



# Patient Transport Service Patient Experience Report

Patient Transport Service  
Hertfordshire CCGs Q2 2021-22

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Report Period: July to September 2021

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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 provide valuable feedback in relation to their experiences at any time.

The objective of this 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 Hertfordshire area (East and North Hertfordshire CCG and Herts Valleys CCG) during July to September 2021.

### Sample

The PTS online survey is undertaken by way of a self-selected sample and is available for patients to complete via EEAST's public website. The online survey is regularly promoted via the Trust's social media channels and patient information cards. A random sample of PTS patients is also collated each month (approximately 250 patients who have used transport within the Hertfordshire 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 signposted 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 directly access 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, with any patients who do not trace removed from the sample. The invitation to feedback letter provides a unique reference number to enter upon completion of the survey, to enable the survey 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, **90.0%** of respondents who answered the Friends and Family Test overall satisfaction question and had used the PTS within the Hertfordshire area during July to September 2021 rated the service received as either 'good' or 'very good.'

Most respondents (96.4%) advised that their call had been answered 'quickly,' with the booking system also rated highly as either 'good' (26.5%) or 'very good' (70.6%). Respondents were generally satisfied with the length of time their journey took (91.7%), and mostly advised that they were either 'on time' (53.8%) or 'early' (38.5%) for their medical appointment. Overall, 62.5% of respondents advised that they had waited between 0 to 60 minutes for their return transport, however, nine respondents (37.5%) had waited over an hour.

PTS staff were generally rated highly as either as 'good' (12.8%) or 'excellent' (79.5%), with most respondents also advising that they were treated with dignity and respect to at least 'some extent' (94.9%). The communication between PTS staff and the hospital/clinic was also rated highly by most respondents (86.2%).

The majority of additional comments received were positive and highlighted the professionalism, kindness and care provided by staff. However, two comments were received in relation to the **comfort of the journey** and **attitude** of the PTS staff, with comments also received about the long **wait for transport**.

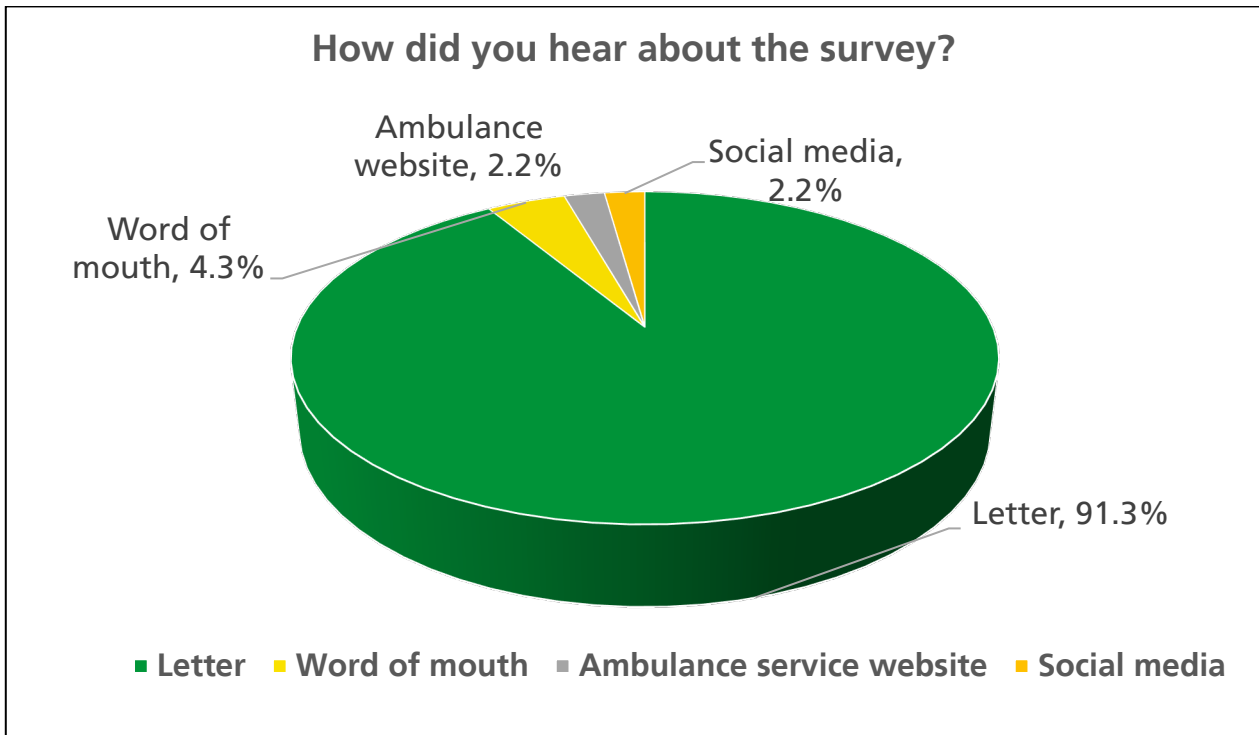
The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for patients to receive a high standard of service.

## Results

Overall, 46 completed survey submission were received from patients who had used the PTS within the Hertfordshire area during Quarter 2: July (14), August (19), and September (13). Due to the relatively small number of survey submissions received, caution should be taken when interpreting the results which may not be representative.

