



Patient Experience Report: Patient Transport Service NHS West Essex CCG

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Results for December 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 December 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 December 2018.

199 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 34 responses were received. This equates to a 17.1% 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 posted to a sample of patients on a quarterly basis.

Conclusion

Overall, all patients who had responded to the overall satisfaction question and had used the PTS within the NHS West Essex CCG area during the 1st to the 7th of December 2018 rated the service received as being either 'satisfactory' or 'very satisfactory'.

97.0% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or relative.

Results

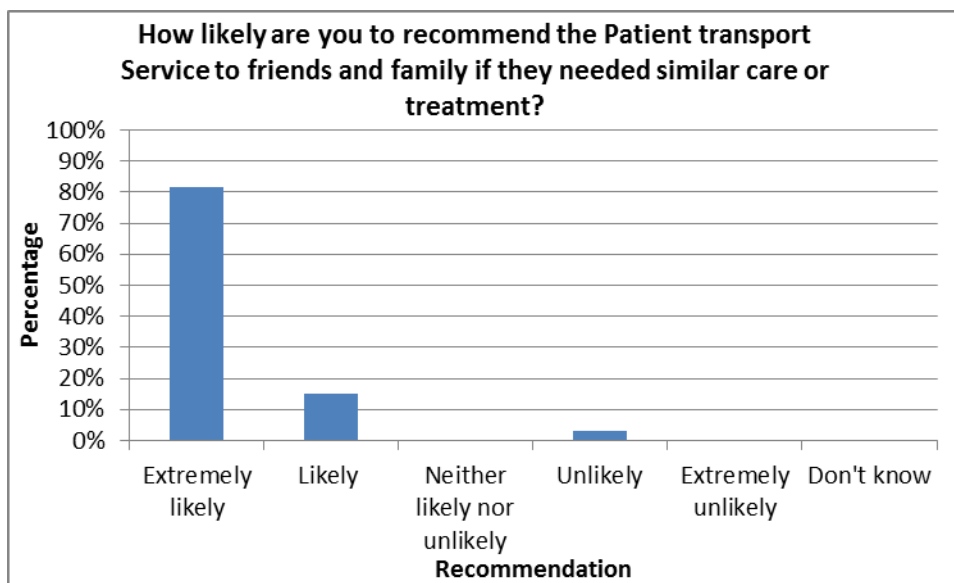
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	27 (81.8%)
Likely	5 (15.2%)
Neither likely nor unlikely	0 (0.0%)
Unlikely	1 (3.0%)
Extremely unlikely	0 (0.0)
Don't know	0 (0.0)
Total number of responses	33
No response given	1

The FFT score is calculated following NHS England guidelines, providing the percentage of respondents that either would recommend/would not recommend the service (recommend percentage = extremely likely + likely responses / total number of responses x 100, not recommend percentage = extremely unlikely + unlikely responses / total number of responses x 100).

97.0% of patients who responded to the above question and had used the PTS within the NHS West Essex CCG during the 1st to the 7th of December 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	26 (86.7%)	24/24 (100.0%)
The view of someone acting on behalf of the patient	4 (13.3%)	4/4 (100.0%)
Total number of responses	30	28
No response given	4	2

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 (36.0%)
Fairly quickly	11 (44.0%)
It took longer than I would have expected	4 (16.0%)
Waited so long I put the telephone down	1 (4.0%)
Total number of responses	25
Unable to say	0
No response given	9

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

Response	Total
Yes	24 (96.0%)
No	1 (4.0%)
Total number of responses	25
Unable to say	3
No response given	6

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

Response	Total
Yes	26 (96.3%)
No	1 (3.7%)
Total number of responses	27
Unable to say	2
No response given	5

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

Response	Total
Very satisfied	18 (66.7%)
Satisfied	7 (25.9%)
Fairly satisfied	2 (7.4%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	27
Unable to say	2
No response given	5

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

Response	Total
Very satisfied	21 (70.0%)
Satisfied	9 (30.0%)
Fairly satisfied	0 (0.0%)
Dissatisfied	0 (0.0%)
Very dissatisfied	0 (0.0%)
Total number of responses	30
No response given	4

Q8 – Did you arrive on time for your appointment?

