



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

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Report Period: 1<sup>st</sup> to the 8<sup>th</sup> May 2018  
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# Results for May 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 8<sup>th</sup> of May 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 8<sup>th</sup> of May 2018.

208 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 49 responses were received. This equates to a 23.6% 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, 93.5% 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 8<sup>th</sup> of May 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

97.9% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

## Results

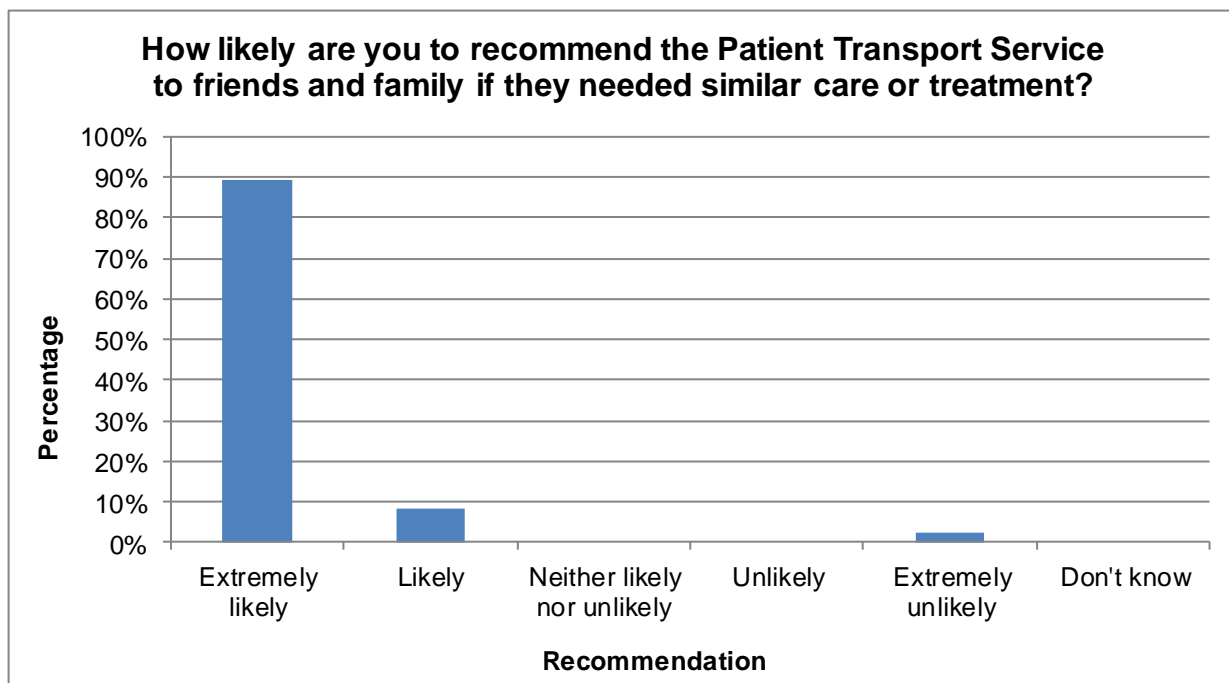
**Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?**

Response	PTS South Essex March Total
Extremely likely	43 (89.6%)
Likely	4 (8.3%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	0 (0.0%)
Extremely unlikely	1 (2.1%)
Don't know	0 (0.0%)
Total number of responses	48
No response given	1

*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)*

97.9% 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 May 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	40 (85.1%)	37/38 (97.4%)
The view of someone acting on behalf of the patient	7 (14.9%)	4/6 (66.7%)
Total number of responses	47	44
No response given	2	3

*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?**

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

Response	Total
Almost immediately	11 (24.4%)
Fairly quickly	22 (48.9%)
It took longer than I would have expected	9 (20.0%)
Waited so long I put the telephone down	3 (6.7%)
Total number of responses	45
Unable to say	0
No response given	6

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

Response	Total
Yes	38 (90.5%)
No	4 (9.5%)
Total number of responses	42
Unable to say	4
No response given	3

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

<b>Response</b>	<b>Total</b>
Yes	42 (95.5%)
No	2 (4.5%)
Total number of responses	44
Unable to say	0
No response given	5

