

A large, abstract circular graphic composed of two overlapping brushstrokes. The outer stroke is yellow and the inner stroke is light blue, both with a textured, hand-painted appearance.

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

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# Results for February 2019

## 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 February 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 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 February 2019.

188 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 47 responses were received. This equates to a 25.0% 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 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, 93.2% 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 February 2019 described the service received as being either 'satisfactory' or 'very satisfactory.'

100% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

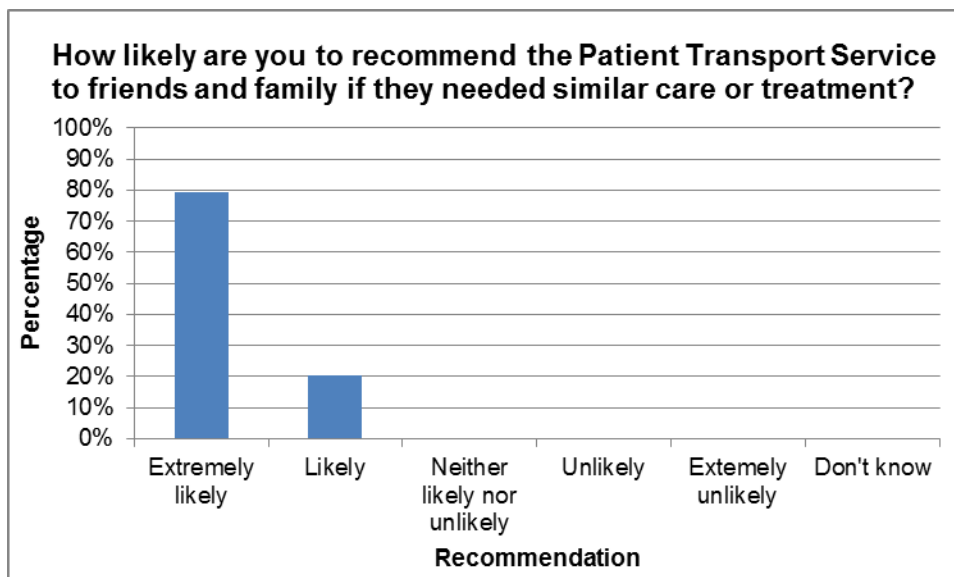
**Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?**

Response	PTS South Essex February Total
Extremely likely	35 (79.5%)
Likely	9 (20.5%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	0 (0.0%)
Extremely unlikely	0 (0.0%)
Don't know	0 (0.0%)
Total number of responses	44
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)*

100% 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 February 2019 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	34 (82.9%)	31/34 (91.2%)
The view of someone acting on behalf of the patient	7 (17.0%)	7/7 (100%)
Total number of responses	41	41
No response given	6	0

*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	11 (29.7%)
Fairly quickly	17 (45.9%)
It took longer than I would have expected	8 (21.6%)
Waited so long I put the telephone down	1 (2.7%)
Total number of responses	37
Unable to say	0
No response given	10

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

Response	Total
Yes	37 (97.4%)
No	1 (2.6%)
Total number of responses	38
Unable to say	2
No response given	7

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

<b>Response</b>	<b>Total</b>
Yes	35 (94.6%)
No	2 (5.4%)
Total number of responses	37
Unable to say	3
No response given	7

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

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

<b>Response</b>	<b>Total</b>
Very satisfied	23 (60.5%)
Satisfied	5 (13.2%)
Fairly satisfied	5 (13.2%)
Dissatisfied	3 (7.9%)
Very dissatisfied	2 (5.3%)
Total number of responses	38
Unable to say	1
No response given	9

**Q7 – How satisfied were you with the length of time your journey took?***(All answer types are listed, some multiple answers)*

Response	Total
Very satisfied	33 (75.0%)
Satisfied	8 (18.2%)
Fairly satisfied	2 (4.5%)
Dissatisfied	1 (2.3%)
Very dissatisfied	0 (0.0%)
Total number of responses	44
No response given	4

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

Response	Total
Very early (over 60 minutes)	4 (9.8%)
Early (30 – 60 minutes)	19 (46.3%)
On time	15 (36.6%)
Late (0 – 60 minutes)	3 (7.3%)
Very late (over 60 minutes)	0 (0.0%)
Total number of responses	41
No response given	9

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?**

<b>Response</b>	<b>Total</b>
Yes	4 (40.0%)
No	6 (60.0%)
Total number of responses	10
Not applicable	18
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)*

<b>Response</b>	<b>Total</b>
0 to 15 minutes	13 (31.7%)
15 to 30 minutes	12 (29.3%)
30 to 45 minutes	8 (19.5%)
45 to 60 minutes	2 (4.9%)
Over 60 minutes	6 (14.6%)
Total number of responses	41
No response given	8

