



Patient Experience Report: Patient Transport Service NHS West Essex CCG

Author: Tessa Medler, Patient Experience Facilitator
Rebecca Aldous, Patient Experience Assistant
Report Period: 1st to the 7th March 2018
Date of Report: June 2018

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

206 questionnaires were sent to a random sample of patients who were asked to provide feedback on the service provided and 45 responses were received. This equates to a 21.8% 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, 90.0% 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 March 2018 described the service received as being either 'satisfactory' or 'very satisfactory.'

93.2% of patients also advised that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Results

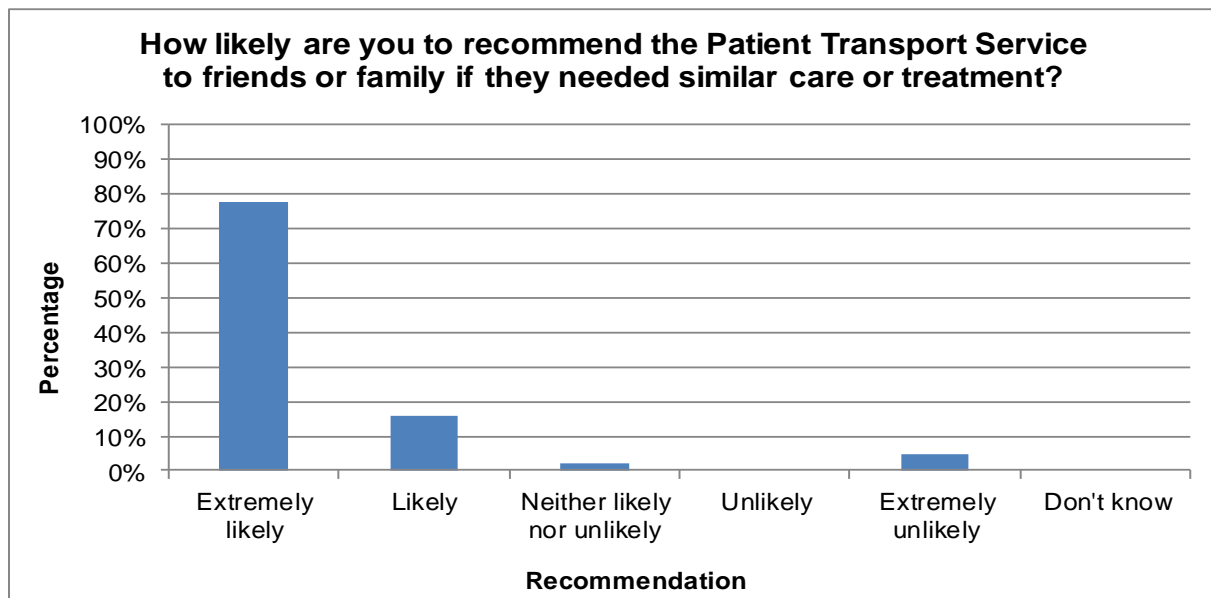
Q1 – How likely are you to recommend the Patient Transport Service to friends and family if they needed similar care or treatment?

Response	Total
Extremely likely	34 (77.3%)
Likely	7 (15.9%)
Neither likely nor unlikely	1 (2.3%)
Unlikely	0 (0.0%)
Extremely unlikely	2 (4.5%)
Don't know	0 (0.0%)
Total number of responses	44
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)

93.2% 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 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	33 (82.5%)	28/29 (96.6%)
The view of someone acting on behalf of the patient	7 (17.5%)	5/6 (83.3%)
Total number of responses	40	33
No response given	5	5

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 listed, some multiple answers)

Response	Total
Almost immediately	10 (27.8%)
Fairly quickly	16 (44.4%)
It took longer than I would have expected	7 (19.4%)
Waited so long I put the telephone down	3 (8.3%)
Total number of responses	36
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	34 (100.0%)
No	0 (0.0%)
Total number of responses	34
Unable to say	2
No response given	9

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

Response	Total
Yes	34 (94.4%)
No	2 (5.6%)
Total number of responses	36
Unable to say	2
No response given	7

