



Patient Transport Service Patient Experience Report

Patient Transport Service
Hertfordshire CCGs Q3 2021-22

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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 October to December 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, **92.3%** of respondents who answered the Friends and Family Test overall satisfaction question and had used the PTS within the Hertfordshire area during October to December 2021 rated the service received as either 'good' or 'very good.'

Most respondents (88.9%) advised that their call had been answered 'quickly,' with the booking system also rated highly as either 'good' (30.0%) or 'very good' (66.7%). Respondents were generally satisfied with the length of time their journey took (94.1%), and mostly advised that they were either 'on time,' (58.1%) 'early' (38.5%) or 'very early' (6.5%) for their medical appointment. Overall, 77.8% of respondents advised that they had waited between 0 to 60 minutes for

their return transport, however, six respondents (22.2%) had waited over an hour.

PTS staff were generally rated highly as either as 'good' (19.4%) or 'excellent' (80.6%), with all respondents also advising that they were 'definitely' treated with dignity and respect. The communication between PTS staff and the hospital/clinic was also rated highly by most respondents (92.9%).

The majority of additional comments received were positive and highlighted the professionalism, kindness and care provided by staff. However, the main area of dissatisfaction was in relation to transport delays.

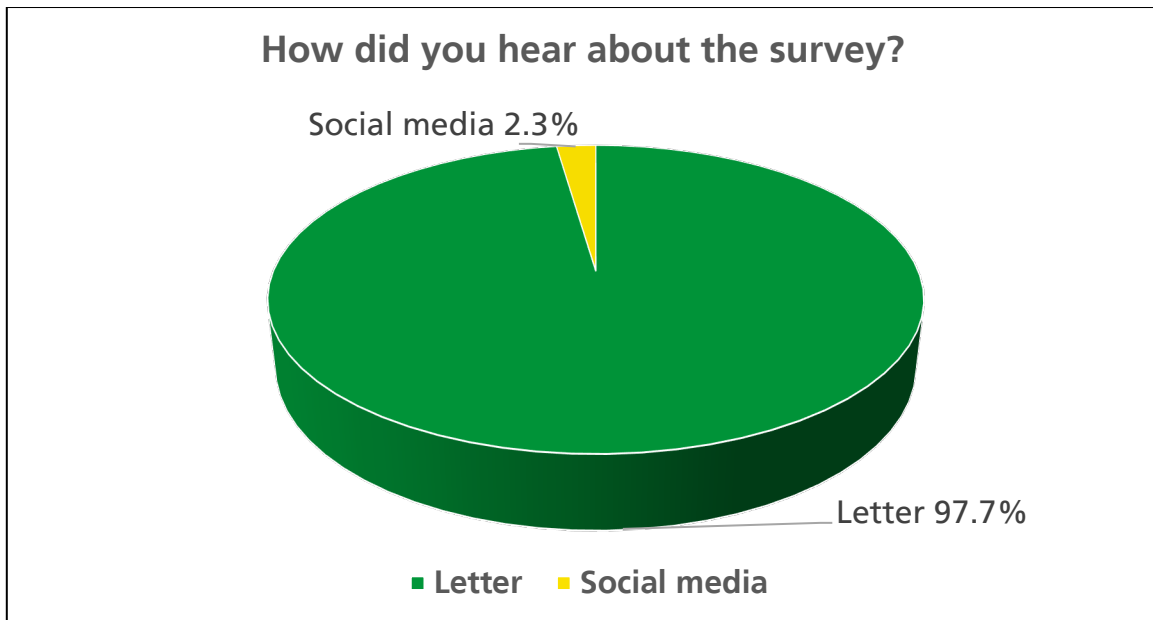
The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for patients to receive a high standard of service.

Results

Overall, 45 completed survey submission were received from patients who had used the PTS within the Hertfordshire area during Quarter 3: October (16), November (16), and December (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, 97.7% of respondents advised that they had heard about the survey through the invitation to feedback letter. One patient (2.3%) had been signposted to the survey via social media.

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, **92.3%** of respondents who answered the above question and had used the Trust's PTS within the Hertfordshire area during October to December 2021, rated the service received either 'good' (17.9%) or 'very good' (74.4%). However, three patients (7.7%) felt that the service they received was 'very poor.'

Please can you tell us why you gave this answer?

Patient	Month	Positive comments received
1	October	Very prompt and excellent service.
2	October	On time - very helpful staff.
3	October	Collected on time, assisted to ambulance delivered to clinic on time.
4	October	Because the staff were courteous and friendly.
7	October	This time transport arrived on time.
8	October	Fabulous. The staff were marvellous at treating me in every respect. Cheerful, careful, and courteous and kept me completely safe.
9	October	I was given all the help that I required i.e., a wheelchair from house to ambulance and to destination in hospital and the same on my return journey, driver was helpful at all times.
11	October	My wife who was responsible for calling the ambulance was very impressed with their promptness and courtesy.
13	October	The chappie was very helpful and got me a wheelchair in the hospital. After my scan I was told he would be with me in 20 mins, and he was.