Response	Total
Very early (over 60 minutes)	1 (3.8%)
Early (30 – 60 minutes)	14 (53.8%)
On time	10 (38.5%)
Late (0 – 60 minutes)	1 (3.8%)
Very late (over 60 minutes)	0 (0.0%)
Total number of responses	26
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	4 (50.0%)
No	4 (50.0%)
Total number of responses	8
Not applicable	17
No response given	9

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

Response	Total
0 to 15 minutes	9 (30.0%)
15 to 30 minutes	5 (16.7%)
30 to 45 minutes	6 (20.0%)
45 to 60 minutes	4 (13.3%)
Over 60 minutes	6 (20.0%)
Total number of responses	30
No response given	4

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	27 (84.4%)
Fairly acceptable	5 (15.6%)
Unacceptable	0 (0.0%)
Total number of responses	32
Unable to say	0
No response given	2

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	32 (100.0%)
Fairly acceptable	0 (0.0%)
Unacceptable	0 (0.0%)
Total number of responses	32
Unable to say	0
No response given	2

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	31 (96.9%)
Fairly acceptable	1 (3.1%)
Unacceptable	0 (0.0%)
Total number of responses	32
Unable to say	0
No response given	2

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	27 (87.1%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (3.2%)
No	3 (9.7%)
Total number of responses	31
Unable to say	0
No response given	3

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

Response	Total
Very professional	31 (100.0%)
A little improvement necessary	0 (0.0%)
Not professional	0 (0.0%)
Total number of responses	31
Unable to say	1
No response given	2

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

Response	Total
Yes, definitely	31 (96.9%)
Yes, to some extent	1 (3.1%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	32
No response given	2

Q15 – Did the service staff drive safely?

Response	Total
Yes	30 (96.8%)
A little improvement necessary	1 (3.2%)
No	0 (0.0%)
Total number of responses	31
Unable to say	1
No response given	2

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	30 (96.8%)
No	0 (0.0%)
Not required	1 (3.2%)
Total number of responses	31
Unable to say	1
No response given	2

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	1 (3.0%)
Private car	3 (9.1%)
Taxi	3 (9.1%)
Relative, carer or friend	6 (18.2%)
Could not attend	17 (51.5%)
Other	3 (9.1%)
Total number of responses	33
No response given	3

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

- *“No one available to take me, no driving licence.” (Patient 76)*
- *“No car, no reliable bus service.” (Patient 18)*
- *“Could not get there.” (Patient 155)*

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 (13.5%)
Cost of transport	4 (10.8%)
Mobility problems	20 (54.1%)
Distance	5 (13.5%)
Parking at hospital	2 (5.4%)
Other	1 (2.7%)
Total number of responses	37
No response given	6

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

- *“All of the above.” (Patient 187)*

Please tell us your overall views on the Patient Transport Service

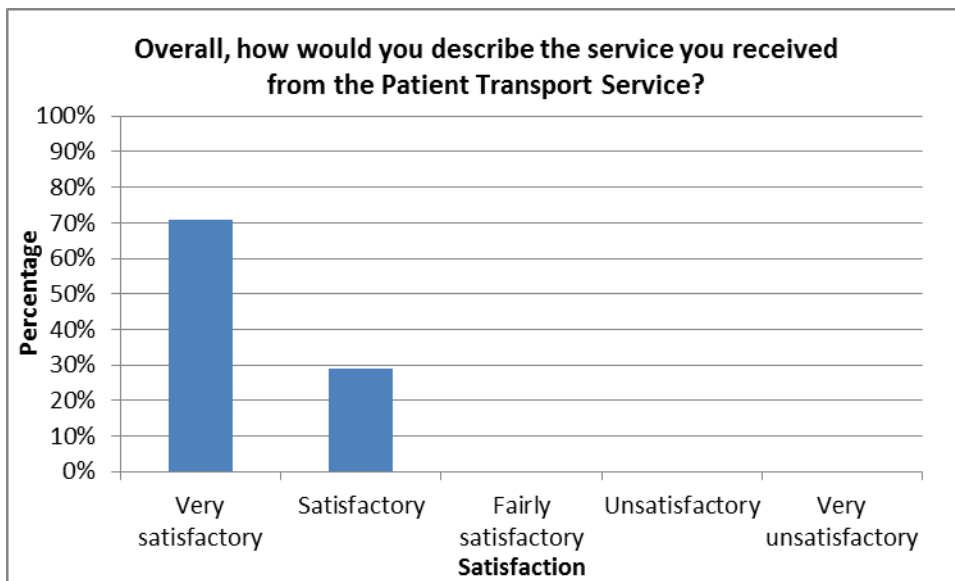
Q19 – Overall, how would you describe the service you received from the Patient Transport Service?

