



Patient Transport Service Patient Experience Report

Patient Transport Service
Beds & Luton CCG October to December 2021

Author: Tessa Medler, Patient Experience Facilitator (Surveys)

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Summary

Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has ceased the routine undertaking of patient experience postal surveys. However, the Patient Transport Service (PTS) survey has remained available on the Trust's public website, enabling patients to feedback on their experiences at any time.

The objective of the PTS survey is to establish patient satisfaction, to involve patients in the healthcare and service received and to monitor the quality of the care and service provided by the Trust. Listening to patient feedback enables the Trust to identify what is working well but also to highlight areas for service improvement.

This report summarises the results of the PTS experience survey for patients who used the service in the Beds & Luton CCG area during October to December 2021.

Sample

The PTS online survey is undertaken by way of a self-selected sample and is available to complete via EEAST's public website. A random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the Beds & Luton CCG area), with these patients posted an invitation to feedback letter.

Most patients complete the survey online, although paper versions of the questionnaire are available if preferred. Any paper survey responses have been included within this report. It is not possible to calculate the overall response rate for the online survey, as although the number of invitation letters posted is recorded, it is not clear how many information cards have been provided. Some surveys have also been completed by patients who found the survey through alternative means.

Methodology

The survey is available on the Trust's public website for patients to complete at any time and has been promoted using various methods, such as via the Trust's social media channels and patient information cards (which include the web address and QR code to the survey). The information cards have been distributed across the region and PTS staff have been asked to provide these to patients following their contact with the service.

The Patient Survey Team also post invitation to feedback letters to a random sample of PTS patients each month (obtained through Cleric and provided by the Trust's Information Management Team). Patient samples are traced using the Demographic Batch Trace Service, and any deceased patients are removed from the sample. The invitation letter provides a unique reference number for the patient to enter upon completion of the survey, this enables the survey results to be separated by contract area. Patients can also provide the first half of their postcode if preferred. The contract area is recorded as unknown if this information is unavailable.

Conclusion

Overall, 85.2% of respondents who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during October to December 2021 rated the service received as either 'very good' or 'good'.

20 (95.2%) of respondents advised that their call had been answered 'quickly.' Encouragingly, 23 respondents rated the booking system highly as either 'good' (25.0%) or 'very good' (70.8%). 95.8% of respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (56.5%) or 'early' (26.1%) for their medical appointment. Three quarters of respondents (75.0%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, PTS staff attitude was rated 100% as either 'good' or 'excellent,' and 100% of respondents also advising that they were 'definitely' treated with dignity and respect. The communication between the PTS staff and the

hospital/clinic was also rated as 'good' (36.4%) or 'very good' (45.5%) by respondents.

The majority of additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff. However, two patients advised that they had arrived late for their appointment and unfortunately, one of the two respondents also advised that they were not contacted to advise of the delay.

The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for patients to receive a high standard of service.