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

<b>Response</b>	<b>Total</b>
Very satisfied	17 (41.5%)
Satisfied	18 (43.9%)
Fairly satisfied	2 (4.9%)
Dissatisfied	1 (2.4%)
Very dissatisfied	3 (7.3%)
Total number of responses	41
Unable to say	2
No response given	6

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

<b>Response</b>	<b>Total</b>
Very satisfied	31 (68.9%)
Satisfied	12 (26.7%)
Fairly satisfied	1 (2.2%)
Dissatisfied	0 (0.0%)
Very dissatisfied	1 (2.2%)
Total number of responses	45
No response given	4

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

<b>Response</b>	<b>Total</b>
Very early (over 60 minutes)	3 (7.5%)
Early (30 – 60 minutes)	20 (50.0%)
On time	14 (35.0%)
Late (0 – 60 minutes)	1 (2.5%)
Very late (over 60 minutes)	2 (5.0%)
Total number of responses	40
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	6 (50.0%)
No	6 (50.0%)
Total number of responses	12
Not applicable	24
No response given	13

**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	7 (16.7%)
15 to 30 minutes	16 (38.1%)
30 to 45 minutes	7 (16.7%)
45 to 60 minutes	7 (16.7%)
Over 60 minutes	5 (11.9%)
Total number of responses	42
No response given	8

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

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	34 (72.3%)
Fairly acceptable	13 (27.7%)
Unacceptable	0 (0.0%)
Total number of responses	47
Unable to say	1
No response given	1

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	40 (87.0%)
Fairly acceptable	6 (13.0%)
Unacceptable	0 (0.0%)
Total number of responses	46
Unable to say	1
No response given	2

<b>Q11c – The cleanliness inside the vehicle you travelled in?</b>	
<b>Response</b>	<b>Total</b>
Acceptable	44 (95.7%)
Fairly acceptable	2 (4.3%)
Unacceptable	0 (0.0%)
<b>Total number of responses</b>	<b>46</b>
Unable to say	1
No response given	2

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

<b>Response</b>	<b>Total</b>
Yes	42 (93.3%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (2.2%)
No	2 (4.4%)
<b>Total number of responses</b>	<b>45</b>
Unable to say	2
No response given	2

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

<b>Response</b>	<b>Total</b>
Very professional	46 (97.9%)
A little improvement necessary	0 (0.0%)
Not professional	1 (2.1%)
<b>Total number of responses</b>	<b>47</b>
Unable to say	1
No response given	1



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

<b>Response</b>	<b>Total</b>
Yes, definitely	46 (95.8%)
Yes, to some extent	1 (2.1%)
No. I was not treated with dignity and respect	1 (2.1%)
<b>Total number of responses</b>	<b>48</b>
No response given	1

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

<b>Response</b>	<b>Total</b>
Yes	46 (100.0%)
A little improvement necessary	0 (0.0%)
No	0 (0.0%)
<b>Total number of responses</b>	<b>46</b>
Unable to say	1
No response given	2

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

<b>Response</b>	<b>Total</b>
Yes	43 (95.6%)
No	2 (4.4%)
Not required	0 (0.0%)
<b>Total number of responses</b>	<b>45</b>
Unable to say	3
No response given	1

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

Response	Total
Public transport	1 (2.1%)
Private car	6 (12.8%)
Taxi	7 (14.9%)
Relative, carer or friend	6 (12.8%)
Could not attend	26 (55.3%)
Other	1 (2.1%)
Total number of responses	47
No response given	2

**Q18 – Did you use patient transport due to any of the following?**  
(All answer types listed, some multiple answers)

Response	Total
Poor public transport	2 (3.6%)
Cost of transport	5 (9.1%)
Mobility problems	38 (69.1%)
Distance	4 (7.3%)
Parking at hospital	4 (7.3%)
Other	2 (3.6%)
Total number of responses	55
No response given	3

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

- *“Cannot sit for length of time on bus also partially sighted can’t walk very far.” (Patient 147)*
- *“Emergency.” (Patient 145)*

