

A large, abstract circular graphic composed of several overlapping, hand-painted style brushstrokes in shades of yellow, green, and blue, framing the central text.

Patient Experience Report: Patient Transport Service NHS West Essex CCG

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Results for June 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 West Essex Clinical Commissioning Group (CCG) area between the 1st to the 7th of June 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 West Essex CCG area during the period from the 1st to the 7th of June 2018.

210 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 51 responses were received. This equates to a 24.3% 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 West Essex CCG area are sent out to a sample of patients on a quarterly basis.

Conclusion

Overall, 87.5% of patients who responded to this question had used the PTS within the NHS West Essex CCG area during the 1st to the 7th of June 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

91.8% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

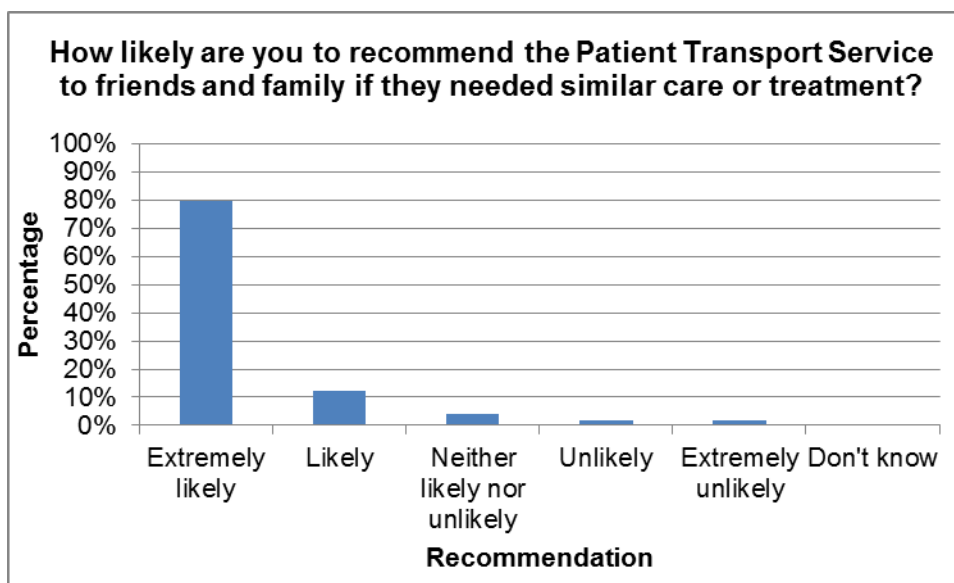
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

| Response | Total |
|----------------------------------|---------------|
| Extremely likely | 39 (79.6%) |
| Likely | 6 (12.2%) |
| Neither likely nor unlikely | 2 (4.1%) |
| Unlikely | 1 (2.0%) |
| Extremely unlikely | 1 (2.0%) |
| Don't know | 0 (0.0%) |
| Total number of responses | 49 |
| 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)

91.8% of patients who responded to this question and had used the PTS within the NHS West Essex CCG during the 1st to the 7th of June 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 | 41 (87.2%) | 33/38 (86.8%) |
| The view of someone acting on behalf of the patient | 6 (12.8%) | 5/6 (83.3%) |
| Total number of responses | 47 | 44 |
| No response given | 4 | 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?

| Response | Total |
|---|---------------|
| Almost immediately | 7 (16.3%) |
| Fairly quickly | 20 (46.5%) |
| It took longer than I would have expected | 11 (25.6%) |
| Waited so long I put the telephone down | 5 (11.6%) |
| Total number of responses | 43 |
| Unable to say | 0 |
| No response given | 8 |

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

| Response | Total |
|---------------------------|---------------|
| Yes | 38 (92.7%) |
| No | 3 (7.3%) |
| Total number of responses | 41 |
| Unable to say | 2 |
| No response given | 8 |

