

A large, decorative circular graphic composed of two overlapping brushstroke-like lines. The outer line is yellow and the inner line is light blue, both with a textured, hand-painted appearance.

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

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Report Period: 1<sup>st</sup> to the 7<sup>th</sup> March 2018  
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# Results for March 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 March 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 March 2018.

150 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 66 responses were received. This equates to a 44% 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, 98.2% 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 March 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

95.3% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

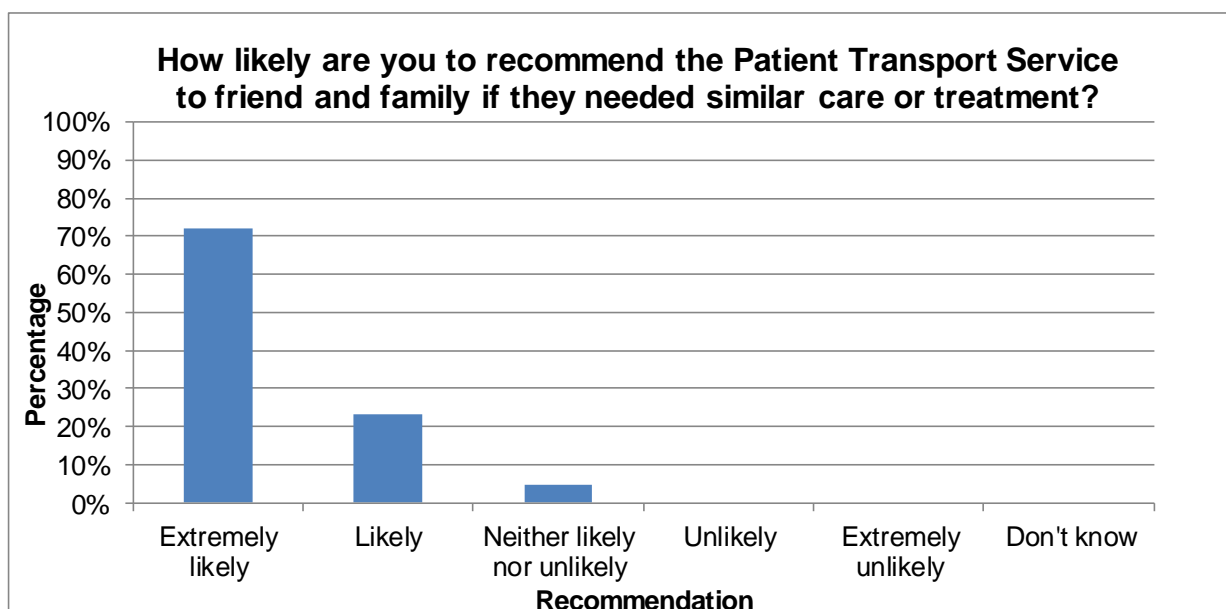
**Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?**

Response	PTS South Essex March Total
Extremely likely	46 (71.9%)
Likely	15 (23.4%)
Neither likely nor unlikely	3 (4.7%)
Unlikely	0 (0.0%)
Extremely unlikely	0 (0.0%)
Don't know	0 (0.0%)
Total number of responses	64
No response given	2

*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)*

95.3% 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 March 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	47 (75.8%)	38/39 (97.4%)
The view of someone acting on behalf of the patient	15 (24.2%)	14/14 (100.0%)
Total number of responses	62	53
No response given	4	10

*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 (17.6%)
Fairly quickly	25 (49.0%)
It took longer than I would have expected	16 (31.4%)
Waited so long I put the telephone down	1 (2.0%)
Total number of responses	51
Unable to say	0
No response given	15

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

Response	Total
Yes	44 (91.7%)
No	4 (8.3%)
Total number of responses	48
Unable to say	5
No response given	13

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

Response	Total
Yes	51 (98.1%)
No	1 (1.9%)
Total number of responses	52
Unable to say	2
No response given	12

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

Response	Total
Very satisfied	21 (41.2%)
Satisfied	20 (39.2%)
Fairly satisfied	6 (11.8%)
Dissatisfied	2 (3.9%)
Very dissatisfied	2 (3.9%)
Total number of responses	51
Unable to say	3
No response given	12