Patient	Month	Positive comments received
21	October	The staff transport service were very good to me. The service they gave to me, they were so sociable and good. I could not fault your service at all, they were very kind to me.
22	October	Ambulance has always turned up on time to keep appointment. The staff have always been very friendly and helpful.
15	November	Competence and care shown by the driver.
16	November	Efficient service both outward and return journeys. Crew helpful.
19	November	Friendly and helpful staff.
20	November	Both the paramedics were so kind and patient with my mum who suffers from Alzheimer's disease.
23	November	Nice, helpful staff.
28	November	All things which I ask for was spot on. Very happy with your service. Thank you.
29	November	Super team. Polite, very friendly, and caring.
31	November	Because there are no boxes to tick for fantastic, calm, competent, courteous, and kind! A gold star for that young lady - she is a credit to the service.
33	December	Staff friendly on time and helped into chair instead of struggling.
34	December	Very helpful and concern for my welfare throughout.
35	December	Transport came on time, very pleasant crew and collection with about 20 min from hospital phoning so excellent service.

Patient	Month	Positive comments received
36	December	Collected on time, assisted to the ambulance and at the clinic returned home after a very short wait.
37	December	Got to appt on time. Very cheerful and very helpful.
39	December	The driver came in plenty of time, was very cheerful and helpful, I felt very safe and very grateful.
40	December	I was treated courteously and with respect. I fully understood all details given to me.
42	December	Easy, on time, as comfortable as an ambulance can be.
43	December	Arrived on time. Crew polite, helpful, and efficient.
44	December	I have lots of appointments going on, friends and family have been amazing wherever possible. It is good to know this service is available for other times. Crew are always friendly and patient.
45	December	Prompt response - efficient care. Was particularly impressed with the ambulance staff on duty in the waiting area at Watford General, making sure that those waiting were as comfortable as possible.

Patient	Month	Negative comments received
41	December	My father had an appointment with the Ophthalmology Outpatient Clinic. He was asked to be ready for collection at 11.30am for the 10-minute journey from the care home where is resident. The care home were unable to make contact to ascertain the whereabouts of the transport before the appointment at 1.30 was missed. This is a complete waste of a valuable hospital appointment as well as time of care home staff on standby to escort him. Fortunately, I was at the hospital waiting for him and managed to get a cancellation later that afternoon for which separate transport had to be arranged.

Are you the patient?

Overall, 80.0% of the respondents who completed the above question advised that they were the patient. Examples of respondents who were not the patient included: 'daughter,' 'wife,' 'spouse' and 'carer.'

How quickly did we answer your call?

Overall, 88.9% of respondents who answered the above question advised that their call had been answered 'quickly.' However, three respondents advised that it had either taken a long time (7.4%) or that their call had not been answered (3.7%). 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 30 respondents who answered this 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.'

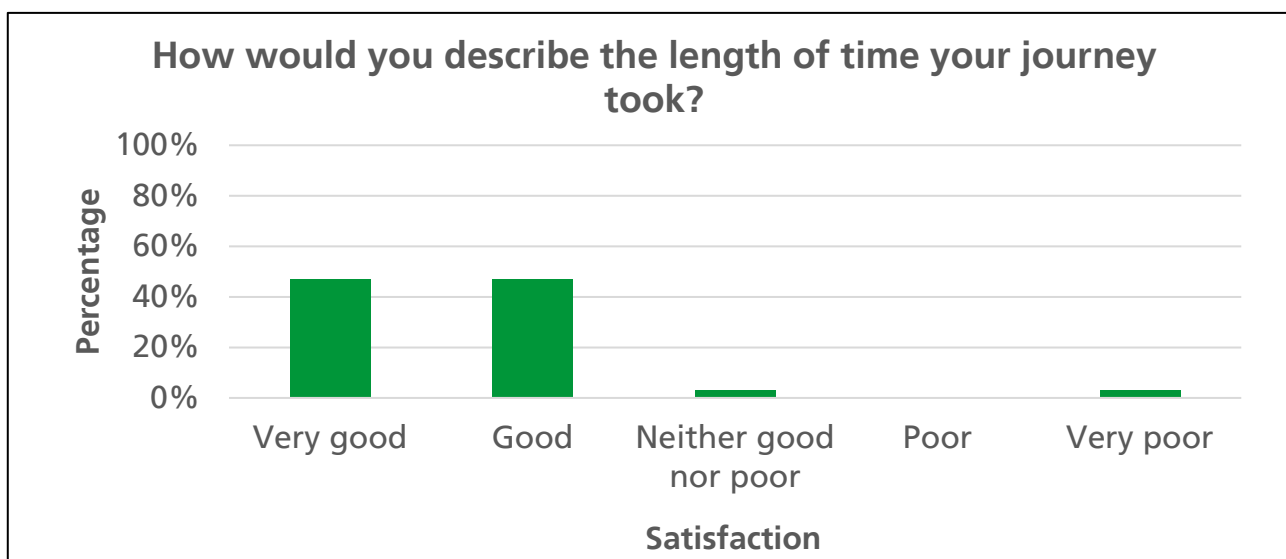
How would you rate the booking system?

