



Patient Transport Service Patient Experience Report

Patient Transport Service
Bedfordshire & Luton CCGs April to June 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 feedback on their experiences at any time.

The objective of the 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 Bedfordshire and Luton area (Bedfordshire CCG and Luton CCG) during July to September 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. The online survey is actively 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 Bedfordshire and Luton area), with these patients posted an invitation to feedback letter.

Most patients complete the survey online, although paper versions of the questionnaire are available upon request. 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, 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, **94.1%** of respondents who answered the Friends and Family Test overall satisfaction question and had used the PTS within the Bedfordshire and Luton area during July to September 2021, rated the service received as either 'good' or 'very good.'

The majority of respondents (82.6%) advised that their call had been answered quickly, with the booking system also rated highly. Respondents were generally satisfied with the length of time their journey took (92.0%), with most patients either 'on time' (62.5%) or 'early' (20.8%) for their medical appointment. Overall, 69.6% of respondents advised that they had waited between 0 to 60 minutes for

their return transport, however, seven respondents (30.4%) had waited over an hour following their hospital/clinic appointment.

Positively, PTS staff were rated highly as either as 'good' (9.7%) or 'excellent' (90.3%), with respondents also advising that they were treated with dignity and respect to at least 'some extent.' The communication between PTS staff and the hospital/clinic was also generally rated highly by most respondents (86.4%).

The majority of additional comments received were positive and once again highlighted the professionalism, kindness and care provided by staff. However, the main theme to arise from the feedback and comments received, was in relation to the **wait for transport**, particularly following the patient's medical appointment.

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, 40 completed survey submission were received from patients who had used the PTS within the Bedfordshire and Luton area during Quarter 2: July (16), August (11), and September (13). 97.4% of respondents advised that they had been signposted to the survey by way of the invitation letter.

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 who answered, 'unable to say' / 'not applicable.'

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, 94.1% of respondents who answered the above question and had used the Trust's PTS within the Bedfordshire and Luton area during July to September 2021 rated the service as either 'good' (14.7%) or 'very good' (79.4%). One respondent (2.9%) felt the service was 'neither good nor poor' (2.9%), and one respondent (2.9%) rated the service received as 'poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	July	I found the ambulance driver and his assistant to be friendly and very mindful of my situation, I cannot say how much they really put me and my wife at ease, I cannot fault them, so I say thank you to them and the people who work in the information centres, thank you to you all.

Patient number	Month	Positive comments received
2	July	Ambulance arrived in plenty of time for my appointment and transferred me to a wheelchair at the hospital before wheeling me to the relevant department. Really happy with the service and compassionate staff.
3	July	I always find the paramedics so caring & helpful; they are always cheerful, and I can't find anything to complain about, they do everything they can for you.
6	July	I was meant to be going to have an eye operation in the morning, but I had to go to the Drs as I had pain in my stomach, and I got taken into hospital from there. They looked after me very well. Thank you for looking after me.
7	July	On 5 th July I was discharged from Bedford Hospital and brought home by the Patient Transport Service and carried upstairs in a chair by the two ambulance members of staff. They ensured I was comfortable during the journey and were very careful carrying me upstairs which was quite difficult.
8	July	Absolutely great I have no fault whatsoever with it.
9	July	Because I was happy with service, very helpful. Thank you.
10	July	Very kind, friendly and helpful.
11	July	Because they are true.
12	July	Because the journey was quiet and quick.
14	July	Very friendly service.

Patient number	Month	Positive comments received
15	July	Service absolutely superb, so very lucky to have the facility, do not know how I would manage otherwise. Thank you so much.
16	July	Very kind and professional, helpful took me to where I had to go, and I couldn't have done it without them.
18	August	Well pleased with transport driver and timings.
19	August	Patient stated that transport has arrived on time more or less. He said that all the staff are very patient with him as he struggles to walk. He said that they really look after him.
21	August	I was extremely happy with the service, lovely staff and they made sure I was well looked after.
22	August	Hassle free, as driver takes care of all aspects of the visit.
27	September	The driver was only young and the other chap that was with her, they were very good going.
34	September	Excellent, caring service, was the only passenger each way, driver invited me to select radio programme (Classic FM).
36	September	They treated me with kindness made me feel comfortable.
37	September	The driver was very caring. It was a dreadful day, pouring with rain it was very cold and cold in the transport, I was only patient on the transport, this felt strange as when I had used this service before the transport was always full. Your driver was kind to me, he was a nice man.

Patient number	Month	Positive comments received
38	September	The service was first class. Crews were polite & clean & tidy. Very helpful & professional.
39	September	This service is great, crews are so helpful & caring. They are always helpful. They help my wife so much. Thank you.