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

Response	Total
Very satisfied	38 (70.4%)
Satisfied	12 (22.2%)
Fairly satisfied	4 (7.4%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	54
No response given	12

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

Response	Total
Very early (over 60 minutes)	6 (11.3%)
Early (30 – 60 minutes)	20 (37.7%)
On time	24 (45.3%)
Late (0 – 60 minutes)	3 (5.7%)
Very late (over 60 minutes)	0 (0.0%)
Total number of responses	53
No response given	14

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	9 (75.0%)
No	3 (25.0%)
Total number of responses	12
Not applicable	29
No response given	25

**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	14 (23.7%)
15 to 30 minutes	20 (33.9%)
30 to 45 minutes	10 (16.9%)
45 to 60 minutes	7 (11.9%)
Over 60 minutes	8 (13.6%)
<b>Total number of responses</b>	<b>59</b>
No response given	9

**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	52 (83.9%)
Fairly acceptable	9 (14.5%)
Unacceptable	1 (1.6%)
<b>Total number of responses</b>	<b>62</b>
Unable to say	1
No response given	3

<b>Q11b – The suitability of the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	55 (93.2%)
Fairly acceptable	4 (6.8%)
Unacceptable	0 (0.0%)
<b>Total number of responses</b>	<b>59</b>
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	57 (100.0%)
Fairly acceptable	0 (0.0%)
Unacceptable	0 (0.0%)
<b>Total number of responses</b>	<b>57</b>
Unable to say	2
No response given	7

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

<b>Response</b>	<b>Total</b>
Yes	62 (100.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)
No	0 (0.0%)
<b>Total number of responses</b>	<b>62</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	61 (96.8%)
A little improvement necessary	1 (1.6%)
Not professional	1 (1.6%)
<b>Total number of responses</b>	<b>63</b>
Unable to say	1
No response given	2

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

<b>Response</b>	<b>Total</b>
Yes, definitely	62 (98.4%)
Yes, to some extent	1 (1.6%)
No. I was not treated with dignity and respect	0
<b>Total number of responses</b>	<b>63</b>
No response given	3

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

<b>Response</b>	<b>Total</b>
Yes	63 (100.0%)
A little improvement necessary	0 (0.0%)
No	0 (0.0%)
<b>Total number of responses</b>	<b>63</b>
Unable to say	0
No response given	3

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

<b>Response</b>	<b>Total</b>
Yes	60 (96.8%)
No	1 (1.6%)
Not required	1 (1.6%)
Total number of responses	62
Unable to say	0
No response given	4

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

<b>Response</b>	<b>Total</b>
Public transport	0 (0.0%)
Private car	4 (7.4%)
Taxi	10 (18.5%)
Relative, carer or friend	10 (18.5%)
Could not attend	30 (55.6%)
Other	0 (0.0%)
Total number of responses	54
No response given	12

**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	2 (2.9%)
Cost of transport	5 (7.1%)
Mobility problems	48 (68.6%)
Distance	7 (10.0%)
Parking at hospital	3 (4.3%)
Other	5 (7.1%)
Total number of responses	70
No response given	10

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

- *“Vascular dementia, relatives working on this day.” (Patient 89)*
- *“Snow.” (Patient 61)*
- *“In wheelchair.” (Patient 200)*
- *“Old age 91 years” (Patient 31)*
- *“Wheelchair.” (Patient 151)*

