



Patient Experience Report: Patient Transport Service NHS West Essex CCG

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Results for September 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 9th of September 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 9th of September 2018.

204 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 38 responses were received. This equates to a 18.6% 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 West Essex CCG area are sent out to a sample of patients on a quarterly basis.

Conclusion

Overall, 90.9% of patients who responded to this question had used the PTS within the NHS West Essex CCG area during the 1st to the 9th of September 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

94.6% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

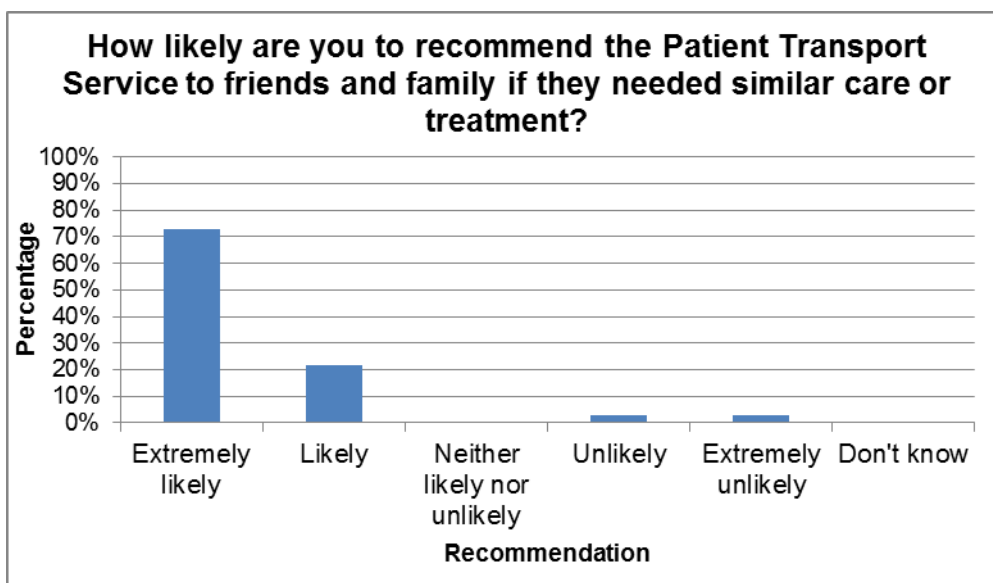
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	27 (73.0%)
Likely	8 (21.6%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	1 (2.7%)
Extremely unlikely	1 (2.7%)
Don't know	0 (0.0%)
Total number of responses	37
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)

94.6% of patients who responded to this question and had used the PTS within the NHS West Essex CCG during the 1st to the 9th of September 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	28 (87.5%)	23/25 (92.0%)
The view of someone acting on behalf of the patient	4 (12.5%)	4/4 (100.0%)
Total number of responses	32	29
No response given	6	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	8 (26.7%)
Fairly quickly	16 (53.3%)
It took longer than I would have expected	5 (16.7%)
Waited so long I put the telephone down	1 (3.3%)
Total number of responses	30
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	29 (96.7%)
No	1 (3.3%)
Total number of responses	30
Unable to say	3
No response given	5

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

Response	Total
Yes	30 (96.8%)
No	1 (3.2%)
Total number of responses	31
Unable to say	3
No response given	4

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

Response	Total
Very satisfied	18 (62.1%)
Satisfied	7 (24.1%)
Fairly satisfied	1 (3.4%)
Dissatisfied	3 (10.3%)
Very dissatisfied	0 (0.0%)
Total number of responses	29
Unable to say	4
No response given	5

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

Response	Total
Very satisfied	21 (63.6%)
Satisfied	9 (27.3%)
Fairly satisfied	3 (9.1%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	33
No response given	5

Q8 – Did you arrive on time for your appointment?

Response	Total
Very early (over 60 minutes)	2 (7.1%)
Early (30 – 60 minutes)	15 (53.6%)
On time	8 (28.6%)
Late (0 – 60 minutes)	2 (7.1%)
Very late (over 60 minutes)	1 (3.6%)
Total number of responses	28
No response given	10

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	4 (50.0%)
No	4 (50.0%)
Total number of responses	8
Not applicable	20
No response given	10

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	5 (14.3%)
15 to 30 minutes	11 (31.4%)
30 to 45 minutes	6 (17.1%)
45 to 60 minutes	3 (8.6%)
Over 60 minutes	10 (28.6%)
Total number of responses	35
No response given	4

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	31 (86.1%)
Fairly acceptable	4 (11.1%)
Unacceptable	1 (2.8%)
Total number of responses	36
Unable to say	1
No response given	1