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

Response	Total
Very satisfied	19 (55.9%)
Satisfied	7 (20.6%)
Fairly satisfied	4 (11.8%)
Dissatisfied	2 (5.9%)
Very dissatisfied	2 (5.9%)
Total number of responses	34
Unable to say	4
No response given	7

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

Response	Total
Very satisfied	28 (70.0%)
Satisfied	9 (22.5%)
Fairly satisfied	1 (2.5%)
Dissatisfied	1 (2.5%)
Very dissatisfied	1 (2.5%)
Total number of responses	40
No response given	5

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

Response	Total
Very early (over 60 minutes)	3 (8.6%)
Early (30 – 60 minutes)	15 (42.9%)
On time	14 (40.0%)
Late (0 – 60 minutes)	2 (5.7%)
Very late (over 60 minutes)	1 (2.9%)
Total number of responses	35
No response given	11

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 (44.4%)
No	5 (55.6%)
Total number of responses	9
Not applicable	24
No response given	12

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	10 (24.4%)
15 to 30 minutes	9 (22.0%)
30 to 45 minutes	10 (24.4%)
45 to 60 minutes	5 (12.2%)
Over 60 minutes	7 (17.1%)
Total number of responses	41
No response given	9

Q11 – How would you describe the following?

Q11a – The comfort of the vehicle you travelled in?	
Response	Total
Acceptable	31 (77.5%)
Fairly acceptable	8 (20.0%)
Unacceptable	1 (2.5%)
Total number of responses	40
Unable to say	4
No response given	1

Q11b – The suitability of the vehicle you travelled in?	
Response	Total
Acceptable	35 (89.7%)
Fairly acceptable	4 (10.3%)
Unacceptable	0 (0.0%)
Total number of responses	39
Unable to say	3
No response given	3

Q11c – The cleanliness inside the vehicle you travelled in?	
Response	Total
Acceptable	38 (97.4)
Fairly acceptable	1 (2.6%)
Unacceptable	0 (0.0%)
Total number of responses	39
Unable to say	3
No response given	3

Q12 – Did the service staff introduce themselves to you?

Response	Total
Yes	34 (85.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	3 (7.5%)
No	3 (7.5%)
Total number of responses	40
Unable to say	4
No response given	1

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

Response	Total
Very professional	40 (95.2%)
A little improvement necessary	2 (4.8%)
Not professional	0 (0.0%)
Total number of responses	42
Unable to say	1
No response given	2

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

Response	Total
Yes, definitely	41 (95.3%)
Yes, to some extent	2 (4.7%)
No, I was not treated with dignity and respect	0 (0.0%)
Total number of responses	43
No response given	2

Q15 – Did the service staff drive safely?

Response	Total
Yes	41 (97.6%)
A little improvement necessary	1 (2.4%)
No	0 (0.0%)
Total number of responses	42
Unable to say	1
No response given	2

Q16 – Did the service staff offer assistance if required?

Response	Total
Yes	42 (100.0%)
No	0 (0.0%)
Not required	0 (0.0%)
Total number of responses	42
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	5 (13.2%)
Private car	2 (5.3%)
Taxi	5 (13.2%)
Relative, carer or friend	10 (26.3%)
Could not attend	14 (36.8%)
Other	2 (5.3%)
Total number of responses	38
No response given	7

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

- *“Needed specialist vehicle.” (Patient 155)*
- *“Ambulance was needed.” (Patient 131)*

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

(All answer types listed, some multiple answers)

Response	Total
Poor public transport	3 (7.1%)
Cost of transport	4 (9.5%)
Mobility problems	31 (73.8%)
Distance	1 (2.4%)
Parking at hospital	0 (0.0%)
Other	3 (7.1%)
Total number of responses	42
No response given	9

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

- *“Bad weather.” (Patient 74)*
- *“Emergency.” (Patient 99)*
- *“Not able to attend on my own.” (Patient 82)*