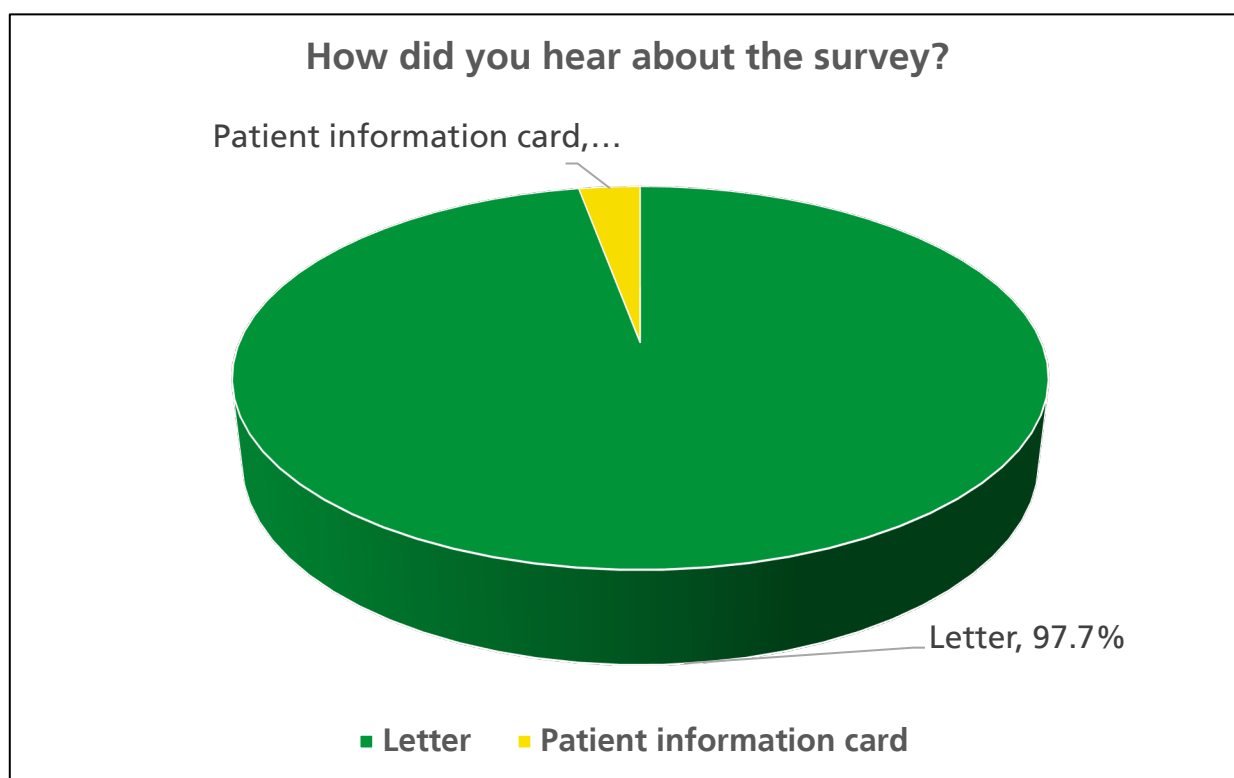
Results

Overall, **34** completed survey submissions were received from patients who had used the PTS within the Beds & Luton CCG area during Quarter 3: October (14), November (11), and December (9). Most respondents (97.1%) advised that they had been signposted to the survey through the invitation to feedback letter.

The results to the survey questions can be found below. Please note that the percentages in the below tables/charts **do not** include the patients who either did not respond to the question or who were 'unable to say.' Some patients may also have provided multiple answers to questions.

Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

How did you hear about the survey?



Overall, 97.7% of respondents advised that they had heard about the survey through the invitation to feedback letter. One patient (2.9%) had been signposted to the survey via a patient information card.

Overall, how was your experience of our service?



The Friends and Family Test (FFT) score is calculated in line with NHS England guidelines: providing the percentage of patients who responded that their experience of the service was either 'good' or 'very good.'

Overall, 85.2% of respondents who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during October to December 2021 rated the service received as either 'very good' or 'good'. However, one patient (3.7%) answered 'neither good nor poor' and three patients (11.1%) felt that the service they received was 'poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	October	The chair was very uncomfortable. It was hurting my back. I have used the service several times and always experienced the same thing. In general it's a service we are fortunate to have. Thank you for getting me to my appointment.
2	October	Two lovely ladies looking after me. Supplied a wheelchair. Nothing was too much trouble.
3	October	I want to tell you about my driver (name) from Maulden in Bedfordshire. He came to fetch me from Addenbrookes on 2/11/2021. I had been for my chemo and been trying to contact my husband on the phone, only to get home to find he had died on our bed. This man came into the flat with me and stayed with me until my family got here. He was so kind to me and I will never forget him. I would like you to thank 'this man so much. He went beyond his line of duty for me.
4	October	I was a bit anxious about arriving in time as the appointment was time critical. As it happened we were just in time, the technician was ready and waiting for me. I was collected to return home after a wait in the department.
7	October	Very helpful drivers.
10	October	I contacted the hospital transport for my mum (name) she is 96, I found the service very helpful a she was treated with so much care.

Patient number	Month	Comments received
8	October	Driver, helpful and caring - making sure I got to the correct place and ready to move on to the second part of my appointment. He collected me afterwards within an hour to bring me home and delivered to my door.
12	October	1. Promised for 18.00 arrived 21.00 2. Other patient being taken home very confused and did not know exactly where he lived. Took half hour for staff to find information, initially Home refused to take him because of the late time.
13	October	Told by ambulance service to be ready for collection by 9am, was ready by 9am. Ambulance arrived 10.30am, we departed 10.45am. Arrived at hospital appointment 11.15AM (LATE). Ready to return by 12 noon, told would have to wait until 3.30PM, protested, actually collected 2.50PM.
14	October	I was collected from my home punctually. The three employees in the vehicle were knowledgeable and friendly. However to me, the most important point here is that I arrived at the hospital relaxed and on time.
15	November	Friendly efficient service.
16	November	I was treated extremely politely on the telephone by a man who put my mind to rest after I anxiously sought help with transport.
20	November	Transport arrived late.

Patient number	Month	Comments received
23	November	My husband was transported directly from Bedford Hospital to our home by a lovely lady. She brought him in and made him comfortable and stayed a few moments to chat and make him laugh.
Patient number	Month	Comments received
24	November	I think the Ambulance Service paramedics do the best job they possibly can.
25	November	The crew was polite and diligent.
27	December	Very helpful. I was so pleased that I was allowed to go with my husband each time he has used your service.
28	December	When using transport very well looked after and treated with great care. Very much appreciated.
34	December	Very good treatment.

Are you the patient?

Overall, 71.4% of respondents who completed the survey advised that they were the patient. Example of respondents who were not the patient included: 'Wife' and 'Daughter.'

How quickly did we answer your call?

20 (95.2%) of respondents who answered the above question advised that their call had been answered 'quickly.' One respondent advised that 'it took a long time' for their call to be answered. The remaining respondents either did not respond or were 'unable to say.'

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

All respondents who answered the above question advised that they had been clearly informed of the date and time of their transport booking. The remaining respondents either did not respond or were 'unable to say.'

How would you rate the booking system?

23 respondents answered the above question and rated the booking system as either 'good' (25.0%) or 'very good' (70.8%) and one respondent (4.2%) answered 'neither good nor poor.' The remaining respondents either did not respond or 'did not know.'

Did the service staff introduce themselves?

25 respondents who answered the above question recalled that the Patient Transport Service staff had introduced themselves upon their arrival. The remaining respondents did not complete this question or 'did not know.'

How would you describe the length of time your journey took?