Of the 30 respondents who answered this question, 29 respondents rated the booking system as either 'good' (30.0%) or 'very good' (66.7%). One respondent rated the system as 'neither good nor poor' (3.3%). The remaining respondents either did not respond or 'did not know.'

Did the service staff introduce themselves?

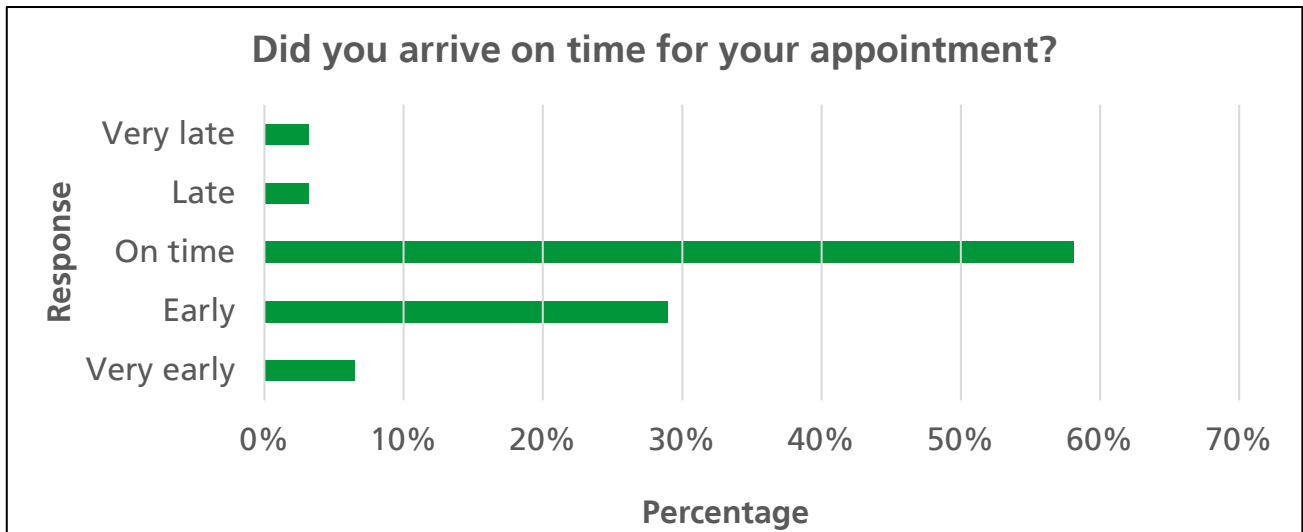
Of the 36 respondents who answered this question, 34 (94.4%) recalled the PTS staff as having introduced themselves upon their arrival. However, two respondents advised that they did not receive an introduction. The remaining respondents either did not respond or were 'unable to say.'

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



Overall, 94.1% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (47.1%) or 'very good' (47.1%) responses. One respondent rated the journey length as 'neither good nor poor' (2.9%) and one respondent described the journey time as 'very poor' (2.9%). The remaining respondents did not respond.

Did you arrive on time for your appointment?