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

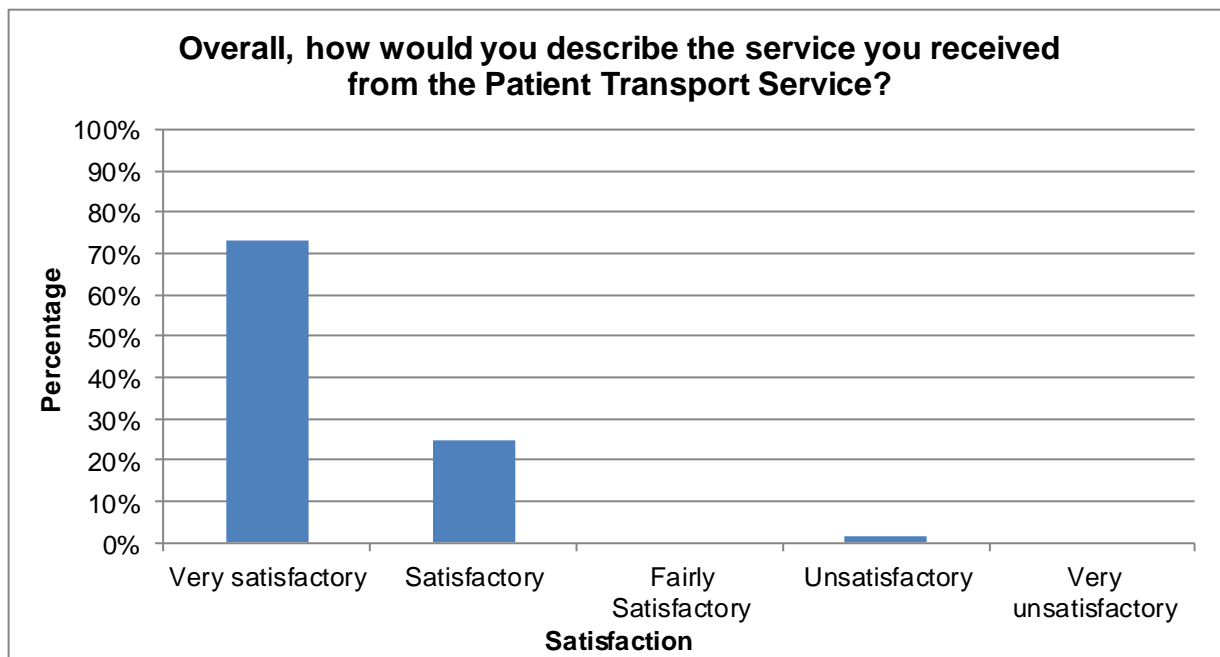
**Q19 – Overall, how would you describe the service you received from the Patient Transport Service?**

Response	PTS South Essex March Total
Very satisfactory	41 (73.2%)
Satisfactory	14 (25.0%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	55/56 (98.2%)
Fairly satisfactory	0 (0.0%)
Unsatisfactory	1 (1.8%)
Very unsatisfactory	0 (0.0%)
Total number of responses	56
No response given	10

55 (98.2%) 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 March 2018 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Ten 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>
13	Everybody has been extremely helpful and very caring to me In all the transport trip that I have had. All the people involved work so hard to make sure that my journey is very comfortable. Thank you very much.
133	Dear sir, I must tell you I was more than pleased with the ambulance men. Many thanks to them from me.
108	Everything about my transport arrangements has been excellent. The staff were most helpful & polite. Thank you.
5	Nothing needs to change, very happy with your service.
171	No improvement needed - They all do a grand job.
34	You did all that was needed! Thank you.
6	We have used the ambulance service quite often in the past 7 months and cannot fault it anyway. The staff are pleasant, polite & professional.
168	No improvement necessary. It's very good.
31	I was very pleased with the service provided and my thoughts are that the system is very good, and my experience for this occasion could not be improved.
41	Excellent service, helpful & friendly staff.
184	You cannot improve what is already perfect.

<b>Survey Patient Number</b>	<b>Mixed/Neutral comments</b>
78	I was worried that the two ladies who brought me home would have difficulty hoisting me in my wheelchair up my front doorstep, however they managed alright.
162	I would like patients details to be kept on file - so when booking transport you are not asked for the information again – i.e. My mother is 95 years of age and her health issues are very unlikely to improve/change. Perhaps patients wait too long for return home journeys.
10	The only problem being to time 5 hours had to wait for a lift home. The hospital rang at 11am on the day but she waited all day and didn't get home until about 20.20hrs in the evening. She was bought home after a stay in hospital.
202	The driver was excellent accompanying me to the appt. desk and booking me in. He also called at my door for me and accompanied me to the car. However the telephone operator I spoke to on the last occasion was very rude in her questioning and I would like to discuss this with you please.
89	You forgot me for the return visit. I was left in ophthalmology at Orsett and staff gave me some cheese and biscuits as I had missed my lunch at home.
90	The battery in the Ambulance was flat so I had to wait for the engineers to deal with it. Although late I was still seen by the eye unit.
45	Very long wait to get to speak to the call centre to book an appointment, average 10 mins, what about on line booking?? as they do with blood tests. Register an account and just book.
16	The way that I was treated on this particular occasion could not be improved upon. The only grumble I have is waiting time.