Patient number	Month	Mixed/neutral comments received
40	August	On the outward journey the transport arrived only 20min late due to traffic which I accept. On the return journey I was advised by the receptionist that I may have to wait up to 90 mins. The actual time was 67mins. I would be grateful if the return wait time could be within 30min.
28	September	Because on the whole, the service is good. Just once I had to come back from Addenbrookes in a cab, due to unforeseen problems with drivers. That was beginning of October when I waited ages for my return journey. But usually very good.
31	September	My treatment finished at 1:30 pm when transport was requested by Macmillan Cancer Unit. After a 2 hour wait and complaints to the Ambulance Control Unit, a member of that Unit apologised to me personally and the friendly Ambulance Crew, diverted from Dunstable, got me home at about 4 pm. I understand that this particular service covers Luton and Bedford and originally had 10 Controllers. That number was reduced to 5 then 2 and down to 1 on that day. I would suggest that it is an impossible task for 1 person to that job efficiently. I do hope that the situation has or will be improved urgently.

Are you the patient?

Overall, 90.9% of the respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included 'wife' and 'carer.'

How quickly did we answer your call?

Overall, 82.6% of respondents who answered the above question advised that they call had been answered 'quickly.' However, four respondents (17.4%) recalled 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?

All 26 respondents who answered the above question advised that they were clearly informed of the date and time of their transport booking. The remaining respondents either did not respond or were 'unable to say.'

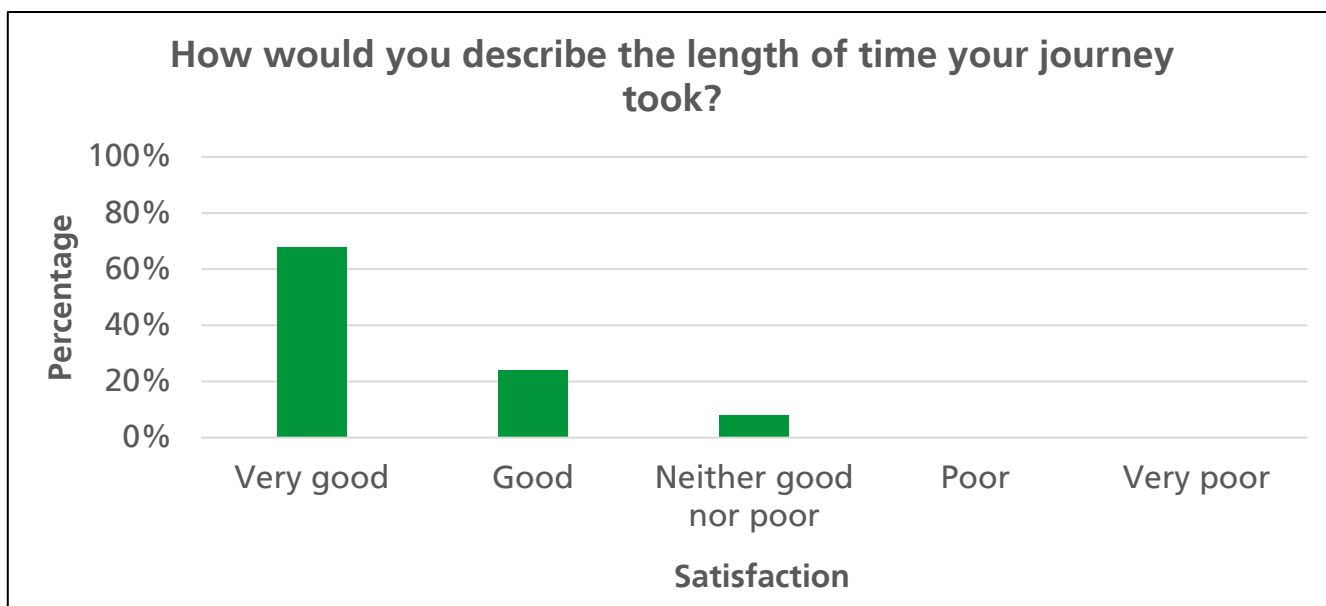
How would you rate the booking system?

All 26 patients who responded to the above question rated the PTS booking system as either 'good' (30.8%) or 'very good' (69.2%). The remaining patients either did not respond or were 'unable to say.'

Did the service staff introduce themselves?