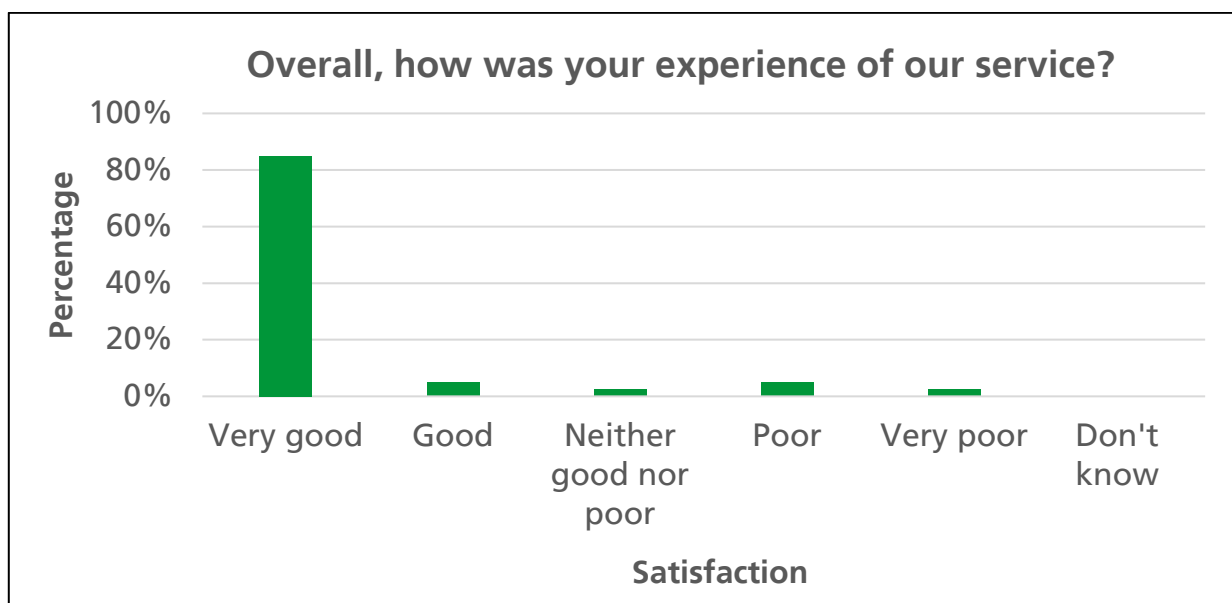
The results to the survey questions can be found below. Please note the percentages in the below tables/charts **do not** include the patients who either did not respond to the question or answered, 'not applicable'/'unable to say.'

## How did you hear about the survey?



Overall, 91.3% of respondents advised that they had heard about the survey through the invitation to feedback letter, with word of mouth (4.3%), social media (2.2%) and the Trust website also given as responses.

## 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, **90.0%** of respondents who answered the above question and had used the Trust's PTS within the Hertfordshire area during July to September 2021, rated the service received either 'good' (5.0%) or 'very good' (85.0%). The remaining 10.0% of respondents felt that the service was 'neither good nor poor' (2.5%), 'poor' (5.0%) or 'very poor' (2.5%).

### Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	July	On time cheerful staff efficient.
2	July	Car arrived in good time, and I was in good time for my treatment.
3	July	My father has very limited mobility and the ambulance were very patient and helpful during his transport
4	July	Ambulance staff were very good, entered the property to see where mum had to be placed in the room, and then brought her safely in on a stretcher and transferred her to her bed. Very competent and friendly staff.
5	July	I am 83 with limited mobility, so to get to the hospital from where I live would be very distressing. This service is essential to me.
8	July	I was very grateful for the transport as I had no other means of getting there and home again. Thank you.
10	July	I gave my answer because I've had such good experiences with my transport and friendly service from the staff and drivers. I would be unable to attend Moorfields.
13	July	Because it was a very pleasant journey. No waiting for my collection. Nice and friendly driver, who helped me through my front door. It was a very smooth drive.
14	July	I gave my answer because I've had such good experiences with my transport and friendly service from

		the staff and drivers. I would be unable to attend Moorfields without your help. I cannot thank you all enough your kindness and my surgery for putting me in touch with you in the past.
Patient number	Month	Positive comments received
15	August	My ride home was super, the team were fantastic, very friendly, helpful, and we became good friends just talking, very caring, all do a great job. I am due for a prostate op, don't know when, hope I get the same team. Thankyou NHS.
18	August	Prompt service and staff friendly.
19	August	Because the drivers on every occasion except one arrived punctually. They were thoughtful of my needs and said if I wanted them to stop re toilets, they would find me somewhere. They were chatty and kind. Every day they would wish me good luck with my treatment.
25	August	Polite & caring, organised by hospital after short stay to take me home.
26	August	Great peace of mind to know I am able to get to appointments with such a great service. No other way of getting to appointments.
28	August	Your drivers are always helpful, courteous, and friendly. What more could I want?
29	August	Excellent all-round service.
33	August	Because the service was excellent, and everyone was very helpful.
30	August	The driver and paramedic were kindness and courteous personified. They were helpful and efficient.
39	August	I have had nothing but respect and kindness from the ambulance service for the last 21 years, sorry about the mess I have made anywhere.
16	August	Dad cannot weight-bare. He required transporting home after a short hospital stay, and I am unable to transport him in his wheelchair in my car. Hospital Transport relieved the family of the stress of having to find a suitable alternative vehicle; and enabled me to

		be at home to receive him in addition, the two-ambulance staff were efficient and friendly.
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Patient number	Month	Positive comments received
34	September	I cannot remember the exact transport details, but I can assure you I have always been driven by courteous teams. They ensure I arrive safely, check my seating and at the end of the journey make sure I leave safely, and they walk with me to the door.
37	September	Have been collected on time and returned home with little delay have found staff assistance friendly and helpful.
38	September	Always very helpful and efficient service but date on letter was date of discharge from hospital so unable to answer some questions
41	September	Easy to book driver, very pleasant and all in all a positive and efficient service.
42	September	The vehicle arrived well before time; the driver drove well & I was in the hospital well on time & he then pushed me in a wheelchair to the correct zone.
45	September	This was transport organised to take my husband from his care home to a hospital appointment. On this occasion the transport was up to time in both directions. The paramedics were, as ever, excellent, and very patient with my husband.