65	Maybe the driver could telephone the patients home to say near to what time they are being picked up as two hours prior to hospital appointment is a long time when the patient is elderly and tires easily.
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Survey Patient Number	Negative comments
120	Making appointments was time consuming taking almost a day to speak with receptionist. Only to hear the person has hung up from recorded message, most annoying. Do understand that other patients were trying to do the same to make appointments as myself.
55	Since a fall dislocated part of my hip replacement I needed surgery to correct this. I still cannot walk without a Zimmer frame indoors and a wheelchair outside. I cannot get down my front steps without help of 2 ambulance crew, which I have on twice weekly dialysis. So the provision of one ambulance crew (who was told I could walk) had difficulty in getting me down the steps.
176	Yes your booking staff were rude and bordering on insolence. I had treatment that lasted from March 2017 until Dec 2017 and I had hospital transport for the whole of that time. Then I was offered "top up" treatment for 3 months consisting of a further 6 visits, but when I phoned for transport I was told that I was no longer eligible.
185	The ambulance arrived late which made us 20 minutes late for our appointment. It was understandable that the ambulance was delayed by the snowy conditions but the podiatrist was not understanding and told us that it was our responsibility to ensure we arrived on time. She said she was entitled to refuse to see us but did very briefly check my mother. We subsequently received letters cancelling all future appointments. I am quite happy with the service provided by the ambulance people.

**Equality and Diversity Information**

**Gender**

<b>Gender</b>	<b>Total</b>
Male	19 (40.4%)
Female	28 (59.6%)
<b>Total</b>	<b>47</b>
Do not wish to declare	0
Did not answer	19

**Age**

<b>Age</b>	<b>Total</b>
Range	66 to 95 years
Mean	82 years
Median	81 years
Mode	80 years and 84 years
<b>Total</b>	<b>45</b>
Do not wish to declare	0
Did not answer	21

## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	47 (100.0%)
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>47</b>
Do not wish to declare	0
Did not answer	19



## Religion or Belief

Religion or Belief	Total
Christian	44 (95.7%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	2 (4.3%)
Other	0 (0.0%)
<b>Total</b>	<b>46</b>
Do not wish to declare	1
Did not answer	19

## Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	28 (100.0%)
Bisexual	0 (0.0%)
<b>Total</b>	<b>28</b>
Do not wish to declare	4
Did not answer	34

## Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	6 (9.8%)
Physical Impairment	22 (36.1%)
Sensory Impairment	4 (6.6%)
Long Standing Condition	20 (32.8%)
Learning Disability	0 (0.0%)
Mental Health Disorder	2 (3.3%)
Other	7 (11.5%)
<b>Total</b>	<b>61</b>
Do not wish to declare	2
Did not answer	21

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

- *"Difficulty in walking" (Patient 201)*
- *"M N D" (Patient 120)*
- *"COPD" (Patient 108)*
- *"I have to use a stick" (Patient 31)*
- *"Arthritis" (Patient 16)*
- *"Due to a fall cannot walk properly." (Patient 62)*
- *"Breathing difficulties" (Patient 176)*

**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	24 (50.0%)
No, I am not married or in a civil partnership	13 (27.1%)
Other	11 (22.9%)
<b>Total</b>	<b>48</b>
Do not wish to declare	1
Did not answer	21

All eleven 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	27 (73.0%)
No, I do not have a child under 12 months old	10 (27.0%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total</b>	<b>37</b>
Do not wish to declare	0
Did not answer	37

**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	41 (100.0%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
<b>Total</b>	<b>41</b>
Do not wish to declare	0
Did not answer	25

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

<b>Format</b>	<b>Total</b>
I did not require a different format	32 (94.1%)
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 (2.9%)
Large Print	1 (2.9%)
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	0
Did not answer	32

### Impact on the service received

Impact on Service	Total
No	38 (97.4%)
Yes, in a positive way	1 (2.6%)
Yes, in a negative way	0 (0.0%)
Total	39
Did not answer	27

38 (97.4%) 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, but no patients responded that the service they received was affected in a negative way. 27 patients did not answer this question.

### Aftercare

Following this survey; six letters of appreciation were received, these were passed to the Patient Experience team (Bedford) for further action as appropriate.