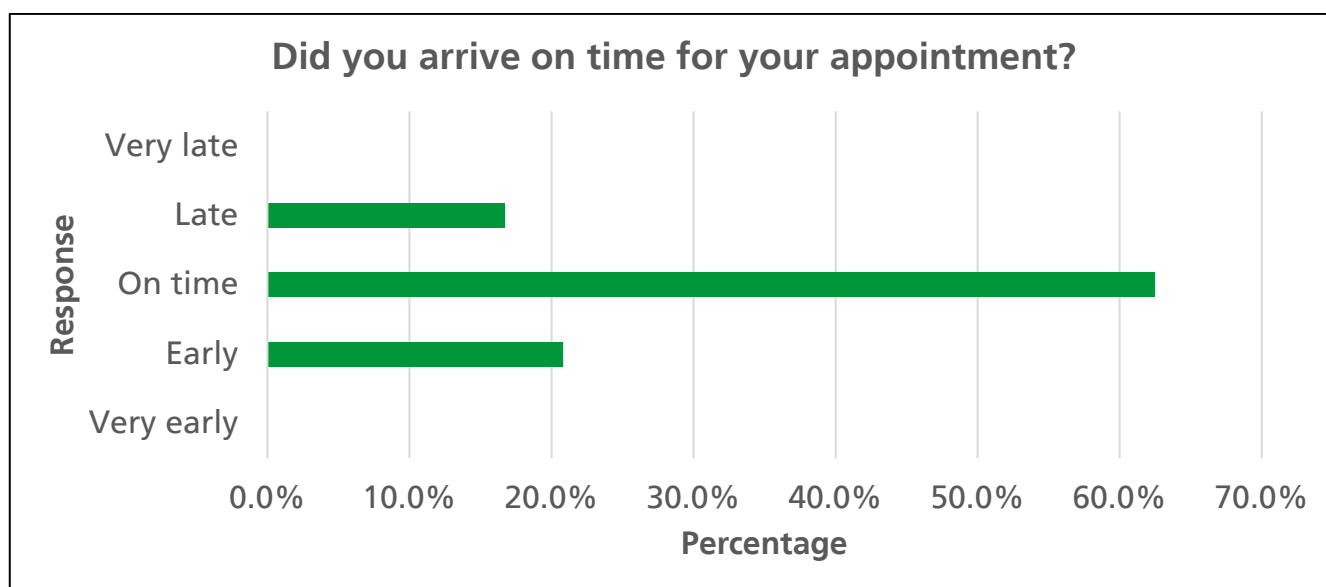
Overall, the majority of respondents who answered the above question advised that the PTS staff had introduced themselves (85.2%). However, four respondents (14.8%) did not recall receiving an introduction. The remaining respondents either did not respond or were 'unable to say.'

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



Of the 25 respondents who answered the above question, 92.0% were satisfied with the length of time their journey took and provided 'good' (24.0%) or 'very good' (68.0%) responses. Two respondents (8.0%) rated the journey length as 'neither good nor poor' and the remaining patients either did not respond or were 'unable to say.'

Did you arrive on time for your appointment?

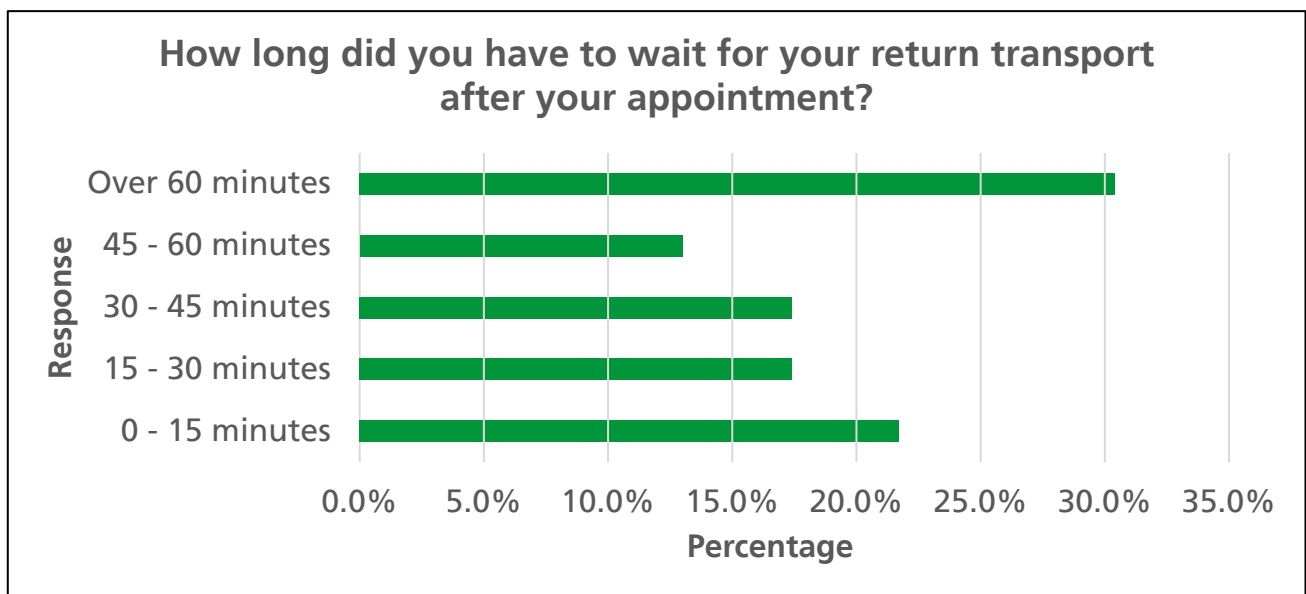


Overall, 20 respondents (83.3%) who answered the above question advised that they had either arrived 'on time' (62.5%) or 'early' (20.8%) for their hospital/clinic appointment. No patients had arrived 'very early,' but four patients (16.7%) had arrived 'late.' The remaining respondents either did not respond or answered, 'not applicable.'

If we were late, did we contact you?

Four respondents answered the above question, with two of the respondents advising that contact had been received from the PTS to advise of the delayed transport. Two respondents did not recall receiving any communication. The remaining respondents either did not respond or answered, 'not applicable.'

