



Patient Transport Service Patient Experience Report

Patient Transport Service
South Essex CCG October to December 2021

Author: Tessa Medler, Patient Experience Facilitator (Surveys)

Report Period: October to December 2021

Date of Report: April 2022

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 South Essex 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 100 patients who have used transport within the South Essex 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, 78.9% of respondents who answered the FFT question and had used the Trust's PTS within the South Essex CCG area during October to July to December 2021 rated the service received as either 'very good' or 'good'.

56.3% of respondents advised that their call had been answered 'quickly,' however, seven respondents (43.8%) felt that it had taken a long time for their call to be answered. Encouragingly, the booking system was rated highly by all respondents as either 'good' (37.5%) or 'very good' (43.8%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (56.3%) or 'early' (25.0%) for their medical appointment. The majority of respondents (73.3%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, PTS staff attitude was rated as either 'good' or 'excellent,' with the 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' (40.0%) or 'very good' (33.3%) by respondents.

The majority of additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff. However, three patients rated the comfort of the vehicle they travelled in as 'poor' or 'very poor.'

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, 21 completed survey submissions were received from patients who had used the PTS within the South Essex CCG area during Quarter 3: October (9), November (6), and December (6). Most respondents (85.7%) 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.

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, 78.9% of respondents who answered the FFT question and had used the Trust's PTS within the South Essex CCG area during October to July to December 2021 rated the service received as either 'very good' or 'good'.

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	October	The ambulance service was arranged very easily, it was prompt , the ambulance staff that transported my father home were extremely, kind , caring , polite, professional and empathetic to my father's needs, they went up and above their job role to make sure my father was settled in at home and explained everything regarding hospital paperwork to my mother. Absolutely outstanding service and an excellent experience for my father who has dementia and was made to feel safe and secure during his journey home !!!
2	October	Inform the crew weren't in the area, on arrival of crew they said they were on their lunch break. Waited over an hour for collection.
3	October	Very good all staff are professional treat you with dignity. Care and attention excellent. The vehicles are bone shakers they are just glorified vans, this only my only criticism.
4	October	Very considerate and kind.
5	October	Excellent service, polite and helpful.
6	October	Excellent service, polite staff.
7	October	Very happy with service 10 out of 10.
8	October	Transport (during recent Covid surge) ambulance staff very reassuring & thoughtful. The wait outside Basildon Hosp was quite lengthy but an attendant was with me the whole time &

		accompanied me up until I was taken into nursing area.
--	--	--

Patient number	Month	Comments received
10	November	The crew on both journeys was out of this world. Made me feel safe took my mind off going to and from the hospital and made me safe and welcoming. Please, please forward my great review from both crew members. Thanks.
11	November	On time, clean ambulance.
12	November	On time and helpful staff.
13	November	I am answering this on behalf of my Mum who has Dementia and been falling many times over the last few months and always been treated with the utmost care and courtesy - never failing to reassure her and make her experience as pleasant as possible under the circumstances. However, on one occasion - which I believe to be the date in question Nov 16th - she was discharged from hospital, and I was unable to be in attendance all day due to ill health and provided the key safe number as requested by the discharge team. The Care Company - were requested to attend for the teatime visit by the hospital but when I went to check the property asap found Mum already home sitting in her chair in the dark with no alarm pendant in place or walking frame nearby or a drink by her side and extremely distressed. I have never encountered this neglect of basic care either before or since and would hate it to reflect on their colleagues,

		excellent record but Mum was left in danger, and I believe her care company may have alerted you to this fact.
--	--	--

Patient number	Month	Comments received
15	November	They have always been very helpful and pleasant. At the moment, they usually push me in a wheelchair, as I am not very good with walking and it is usually a long walk (I was in hospital in June with a stroke, pneumonia and they found I had brain damage from a long time ago, after a brain scan).
18	December	Transport was late. Was told wife could assist then told could not. The back door would not close properly. The younger driver sat by back door to keep it closed. The driver drove straight past next patient due to be picked up. So put more time on journey. I was sat under a heater which caused me to overheat and made me feel sick. The driver then drove straight past the hospital and was going to wrong hospital. It was the worst experience of my life and I was so I'll by the time I got to the hospital I was too sick to carry through with my appointment and I was sent home.
20	December	I have travelled with east of England numerous times and had nothing but the greatest respect for all the staff who have taken me to my appointments over the years and have been so well looked after.
21	December	Unfortunately, because of my early appointment time 09.15 appointment, on this day transport was a little later than I had hoped, resulting in a rushed journey and a bad start to the day, hopefully, if possible some indication can be

		made to the pattern of any delays re traffic so they can advise hospital of a delay.
--	--	--

Are you the patient?