Patient number	Month	Mixed/neutral comments received
31	August	Arrival time good. Home going can be long but that can be understandable. Have been told after a long wait that it should be there by now. When ambulance arrive, he says just got call. Who's telling lies?
43	September	I always use ambulance service and I am very happy with service, and I am very happy with service. Only once did I have to wait from pick up to home 7 ¼ hrs something went wrong; they are ringing but I was not given an answer to why.

Patient number	Month	Negative comments received
17	August	The driver was rushing the journey, hitting speed bumps at speed, and constantly expressing his political views on current topics, which I found totally unwanted and rather aggressive.
27	September	All these comments refer to journey on 23rd Sept, rather than the August trip. Journey both ways was extremely bumpy and uncomfortable. It made my back hurt for the rest of the day. Driver was very unhelpful and inconsiderate.
40	September	I phoned to see where the transport was and they told me it had been held up, it got so close to my appointment that I had to ring the hospital to cancel it, 2 hours later

### Are you the patient?

Overall, 75.6% of the respondents who completed the above question advised that they were the patient. Examples of respondents who were not the patient included: 'wife,' 'husband,' 'son,' and 'daughter.'

### How quickly did we answer your call?

Overall, 96.4% of respondents who answered the above question advised that their call had been answered 'quickly.' However, one respondent (3.6%) advised that it had taken a long time for their call to have been 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?

Of the 32 respondents who answered this question, 31 respondents (96.9%) advised that they had been clearly informed of the date and time of their transport booking. However, one respondent (3.1%) did not feel that they were clearly informed. The remaining respondents either did not respond or were 'unable to say.'

## How would you rate the booking system?

Of the 34 respondents who answered this question, 33 respondents rated the booking system as either 'good' (26.5%) or 'very good,' (70.6%). However, one respondent rated the system as 'poor' (2.9%). The remaining respondents either did not respond or 'did not know.'

## Did the service staff introduce themselves?

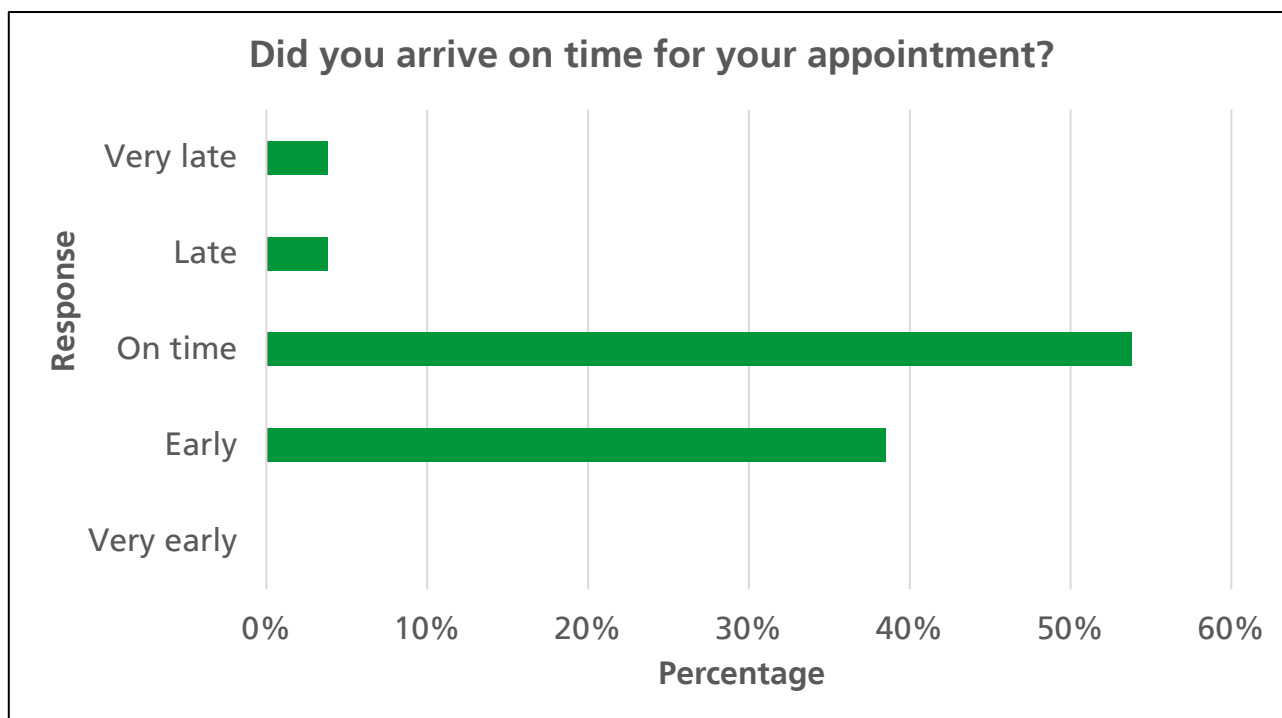
All respondents who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. The remaining respondents either did not respond or were 'unable to say.'

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



Overall, 91.7% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (33.3%) and 'very good' (58.3%) responses. Two respondents rated the journey length as 'neither good nor poor' (5.6%) and one respondent described the journey time as 'poor' (2.8%). The remaining respondents either did not respond or 'did not know.'