Please tell us your overall views on the Patient Transport Service

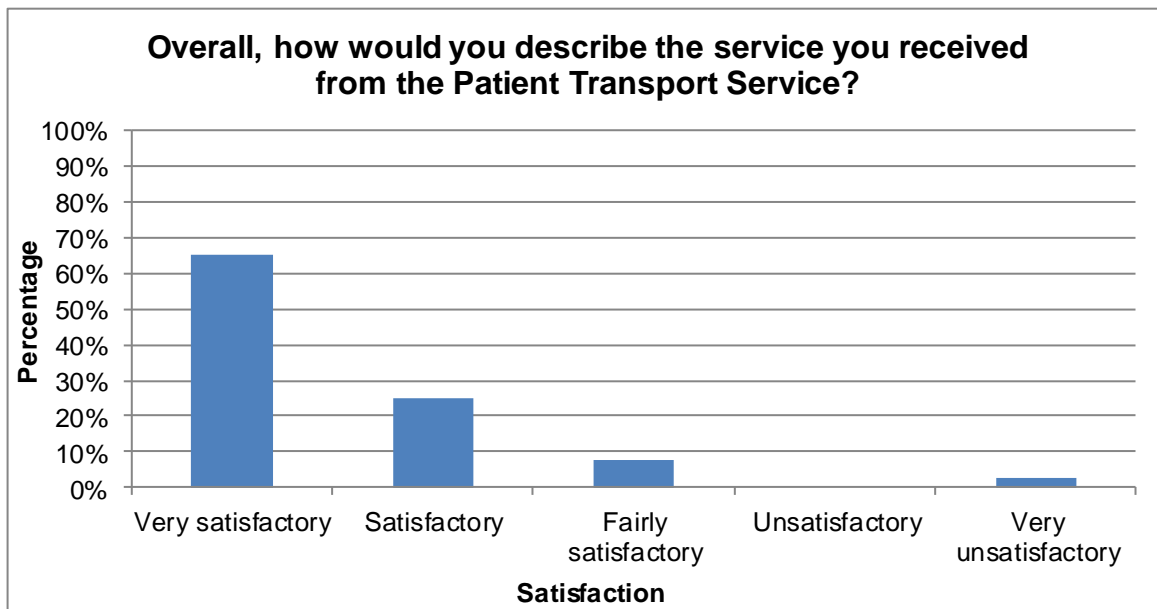
Q19 – Overall, how would you describe the service you received from the Patient Transport Service?

Response	Total
Very satisfactory	26 (65.0%)
Satisfactory	10 (25.0%)
KPI Result (Very satisfactory + satisfactory/Total number of responses)	36/40 (90.0%)
Fairly satisfactory	3 (7.5%)
Unsatisfactory	0 (0.0%)
Very unsatisfactory	1 (2.5%)
Total number of responses	40
No response given	5

36 (90.0%) 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 March 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
38	I have always been treated very well by all the Ambulance staff, lovely people.
53	Everything was perfect.
86	The service you gave me was excellent. The driver & his partner were exceptional in their kindness & helpfulness. They assisted me safely into the ambulance on treacherous slippery pavements. I appreciate everything the NHS does for me & my neighbour opposite. They assist her so kindly every Wednesday. Thank you.
6	I think that the patient transport service was very good and the staff were very helpful with the treatment I received.
193	You can't it was perfect.
83	Very good transport service. They came in time.
196	I am 85 years old and when I fell and needed a hip replacement. The two Ambulance men could not be more careful and gentle. Their kindness meant much more to me as I have no family and relied on them so much. Thank you.
131	It is the best. Accommodated to my needs. The Ambulance arrived at 12.00 o'clock as requested by the manager. The hospital staff wanted (very kindly) me to have my lunch there before leaving. The Ambulance was made available at 12:30pm. Excellent service, thank you so much.
100	Nothing by praise for the paramedics who were so kind and reassuring. Also 111 who were so kind and helpful. Thank you to everyone.

Survey Patient Number	Mixed/Neutral comments
21	I don't think it is the fault of any of the service! Only this government money talks they can go or go what it likes, but people of lower standard cannot.
157	Give a quick call before you get to patient so we can be at the door waiting for them.
180	I understand that you should be ready two hours before, but is it possible for someone to phone and tell me when the transport is on its way, perhaps ½ hour before.
7	I would not alter the picking up time and help I have always received. The coming home pick up can be a bind at times as I can understand but, for example: If I go to have my pacemaker checked, which normally takes approx. 15 mins, I might have to wait, only sometimes, 2-3 hours for pick up. Otherwise no complaints.
51	The service was good overall and the staff are always courteous & helpful, however they do appear to be under constant pressure which I imagine is due to cut backs. Communication is another issue as messages do not always get passed on. There is also the usual lengthy wait to get through to anyone.