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

<b>Q11a – The comfort of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	38 (90.5%)
Fairly acceptable	3 (7.1%)
Unacceptable	1 (2.4%)
Total number of responses	42
Unable to say	1
No response given	4

<b>Q11b – The suitability of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	37 (92.5%)
Fairly acceptable	3 (7.5%)
Unacceptable	0 (0.0%)
Total number of responses	40
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	37 (90.2%)
Fairly acceptable	4 (9.8%)
Unacceptable	0 (0.0%)
Total number of responses	41
Unable to say	0
No response given	6



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

<b>Response</b>	<b>Total</b>
Yes	40 (93.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (2.3%)
No	2 (4.7%)
<b>Total number of responses</b>	<b>43</b>
Unable to say	1
No response given	3

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

<b>Response</b>	<b>Total</b>
Very professional	37 (90.2%)
A little improvement necessary	4 (9.8%)
Not professional	0 (0.0%)
<b>Total number of responses</b>	<b>41</b>
Unable to say	2
No response given	4

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

<b>Response</b>	<b>Total</b>
Yes, definitely	43 (97.7%)
Yes, to some extent	1 (2.3%)
No. I was not treated with dignity and respect	0 (0.0%)
<b>Total number of responses</b>	<b>44</b>
No response given	3

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

<b>Response</b>	<b>Total</b>
Yes	44 (100%)
A little improvement necessary	0 (0.0%)
No	0 (0.0%)
Total number of responses	44
Unable to say	0
No response given	3

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

<b>Response</b>	<b>Total</b>
Yes	42 (100%)
No	0 (0.0%)
Not required	0 (0.0%)
Total number of responses	42
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 are listed, some multiple answers)*

<b>Response</b>	<b>Total</b>
Public transport	3 (6.8%)
Private car	2 (4.5%)
Taxi	10 (22.7%)
Relative, carer or friend	7 (15.9%)
Could not attend	18 (40.9%)
Other	4 (9.1%)
Total number of responses	44
No response given	6

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

- *“Wheelchair bound.” (Patient 4)*
- *“Not applicable.” (Patient 14)*
- *“I often fall over which means I’m stuck as I cannot get up on my own as my leg does not bend at all.” (Patient 95)*
- *Also relative and could not attend.” (Patient 13)*

**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	6 (10.3%)
Cost of transport	3 (5.2%)
Mobility problems	36 (62.1%)
Distance	6 (10.3%)
Parking at hospital	2 (3.4%)
Other	5 (8.6%)
<b>Total number of responses</b>	<b>58</b>
No response given	3

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

- *“Also time it would have taken.” (Patient 25)*
- *“999 call.” (Patient 55)*
- *“Offered by hospital.” (Patient 87)*
- *“Arranged by appointment service.” (Patient 155)*
- *“Unable to drive due to having a stroke.” (Patient 146)*

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

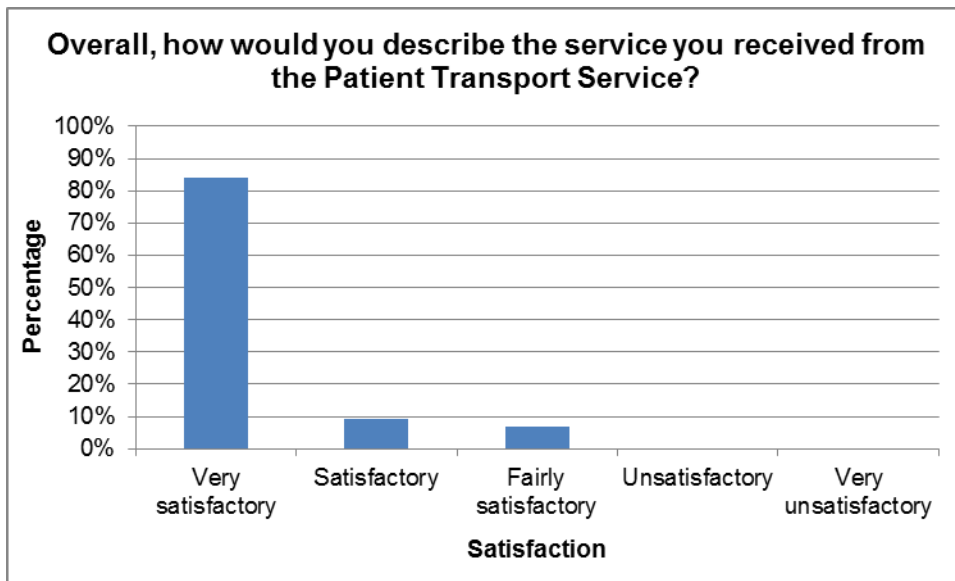
**Q19 – Overall, how would you describe the service you received from the Patient Transport Service?**