Positively, 95.8% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' and 'very good' responses. The remaining respondents either did not respond or 'did not know.'

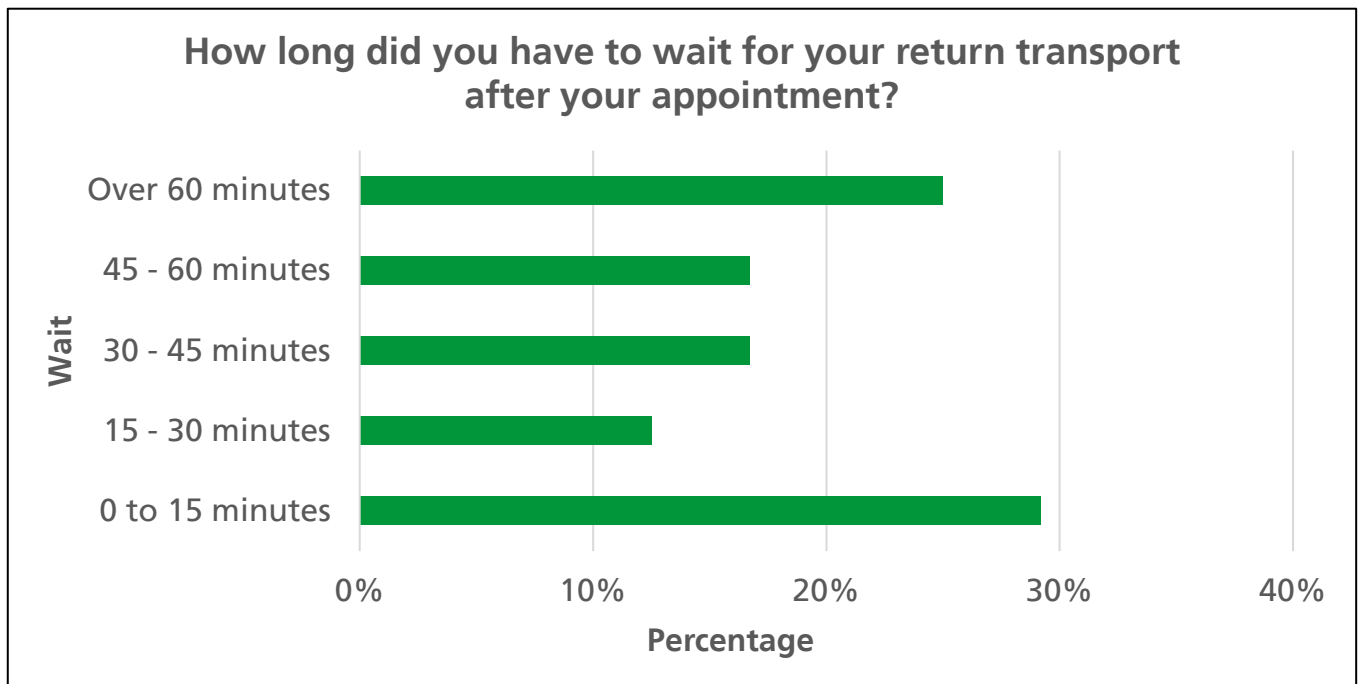
Did you arrive on time for your appointment?

Of the 23 respondents who answered the above question, 13 patients (56.5%) had arrived 'on time' for their medical appointment and six patients (26.1%) had arrived 'early.' Two respondents (8.7%) advised that they had arrived late and two respondents (8.7%) advised that they had arrived 'very late.' The remaining patients either did not respond or answered that this was 'not applicable.'

If we were late, did we contact you?

Of the five respondents who were able to answer this question, three respondents advised that they had been informed by the Patient Transport Service about their transport being delayed. However, two respondents answered that they had not been contacted. The remaining patients either did not respond or answered that this was 'not applicable.'