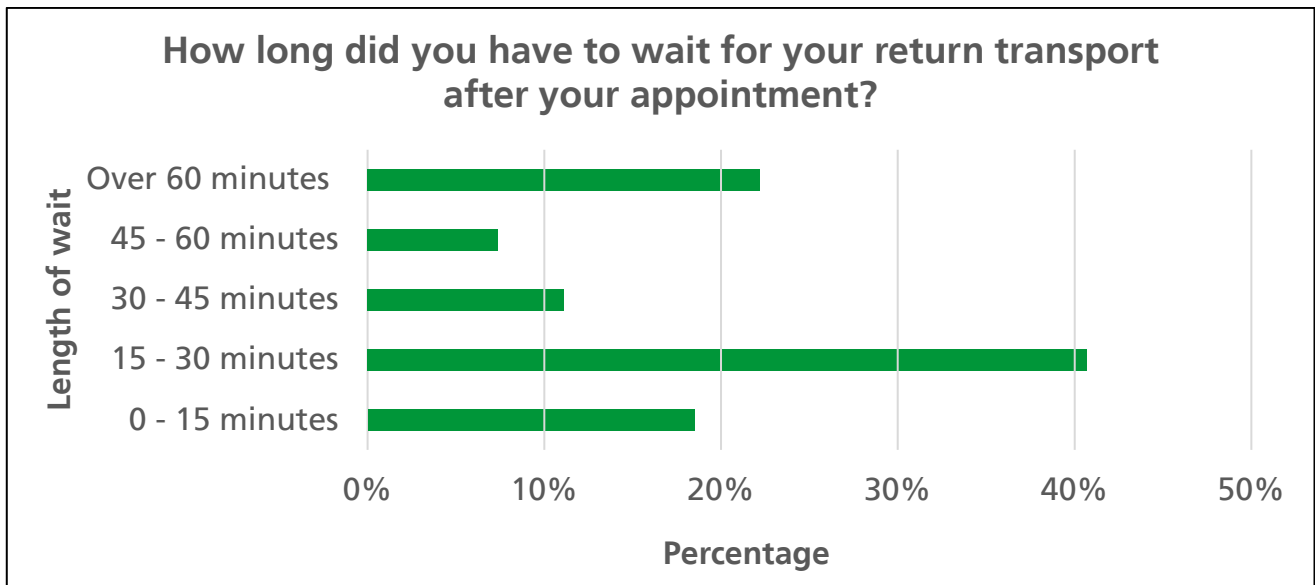


Of the 31 respondents who answered the above question, 93.5% had either arrived 'on time' (58.1%), 'early' (29.0%) or 'very early' (6.5%) for their medical appointment. Two patients had arrived 'late' (3.2%) or 'very late' (3.2%). The remaining respondents either did not respond or answered, 'not applicable.'

If we were late, did we contact you?

Five respondents were able to answer this question, with two respondents responding that they had been informed by the PTS about their transport being delayed. However, three respondents advised that they had not been contacted by the service. The remaining patients either did not respond or answered, 'not applicable.'

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



Overall, 77.8% of respondents who answered the above question had waited up to one hour for return transport: 0 to 15 minutes (18.5%), 15 to 30 minutes (40.7%), 30 to 45 minutes (11.1%) and 45 to 60 minutes (7.4%). Six patients (22.2%) had waited 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?

Of the 28 respondents who answered the above question, 92.9% rated the communication between the PTS and the hospital/clinic as 'good' (39.3%) or 'very good' (53.6%). However, two respondents rated the communication as 'neither good nor poor' (3.6%) or 'very poor' (3.6%). 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 were satisfied with the standard of the PTS vehicle. The cleanliness of the vehicle was rated most highly as 'good' or 'very good' (97.2%), which compares to lower satisfaction levels for vehicle suitability (85.3%) and vehicle comfort (63.9%). Five respondents rated the comfort of the vehicle as 'poor' (11.1%) or 'very poor' (2.8%).

How would you describe the attitude of the staff?

All 36 respondents who answered the above question rated the PTS staff as 'good' (19.4%) or 'excellent' (80.6%). The remaining respondents either did not respond or were 'unable to say.'

Did the service staff treat you with dignity and respect?

All 37 respondents who answered this question advised that they had 'definitely' been treated with dignity and respect by the PTS staff. The remaining respondents either did not respond or were 'unable to say.'

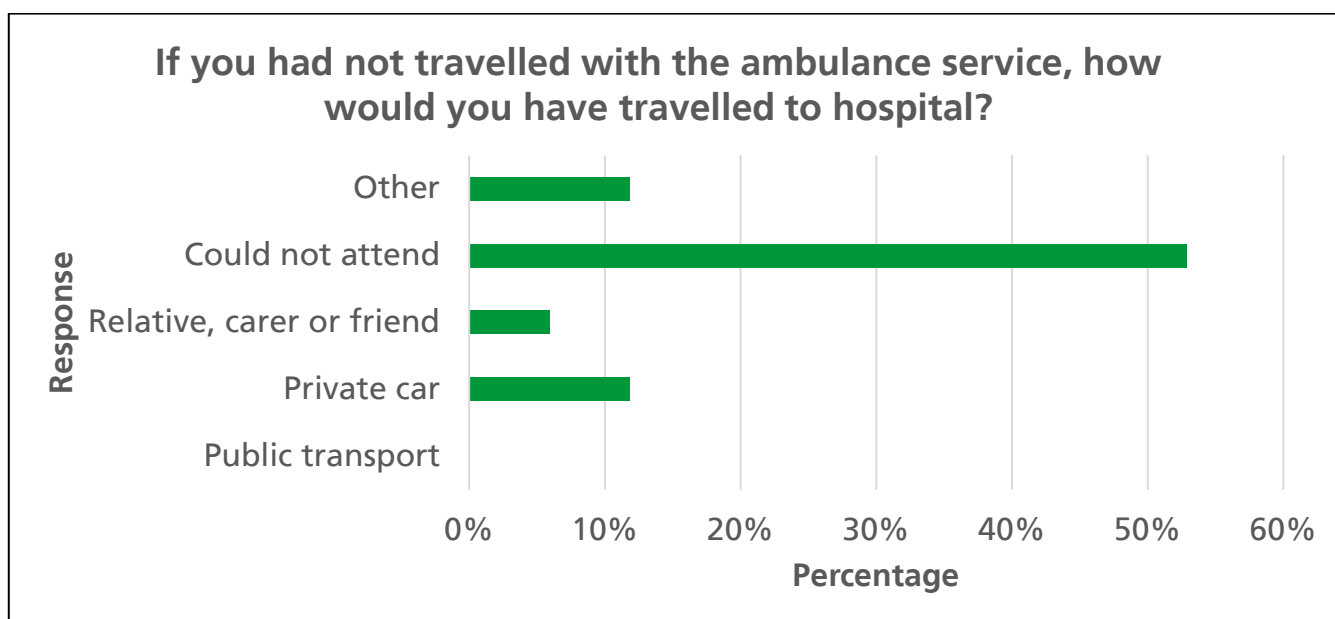
Did the service staff drive safely?