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

| Response | Total |
|---------------------------|---------------|
| Yes | 39 (92.9%) |
| No | 3 (7.1%) |
| Total number of responses | 42 |
| Unable to say | 1 |
| No response given | 8 |

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

| Response | Total |
|---------------------------|---------------|
| Very satisfied | 24 (55.8%) |
| Satisfied | 10 (23.3%) |
| Fairly satisfied | 4 (9.3%) |
| Dissatisfied | 2 (4.7%) |
| Very dissatisfied | 3 (7.0%) |
| Total number of responses | 43 |
| Unable to say | 2 |
| No response given | 6 |

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

| Response | Total |
|---------------------------|---------------|
| Very satisfied | 28 (57.1%) |
| Satisfied | 15 (30.6%) |
| Fairly satisfied | 5 (10.2%) |
| Dissatisfied | 0 (0.0%) |
| Very dissatisfied | 1 (2.0%) |
| Total number of responses | 49 |
| No response given | 2 |

Q8 – Did you arrive on time for your appointment?

(All answer types listed, some multiple answers)

| Response | Total |
|------------------------------|---------------|
| Very early (over 60 minutes) | 5 (11.4%) |
| Early (30 – 60 minutes) | 18 (40.9%) |
| On time | 13 (29.5%) |
| Late (0 – 60 minutes) | 6 (13.6%) |
| Very late (over 60 minutes) | 2 (4.5%) |
| Total number of responses | 44 |
| No response given | 8 |

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 | 6 (35.3%) |
| No | 11 (64.7%) |
| Total number of responses | 17 |
| Not applicable | 19 |
| No response given | 15 |

Q10 – How long did you have to wait for your return transport after your appointment?

(All answer types listed, some multiple answers)

| Response | Total |
|---------------------------|---------------|
| 0 to 15 minutes | 4 (8.7%) |
| 15 to 30 minutes | 10 (21.7%) |
| 30 to 45 minutes | 14 (30.4%) |
| 45 to 60 minutes | 9 (19.6%) |
| Over 60 minutes | 9 (19.6%) |
| Total number of responses | 46 |
| No response given | 8 |

Q11 – How would you describe the following?

| Q11a – The comfort of the vehicle you travelled in? | |
|--|---------------|
| Response | Total |
| Acceptable | 36 (75.0%) |
| Fairly acceptable | 10 (20.8%) |
| Unacceptable | 2 (4.2%) |
| Total number of responses | 48 |
| Unable to say | 1 |
| No response given | 2 |

| Q11b – The suitability of the vehicle you travelled in? | |
|--|---------------|
| Response | Total |
| Acceptable | 39 (83.0%) |
| Fairly acceptable | 6 (12.8%) |
| Unacceptable | 2 (4.3%) |
| Total number of responses | 47 |
| Unable to say | 1 |
| No response given | 3 |

| Q11c – The cleanliness inside the vehicle you travelled in? | |
|--|---------------|
| Response | Total |
| Acceptable | 42 (89.4%) |
| Fairly acceptable | 4 (8.5%) |
| Unacceptable | 1 (2.1%) |
| Total number of responses | 47 |
| Unable to say | 1 |
| No response given | 3 |

Q12 – Did the service staff introduce themselves to you?

| Response | Total |
|--|---------------|
| Yes | 44 (89.8%) |
| Yes, but I would have liked them to introduce themselves to a greater extent | 2 (4.1%) |
| No | 3 (6.1%) |
| Total number of responses | 49 |
| Unable to say | 1 |
| No response given | 1 |

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

| Response | Total |
|----------------------------------|---------------|
| Very professional | 47 (94.0%) |
| A little improvement necessary | 2 (4.0%) |
| Not professional | 1 (2.0%) |
| Total number of responses | 50 |
| Unable to say | 0 |
| No response given | 1 |

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

| Response | Total |
|--|---------------|
| Yes, definitely | 46 (93.9%) |
| Yes, to some extent | 2 (4.1%) |
| No, I was not treated with dignity and respect | 1 (2.0%) |
| Total number of responses | 49 |
| No response given | 2 |