Overall, 68.4% of respondents who completed the survey advised that they were the patient. Examples of respondents who were not the patient included: *'wife,' 'daughter,' and 'partner.'*

How quickly did we answer your call?

Overall, 56.3% of respondents who answered the above question advised that their call had been answered *'quickly.'* However, seven respondents (43.8%) 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?

93.8% of respondents who answered the above question advised that they had been clearly informed of the date and time of their transport booking. One respondent advised that they were not clearly informed and the remaining respondents either did not respond or were *'unable to say.'*

How would you rate the booking system?

16 respondents answered the above question and rated the booking system as either *'good'* (37.5%) or *'very good'* (43.8%). Two respondents (12.5%) answered *'neither good nor poor,'* and one respondent (6.3%) answered *'poor.'* The remaining respondents either did not respond or *'did not know.'*

Did the service staff introduce themselves?

17 respondents who answered the above question recalled that the Patient Transport Service staff had introduced themselves upon their arrival. One respondent answered that the staff had not introduced themselves and the remaining respondents did not complete this question or *'did not know.'*

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

Overall, 77.8% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' and 'very good' responses. However, two respondents (11.1%) rated the journey length as 'neither good nor poor,' and two respondents (11.1%) described the journey time as 'poor' or 'very poor.' The remaining respondents either did not respond or 'did not know.'

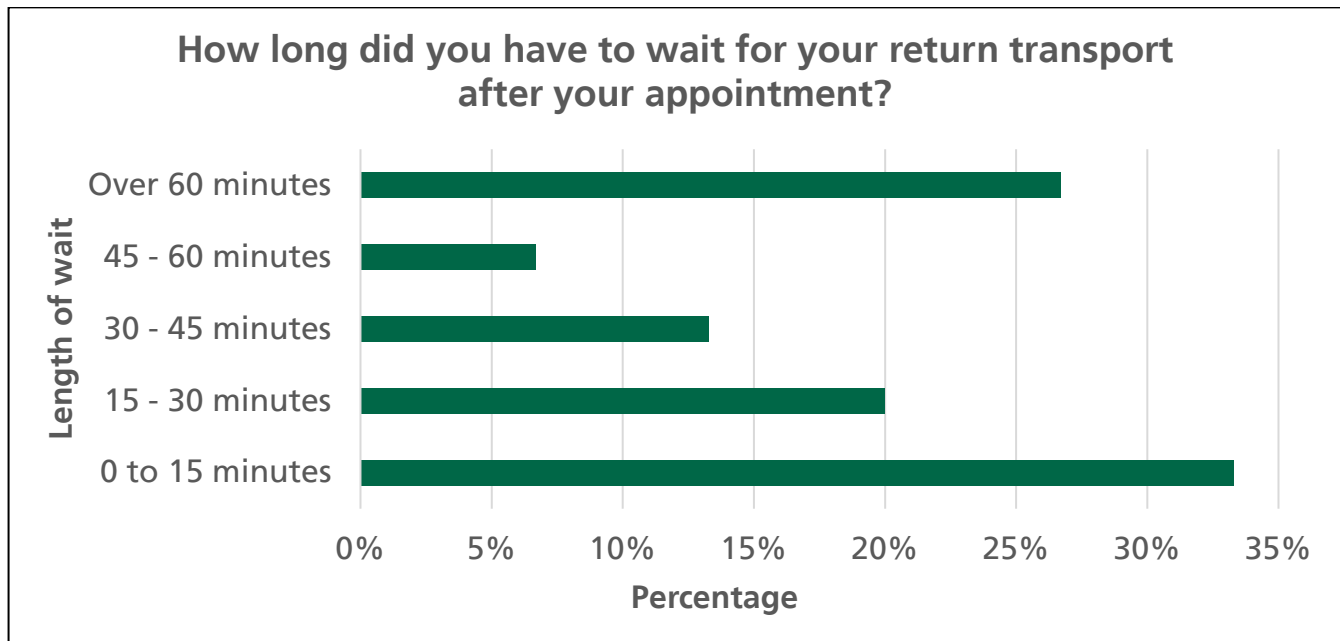
Did you arrive on time for your appointment?