All 34 respondents who answered the above question advised that the PTS staff had driven safely. The remaining respondents either did not respond or were 'unable to say.'

Did the service staff offer assistance if required?

Overall, 33 respondents advised that assistance had been offered if it had been needed. One respondent advised that assistance was 'not required.' The remaining respondents either did not respond or were 'unable to say.'

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

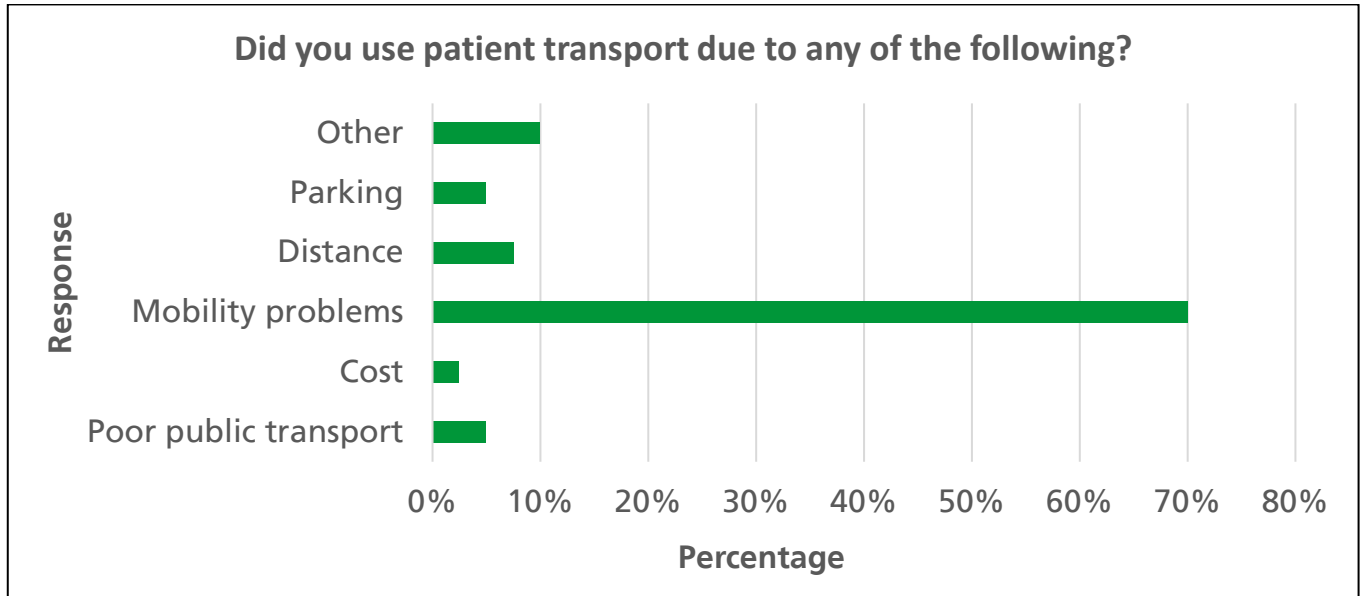


Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided, with over half of patients (52.9%) advising that they **could not** have attended their appointment. Other responses included 'relative, carer or friend' (5.9%), 'other' (11.8%), private car (11.8%) or 'taxi' (17.6%).

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

- *"No alternative means." (Patient 8, October)*
- *"Privately paid for vehicle able to take wheelchair." (Patient 16, November)*
- *"They send taxis." (Patient 30, November)*
- *"I live alone - do not have many choices." (Patient 32, October)*

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



Overall, 70.0% of respondents who answered the above question advised that they had used patient transport due to their mobility problems. Other responses included 'other' (10.0%) 'distance' (7.5%), 'poor public transport' (5.0%), 'parking' (5.0%) and 'cost' (2.5%).

The below comments were also received:

- *"No transport, do not drive." (Patient 4, October)*
- *"I was having anaesthetic, couldn't drive myself." (Patient 28, November)*
- *"Don't drive much now, family not always available." (Patient 30, November)*
- *"My appointment was for a Myocardial perfusion nuclear scan." (Patient 31, November)*