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

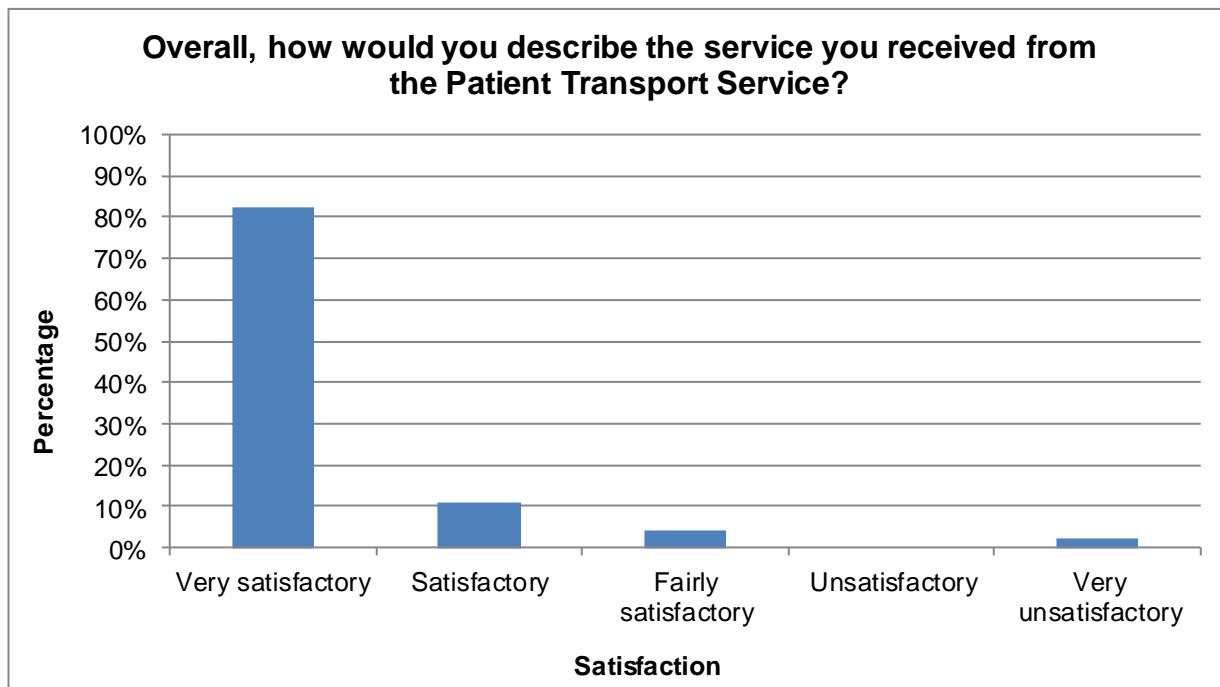
**Q19 – Overall, how would you describe the service you received from the Patient Transport Service?**

Response	PTS South Essex March Total
Very satisfactory	38 (82.6%)
Satisfactory	5 (10.9%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	43/46 (93.5%)
Fairly satisfactory	2 (4.3%)
Unsatisfactory	0 (0.0%)
Very unsatisfactory	1 (2.2%)
Total number of responses	46
No response given	3

38 (82.6%) 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 May 2018 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>
13	I don't see how you could improve the service it is very good how it is. It is an excellent service I thank everyone who is involved in it. Thank you very much.
8	The service I receive, the care I receive from the transport is 100% wonderful people. Full stop!
204	You were all excellent.
124	Mum was so ill and we couldn't of got her to this appointment without the help of the care and use of vehicle.
37	I myself quite satisfied with the patient transport as it is run I find the service very good indeed. I don't see that any improvement is needed.
102	I am very satisfied with the patient transport service.
54	It could not have been a better service.
193	Improvement not necessary, I was treated like a human being, very polite and caring.

<b>Survey Patient Number</b>	<b>Mixed/Neutral comments</b>
44	On time, assistance provided getting in/out, not too long to wait after appointment for return journey.
147	Not really all the drivers are brilliant only ever had a problem with one but he has gone now. Lovely man but lots of faults sometimes have had to wait. 30 minutes for phone to be answered to book transport.
79	Visiting Brentwood Community hospital over several weeks I found all the staff very patient, especially as I have mobility problems; the ramp is too steep for someone with leg problems, and until now, I have not been able to use steps - the one of these vehicles are not too deep so able to use them. The seats could be a little wider (I'm built like an elephant) and softer, as, with spinal problems, you feel every bump - If everyone was as friendly as your staff the world would be a happier place.
130	Sometimes it is difficult to get through by telephone to the patient transport service as it is often engaged. I am filling in this questionnaire for my mother who is 93 years old. I have to book the transport and as I am at work every day I have to book it in my own time (lunch time). On this occasion 4/5/17 I didn't have to wait long to be answered so was very surprised.