Q15 – Did the service staff drive safely?

| Response | Total |
|----------------------------------|---------------|
| Yes | 45 (93.8%) |
| A little improvement necessary | 3 (6.3%) |
| No | 0 (0.0%) |
| Total number of responses | 48 |
| Unable to say | 2 |
| No response given | 1 |

Q16 – Did the service staff offer assistance if required?

| Response | Total |
|---------------------------|---------------|
| Yes | 47 (95.9%) |
| No | 1 (2.0%) |
| Not required | 1 (2.0%) |
| Total number of responses | 49 |
| Unable to say | 1 |
| No response given | 1 |

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 | 3 (6.1%) |
| Private car | 3 (6.1%) |
| Taxi | 11 (22.4%) |
| Relative, carer or friend | 9 (18.4%) |
| Could not attend | 22 (44.9%) |
| Other | 1 (2.0%) |
| Total number of responses | 49 |
| No response given | 3 |

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

- "A+E" (Patient 103)

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

(All answer types listed, some multiple answers)

| Response | Total |
|---------------------------|---------------|
| Poor public transport | 5 (7.5%) |
| Cost of transport | 5 (7.5%) |
| Mobility problems | 40 (59.7%) |
| Distance | 6 (8.9%) |
| Parking at hospital | 6 (8.9%) |
| Other | 5 (7.5%) |
| Total number of responses | 67 |
| No response given | 2 |

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

- *“No other way” (Patient 160)*
- *“Discharge from hospital” (Patient 117)*
- *“Bad painful legs” (Patient 111)*
- *“I was taken ill” (Patient 151)*
- *“A+E” (Patient 103)*

Please tell us your overall views on the Patient Transport Service

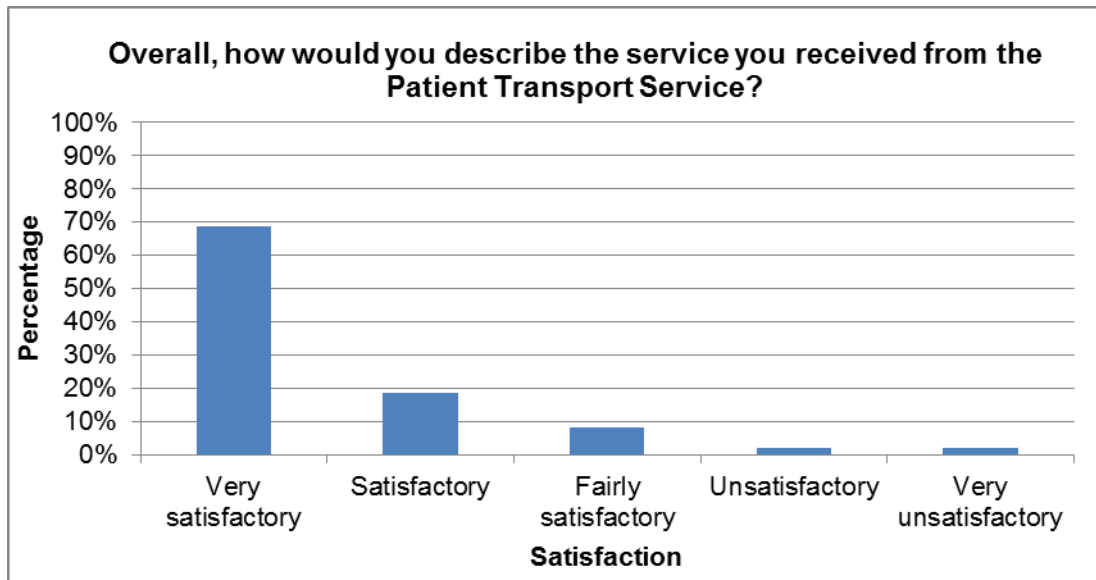
Q19 – Overall, how would you describe the service you received from the Patient Transport Service?