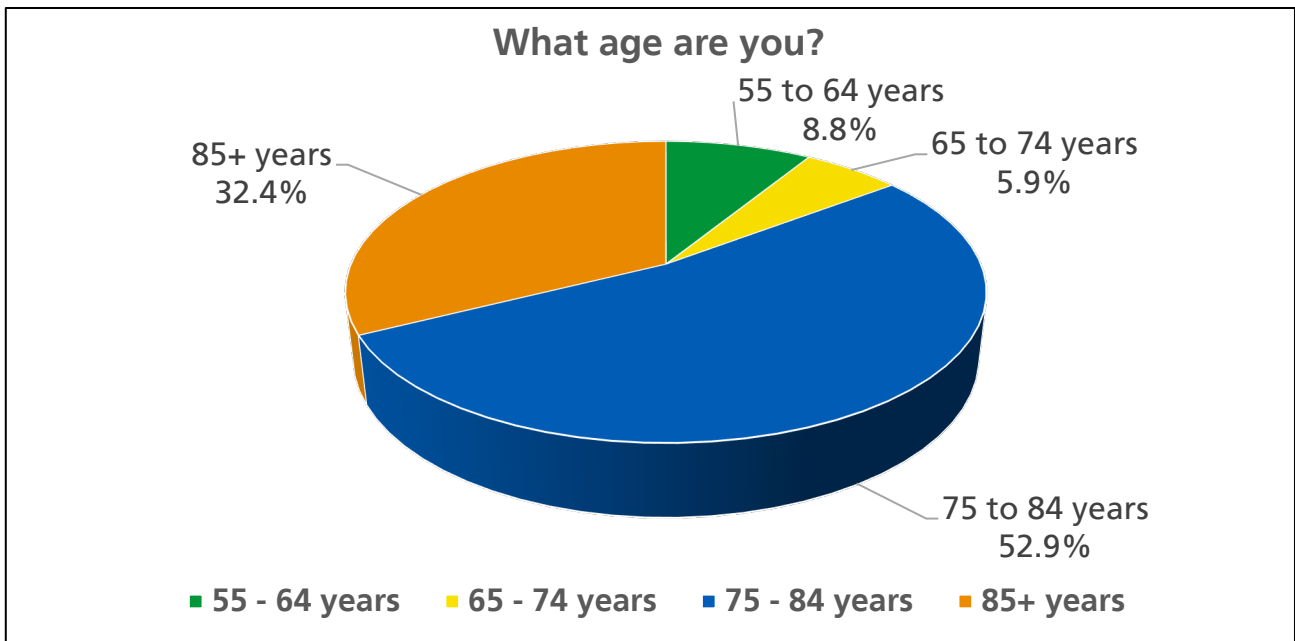
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
1	October	Nothing more to improve on what is an excellent service already.
2	October	Very satisfied thank you.
8	October	Cannot find fault with anything.
9	October	It would be nice if ambulance staff could perhaps ring to say they are on their way if they are delayed, this is certainly not a criticism but would stop patient worrying that transport is not going to turn up.
13	October	On this occasion everything was very good as above. However, in the past I have had bad problems and had to take a taxi home from Harefield hospital after waiting 3 hours, but things have improved greatly.
16	November	No complaints at all.
22	October	On one occasion my wife booked transport to take her for a hospital appointment, having waited a long time she telephoned and was told the ambulance was on its way. It never arrived so my wife missed her appointment. No apology or explanation was received.
28	November	All good, thanks again.
29	November	Truly entirely satisfied with this service whenever I have needed it. All staff are always pleasant and helpful.
34	December	Nothing!
36	December	Sorry but not a lot.

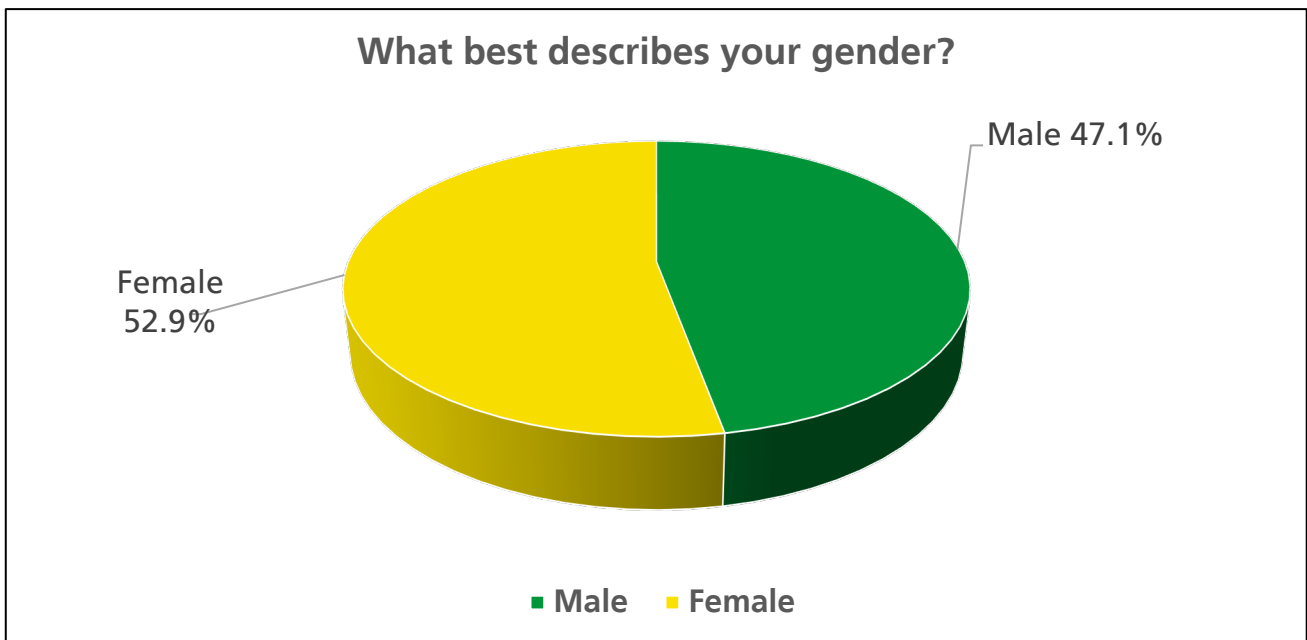
Patient number	Month	Comments received
39	December	Nothing better could have been done, everything was trouble free, and I was looked after so well. Thank goodness for the transport service.
43	December	The only problem was the long wait from when the appointment finished and the return transport arriving. The clinic receptionist phoned several times. If you cannot come immediately, it would be useful to have a clear indication of the wait time.
44	December	Two-hour wait is a long time especially if the appointment is 8 o'clock in the morning. Meaning I need to be up about 5 o'clock which isn't easy for me. The answer to question 9 related to an earlier pick up.