Survey Patient Number	Negative comments
186	The length of time to get an answer from the phone. Having to hang on for half an hour.
110	My husband was brought home from Southend General Hospital following a stay of 1 week. The crew were not very patient they could see I was upset and I was crying. I asked what was going to happen as I am 76 years old & not in the best of health. The crew just took my husband upstairs & left him on the bed the taller one said "If your son is a paramedic he can sort him out" I was crying & very upset, they couldn't leave quick enough they came back after 2 mins & posted his discharge letter through the door.
138	Answering the phones quicker when booking transport. Having to answer the same lengthy set of questions every time I phone to book. I am 88 years old, partially sighted, deaf and I'm registered disabled. If I can get friends or family to take me to appointments I do so. I do not use this service unless it is absolutely necessary.
195	I got to the hospital ok but my transport didn't turn up when I had finished until after I had got home. I had to have a taxi as it was the only way I could get home. I have filled in a separate form about this.

## Equality and Diversity Information

### Gender

Gender	Total
Male	13 (34.2%)
Female	25 (65.8%)
Total	38
Do not wish to declare	0
Did not answer	11

### Age

Age	Total
Range	69 to 93 years
Mean	82 years
Median	81 years
Mode	81 years
Total	38
Do not wish to declare	0
Did not answer	11

## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	37 (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>37</b>
Do not wish to declare	1
Did not answer	11

## Religion or Belief

Religion or Belief	Total
Christian	34 (89.5%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	3 (7.9%)
Other	1 (2.6%)
<b>Total</b>	<b>38</b>
Do not wish to declare	0
Did not answer	11

The comments received from the patient who answered 'other' in response to this question can be found below:

- *“Church of England” (Patient 204)*

## Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	16 (100.0%)
Bisexual	0 (0.0%)
<b>Total</b>	<b>16</b>
Do not wish to declare	7
Did not answer	26

## Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	2 (3.7%)
Physical Impairment	18 (33.3%)
Sensory Impairment	3 (5.6%)
Long Standing Condition	22 (40.7%)
Learning Disability	0 (0.0%)
Mental Health Disorder	1 (1.9%)
Other	8 (14.8%)
<b>Total</b>	<b>54</b>
Do not wish to declare	0
Did not answer	16

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

- *"Amputee (leg)" (Patient 8)*
- *"Heart, Lung problems." (Patient 124)*
- *"Catheter and Stoma. Plate in spine." (Patient 147)*
- *"General wear and tear." (Patient 79)*
- *"Partial sight." (Patient 191)*
- *"Cancer treatment." (Patient 130)*
- *"MND." (Patient 33)*



**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 (38.1%)
No, I am not married or in a civil partnership	15 (35.7%)
Other	11 (26.2%)
<b>Total</b>	<b>42</b>
Do not wish to declare	0
Did not answer	11

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	21 (63.6%)
No, I do not have a child under 12 months old	11 (33.3%)
Yes, I am currently pregnant	1 (3.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total</b>	<b>33</b>
Do not wish to declare	2
Did not answer	23

**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	31 (100.0%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
<b>Total</b>	<b>31</b>
Do not wish to declare	1
Did not answer	17

**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	21 (87.5%)
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 (4.2%)
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	2
Did not answer	24

### 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	2 (6.9%)
Yes, in a negative way	0 (0.0%)
Total	29
Did not answer	21

27 (93.1%) of patients felt the service they received was not affected by any of the aforementioned strands of diversity. Two patients 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. 21 patients did not answer this question.

### Aftercare

Following this survey; one letter of appreciation was received, this was passed to the Patient Experience team (Bedford) for further action as appropriate.

Any correspondence or comments of concern received were passed to the Patient Experience team (Bedford) for further action as appropriate.