<b>Response</b>	<b>PTS South Essex February-19 Total</b>
Very satisfactory	37 (84.1%)
Satisfactory	4 (9.1%)
<b>KPI Result (Very satisfactory + satisfactory/Total number of responses)</b>	<b>41/44 (93.2%)</b>
Fairly satisfactory	3 (6.8%)
Unsatisfactory	0 (0.0%)
Very unsatisfactory	0 (0.0%)
<b>Total number of responses</b>	<b>44</b>
No response given	3

41 (93.2%) 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 February 2019 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Three 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>
36	Two very nice guys, helpful, cheerful. Thankyou.
25	It has been an 'Excellent' (pick up experience). Months ago I never knew of the Patient Transport Service. I didn't know how I was going to get to hospital every day. It has given me a great deal of peace of mind. Knowing I was going to be picked up each morning.
1	Much improved service, no long wait post dialysis.
155	The whole transport experience was a pleasure.
165	No, I believe the experience I received by many people was first class treatment.

<b>Survey Patient Number</b>	<b>Mixed/Neutral comments</b>
2	Staff 1st class. Timing of pickups could be better, on one occasion I was picked up 1/2 hour after course had started, and waited the same amount of time after course, 2 other times stressing whether I got there on time.
27	This time (which is usual on Fridays) everything excellent. However do feel that transport is wasted when for example, three patients - three ambulances, could have been these patients call in same area and able to transport in one ambulance.

<b>Survey Patient Number</b>	<b>Negative comments</b>
95	You wait to be picked up, I have to go into the cafe. Sometimes there are no seats also no one knows where I am seated, which makes me worried I might miss being picked up.

**Equality and Diversity Information**

**Gender**

<b>Gender</b>	<b>Total</b>
Male	16 (44.4%)
Female	20 (55.6%)
<b>Total</b>	<b>36</b>
Do not wish to declare	0
Did not answer	11

**Age**

<b>Age</b>	<b>Total</b>
Range	70 to 93 years
Mean	81 years
Median	80 years
Mode	75 years
<b>Total</b>	<b>35</b>
Do not wish to declare	0
Did not answer	12

## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	36 (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>36</b>
Do not wish to declare	0
Did not answer	11



## Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	26 (76.5%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (17.6%)
Other	2 (5.9%)
<b>Total</b>	<b>34</b>
Do not wish to declare	0
Did not answer	14

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	21 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
<b>Total</b>	<b>21</b>
Do not wish to declare	1
Did not answer	25

## Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	1 (2.0%)
Physical Impairment	22 (44.9%)
Sensory Impairment	1 (2.0%)
Long Standing Condition	16 (32.7%)
Learning Disability	0 (0.0%)
Mental Health Disorder	2 (4.1%)
Other	7 (14.3%)
<b>Total</b>	<b>49</b>
Do not wish to declare	1
Did not answer	15

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

- *"Not good with stairs or steps." (Patient 21)*
- *"Sight & hearing." (Patient 96)*
- *"Hip replacement." (Patient 14)*
- *"Visual impairment." (Patient 79)*
- *"My legs do not work properly." (Patient 95)*
- *"Heavy breathing & can't walk very far." (Patient 165)*
- *"Type 2 Diabetics." (Patient 146)*

**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	23 (59.0%)
No, I am not married or in a civil partnership	5 (12.8%)
Other	11 (28.2%)
<b>Total</b>	<b>39</b>
Do not wish to declare	2
Did not answer	11

Of the eleven patients who answered 'other' in response to this question, nine patients advised that they were 'widowed' and two patients advised that they were 'divorced'.

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

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

<b>Pregnancy</b>	<b>Total</b>
No, I am not pregnant	11 (73.3%)
No, I do not have a child under 12 months old	4 (26.7%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total</b>	<b>15</b>
Do not wish to declare	0
Did not answer	35

**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	28 (100%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
<b>Total</b>	<b>28</b>
Do not wish to declare	0
Did not answer	19

**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	22 (91.7%)
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	2 (8.3%)
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>24</b>
Do not wish to declare	0
Did not answer	24

The additional comments received in answer to this question can be found below:

- *“I am partially sighted, deaf, have mobility problems.” (Patient 96)*
- *“Visual impairment.” (Patient 79)*

### Impact on the service received

Impact on Service	Total
No	18 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	18
Did not answer	29

18 (100%) of patients felt the service they received was not affected by any of the aforementioned strands of diversity. No patients responded that the service they received was affected in either a positive or negative way. 29 patients did not answer this question.

### Aftercare

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