Of the 16 respondents who answered the above question, nine patients (56.3%) had arrived 'on time' for their medical appointment and four patients (25.0%) had arrived 'early.' Three respondents (18.8%) advised that they had arrived late and the remaining patients either did not respond or answered that this was 'not applicable.'

If we were late, did we contact you?

Of the six 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, three 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?

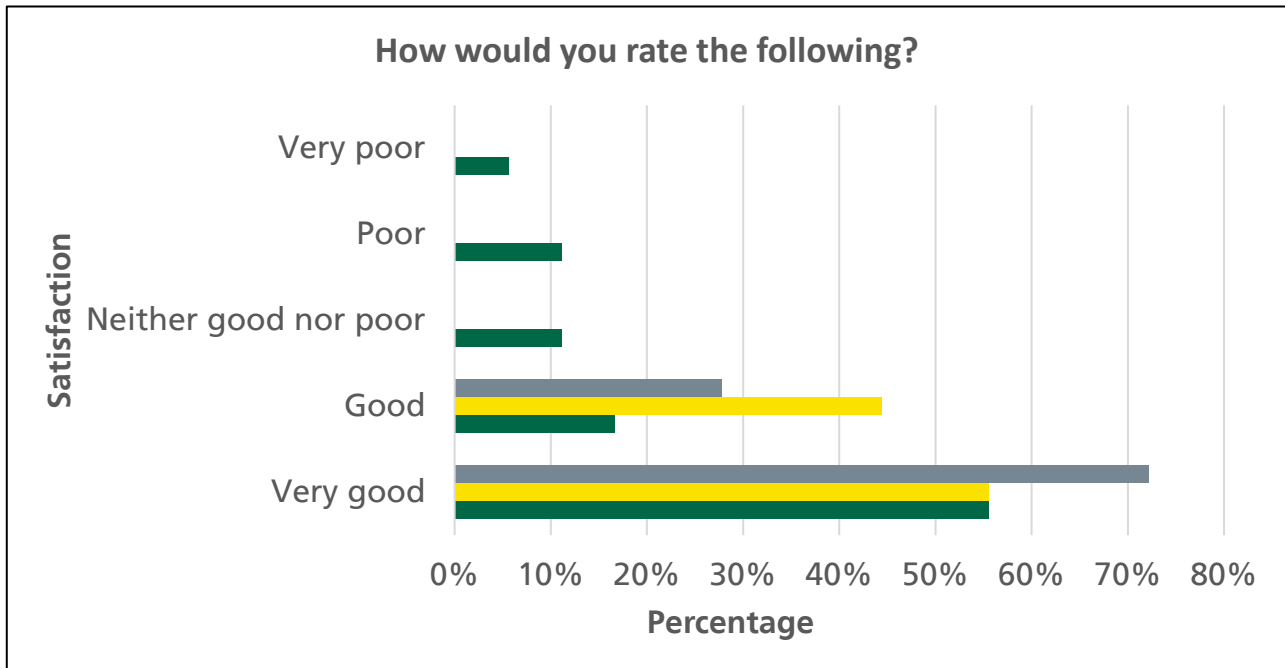


Overall, 73.3% of respondents who answered the above question had waited up to one hour for return transport: 0 to 15 minutes (33.3%), 15 to 30 minutes (20.0%), 30 to 45 minutes (13.3%) and 45 to 60 minutes (6.7%). Four patients (26.7%) had waited over 60 minutes following their medical appointment. 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?