| Response | Total |
|---|------------------|
| Very satisfactory | 33 (68.8%) |
| Satisfactory | 9 (18.8%) |
| KPI Result (Very satisfactory + satisfactory/Total number of responses) | 42/48 (87.5%) |
| Fairly satisfactory | 4 (8.3%) |
| Unsatisfactory | 1 (2.1%) |
| Very unsatisfactory | 1 (2.1%) |
| Total number of responses | 48 |
| No response given | 3 |

42 (87.5%) of patients who responded to this question and had used the PTS within the NHS West Essex CCG during the 1st to the 7th of June 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:

| Survey Patient Number | Positive comments |
|------------------------------|---|
| 173 | Very good service (although slightly late) Polite + Courteous Staff. As I have used this service before I was very confident in using them again. |
| 185 | No way, absolutely perfect! Wonderful service thank you all so much. Could not cope without your lovely, helpful drawers. |
| 182 | No improvement could be made. |
| 149 | Tip Top service did not use on 6 th June but have greatly benefited on numerous other occasions. Had vomiting troubles and rebooked. |
| 93 | I have been very pleased with the patient transport service. I don't think you could improve anymore, I will soon be ringing you I have another appointment soon. |
| 126 | Very satisfied with present service. |
| 200 | I could not attend appointments without the help you have given me I'm really thankful you were there to help me. Many thanks. |
| 85 | Could not be improved. |

| Survey Patient Number | Mixed/Neutral comments |
|------------------------------|--|
| 88 | The only problem is that my appointment was always, but now the clinic has got smaller my appointment time has changed its time to later, it used to be 8:30 now its 9:30 (Why?) |
| 26 | I attend the clinic in Waltham Abbey by pre-arranged appointment on Friday mornings, it used to be for 9.30 but for some reason the E of E ambulance service had got the time down to 8.30 & on June 1 st I was picked up at 7.40, so arrived at clinic at approx. 8.10 & had to wait in the ambulance till doors opened at 8.30. The driver (one of the best) came in with me & a lady in a wheelchair & spoke to the head nurse & arranged for us to be at the clinic for 9 O'clock. The arrangement worked well last week & the week before 8 th & 15 th . All the drivers are excellent & do a fantastic job. |
| 146 | We have used this service for a number of years now and have found staff to be most courteous and kind. The only downside is having to be ready two hours prior to the appointment and being collected half an hour before appointment time. If it is at all possible perhaps a delay could be telephoned through to the person being collected with an estimated time. Well done anyway. |

| Survey Patient Number | Negative comments |
|-----------------------|--|
| 157 | Your telephone service for booking is appalling. You have to wait so long for phone to be answered. Sometimes 15-20 mins. It can't be peak time from 9.00-5.00. Even hospital staff cannot reach you. Please contact me. |
| 3 | Transport service is very poor. Elderly clients find hospital trips stressful and disrupted. So when transport arrives too early or late this stressed client every more, and just because they have to rely on the transport doesn't mean they have to take it or leave it! Your service needs drastic improvement. |
| 184 | It's not a question of recommending - the service is a necessity - there's no other option. The responder on the phone was ignorant of the existence of Radwinter Hospital and was unable to make a simple alteration to my travel arrangement; My driver has said he's been to that hospital on several occasions. It's been there for over 100 years. She was very uncaring and hostile to my request. |

Equality and Diversity Information

Gender

| Gender | Total |
|------------------------|---------------|
| Male | 21 (52.5%) |
| Female | 19 (47.5%) |
| Total | 40 |
| Do not wish to declare | 0 |
| Did not answer | 11 |

Age

| Age | Total |
|------------------------|----------------|
| Range | 62 to 97 years |
| Mean | 79 years |
| Median | 80 years |
| Mode | 88 years |
| Total | 39 |
| Do not wish to declare | 0 |
| Did not answer | 12 |

Ethnicity

| Ethnicity | Total |
|---------------------------------|---------------|
| White British | 39 (97.5%) |
| White Irish | 1 (2.5%) |
| 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%) |
| Total | 40 |
| Do not wish to declare | 1 |
| Did not answer | 10 |