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



Overall, 69.6% of respondents who answered the above question had waited up to one hour for return transport: 0 to 15 minutes (21.7%), 15 to 30 minutes (17.4%), 30 to 45 minutes (17.4%) and 45 to 60 minutes (13.0%). Seven patients (30.4%) 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?

Respondents were generally satisfied with the communication between the PTS and the hospital/clinic, with 86.4% of respondents providing 'good' (22.7%) or 'very good' (63.6%) responses. However, one respondent rated the communication as 'neither good nor poor' and two respondents recalled the communication as being 'poor' (9.1%). 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?

Respondents were generally satisfied with the standard of the PTS vehicle. Vehicle cleanliness was rated the most highly, as 'good' or 'very good' by all respondents who answered the question. This compares to satisfaction levels of 96.4% for vehicle suitability and 90.0% for the vehicle comfort.

How would you describe the attitude of the staff?

Positively, all 31 respondents who answered the above question rated the attitude of the PTS staff as either 'good' (9.7%) or 'excellent' (90.3%).

Did the service staff treat you with dignity and respect?

All 31 respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent.'

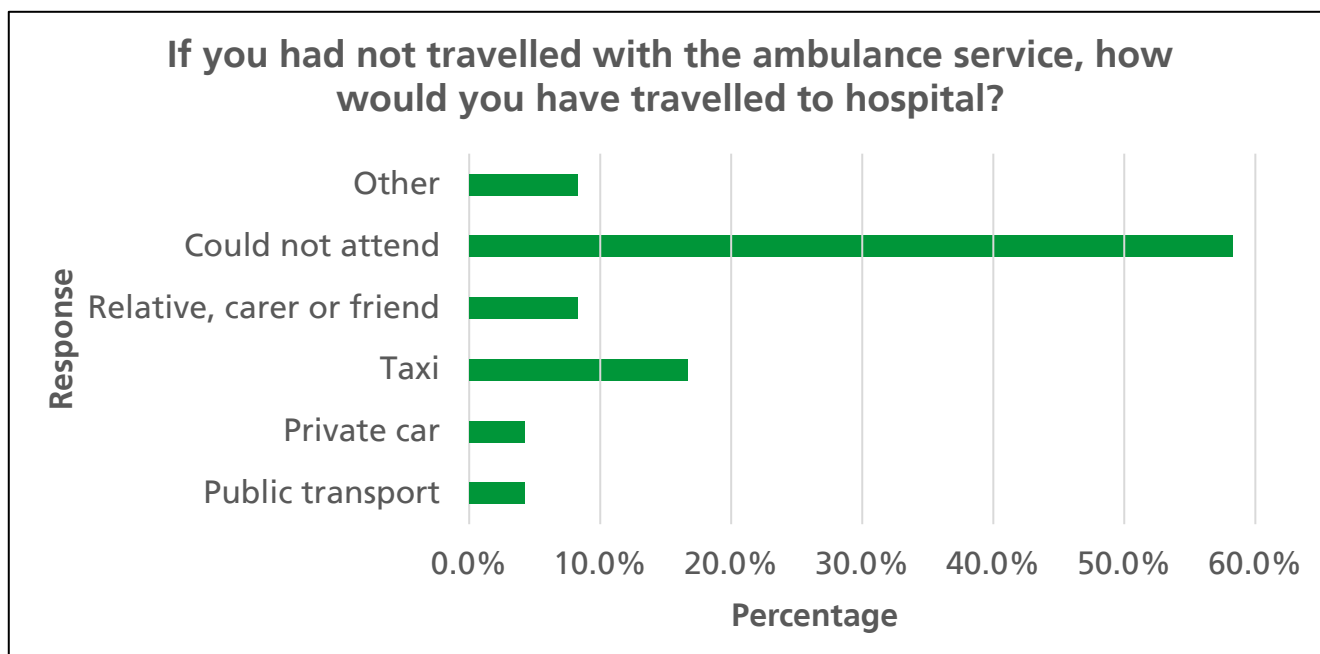
Did the service staff drive safely?

All 29 respondents who answered the above question advised that the PTS staff had driven the vehicle safely.

Did the service staff offer assistance if required?

All respondents who answered the above question advised that the PTS staff had offered their assistance if required, with two respondents advising that assistance had not been needed.

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 (58.3%) advising that they **could not** have attended their appointment. Other responses included 'taxi' ((16.7%), 'relative, carer or friend' (8.3%), 'other' (8.3%), 'public transport' (4.2%) and 'private car' (4.2%).