Positively, 12 respondents (80.0%) 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' (40.0%) or 'very good' (33.3%). One respondent (6.7%) 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 (100%), suitability (100%) and comfort (72.3%) of the Patient Transport Service vehicle. However, three patients rated the comfort of the vehicle they travelled in as 'poor' or 'very poor' (16.7%). The remaining respondents either did not respond or were 'unable to say.'

How would you describe the attitude of the staff?

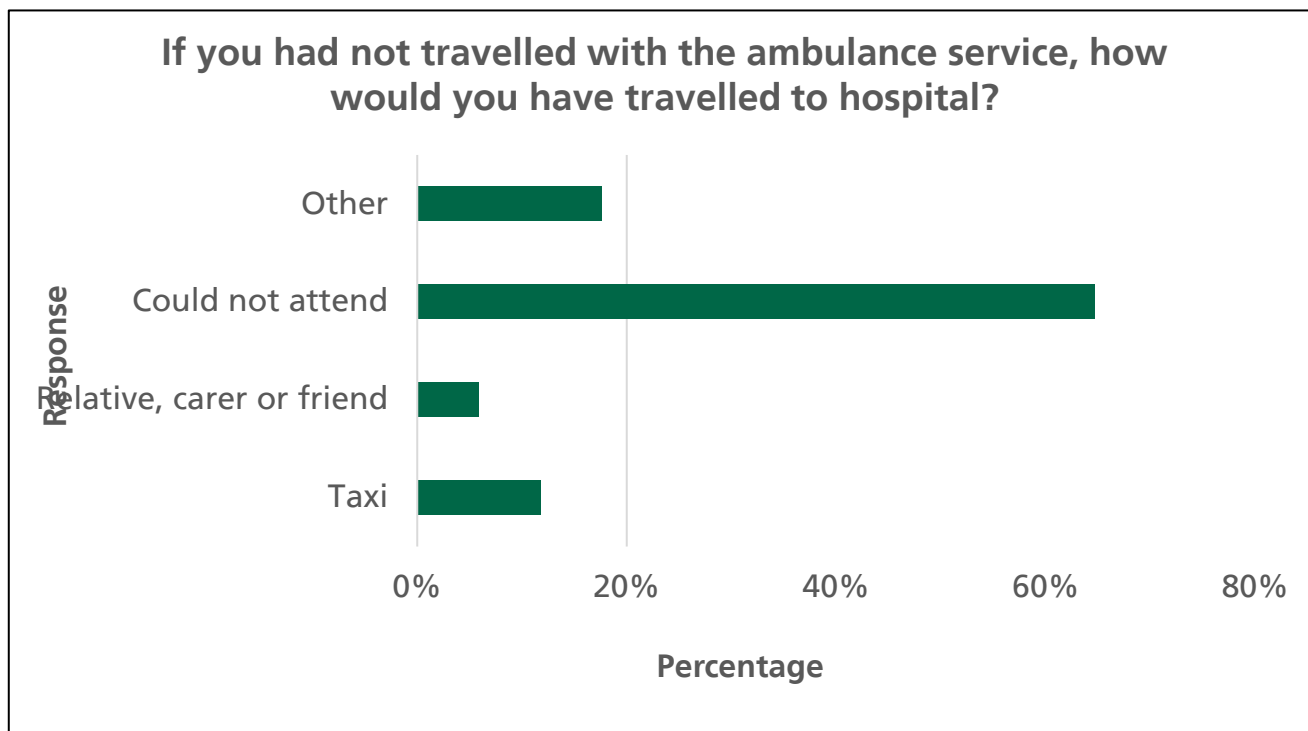
Positively, 88.9% of respondents who answered the above question rated the attitude of staff as 'good' or 'excellent.' Patients also recalled that they were 'definitely' treated with dignity and respect and were assisted by the Patient Transport Service staff if needed. The remaining respondents either did not respond or were 'unable to say.'

Did the service staff drive safely?

Of the 18 respondents who answered the above question; 17 (94.4%) of respondents advised that the service staff drove safely. One respondent

answered 'no' and 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 64.7% 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 'relative, carer or friend' (5.9%), 'other' (17.6%), or 'taxi' (11.8%). The below comments were also received:

- "Would not have been able to attend." (Patient 4, October)
- "Have no way to get there." (Patient 11, November)

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

Overall, 83.3% of respondents who answered the above question advised that they had travelled with patient transport due to 'mobility problems' and three

respondents (16.7%) answered 'other' as the reason for needing to use patient transport.