## Did you arrive on time for your appointment?

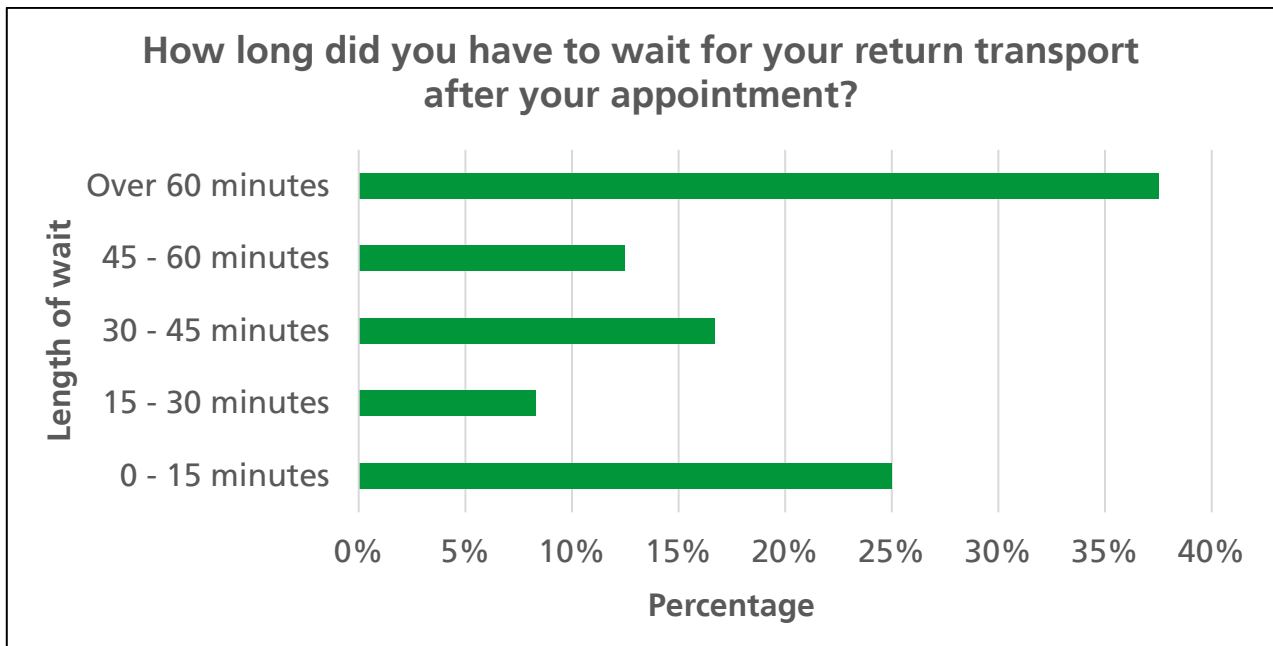


Overall, 24 respondents (92.3%) who answered the above question had either arrived either 'on time' (53.8%) or 'early' (38.5%) for their medical appointment. Two patients (7.7%) had arrived 'late' (3.8%) or 'very late' (3.8%). The remaining patients either did not respond or answered that this was 'not applicable.'

## If we were late, did we contact you?

Ten respondents were able to answer this question, with half of the respondents advising that they had been informed by the PTS about their transport being delayed. However, half of respondents had not been contacted by the service. 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, 62.5% of respondents who answered the above question had waited up to one hour for return transport: 0 to 15 minutes (25.0%), 15 to 30 minutes (8.3%), 30 to 45 minutes (16.7%) and 45 to 60 minutes (12.5%). Nine patients (37.5%) had waited over 60 minutes following their medical appointment.

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

Respondents were generally satisfied with the communication between the PTS and the hospital/clinic, with 86.2% of respondents providing 'good' (31.0%) or 'very good' (55.2%) responses. Four respondents (13.8%) rated the communication as 'neither good nor poor.' The remaining respondents either did not respond or were 'unable to say.'

## How would you rate the following: cleanliness, suitability, and comfort of the patient transport vehicle?

Overall, the majority of respondents who answered the above question were satisfied with the standard of the PTS vehicle. The cleanliness of the vehicle was rated most highly as 'good' or 'very good' (94.6%), which compares to slightly lower satisfaction levels for both vehicle comfort (88.9%) and vehicle suitability (86.8%).

## How would you describe the attitude of the staff?

PTS staff were rated as either 'good' (12.8%) or 'excellent' (79.5%) by most respondents who answered this question. However, three patients (7.7%) felt that staff attitude was 'poor.' The remaining respondents either did not respond or were 'unable to say.'

## Did the service staff treat you with dignity and respect?

Overall, 37 (94.9%) of the respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent.' Unfortunately, two respondents (5.1%) did not feel that they had been treated respectfully or with dignity.