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

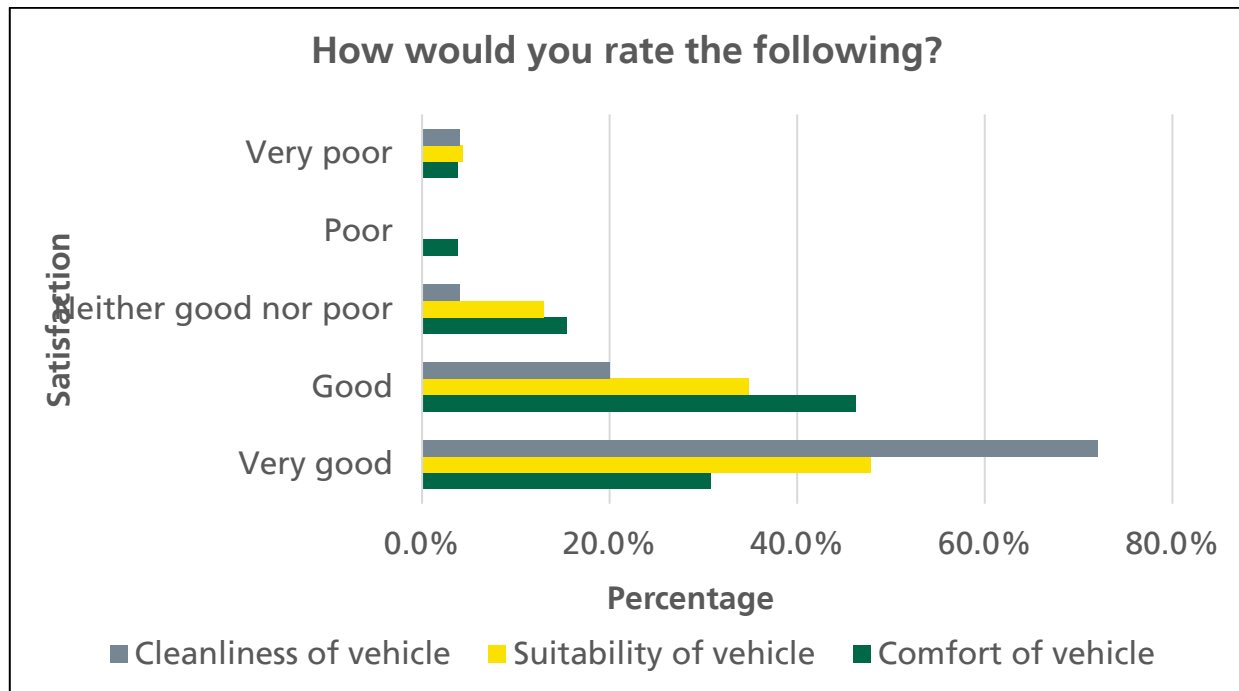


Overall, 75.0% of respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (29.2%), 15 to 30 minutes (12.5%), 30 to 45 minutes (16.7%) and 45 to 60 minutes (16.7%). Patients had to wait over 60 minutes following their medical appointment. The remaining respondents either did not respond or answered, 'not applicable.'

How did you find the communication between the Patient Transport Service and the hospital / clinic?

Positively, 18 respondents (81.8%) who were able to provide a response to the above question rated the communication between the Patient Transport Service staff and the hospital/clinic as being either 'good' (36.4%) or 'very good' (45.5%). Three respondents (13.6%) answered 'neither good nor poor' and one respondent (4.5%) answered 'poor.' The remaining respondents either did not respond or were 'unable to say.'

How would you rate the following?



Overall, the majority of respondents who responded to the above question provided 'good' or 'very good' responses in relation to the cleanliness (**92.0%**), suitability (**82.6%**) and comfort (**76.9%**) of the Patient Transport Service vehicle. However, two patients rated the comfort of the vehicle they travelled in as 'poor' or 'very poor,' one patient rated the suitability of the vehicle as 'very poor' and one respondent rated the cleanliness of the vehicle as 'very poor.' The remaining respondents either did not respond or were 'unable to say.'

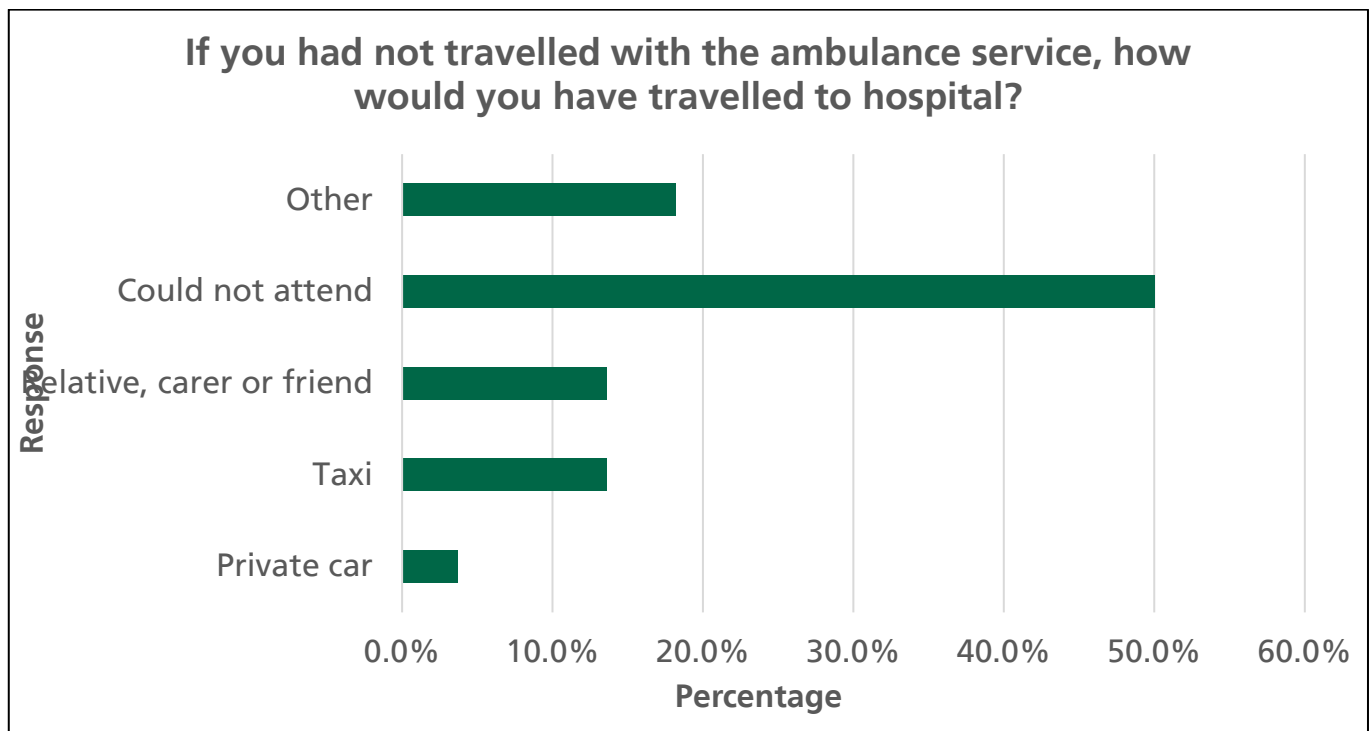
How would you describe the attitude of the staff?

