83.7%)
Satisfactory	5 (10.2%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	46/49 (93.9%)
Fairly satisfactory	1 (2.0%)
Unsatisfactory	1 (2.0%)
Very unsatisfactory	1 (2.0%)
Total number of responses	49
No response given	7

46 (93.9%) of patients who responded to this question and had used the PTS within the NHS South Essex CCG during the 1<sup>st</sup> to the 8<sup>th</sup> of August 2018 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Seven patients did not respond to this question.

**Bar chart illustrating the results of Q19:**



**Additional comments made by patients:**

<b>Survey Patient Number</b>	<b>Positive comments</b>
173	No! Excellent all round.
110	I used the transport service to come home from Grays. They was friendly & on time.
9	Wonderful care from all the ambulance crews I have seen can't thank them enough. More than happy with them.
114	Excellent service very helpful crews.
106	I think the drivers do a wonderful job considering variety pf pick-up points and times vary so much. I have found the drivers are very considerate and I've no complaints. A big thank you!!
168	All was well. Well done patient transport service.
62	This was the first time I have used your service. I was not sure what was going to happen, but the ambulance driver calmed me down, he sat me down in the seat and I felt relieved, he was so helpful a real nice person. Up to the present time I have seen 6 drivers all of them have been the same very good.

<b>Survey Patient Number</b>	<b>Mixed/Neutral comments</b>
186	Our transport for my mother was first class, although there was a lengthy delay in waiting time. We waited approx 3 hours for transport from the hospital back home. The two chaps who dealt with us were wonderful and treated mum with complete respect & dignity.
37	Only in as much as addressing my letter to me using my proper title MRS. a bare name is not at all professional, how standards have slipped.
28	One or two drivers made a phone call to advise arrival pick-up eg "I'm about 10 min". This relieves anxiety and speeds time on route. Would recommend this phone call to be mandatory.

<b>Survey Patient Number</b>	<b>Negative comments</b>
171	Basically told discharge would be 5:30-7:00 then at 7:15 family rang to be told all transport had been cancelled only we hadn't been told, ended up family borrowing a vehicle and collecting me otherwise I would have been put in a taxi when I hadn't been out bed for 3 weeks and have mobility issues supposed to have been used to give me safe transportation home.
84	I have to be honest with you until 3rd August. I had no trouble at all and was very happy with it all on 3 Aug I waited and waited, I phoned you to be told they were on their way, no body turned till 3:30 the time I was to see Doctor. It was too late to go to hospital then, my driver told me he kept telling you he had to pick me up because of injections and he was told to go elsewhere I could wait. I really should have had those injections that day, but no you thought you knew I could wait a further week in agony, I was not pleased.

101	The ambulance came for me but wouldn't wait, as I was waiting for medication from the pharmacy. So the nurse had to rebook an ambulance and it didn't come until much later. I didn't get home until 8.30 pm that night. My sister was worried about me being so late. As I ring her when I get home she wondered what had happened.
51	Just to say so angry with the guy taking the booking, his attitude was just so abrasive I just got the feeling he didn't believe anything I was saying but in the end he said yes to transport and then said can you both get in & out of a car and being truthful I said no we have trouble, what wrong with you why can't you get in a car because I have two stiff knees and cannot bend them back. Well you can't go you are unfit so you can't go. I said I'm his carer who do you think looks after him every day?

## Equality and Diversity Information

### Gender

Gender	Total
Male	19 (41.3%)
Female	27 (58.7%)
Total	46
Do not wish to declare	0
Did not answer	10

### Age

Age	Total
Range	72 to 98 years
Mean	84 years
Median	83 years
Mode	80 years
Total	47
Do not wish to declare	0
Did not answer	9

## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	46 (100%)
White Irish	0 (0.0%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	0 (0.0%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
<b>Total</b>	<b>46</b>
Do not wish to declare	0
Did not answer	10



## Religion or Belief

Religion or Belief	Total
Christian	44 (100%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	0 (0.0%)
Other	0 (0.0%)
<b>Total</b>	<b>44</b>
Do not wish to declare	1
Did not answer	11

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	26 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
<b>Total</b>	<b>26</b>
Do not wish to declare	1
Did not answer	29

## Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	3 (4.3%)
Physical Impairment	23 (32.9%)
Sensory Impairment	5 (7.1%)
Long Standing Condition	26 (37.1%)
Learning Disability	1 (1.4%)
Mental Health Disorder	0 (0.0%)
Other	12 (17.1%)
<b>Total</b>	<b>70</b>
Do not wish to declare	1
Did not answer	14

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

- *"Prostate Cancer." (Patient 107)*
- *"My legs walking 15 years." (Patient 95)*
- *"Stroke victim." (Patient 114)*
- *"Paralysed (stroke)." (Patient 157)*
- *"Severe Tremors." (Patient 178)*
- *"Cancer." (Patient 142)*
- *"Unable to weight bare right leg." (Patient 85)*
- *"A/F." (Patient 37)*
- *"Unable to read." (Patient 145)*
- *"Cardiomyopathy." (Patient 160)*
- *"Bad legs." (Patient 164)*
- *"Balance. Broken shoulder left." (Patient 84)*

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

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

<b>Married or civil partnership</b>	<b>Total</b>
Yes, I am married or in a civil partnership	16 (33.3%)
No, I am not married or in a civil partnership	16 (33.3%)
Other	16 (33.3%)
<b>Total</b>	<b>48</b>
Do not wish to declare	1
Did not answer	13

All sixteen patients who answered 'other' in response to this question advised that they were 'widowed'.

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

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

<b>Pregnancy</b>	<b>Total</b>
No, I am not pregnant	24 (68.6%)
No, I do not have a child under 12 months old	9 (25.7%)
Yes, I am currently pregnant	1 (2.9%)
Yes, I have a child under 12 months old	1 (2.9%)
<b>Total</b>	<b>35</b>
Do not wish to declare	1
Did not answer	31

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

<b>Gender reassignment</b>	<b>Total</b>
No, I am not or have not undergone gender reassignment	36 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
<b>Total</b>	<b>36</b>
Do not wish to declare	0
Did not answer	20

**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>Total</b>
I did not require a different format	34 (100%)
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	0 (0.0%)
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>34</b>
Do not wish to declare	1
Did not answer	21

An additional comment received in answer to this question can be found below:

- *“I am fortunate in not having any of these afflictions. I do not have a computer.” (Patient 160)*

### Impact on the service received

(All answer types are listed, some multiple answers)

Impact on Service	Total
No	27 (93.1%)
Yes, in a positive way	1 (3.4%)
Yes, in a negative way	1 (3.4%)
Total	29
Did not answer	27

27 (93.1%) of patients felt the service they received was not affected by any of the aforementioned strands of diversity. One patient responded that the service they received was affected in a positive way, and one patient responded that the service they received was affected in a negative way. 27 patients did not answer this question.

The below comment was also received in response to this question:

- *“Service has been faultless apart from inevitable delays.” (Patient 160)*

### Aftercare

Following this survey; one letter of appreciation together with three surveys containing either negative comments or comments of concern were received, these were passed to the Patient Experience team (Bedford) for further action as appropriate.