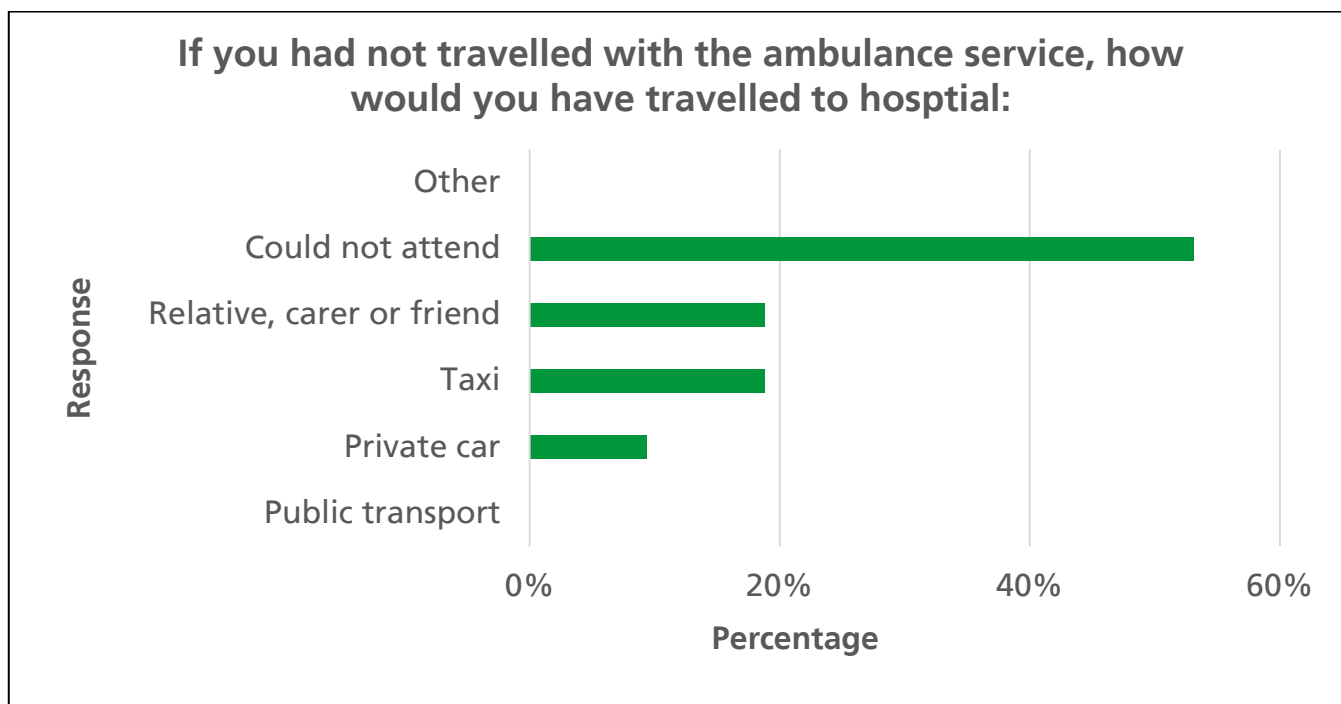
## Did the service staff drive safely?

Of the 36 respondents who answered the above question, 34 respondents (94.4%) advised that PTS staff drove safely. However, two respondents (5.6%) did not feel that the PTS staff member had driven safely. The remaining respondents either did not respond or were 'unable to say' how the vehicle had been driven.

## Did the service staff offer assistance if required?

Overall, 35 respondents (92.1%) advised that assistance had been offered if it had been needed. However, two respondents (5.3%) did not recall the offer of assistance, and one respondent answered that assistance had not been required. The remaining respondents did not respond.

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



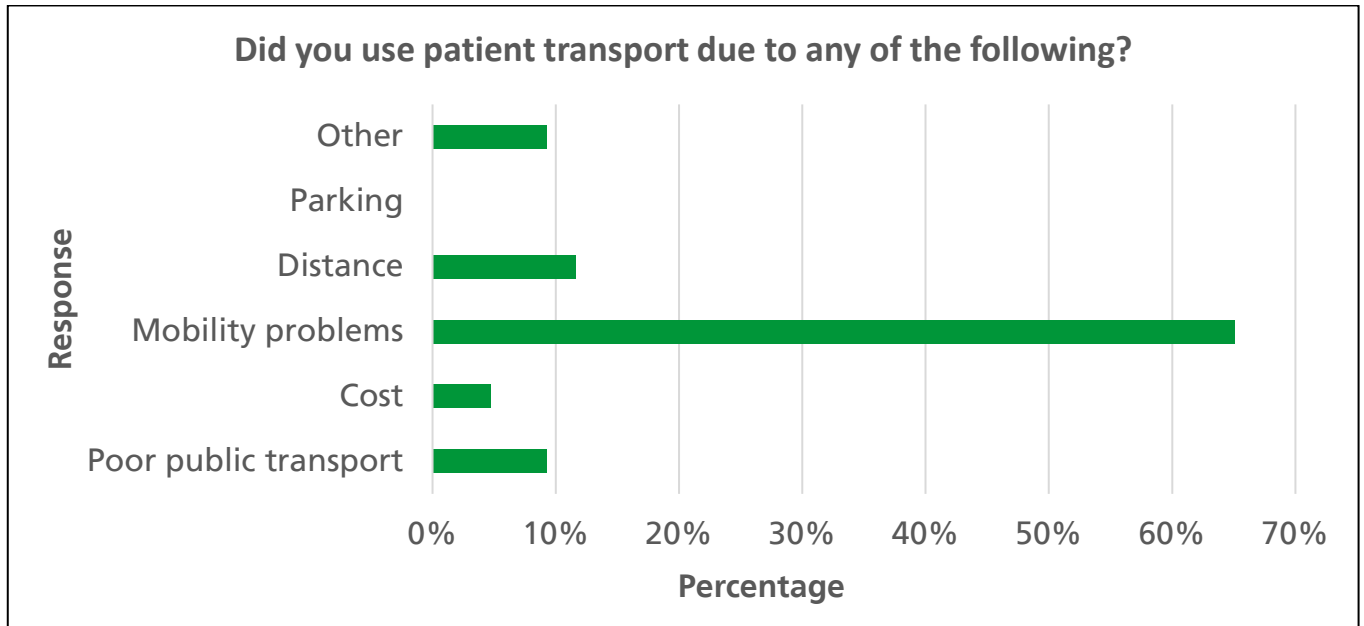
Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with over half of patients (53.1%) advising that they **could not** have attended their appointment. Other responses for potential travel included 'relative, carer or friend' (18.8%), 'taxi' (18.8%) and 'private car' (9.4%).

The below comments were also received in relation to this question:

- *"Mum is unable to weight bear, so relies on patient transport." (Patient 4, July)*
- *"Taxi or dial a ride, although the latter ask for up to a week's notice for a ride." (Patient 16, August)*
- *"If I could afford it or if I could not attend." (Patient 39, August)*

- *“Without you I could not get to the hospital.” (Patient 44, September)*

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



Overall, 65.1% of respondents who answered the above question advised that they had used patient transport due to their mobility problems. Other responses included ‘distance’ (11.6%), ‘poor public transport’ (9.3%), ‘other’ and ‘cost’ (4.7%). No patients gave parking as a reason to have needed patient transport.