Religion or Belief

| Religion or Belief | Total |
|------------------------|---------------|
| Christian | 30 (81.1%) |
| Jewish | 3 (8.1%) |
| Hindu | 0 (0.0%) |
| Sikh | 0 (0.0%) |
| None | 4 (10.8%) |
| Other | 0 (0.0%) |
| Total | 37 |
| Do not wish to declare | 3 |
| Did not answer | 11 |

Sexual Orientation

| Sexual Orientation | Total |
|------------------------|--------------|
| Lesbian | 0 (0.0%) |
| Gay | 0 (0.0%) |
| Heterosexual | 26 (100%) |
| Bisexual | 0 (0.0%) |
| Total | 26 |
| Do not wish to declare | 1 |
| Did not answer | 24 |

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

- “F - Normal why should it matter?” (Patient 184)
- “Political question.” (Patient 146)

Disability

(All answer types are listed, some multiple answers)

| Disability | Total |
|----------------------------|---------------|
| I do not have a disability | 3 (5.5%) |
| Physical Impairment | 22 (40.0%) |
| Sensory Impairment | 3 (5.5%) |
| Long Standing Condition | 18 (32.7%) |
| Learning Disability | 0 (0.0%) |
| Mental Health Disorder | 0 (0.0%) |
| Other | 9 (16.3%) |
| Total | 55 |
| Do not wish to declare | 2 |
| Did not answer | 12 |

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

- "Spinal Fractures." (Patient 123)
- "Chronic back pain." (Patient 173)
- "Problems walking far." (Patient 175)
- "Wheelchair." (Patient 190)
- "Bad back, legs and feet." (Patient 93)
- "Cannot walk far." (Patient 196)
- "COPD, heart failure." (Patient 207)
- "Walking." (Patient 126)
- "Osteoarthritis." (Patient 103)

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 | 19 (48.7%) |
| No, I am not married or in a civil partnership | 7 (17.9%) |
| Other | 13 (33.3%) |
| Total | 39 |
| Do not wish to declare | 3 |
| Did not answer | 11 |

Eleven patients who responded 'other' to this question advised that they had been widowed. One advised that they were single and one 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 | 20 (83.3%) |
| No, I do not have a child under 12 months old | 4 (16.7%) |
| Yes, I am currently pregnant | 0 (0.0%) |
| Yes, I have a child under 12 months old | 0 (0.0%) |
| Total | 24 |
| Do not wish to declare | 1 |
| Did not answer | 30 |

Are you or have you been undergoing gender reassignment?

| Gender reassignment | Total |
|--|--------------|
| No, I am not or have not undergone gender reassignment | 29 (100%) |
| Yes, I am or have undergone gender reassignment | 0 (0.0%) |
| Total | 29 |
| Do not wish to declare | 0 |
| Did not answer | 22 |

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 | 22 (95.7%) |
| 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 | 1 (4.3%) |
| 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 | 23 |
| Do not wish to declare | 0 |
| Did not answer | 28 |

Impact on the service received

| Impact on Service | Total |
|--------------------------|---------------|
| No | 24 (88.9%) |
| Yes, in a positive way | 3 (11.1%) |
| Yes, in a negative way | 0 (0.0%) |
| Total | 27 |
| Did not answer | 24 |

24 (88.9%) of patients felt the service they received was not affected by any of the aforementioned strands of diversity. Three patients responded that the service they received was affected in a positive way, but no patients answered that the service they received was affected in a negative way. 24 patients did not answer this question.

The below comments were received in relation to this question:

- “As said I’m waiting in July for Cataract op on both eyes/cannot read.” (Patient 88)
- “I phoned the transport office to confirm my transport was okay for the next day and the person I spoke to had no knowledge of the booking.” (Patient 73)

Aftercare

Following this survey; four surveys containing comments of concern received. These were passed to the Patient Experience team (Bedford) for further action as appropriate.