



Patient Experience Report: Patient Transport Service NHS South Essex CCG

Author: Tessa Medler, Patient Experience Facilitator

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Results for November 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 1st to the 8th of November 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 1st to the 8th of November 2018.

192 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 58 responses were received. This equates to a 30.2% 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, 98.0% of patients who responded to this question had used the PTS within the NHS South Essex CCG area during the 1st to the 8th of November 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

96.6% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

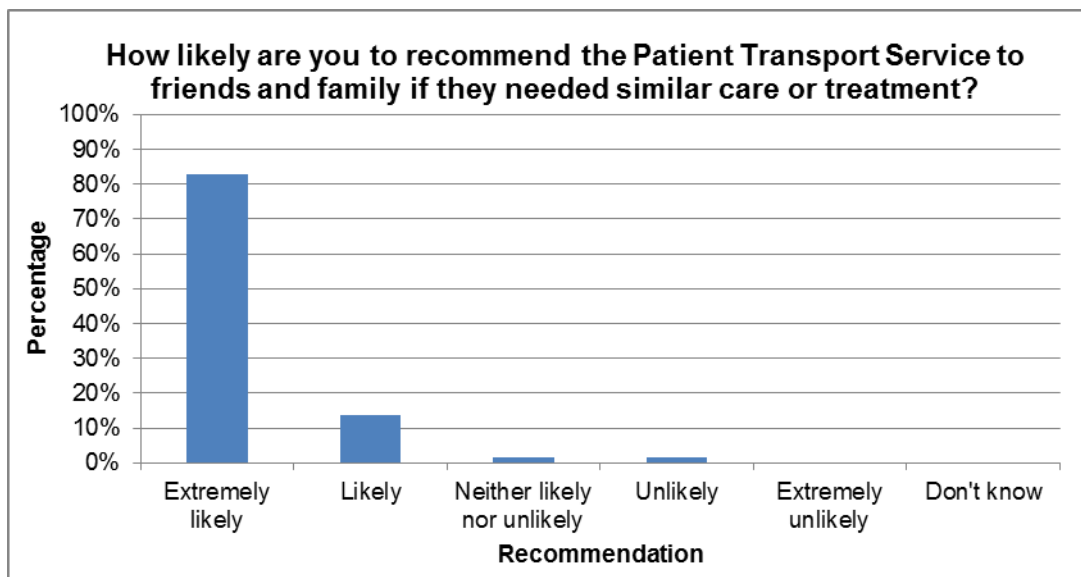
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

| Response | PTS South Essex November Total |
|-----------------------------|--------------------------------|
| Extremely likely | 48 (82.8%) |
| Likely | 8 (13.8%) |
| Neither likely nor unlikely | 1 (1.7%) |
| Unlikely | 1 (1.7%) |
| Extremely unlikely | 0 (0.0%) |
| Don't know | 0 (0.0%) |
| Total number of responses | 58 |
| No response given | 0 |

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)

96.6% of patients who responded to this question and had used the PTS within the NHS South Essex CCG during the 1st to the 8th of November 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 | 51 (89.5%) | 41/42 (97.6%) |
| The view of someone acting on behalf of the patient | 6 (10.5%) | 6/6 (100%) |
| Total number of responses | 57 | 48 |
| No response given | 1 | 9 |

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 | 9 (18.8%) |
| Fairly quickly | 27 (56.3%) |
| It took longer than I would have expected | 8 (16.7%) |
| Waited so long I put the telephone down | 4 (8.3%) |
| Total number of responses | 48 |
| 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 | 42 (95.5%) |
| No | 2 (4.5%) |
| Total number of responses | 44 |
| Unable to say | 3 |
| No response given | 11 |

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

| Response | Total |
|---------------------------|---------------|
| Yes | 48 (98.0%) |
| No | 1 (2.0%) |
| Total number of responses | 49 |
| Unable to say | 0 |
| No response given | 9 |

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

| Response | Total |
|---------------------------|---------------|
| Very satisfied | 23 (50.0%) |
| Satisfied | 17 (37.0%) |
| Fairly satisfied | 5 (10.9%) |
| Dissatisfied | 0 (0.0%) |
| Very dissatisfied | 1 (2.2%) |
| Total number of responses | 46 |
| Unable to say | 3 |
| No response given | 9 |