The below comments were also received:

- *“I was unable to drive myself as I was going to have medication administered during my visit to the clinic and thus unable to.” (Patient 17, August)*
- *“Organised by hospital after short stay to take me home.” (Patient 25, August)*
- *“No other way of getting to appointments.” (Patient 26, August)*
- *“No public transport, and I have mobility problems.” (Patient 27, September)*
- *“Patient needed safe transport to convalescent facility in Berkshire within days of surgery.” (Patient 30, August)*
- *“I need regular injections into my eye which leaves me unable to see clearly and safely for 5/6 hours.” (Patient 34, September)*



- *“Cannot walk far because of spinal problems.” (Patient 42, September)*

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

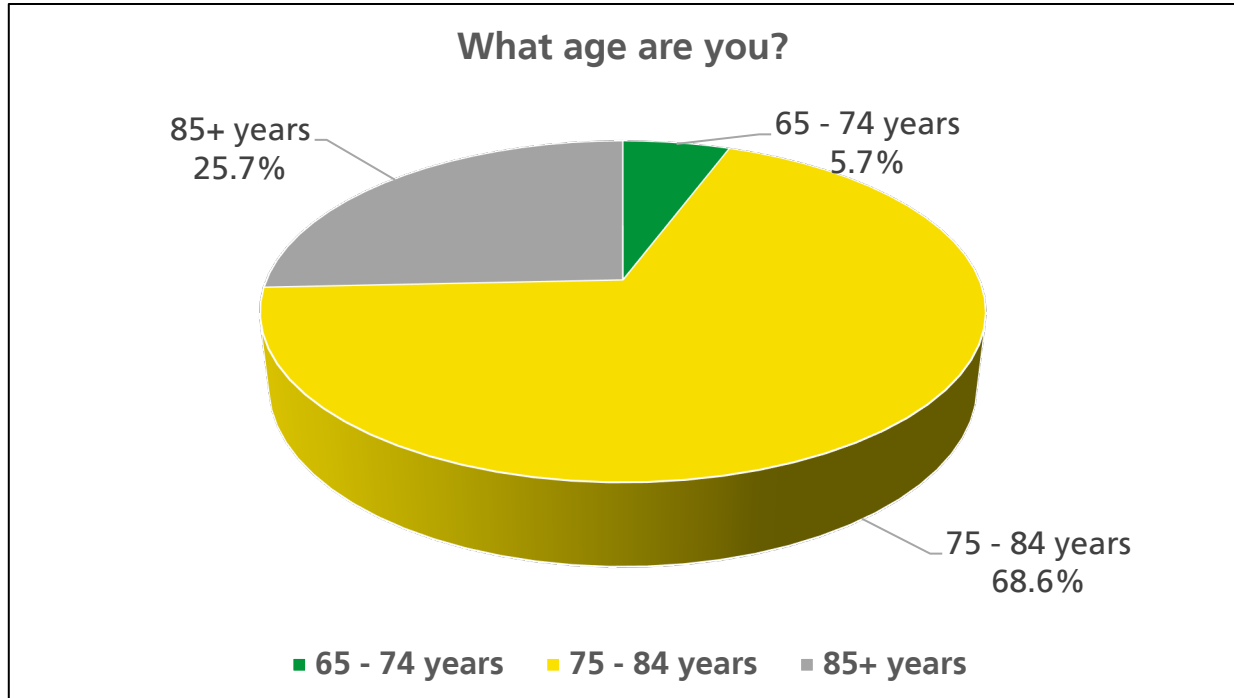
Patient number	Month	Additional comments received
2	July	Can't think of anything.
5	July	I am very satisfied with the service and staff, who are very caring and helpful. Help me a lot to get safely to my appointment.
9	July	I would like to say that I have had to use Patient Transport for some years, and this is the 1 <sup>st</sup> time this has happened, that they did not arrive. I really appreciate the difficult job they have. Thanks, stay safe.
12	July	Increase the salaries of your personnel bearing in mind the essential work they carry out, often in difficult circumstances.
15	August	My ride home was great, the team were super, no need for change. We chatted all the way, I asked many questions about the job they do.
19	August	On one occasion out of 4 weeks of daily treatment. The transport didn't arrive, and I was late for my treatment. I wasn't informed of the driver's lateness. I had to call and was told, "oh we will send someone now." Apart from that I have had brilliant service at a stressful time. Thank you all so very much.
25	August	Nothing!!!
28	August	Nothing.
29	August	All done very well.
27	September	More considerate staff. More comfortable vehicle.
32	August	You couldn't have done better. After my outdoors accident the ambulance men were so good and kind. This was July 28 <sup>th</sup> . On leaving Watford General on 4 <sup>th</sup> August