Survey Patient Number	Negative comments
74	My seat could have been wider. My hip was bearing on a metal projection on the side of the vehicle.
133	On the return journey the MRI had difficulty getting through (long phone wait). On moving to the general reception the wait was 20 mins. Don't know how you'd improve long phone waiting time!
155	Had to wait from 10am until about 4pm to be collected from hospital discharge room. This after call the previous evening being cancelled as destination outside the Ambulance range.
36	My husband's appointment was at 10:30 he was ready to leave ward by 08:00. Your transport finally arrived at 10:20, as a consequence my husband missed his appointment and I had an unnecessary drive to Cambridge and morning off work. The next available appointment isn't until the 12 th April at 2. Am worried about having to transfer husband from the car but can't risk waiting for you and missing another appointment.

Equality and Diversity Information

Gender

Gender	Total
Male	16 (48.5%)
Female	17 (51.5%)
Total	33
Do not wish to declare	0
Did not answer	12

Age

Age	Total
Range	51 to 96 years
Mean	79 years
Median	82 years
Mode	81 years, 85 years and 87 years
Total	33
Do not wish to declare	0
Did not answer	12

Ethnicity

(All answer types listed, some multiple answers)

Ethnicity	Total
White British	29 (38.9%)
White Irish	1 (3.0%)
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	2 (6.1%)
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 (3.0%)
Total	33
Do not wish to declare	0
Did not answer	12

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

- *"Black British" (Patient 157)*

Religion or Belief

Religion or Belief	Total
Christian	25 (78.1%)
Jewish	3 (9.4%)
Hindu	2 (6.3%)
Sikh	0 (0.0%)
None	2 (6.3%)
Other	0 (0.0%)
Total	32
Do not wish to declare	0
Did not answer	13

Sexual Orientation

Sexual Orientation	Total
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Heterosexual	18 (100.0%)
Bisexual	0 (0.0%)
Total	18
Do not wish to declare	4
Did not answer	23

Disability

(All answer types are listed, some multiple answers)

Disability	Total
I do not have a disability	2 (4.5%)
Physical Impairment	17 (38.6%)
Sensory Impairment	3 (6.8%)
Long Standing Condition	12 (27.3%)
Learning Disability	1 (2.3%)
Mental Health Disorder	1 (2.3%)
Other	8 (18.2%)
Total	44
Do not wish to declare	2
Did not answer	16

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

- *"Hip and knee replacement." (Patient 74)*
- *"Deaf and severe sight." (Patient 125)*
- *"MS." (Patient 133)*
- *"Deaf and perforated hip and diabetes." (Patient 126)*
- *"MS." (Patient 157)*
- *"Rheumatoid arthritis very long standing." (Patient 113)*
- *"Fracture, arthritis." (Patient 131)*
- *"Very unsteady on feet." (Patient 177)*

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 (51.6%)
No, I am not married or in a civil partnership	8 (25.8%)
Other	7 (22.6%)
Total	31
Do not wish to declare	1
Did not answer	14

All 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	13 (81.3%)
No, I do not have a child under 12 months old	3 (18.8%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total	16
Do not wish to declare	0
Did not answer	31

Are you or have you been undergoing gender reassignment?

Gender reassignment	Total
No, I am not or have not undergone gender reassignment	20 (100.0%)
Yes, I am or have undergone gender reassignment	0 (0.0%)
Total	20
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?

(All answer types are listed, some multiple answers)

Format	Total
I did not require a different format	18 (90.0%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	1 (5.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	1 (5.0%)
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	20
Do not wish to declare	0
Did not answer	26

Impact on the service received

Impact on Service	Total
No	20 (90.9%)
Yes, in a positive way	2 (9.1%)
Yes, in a negative way	0 (0.0%)
Total	22
Did not answer	23

20 (90.9%) 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 answered that the service they received was affected in a negative way. 23 patients did not answer this question.

The below comments were received in relation to this question:

- *“All I can say is that I did not travel in the Ambulance it was my mother-in-law who is registered deaf and extreme loss of sight so she was unable to complete the form in anyway shape or form.” (Patient 125)*

Aftercare

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