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

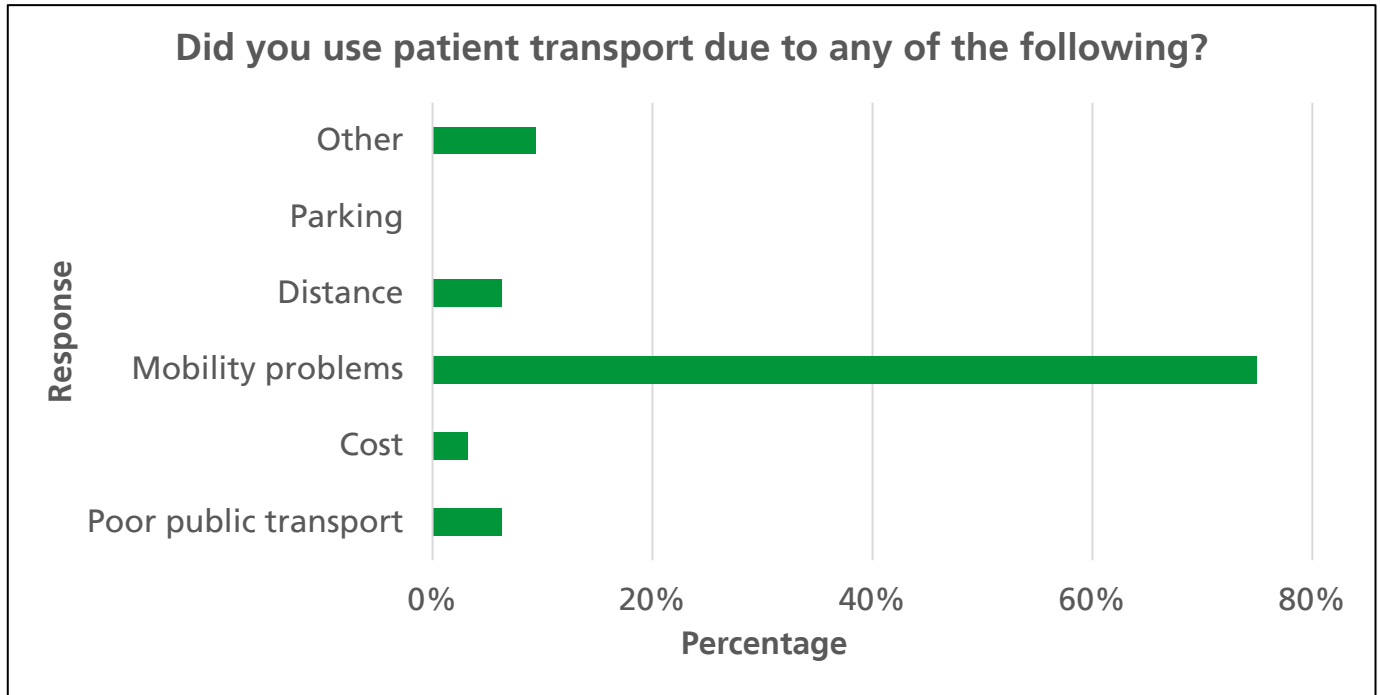
- *"I was being brought home in the ambulance having been discharged that day." (Patient 7, July)*
- *"And arrange wheelchair with hospital." (Patient 8, July)*
- *"With difficulty." (Patient 11, July)*

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- *“Normally my wife who is my full-time carer would drive me but it’s become very difficult for her to push me in wheelchair.” (Patient 17, August)*
- *“I have been told there is a company who will take you, but I am in a wheelchair.” (Patient 37, September)*

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

(All answer types listed, some multiple answers)



Three quarters (75.0%) of respondents who answered the above question advised that transport had been used due to mobility problems. Other responses included ‘other’ (9.4%), ‘poor public transport’ (6.3%), ‘distance’ (6.3%) and ‘cost’ (3.2%). No respondents gave parking as a reason to have needed patient transport.

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

- *“Not able to do it alone.” (Patient 11, July)*
- *“Especially vulnerable patient.” (Patient 34, September)*
- *“Feeling safe.” (Patient 36, September)*
- *“It is easier to get on the ambulance with wheelchair.” (Patient 37, September)*
- *“Needed help by your staff.” (Patient 38, September)*