Equality and Diversity Information

What age are you?



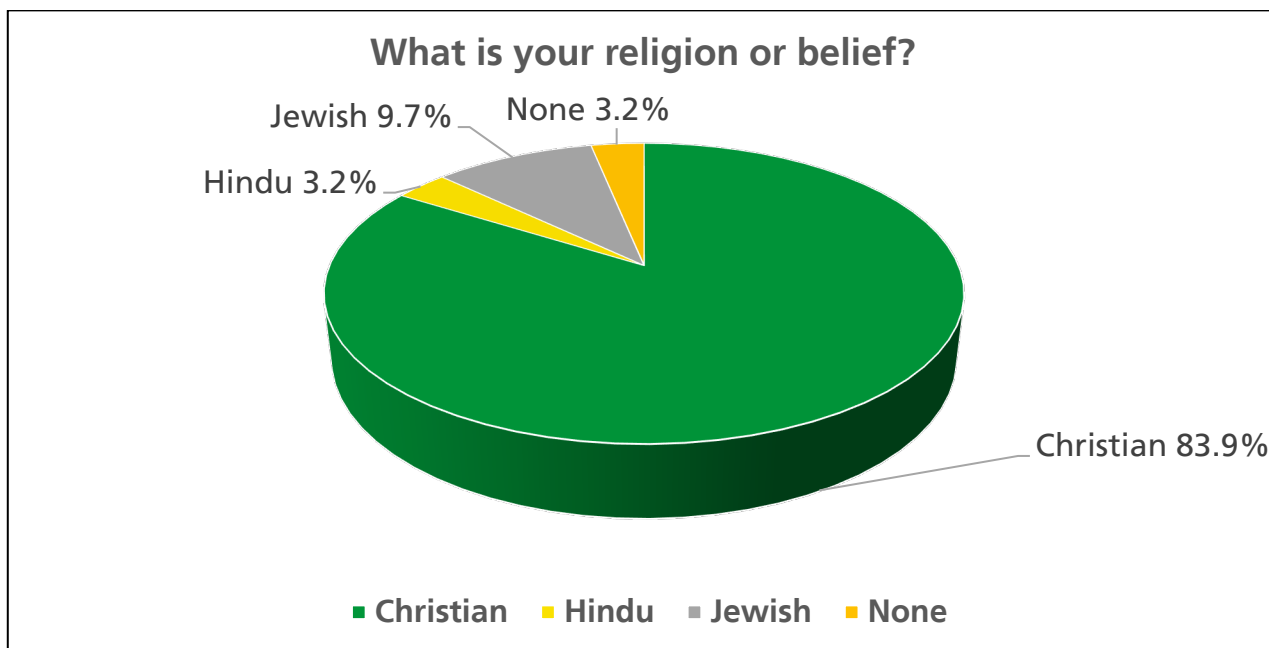
What best describes your gender?



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.'