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	30 (88.2%)
Fairly acceptable	4 (11.8%)
Unacceptable	0 (0.0%)
Total number of responses	34
Unable to say	1
No response given	3

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	34 (97.1%)
Fairly acceptable	1 (2.9%)
Unacceptable	0 (0.0%)
Total number of responses	35
Unable to say	1
No response given	2

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	33 (91.7%)
Yes, but I would have liked them to introduce themselves to a greater extent	2 (5.6%)
No	1 (2.8%)
Total number of responses	36
Unable to say	0
No response given	2

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

Response	Total
Very professional	35 (94.6%)
A little improvement necessary	2 (5.4%)
Not professional	0 (0.0%)
Total number of responses	37
Unable to say	0
No response given	1

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

Response	Total
Yes, definitely	37 (100.0%)
Yes, to some extent	0 (0.0%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	37
No response given	1

Q15 – Did the service staff drive safely?

Response	Total
Yes	34 (97.1%)
A little improvement necessary	1 (2.9%)
No	0 (0.0%)
Total number of responses	35
Unable to say	2
No response given	1

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	36 (100.0%)
No	0 (0.0%)
Not required	0 (0.0%)
Total number of responses	36
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	2 (6.1%)
Private car	1 (3.0%)
Taxi	4 (12.1%)
Relative, carer or friend	3 (9.1%)
Could not attend	19 (57.6%)
Other	4 (12.1%)
Total number of responses	33
No response given	8

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

- *“Always ambulance transport” (Patient 53)*
- *“Unable to travel alone, too unsteady on feet” (Patient 175)*
- *“Needs to be hoisted” (Patient 191)*
- *“I can't sit (only lay)” (Patient 153)*

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 (12.8%)
Cost of transport	5 (12.8%)
Mobility problems	23 (59.0%)
Distance	1 (2.6%)
Parking at hospital	2 (5.1%)
Other	3 (7.7%)
Total number of responses	39
No response given	9

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

- *"Health condition." (Patient 53*
- *"Because my relations were at work I couldn't have gone without ambulance. Unable to travel alone." (Patient 175)*
- *"Husband too ill." (Patient 97)*

Please tell us your overall views on the Patient Transport Service

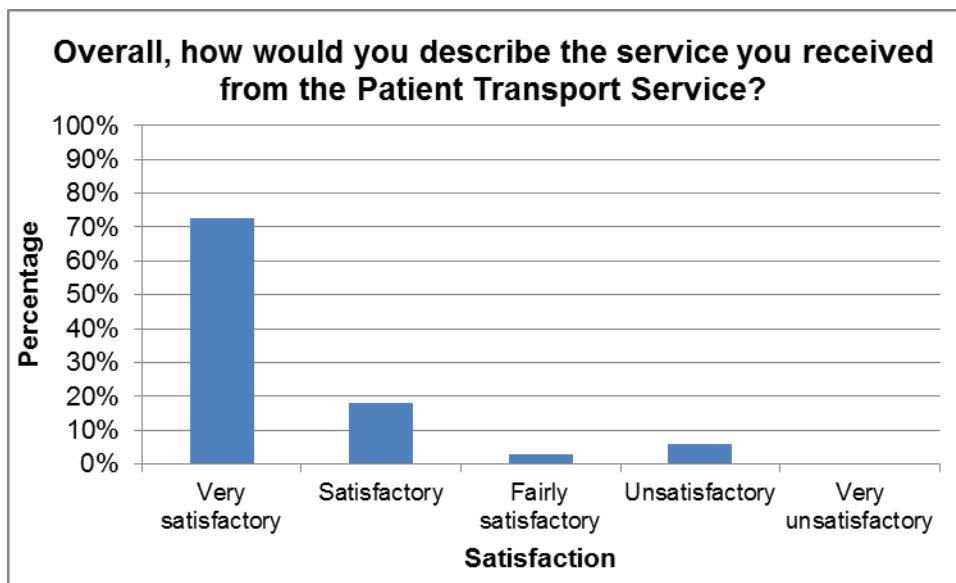
Q19 – Overall, how would you describe the service you received from the Patient Transport Service?

Response	Total
Very satisfactory	24 (72.7%)
Satisfactory	6 (18.2%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	30/33 (90.9%)
Fairly satisfactory	1 (3.0%)
Unsatisfactory	2 (6.1%)
Very unsatisfactory	0 (0.0%)
Total number of responses	33
No response given	5

30 (90.9%) 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 September 2018 rated the service received as being either 'satisfactory' or 'very satisfactory'.

Five patients did not respond to this question.