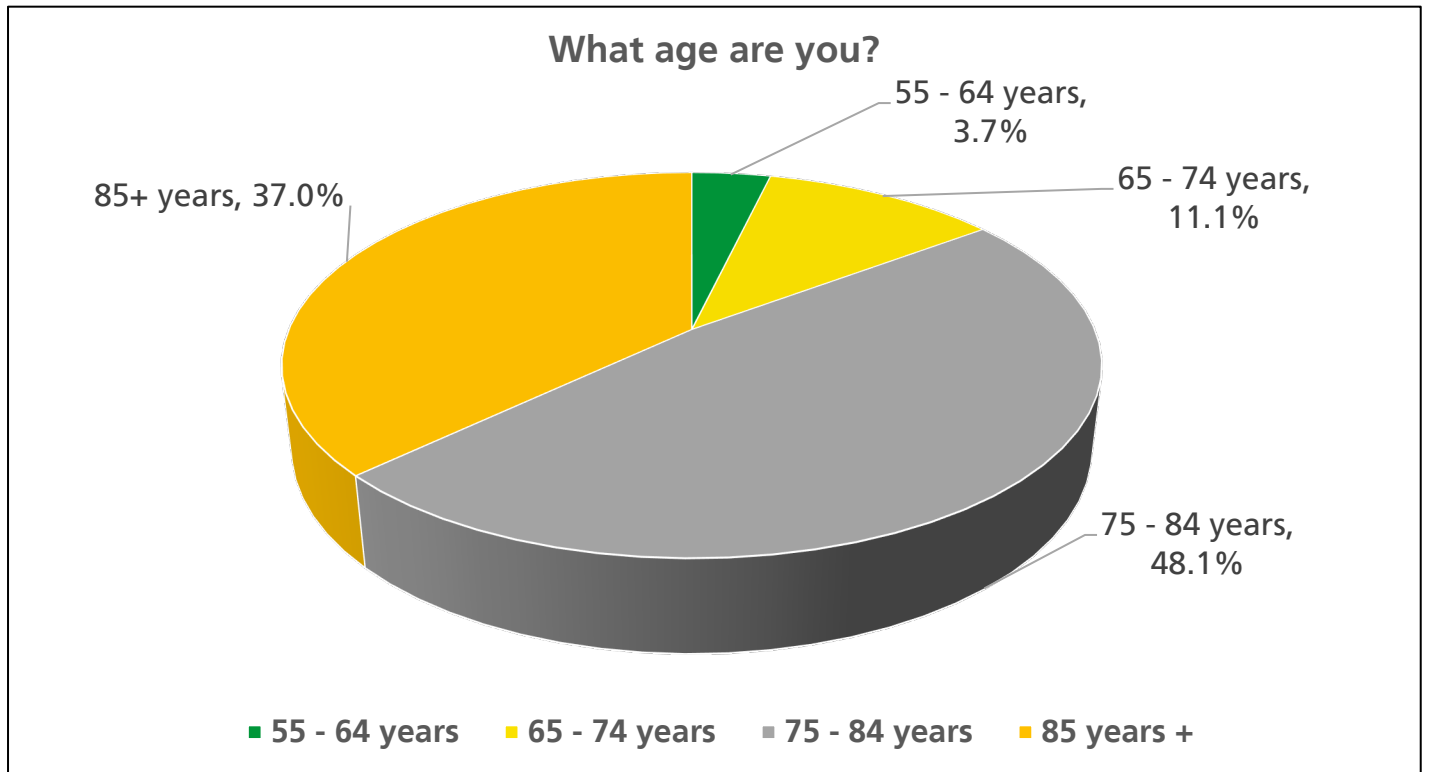
Please tell us about anything that we could have done better:

Patient number	Month	Additional comments received
1	July	Nothing.
2	July	Transport was not available on my return and so the hospital had a to call for a wheelchair taxi. Thank you so much for getting me to the hospital on time for my appointment. It was all very efficient and a very friendly service.
3	July	Due to the Covid situation it takes longer now for an ambulance to arrive, but that cannot be helped. I have no idea; I was happy as things were.
8	July	No nothing, have been treated with courtesy and kindness every time and am so grateful for the service.
10	July	Excellent service.
11	July	Not a thing! From start to finish it was excellent service.
16	July	No nothing, all good.
18	August	Very good service, unable to improve on.
22	August	No as always, it's an excellent service.
40	August	I would be grateful if the return wait time could be improved.
27	September	I had to get a taxi home in the end (the hospital paid for it).
28	September	Nothing. It's just fine.
31	September	Had more controllers on duty.

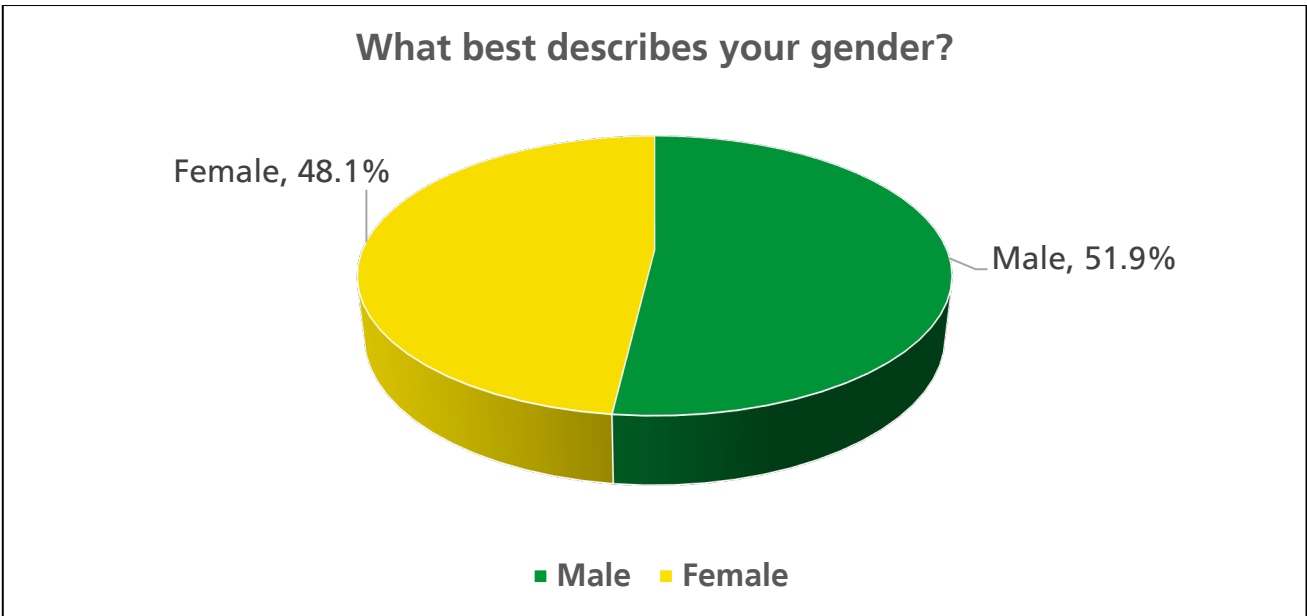
Patient number	Month	Additional comments received
37	September	The person who answered my call at the base should have been more polite. It was not my fault he was running late on his schedule. The gentleman who picked me up made me feel a bit better. If there are not enough ambulances and drivers, they should talk to their bosses, not snap at me. The poor driver was soaking wet due to the broken window it was dripping off him. I don't think the ambulance should have been out in the rain.
38	September	Everything good no problems.
39	September	I think you have cracked it - great service.