The below comments were also received:

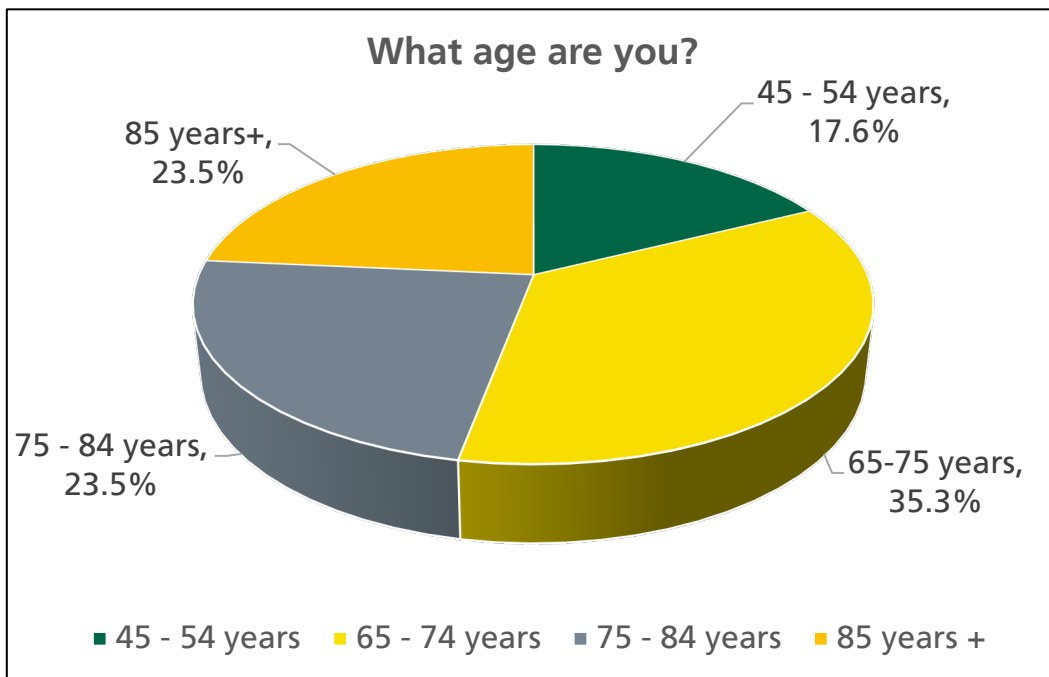
- *"Nursing home made a request for hospital car." (Patient 8, October)*
- *"Can't walk." (Patient 11, November)*
- *"Chemotherapy instructions." (Patient 21, December)*