Positively, 100% of respondents who answered the above question rated the attitude of staff as 'good' or 'excellent' and also recalled that they were assisted by the Patient Transport Service staff if needed. 100% of patients also advised that they were 'definitely' treated with dignity and respect. The remaining respondents either did not respond or were 'unable to say.'

Did the service staff drive safely?

All 23 respondents who answered the above question advised that the service staff drove safely. The remaining respondents either did not respond or were 'unable to say' how the vehicle was driven.

If you had not travelled with the ambulance service, how would you have travelled to hospital?

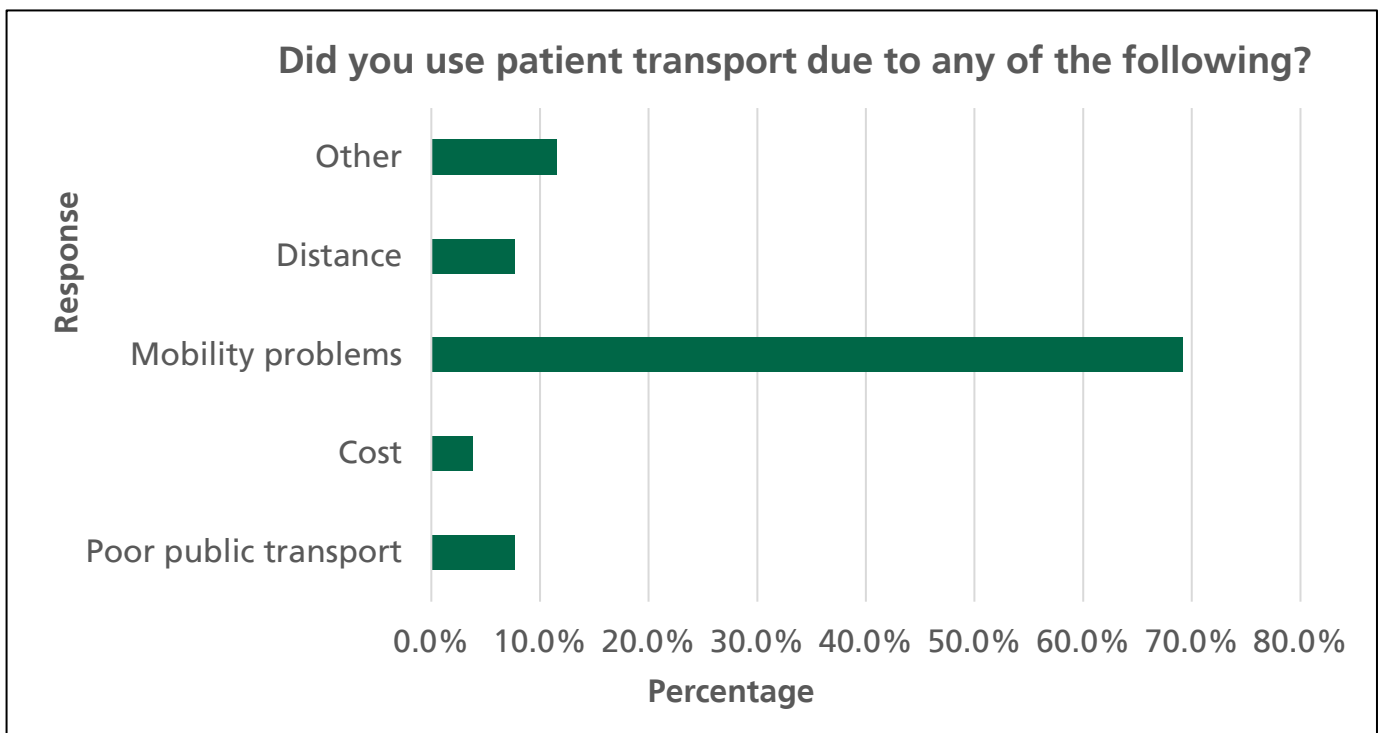


Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 50.0% of respondents who answered the above question advising that they **could not** have attended their appointment had it not been for patient transport. Other responses included 'private car' (3.7%), 'taxi' (13.6%), 'relative, carer or friend' (13.6%) or 'other' (18.2%).

The below comments were also received:

- *“My mum would have needed a wheelchair taxi.” (Patient 10, October)*
- *“Not allowed in a car because of total hip replacement. Could not have gone home.” (Patient 12, October)*
- *“My husband was brought home from the hospital after a long stay.” (Patient 23, November)*
- *“Would have difficulty.” (Patient 24, November)*

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



Overall, 69.2% of respondents who answered the above question advised that they had travelled with patient transport due to ‘mobility problems.’ The remaining respondents (30.8%) answered ‘poor public transport’ (7.7%), ‘cost’ (3.8%), ‘distance’ (7.7%) or ‘other’ (11.5%).