Equality and Diversity Information

What age are you?



What best describes your gender?



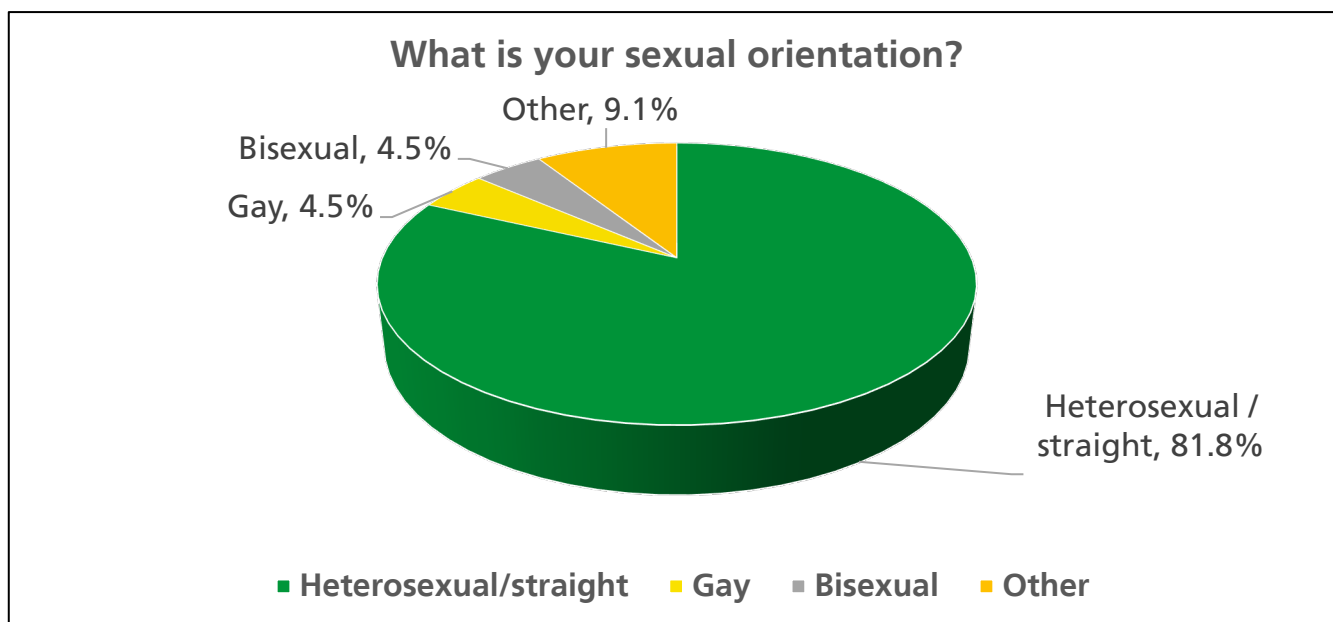
What is your ethnic group?

All respondents who answered the above question advised that they were of a 'White' ethnic group.

What is your religion or belief?