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

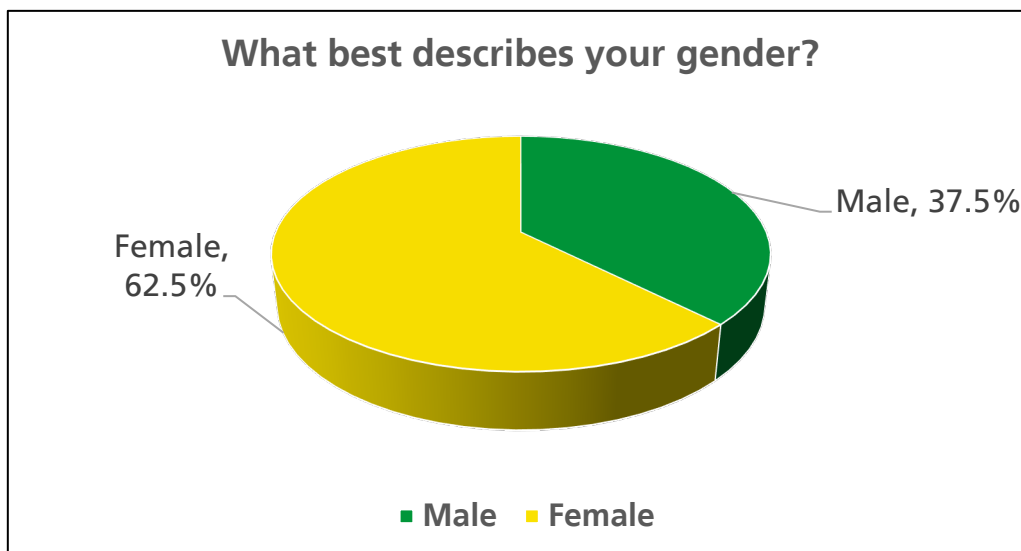
Patient number	Month	Comments received
2	October	Turn up on time and communicate better.
5	October	Quite satisfied with Ambulance transport service just that booking is tending to be more difficult...lots of questions repeatedly asked when my problems are already noted. My condition is unlikely to improve so do find this very time consuming and unnecessary.
10	November	Nothing absolutely brilliant.
13	November	Our overall experience of the ambulance teams and their support colleagues has been excellent on numerous occasions over the past few years but this reference appears to be for one isolated occasion when the transport team were negligent and as such my answers will appear inadequate. I would be prepared to complete this survey at any time if it was referring to our overall experience of an excellent service.
18	December	Sent a crew that knew what they were doing. Sent crew that can follow a sat nav! Crew that met my individual needs. Better suspension on vehicle.
20	December	Can't think of anything.
21	December	Kept patient informed of delays better and allow earlier contact time.

Equality and Diversity Information

What age are you?



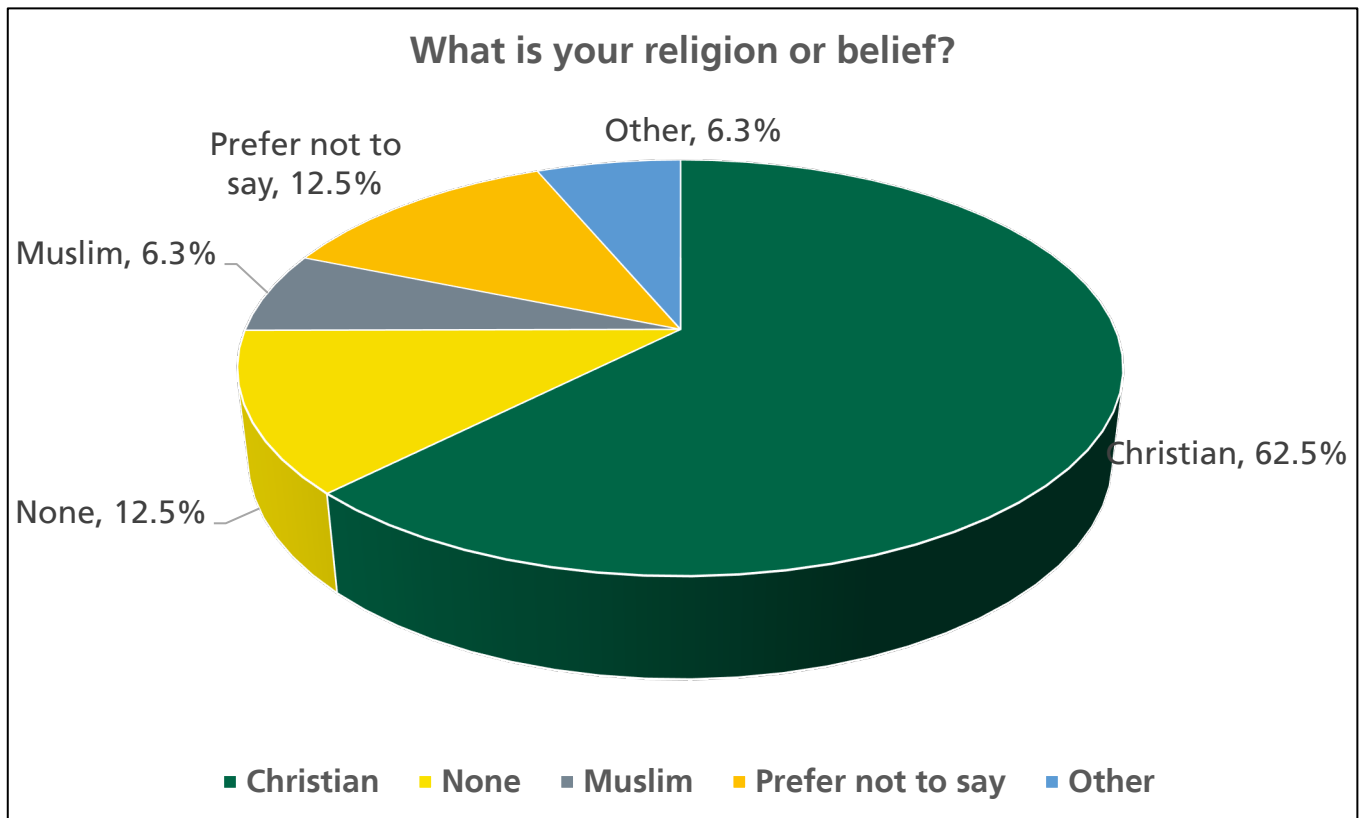
What best describes your gender?