Bar chart illustrating the results of Q19:



Additional comments made by patients:

Survey Patient Number	Positive comments
175	This East of England Ambulance Service which I have used twice, are amazing caring people.
78	Happy with service. Staff are very friendly and helpful. Might be useful if people using the service wear a name tag.
118	Not at all the team (names) were excellent and so very kind to me.

Survey Patient Number	Mixed/Neutral comments
190	The person who took my call case told me I didn't meet the criteria even though my GP had said transport was needed at this time and after they intervened you did supply it.
106	There is sometimes confusion between the office and the crews resulting in delays or late/non arrivals - Sorry about writing - Chemo-Numb hands.
47	I have been in hospital helpless very ill. I am sorry about my writing it's not good.

Survey Patient Number	Negative comments
57	When booking was told it would be an ambulance or car and no one could go with you. It turned out to be a private taxi, no help was given at hospital left on my own to find my way. Return journey was the same, if I had not had a card with phone number of taxi firm I would have been stranded. In the future I need to be accompanied by my husband in the vehicle as we have no car of our own.

Equality and Diversity Information

Gender

Gender	Total
Male	14 (42.4%)
Female	19 (57.6%)
Total	33
Do not wish to declare	0
Did not answer	5

Age

Age	Total
Range	43 to 95 years
Mean	79 years
Median	82 years
Mode	85 years
Total	33
Do not wish to declare	1
Did not answer	4

Ethnicity

(All answer types listed, some multiple answers)

Ethnicity	Total
White British	33 (94.3%)
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	1 (2.9%)
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 (2.9%)
Total	35
Do not wish to declare	0
Did not answer	4

Religion or Belief

Religion or Belief	Total
Christian	22 (68.8%)
Jewish	0 (0.0%)
Hindu	1 (3.1%)
Sikh	0 (0.0%)
None	4 (12.5%)
Other	5 (15.6%)
Total	32
Do not wish to declare	1
Did not answer	5

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

- *"Roman Catholic." (Patient 59)*
- *"Catholic." (Patient 57)*
- *"Methodist." (Patient 75)*
- *"Catholic." (Patient 27)*
- *"Atheist." (Patient 153)*

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	20 (100%)
Bisexual	0 (0.0%)
Total	20
Do not wish to declare	1
Did not answer	17

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

- *"Not relevant." (Patient 119)*

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	0 (0.0%)
Physical Impairment	16 (40.0%)
Sensory Impairment	0 (0.0%)
Long Standing Condition	12 (30.0%)
Learning Disability	0 (0.0%)
Mental Health Disorder	2 (5.0%)
Other	10 (25.0%)
Total	40
Do not wish to declare	1
Did not answer	1

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

- *“Unable to walk without aids at the moment.” (Patient 40)*
- *“Out of breath.” (Patient 69)*
- *“Balance problems/Fatigue.” (Patient 106)*
- *“Rheumatoid Arthritis, Osteoarthritis.” (Patient 136)*
- *“Shoulder + Knee.” (Patient 75)*
- *“Can’t walk far, I am just growing old. I only use ambulance when my relations can’t get time off from their work.” (Patient 175)*
- *“M.S.” (Patient 27)*
- *“Dementia.” (Patient 191)*
- *“Difficulty in walking.” (Patient 74)*
- *“Very frail and hard of hearing.” (Patient 119)*

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	16 (17.2%)
No, I am not married or in a civil partnership	70 (75.3%)
Other	7 (7.5%)
Total	93
Do not wish to declare	1
Did not answer	4

Seven patients who responded 'other' to this question advised that they had been widowed.

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	18 (100.0%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total	18
Do not wish to declare	1
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)

Format	
I did not require a different format	21 (65.6%)
Braille	1 (3.1%)
British Sign Language (BSL) Interpreter	1 (3.1%)
Browse aloud (website)	1 (3.1%)
Deafblind advocate	1 (3.1%)
Deafblind Interpreter	1 (3.1%)
Easy Read	1 (3.1%)
Large Print	1 (3.1%)
Page magnification (website)	1 (3.1%)
Text only web page (including ability to change colours)	1 (3.1%)
Text only web page (including ability to change font size)	1 (3.1%)
Text re-sizing (Website)	1 (3.1%)
Total	32
Do not wish to declare	2
Did not answer	16

Impact on the service received

Impact on Service	Total
No	17 (94.4%)
Yes, in a positive way	1 (5.6%)
Yes, in a negative way	0 (0.0%)
Total	18
Did not answer	20

17 (94.4%) 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 answered that the service they received was affected in a negative way. 20 patients did not answer this question.

The below comments were received in relation to this question:

- “They are very kind to me.” (Patient 47)

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.