		to come home, driver was extremely good and helpful. I didn't have to wait long. Thank you.
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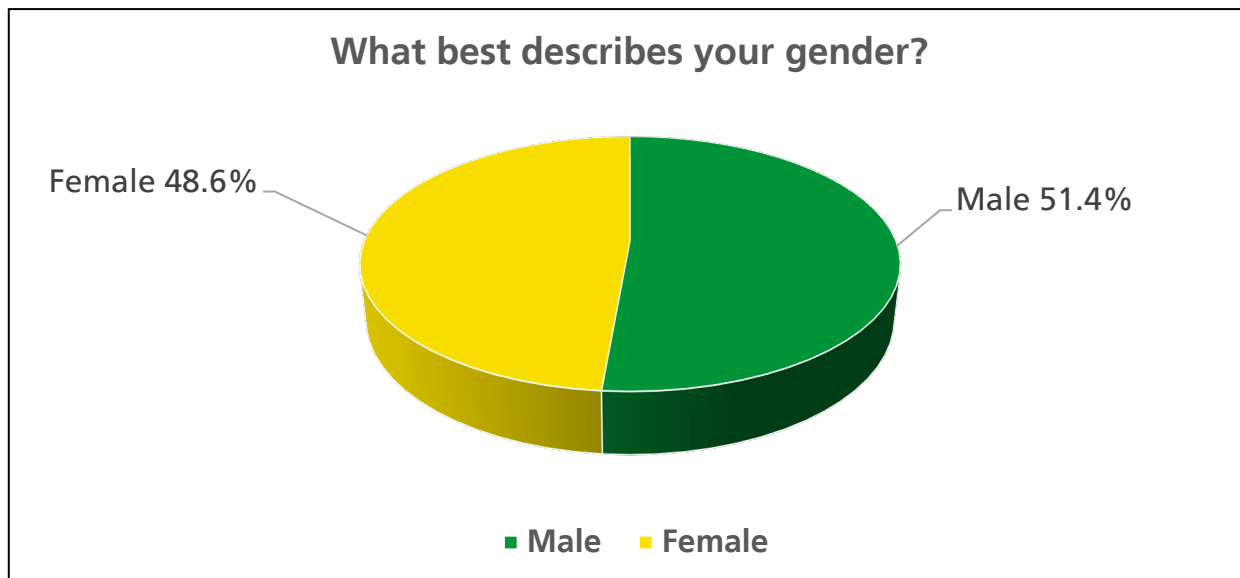
Patient number	Month	Additional comments received
38	September	My husband arrived home in an unclean state which was the fault of the hospital and I feel the ambulance crew are within their rights to insist on a clean-up in the event of an accident. Everything was soiled that my husband was wearing and all the bedding. I felt sorry for the crew that the hospital had not done their job.
40	September	Turn up on time.
42	September	The only complaint I have is the length of time I sometimes have to wait for a vehicle to take me home.
43	September	Your service is excellent, and I can see no way it can be improved

## Equality and Diversity Information

### What age are you?



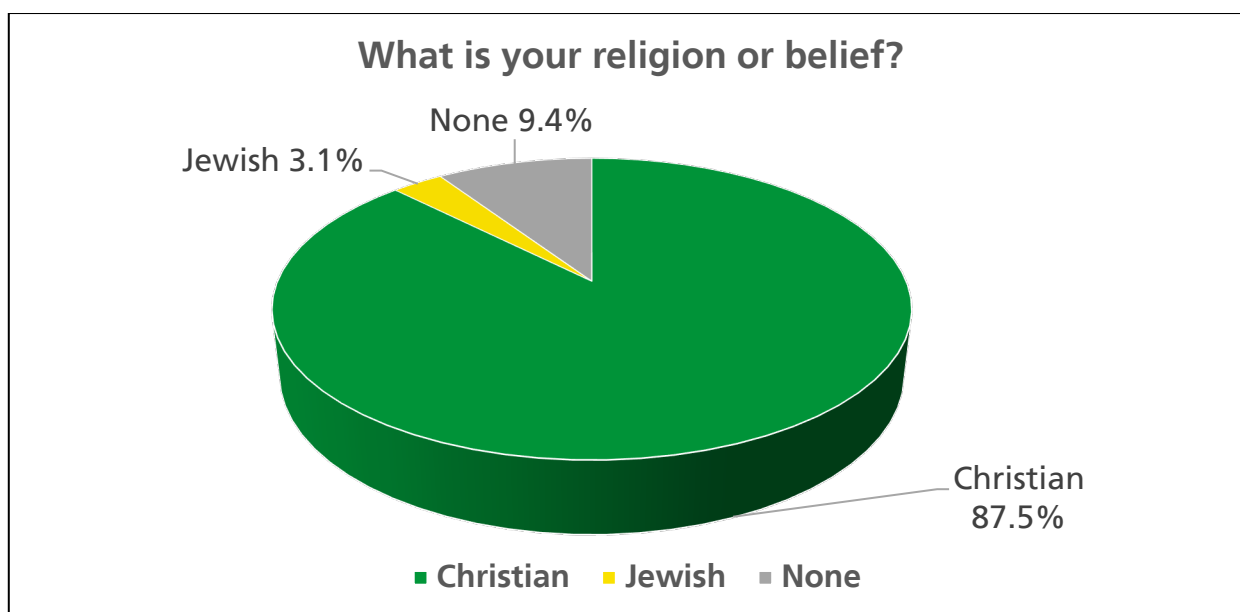
## What best describes your gender?



## What is your ethnic group?

Of the 34 respondents who answered this question, 33 patients (97.1%) advised that they were of 'White' ethnic group. One patient (2.9%) answered that they were of a 'Mixed/multiple ethnic group.'