The below comments were also received:

- *"My husband is partially sighted and needs help. Aged 90."* (Patient 2, October)
- *"My husband has a disability and I have poor sight so neither felt confident enough to drive."* (Patient 16, November)
- *"Inpatient."* (Patient 23, November)

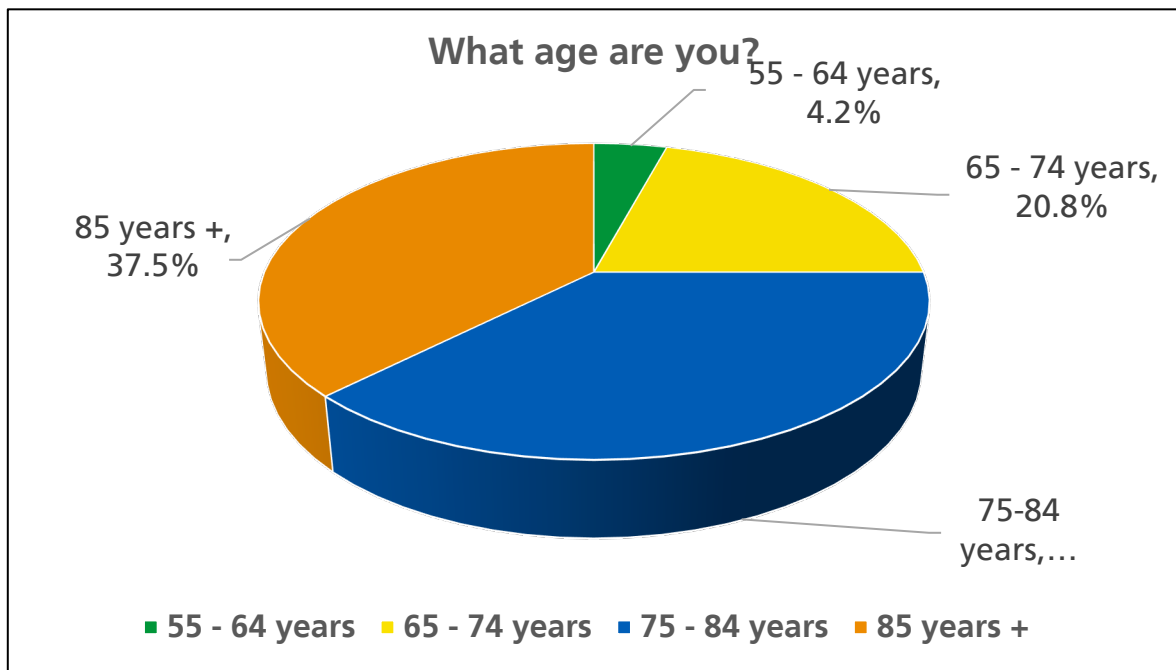
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
1	October	The seating needs much improvement. It is most uncomfortable. All the ambulance is very noisy and makes rattling noise.
2	October	The hardest thing was finding which area we came under! Once we knew it was East of England everything was fine. It took 5 phone calls to find this out. East of England Ambulance Service- Excellent, thank you.
3	October	Nothing everything is fine.
4	October	I am always very pleased with the service provided, I have limited mobility so I need help when I get to the hospital, so taking a taxi is not a real option for me. I have always been treated with great respect, consideration and kindness.
8	October	I was very happy with the service I received.
10	October	We were very happy with the service we had and so happy with how my mum was looked after!
12	October	When transporting confused patients make sure all necessary information is on available.

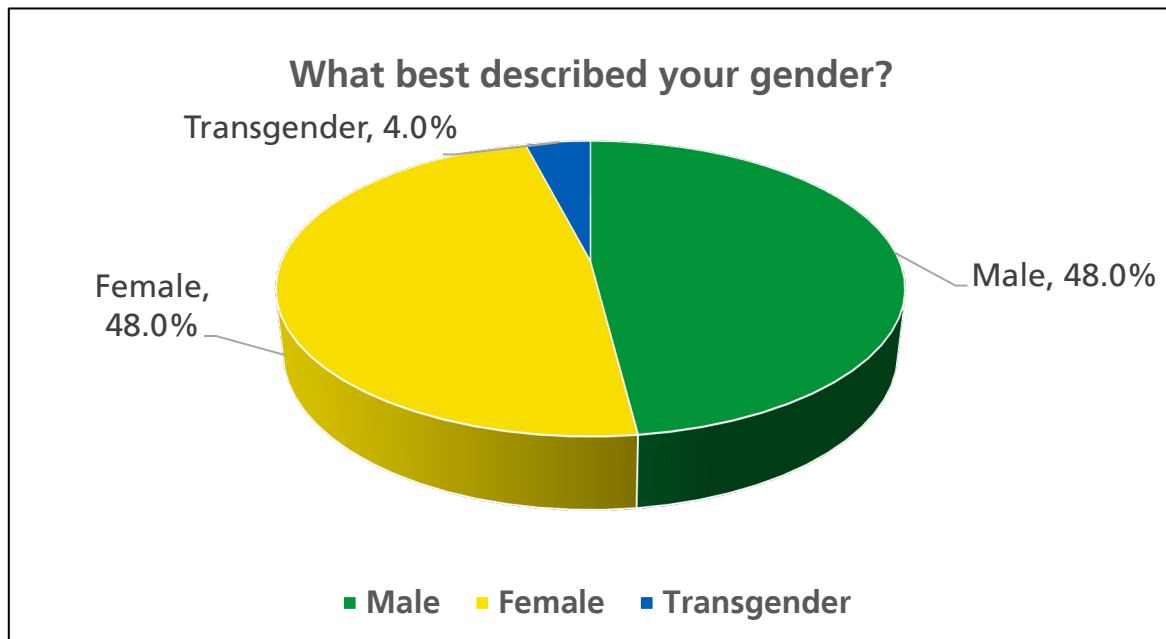
Patient number	Month	Comments received
13	October	Nothing done by ambulance staff to check the time, by which my appointment was likely to be finished ready to return home. (just clinic appointments)
15	November	N/A. Staff very good.
23	November	You did everything perfectly.
28	December	My experience was excellent.
31	December	The transport was late arriving and the transport back from the hospital was so late that the hospital staff had to arrange a taxi.
34	December	Less noisy ambulance.