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

| Response | Total |
|----------------------------------|---------------|
| Very satisfied | 39 (76.5%) |
| Satisfied | 10 (19.6%) |
| Fairly satisfied | 1 (2.0%) |
| Dissatisfied | 1 (2.0%) |
| Very dissatisfied | 0 (0.0%) |
| Total number of responses | 51 |
| No response given | 7 |

Q8 – Did you arrive on time for your appointment?

| Response | Total |
|----------------------------------|---------------|
| Very early (over 60 minutes) | 4 (8.5%) |
| Early (30 – 60 minutes) | 23 (48.9%) |
| On time | 18 (38.3%) |
| Late (0 – 60 minutes) | 2 (4.3%) |
| Very late (over 60 minutes) | 0 (0.0%) |
| Total number of responses | 47 |
| 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 (45.5%) |
| No | 6 (54.5%) |
| Total number of responses | 11 |
| Not applicable | 26 |
| No response given | 21 |

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 | 18 (36.0%) |
| 15 to 30 minutes | 12 (24.0%) |
| 30 to 45 minutes | 7 (14.0%) |
| 45 to 60 minutes | 2 (4.0%) |
| Over 60 minutes | 11 (22.0%) |
| Total number of responses | 50 |
| No response given | 9 |

Q11 – How would you describe the following?

| Q11a – The comfort of the vehicle you travelled in? | |
|--|---------------|
| Response | Total |
| Acceptable | 46 (86.8%) |
| Fairly acceptable | 7 (13.2%) |
| Unacceptable | 0 (0.0%) |
| Total number of responses | 53 |
| Unable to say | 0 |
| No response given | 5 |

| Q11b – The suitability of the vehicle you travelled in? | |
|--|---------------|
| Response | Total |
| Acceptable | 45 (91.8%) |
| Fairly acceptable | 4 (8.2%) |
| Unacceptable | 0 (0.0%) |
| Total number of responses | 49 |
| Unable to say | 0 |
| No response given | 9 |

| Q11c – The cleanliness inside the vehicle you travelled in? | |
|--|---------------|
| Response | Total |
| Acceptable | 48 (98.0%) |
| Fairly acceptable | 1 (2.0%) |
| Unacceptable | 0 (0.0%) |
| Total number of responses | 49 |
| Unable to say | 0 |
| No response given | 9 |

Q12 – Did the service staff introduce themselves to you?

| Response | Total |
|--|--------------|
| Yes | 52 (100%) |
| Yes, but I would have liked them to introduce themselves to a greater extent | 0 (0.0%) |
| No | 0 (0.0%) |
| Total number of responses | 52 |
| Unable to say | 0 |
| No response given | 6 |

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

| Response | Total |
|----------------------------------|--------------|
| Very professional | 52 (100%) |
| A little improvement necessary | 0 (0.0%) |
| Not professional | 0 (0.0%) |
| Total number of responses | 52 |
| Unable to say | 0 |
| No response given | 6 |

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

| Response | Total |
|--|--------------|
| Yes, definitely | 53 (100%) |
| Yes, to some extent | 0 (0.0%) |
| No. I was not treated with dignity and respect | 0 (0.0%) |
| Total number of responses | 53 |
| No response given | 5 |

Q15 – Did the service staff drive safely?

| Response | Total |
|----------------------------------|---------------|
| Yes | 52 (98.1%) |
| A little improvement necessary | 1 (1.9%) |
| No | 0 (0.0%) |
| Total number of responses | 53 |
| Unable to say | 0 |
| No response given | 5 |

Q16 – Did the service staff offer assistance if required?

| Response | Total |
|----------------------------------|---------------|
| Yes | 50 (98.0%) |
| No | 0 (0.0%) |
| Not required | 1 (2.0%) |
| Total number of responses | 51 |
| Unable to say | 1 |
| No response given | 6 |

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

| Response | Total |
|----------------------------------|---------------|
| Public transport | 6 (12.8%) |
| Private car | 2 (4.3%) |
| Taxi | 12 (25.5%) |
| Relative, carer or friend | 9 (19.1%) |
| Could not attend | 17 (36.2%) |
| Other | 1 (2.1%) |
| Total number of responses | 47 |
| No response given | 11 |

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

- *“Badly disabled, rely on ambulance.” (Patient 129)*

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

(All answer types listed, some multiple answers)

| Response | Total |
|---------------------------|---------------|
| Poor public transport | 6 (10.2%) |
| Cost of transport | 5 (8.5%) |
| Mobility problems | 35 (59.3%) |
| Distance | 8 (13.6%) |
| Parking at hospital | 1 (1.7%) |
| Other | 4 (6.8%) |
| Total number of responses | 59 |
| No response given | 10 |