Response	Total
Very satisfactory	22 (71.0%)
Satisfactory	9 (29.0%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	31/31 (100.0%)
Fairly satisfactory	0 (0.0%)
Unsatisfactory	0 (0.0%)
Very unsatisfactory	0 (0.0%)
Total number of responses	31
No response given	3

All patients who responded to the above question and had used the PTS within the NHS West Essex CCG area during the 1st to the 7th of December 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
109	No improvement possible.
37	Not really, you were very good, nothing to moan about.
26	No, very happy with the friendly and professional service.
177	Don't know how it could get better. No need to.
186	No improvement, is a fantastic, sensitive service delivered professionally by a great team.

Survey Patient Number	Negative comments
22	Try and get near the pick-up time as quoted. I was in hospital and was discharged on 2 nd , the hospital booked ambulance transport and was told would pick me up at 2 o'clock. Waited in department lounge, no sign of transport, nurses phone ambulance people they said it would arrive at 4 o'clock. Nurses phoned again and were told the transport would be at 6 o'clock! The nurses were on the phone to your people. And finally got the transport at 5 o'clock. When you have just come out of hospital you do not want all of this trouble.

Equality and Diversity Information

Gender

Gender	Total
Male	16 (57.1%)
Female	12 (42.9%)
Total	28
Do not wish to declare	0
Did not answer	6

Age

Age	Total
Range	52 Years to 93 years
Mean	81 years
Median	83 years
Mode	89 years
Total	28
Do not wish to declare	0
Did not answer	6

Ethnicity

Ethnicity	Total
White British	28 (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%)
Total	28
Do not wish to declare	0
Did not answer	6

Religion or Belief

Religion or Belief	Total
Christian	21 (75.0%)
Jewish	1 (3.6%)
Hindu	0 (0.0%)
Sikh	0 (0.0%)
None	3 (10.7%)
Other	3 (10.7%)
Total	28
Do not wish to declare	0
Did not answer	6

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

- *"Catholic." (Patient 76)*
- *"Atheist." (Patient 42)*
- *"Methodist." (Patient 103)*

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	20 (100.0%)
Bisexual	0 (0.0%)
Total	20
Do not wish to declare	2
Did not answer	12

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	3 (6.5%)
Physical Impairment	14 (30.4%)
Sensory Impairment	5 (10.9%)
Long Standing Condition	15 (32.6%)
Learning Disability	1 (2.2%)
Mental Health Disorder	1 (2.2%)
Other	7 (15.2%)
Total	46
Do not wish to declare	1
Did not answer	10

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

- *“Dead, blind, dementia, heart failure and pace maker.” (Patient 76)*
- *“C.H.D.” (Patient 109)*
- *“Broken right knee and left wrist.” (Patient 129)*
- *“Just getting a bit slower.” (Patient 172)*
- *“Amputation.” (Patient 46)*
- *“Poor mobility (about 20 yards max.)” (Patient 168)*
- *“Spinal injury, nerve problems.” (Patient 155)*

Are you married or in a civil partnership?

Married or civil partnership	Total
Yes, I am married or in a civil partnership	9 (37.5%)
No, I am not married or in a civil partnership	9 (37.5%)
Other	6 (25.0%)
Total	24
Do not wish to declare	1
Did not answer	9

Of the six patients who answered 'other' in response to this question; 4 patients advised that they had been 'widowed,' one patient responded that they were 'divorced' and one patient answered that they were 'single'.

Are you currently pregnant or have had a child within the last 12 months?

(All answer types are listed, some multiple answers)

Pregnancy and maternity	Total
No, I am not pregnant	17 (23.9%)
No, I do not have a child under 12 months old	6 (26.1%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	23
Do not wish to declare	0
Did not answer	17

Are you or have you been undergoing gender reassignment?

Gender reassignment	Total
No, I am not or have not undergone gender reassignment	25 (100.0%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total	25
Do not wish to declare	0
Did not answer	9

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	24 (100.0%)
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	0 (0.0%)
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	24
Do not wish to declare	0
Did not answer	10

The below comment was also received in relation to this question:

- *“I am not too good with computer on website services.” (Patient 172)*

Impact on the service received

Impact on Service	Total
No	22 (100.0%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	22
Did not answer	12

All patients who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity. 12 patients did not answer this question.

The below comment was also received in relation to this question:

- *“All is good.” (Patient 155)*

Aftercare

Following this survey; three letters of appreciation were received along with two telephone queries in relation to the questionnaire.