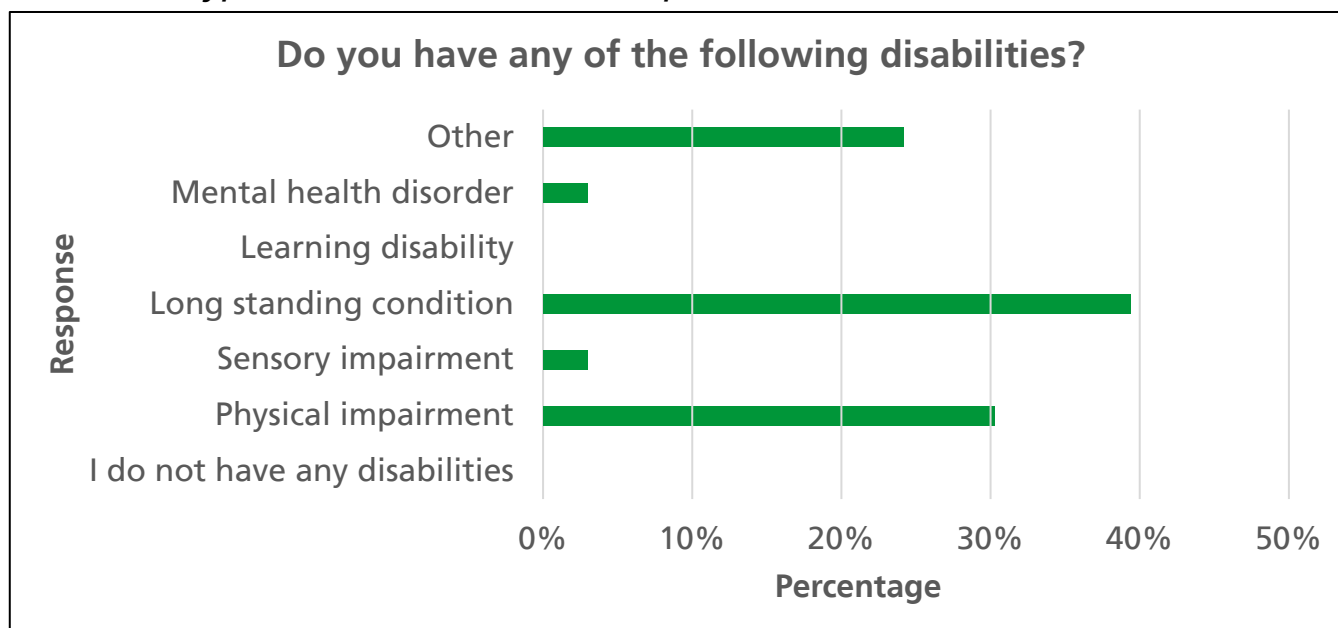
Of the 25 respondents who answered the above question, 24 (96.0%) advised that they were Christian, with one respondent (4.0%) answering that they did not hold a religion or belief.

What is your sexual orientation?



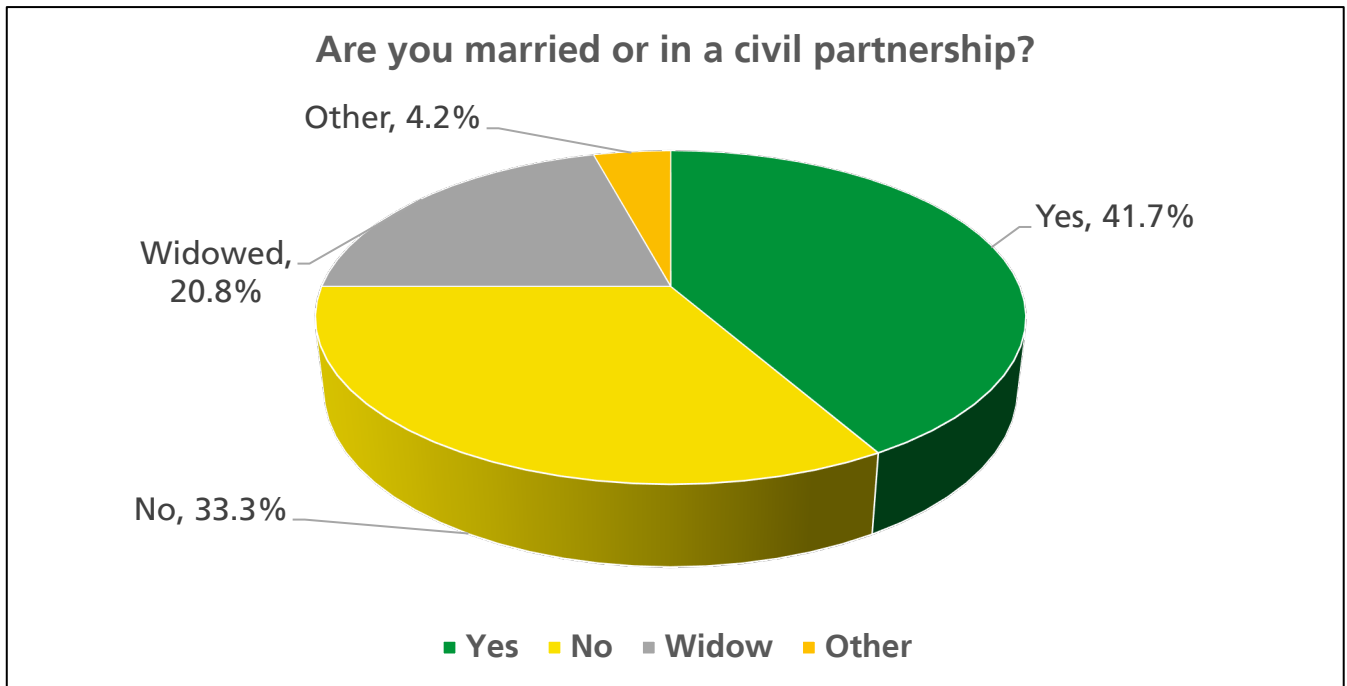
Do you have any of the following disabilities?

(All answer types are listed, some multiple answers)



All respondents who answered the above question advised that they had a disability. Responses included 'long standing condition' (39.4%), 'physical impairment' (30.3%), 'other' (24.2%) and 'sensory impairment' (3.0%).

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 to 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.