Equality and Diversity Information

What age are you?



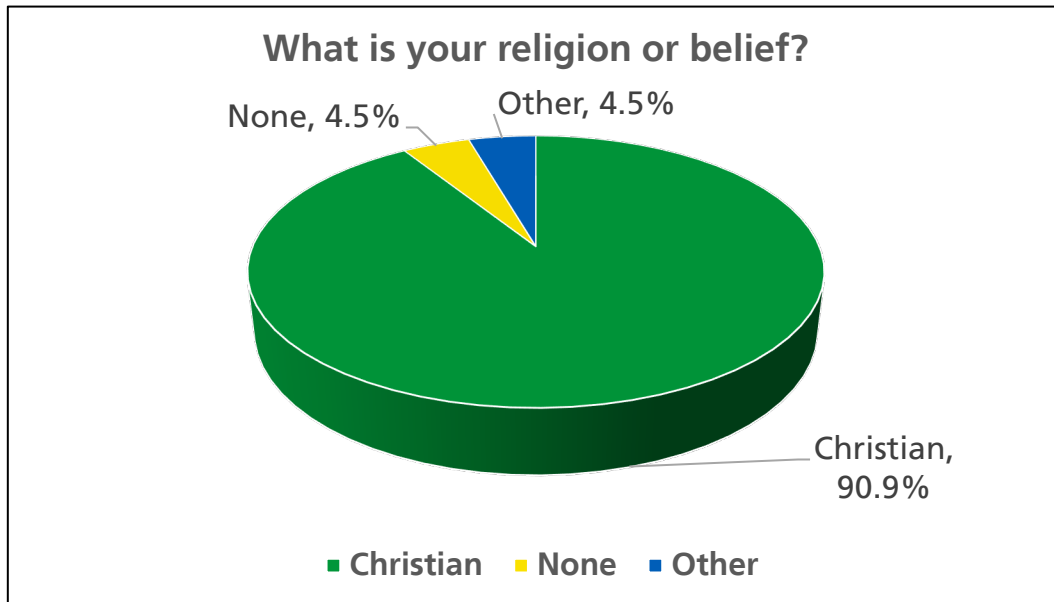
What best describes your gender?



What is your ethnic group?

All 23 patients who answered this question advised that their ethnic group was 'white.'

What is your religion or belief?



The below comment was also received:

- *"Roman Catholic." (Patient 1, October)*

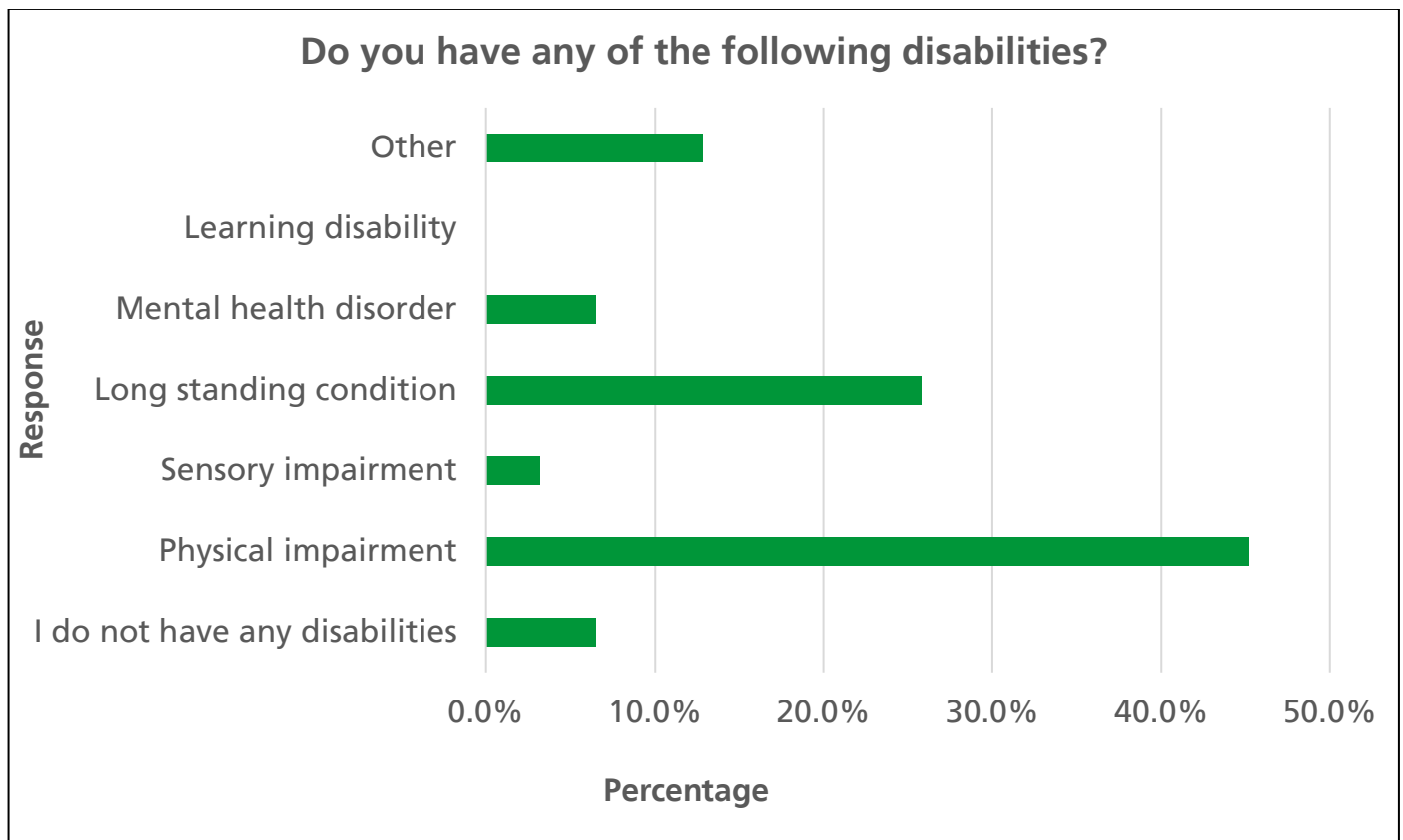
What is your sexual orientation?

All 21 patients who answered this question advised that their sexual orientation was 'heterosexual/straight.'

The below comment was also received:

- *"Normal woman, who was married for 52 years to my late husband who passed away 2012." (Patient 1, October)*

Do you have any of the following disabilities?

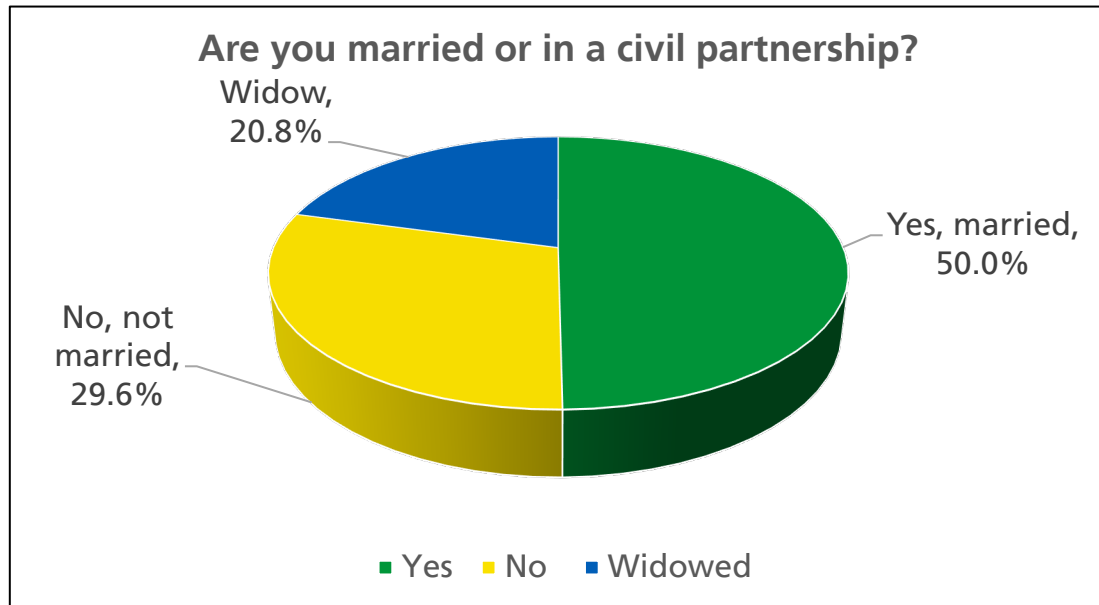


Of the 31 respondents who answered the above question, 14 respondents (45.2%) advised that they either had a 'physical impairment,' 'sensory impairment,' (3.2%), 'long standing condition' (25.8%) or 'mental health disorder' (6.5%) or no disability (6.5%). Other responses included 'other' (12.9%).

The below comments were also received:

- *"Partially sighted. Age 90, little dementia." (Patient 2, October)*
- *"Cancer." (Patient 3, October)*
- *"Numerous health issues." (Patient 23, November)*
- *"Terminal cancer treated with chemo." (Patient 28, December)*

Are you married or in a civil partnership?



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

No respondents advised that they were pregnant or had a child under 12 months old.

Aftercare

Following this survey, any letters of appreciation or comments of concern were passed to the Patient Advice and Liaison Service (PALS) for logging and actioning as appropriate.