What is your ethnic group?

Of the 16 patients who answered this question, 15 patients (93.8%) advised that their ethnic group was 'White,' and one patient (6.3%) advised that they were of 'Asian/Asian British ethnic group.'

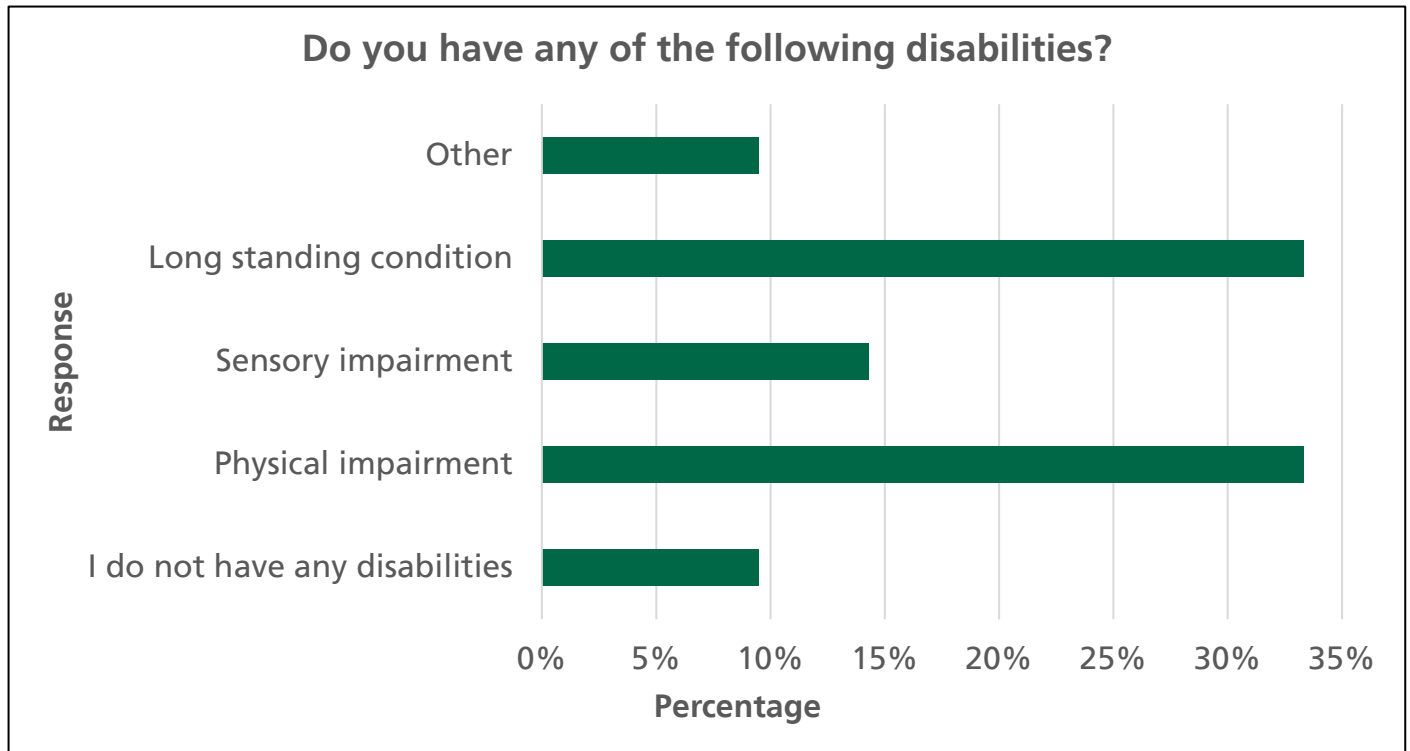
What is your religion or belief?