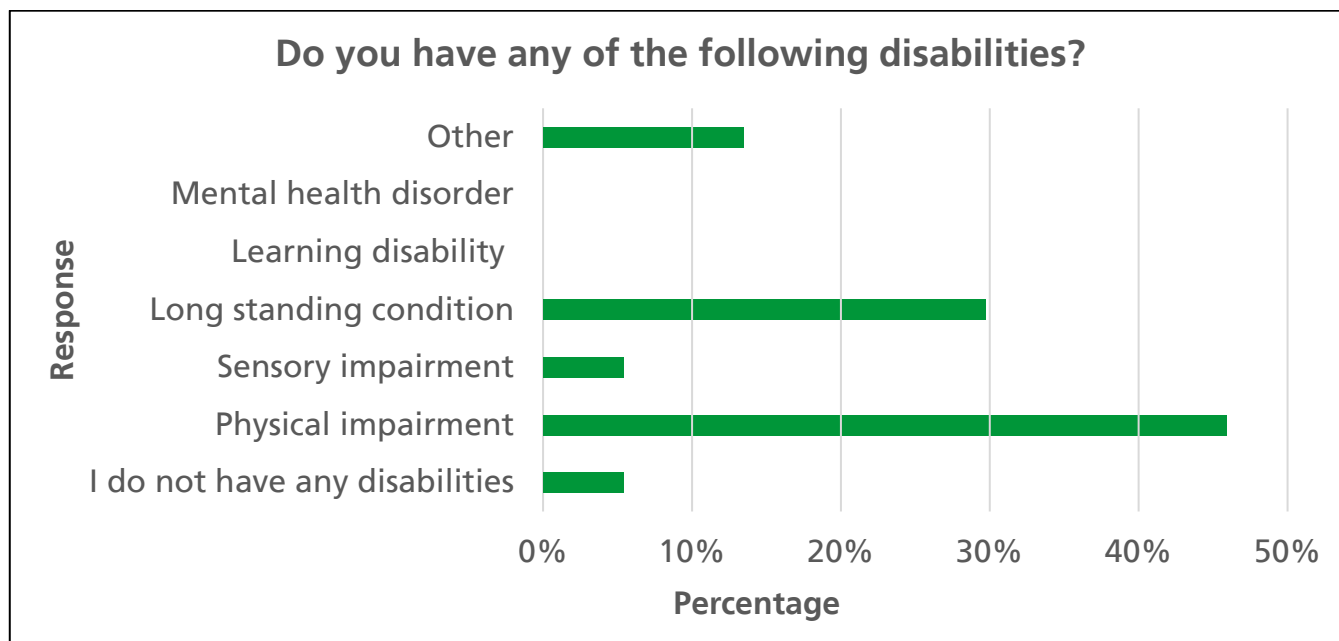
What is your religion or belief?



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?

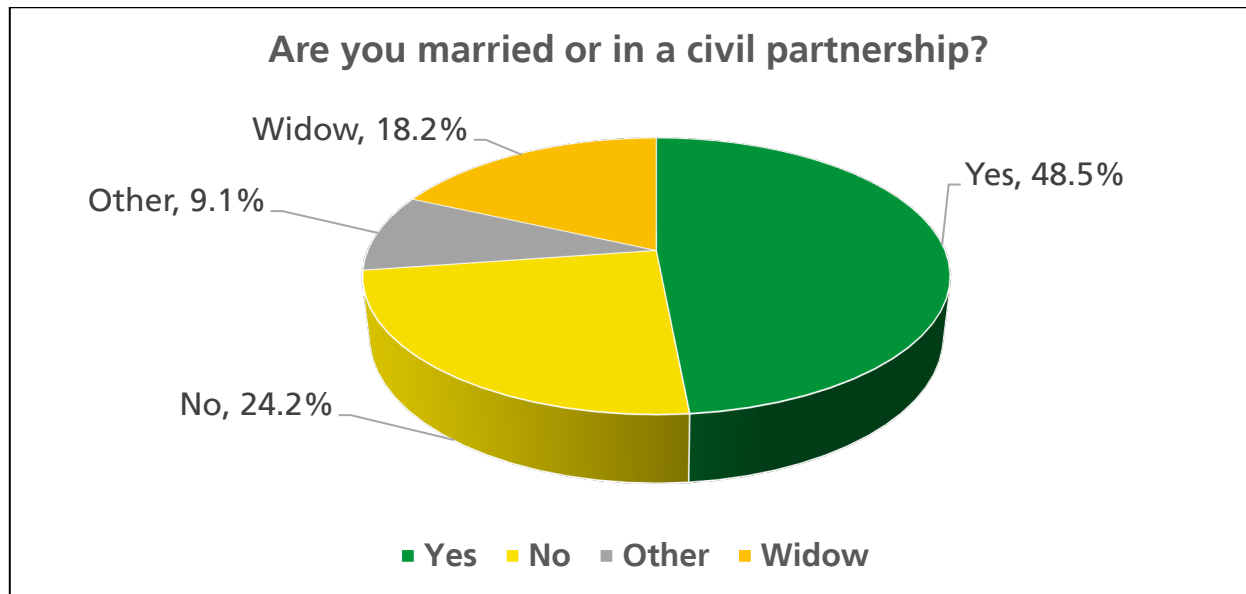


Of the 34 respondents who answered the above question, 28 respondents (75.7%) advised that they either had a 'physical impairment' (45.9%) or a 'long standing condition' (29.7%). Other responses included 'other' (13.5%) and 'sensory impairment' (5.4%). Two patients (5.4%) did not have a disability.

The below comments were also received:

- *"Disability." (Patient 32, October)*
- *"Fractured shoulder." (Patient 14, November)*
- *"Poor mobility." (Patient 24, November)*
- *"Cancer." (Patient 28, November)*
- *"Age related (normal)" (Patient 30, November)*

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.