## What is your religion or belief?

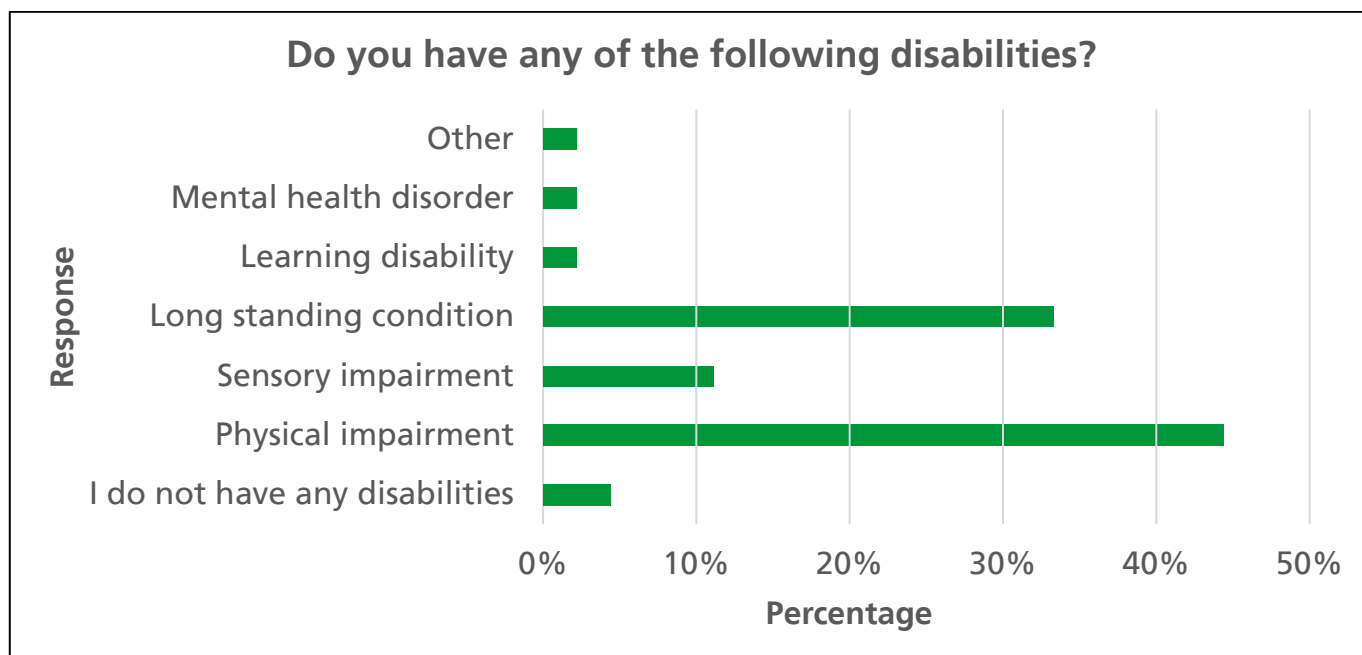


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## What is your sexual orientation?

All patients who responded to this question advised that they were of a 'heterosexual/straight' sexual orientation. The remaining patients either did not respond or 'preferred not to say.'

## Do you have any of the following disabilities?



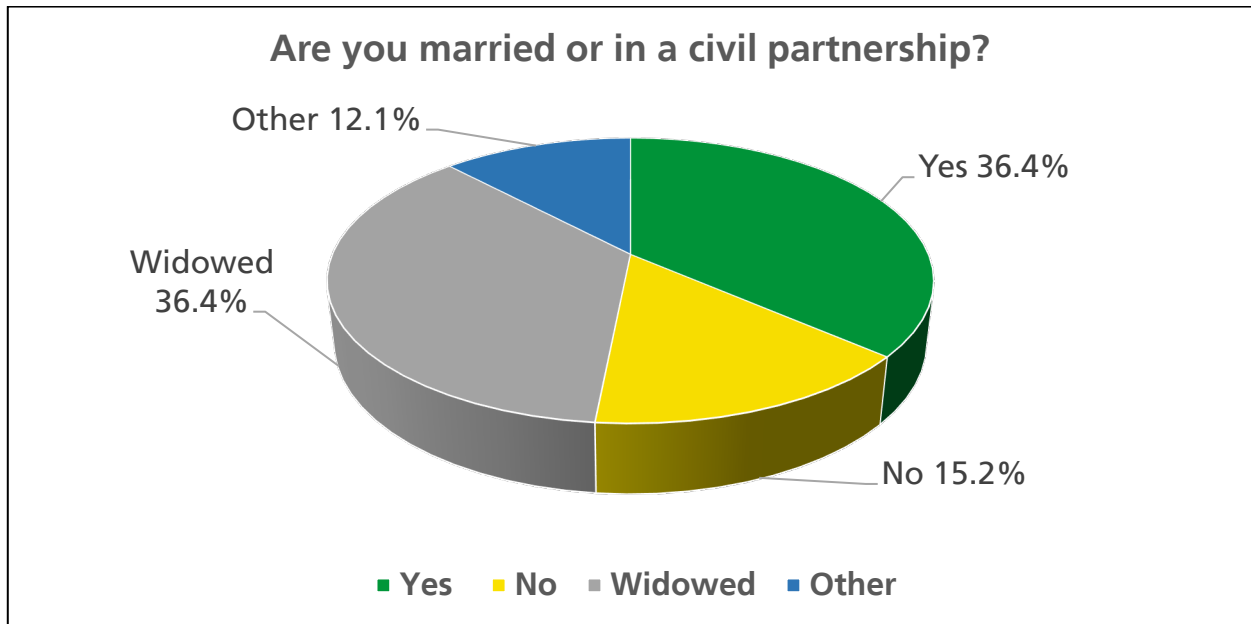
The majority of respondents who answered the above question answered that they either had a 'physical impairment' (44.4%) or a 'long standing condition' (33.3%). Other responses included 'sensory impairment' (11.1%), 'learning disability' (2.2%), 'mental health disorder' (2.2%) and 'other' (2.2%). Two respondents (4.4%) advised that they did not have a disability.

The below comments were also received:

- "COPD Kidney failure." (Patient 7)
- "FSHD." (Patient 12)
- "Sight impairment." (Patient 26)
- "Balance not good." (Patient 28)
- "Mobility conditions and heart." (Patient 29)
- "COPD." (Patient 33)
- "I am unsteady on my feet at times, and I am deaf." (Patient 34)

- *“Neurological, cardiological and urological.” (Patient 38)*

### Are you married or in a civil partnership?



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

No patients 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.