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

- *"I cannot walk without the aid of crutches." (Patient 8)*
- *"Badly disabled." (Patient 129)*
- *"Was not allowed to drive after operation." (Patient 61)*
- *"Finds difficult to see uses taxis." (Patient 1)*

Please tell us your overall views on the Patient Transport Service

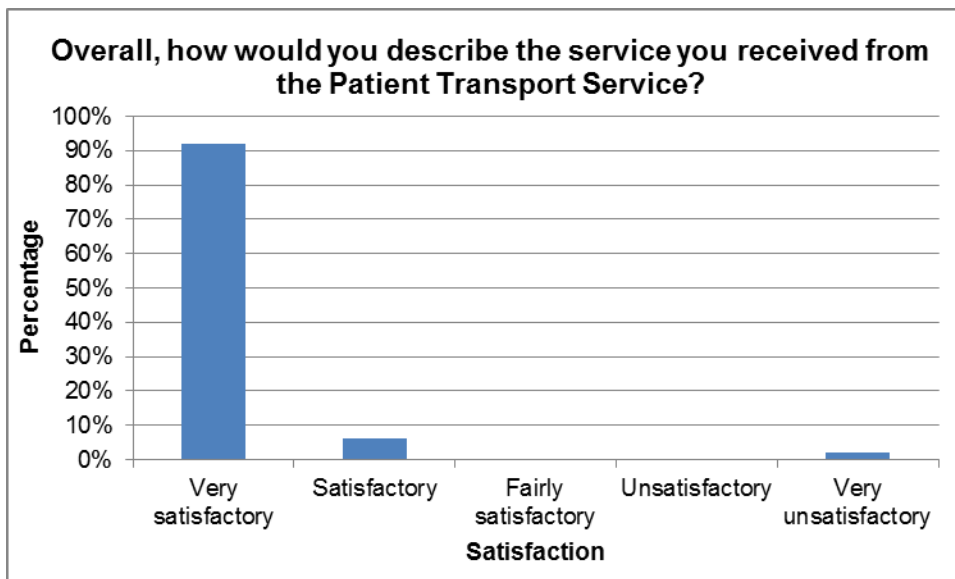
Q19 – Overall, how would you describe the service you received from the Patient Transport Service?

| Response | PTS South Essex November Total |
|---|--------------------------------|
| Very satisfactory | 45 (91.8%) |
| Satisfactory | 3 (6.1%) |
| KPI Result (Very satisfactory + satisfactory/Total number of responses) | 48/49 (98.0%) |
| Fairly satisfactory | 0 (0.0%) |
| Unsatisfactory | 0 (0.0%) |
| Very unsatisfactory | 1 (2.0%) |
| Total number of responses | 49 |
| No response given | 9 |

48 (98.0%) of patients who responded to this question and had used the PTS within the NHS South Essex CCG during the 1st to the 8th of November 2018 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Nine patients did not respond to this question.

Bar chart illustrating the results of Q19:



Additional comments made by patients:

| Survey Patient Number | Positive comments |
|------------------------------|---|
| 43 | The experience:- Moved from ward at 13.30 ambulance arrived at 17-30 and was dropped off at community centre. Ambulance staff kept patients amused and were very careful and took care of patients. They were very lovely and kind. Many thanks. |
| 120 | I had been in the hospital after a fall since the early hours of the morning on the 6/11/18. The delay for transport was long because of the direction I was taken. However the women drivers were wonderful even though they must have been tired after a long day and treated this 90 year old with great care - which I appreciated. |
| 154 | We were very thankful for the care my wife received and understanding. We feel that everything that could be done was done. |
| 61 | The service was on time for going to the appointment and arrived promptly for the return trip albeit with 2 other patients. Both drivers were courteous and helpful. |
| 21 | For the little time I have been with the ambulance service has been very good a well-run service. I thank you all. |
| 135 | No everything was to a high experience. |

| Survey Patient Number | Mixed/Neutral comments |
|------------------------------|--|
| 59 | Lobby the health secretary for proper funding. |

| Survey Patient Number | Negative comments |
|------------------------------|---|
| 129 | Appointment was 3pm for injection, transport came at 3:20pm but unable to take me straight to hospital even then - had to go to collect another patient. Would have been well over 4pm - far too late. Ambulance man phoned hospital, my appointment had already been cancelled and no longer available. Am in great pain waiting to get another appointment. Don't know how long that is going to take. Ambulance was very very over booked. |