What is your sexual orientation?

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

Do you have any of the following disabilities?

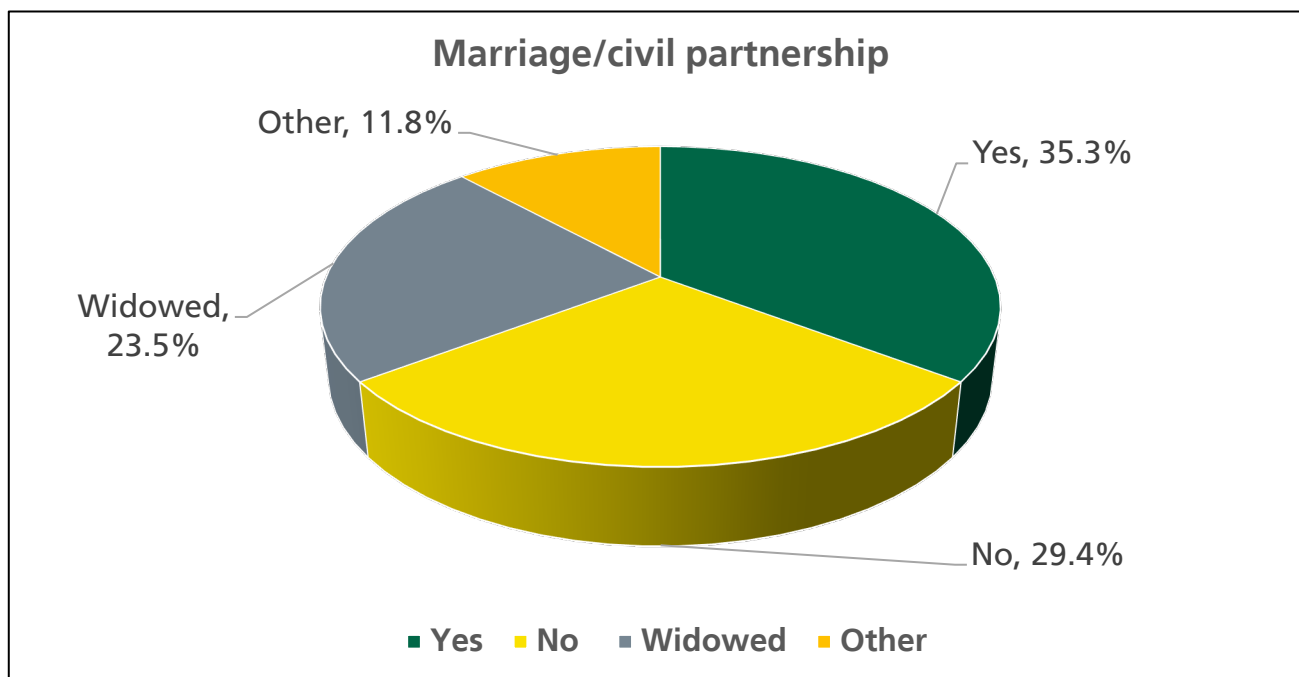


Of the 21 respondents who answered the above question, 7 respondents advised that they either had a 'physical impairment' (33.3%), a 'long standing condition' (33.3%), a 'sensory impairment' (14.3%) or 'other' (9.5%). The remaining patients did not respond.

The below comments were also received:

- *"Dementia and Alzheimer's." (Patient 13, November)*
- *"Had stroke/ pneumonia in June and found I had brain damage a long time ago." (Patient 15, November)*
- *"Amputee only have one leg and I can't have a prosthetic, so I am permanently in a wheelchair." (Patient 20, 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.