Equality and Diversity Information

Gender

| Gender | Total |
|------------------------|---------------|
| Male | 27 (58.7%) |
| Female | 19 (41.3%) |
| Total | 46 |
| Do not wish to declare | 0 |
| Did not answer | 12 |

Age

| Age | Total |
|------------------------|----------------|
| Range | 71 to 95 years |
| Mean | 82 years |
| Median | 81 years |
| Mode | 76 years |
| Total | 47 |
| Do not wish to declare | 1 |
| Did not answer | 10 |

Ethnicity

| Ethnicity | Total |
|---------------------------------|---------------|
| White British | 47 (97.9%) |
| 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 | 1 (2.1%) |
| Total | 48 |
| Do not wish to declare | 1 |
| Did not answer | 9 |

Religion or Belief

| Religion or Belief | Total |
|------------------------|---------------|
| Christian | 40 (88.9%) |
| Hindu | 0 (0.0%) |
| Jewish | 0 (0.0%) |
| Muslim | 0 (0.0%) |
| Sikh | 0 (0.0%) |
| Buddhist | 0 (0.0%) |
| None | 5 (11.1%) |
| Other | 0 (0.0%) |
| Total | 45 |
| Do not wish to declare | 3 |
| Did not answer | 10 |

Sexual Orientation

| Sexual Orientation | Total |
|------------------------|---------------|
| Heterosexual | 22 (91.7%) |
| Lesbian | 0 (0.0%) |
| Gay | 0 (0.0%) |
| Bisexual | 0 (0.0%) |
| Other | 2 (8.3%) |
| Total | 24 |
| Do not wish to declare | 4 |
| Did not answer | 30 |

Disability

(All answer types are listed, some multiple answers)

| Disability | Total |
|----------------------------|---------------|
| I do not have a disability | 8 (13.6%) |
| Physical Impairment | 24 (40.7%) |
| Sensory Impairment | 7 (11.9%) |
| Long Standing Condition | 14 (23.7%) |
| Learning Disability | 1 (1.7%) |
| Mental Health Disorder | 0 (0.0%) |
| Other | 5 (8.5%) |
| Total | 59 |
| Do not wish to declare | 0 |
| Did not answer | 15 |

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

- *"Have had a stroke." (Patient 43)*
- *"Dementia." (Patient 94)*
- *"Stroke – Walking." (Patient 188)*
- *"Slowing down." (Patient 181)*
- *"Two bad hips and knees." (Patient 55)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

| Married or civil partnership | Total |
|--|---------------|
| Yes, I am married or in a civil partnership | 24 (51.1%) |
| No, I am not married or in a civil partnership | 16 (34.0%) |
| Other | 7 (14.9%) |
| Total | 47 |
| Do not wish to declare | 3 |
| Did not answer | 9 |

Of the seven patients who answered 'other' in response to this question, five patients advised that they were 'widowed', one patient advised that they were 'separated' and one patient 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)

| Pregnancy | Total |
|---|---------------|
| No, I am not pregnant | 18 (81.8%) |
| No, I do not have a child under 12 months old | 4 (18.2%) |
| Yes, I am currently pregnant | 0 (0.0%) |
| Yes, I have a child under 12 months old | 0 (0.0%) |
| Total | 22 |
| Do not wish to declare | 1 |
| Did not answer | 38 |

Are you or have you been undergoing gender reassignment?

| Gender reassignment | Total |
|--|---------------|
| No, I am not or have not undergone gender reassignment | 36 (97.3%) |
| Yes, I am or have undergone gender reassignment | 1 (2.7%) |
| Total | 37 |
| Do not wish to declare | 1 |
| Did not answer | 20 |

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

| Format | Total |
|--|---------------|
| I did not require a different format | 30 (93.8%) |
| 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 | 0 (0.0%) |
| Easy Read | 0 (0.0%) |
| Large Print | 2 (6.3%) |
| 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%) |
| Total | 32 |
| Do not wish to declare | 2 |
| Did not answer | 24 |

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

- *“Partially sighted.” (Patient 128)*

Impact on the service received

| Impact on Service | Total |
|------------------------|--------------|
| No | 33 (100%) |
| Yes, in a positive way | 0 (0.0%) |
| Yes, in a negative way | 0 (0.0%) |
| Total | 33 |
| Did not answer | 25 |

33 (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. 25 patients did not answer this question.

Aftercare

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