



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire CCG July to September 2021

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Report Period: July to September 2021

Date of Report: January 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 Cambridgeshire CCG area 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. A random sample of PTS patients is also collated each month (approximately 100 patients who have used transport within the Cambridgeshire 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, **92.0%** of respondents who completed the PTS survey and had used the PTS within the Cambridgeshire CCG area during July to September 2021 rated the service received as either 'good' or 'very good.'

Most respondents (83.3%) advised that their call had been answered 'quickly,' however, three respondents answered that it had either taken a long time (11.1%) or that their call had not been answered (5.6%). The booking system was rated highly by all but one patient who felt the system was 'very poor.' Respondents were generally satisfied with the length of time their journey took, with 94.7% advising that they were 'on time,' 'early,' or 'very early' for their medical appointment. Over three quarters of respondents (78.9%) recalled the wait for their return transport as being between 0 to 60 minutes.

PTS staff were rated as 'good or 'excellent,' with respondents also advising that they were treated with dignity and respect. Positively, the communication

between the PTS staff and the hospital/clinic was also rated as 'good' or 'very good' by 88.9% of respondents.

The majority of additional comments received were very positive and highlighted the professionalism, kindness and care provided by staff. However, three negative comments were received which were all in relation to the 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

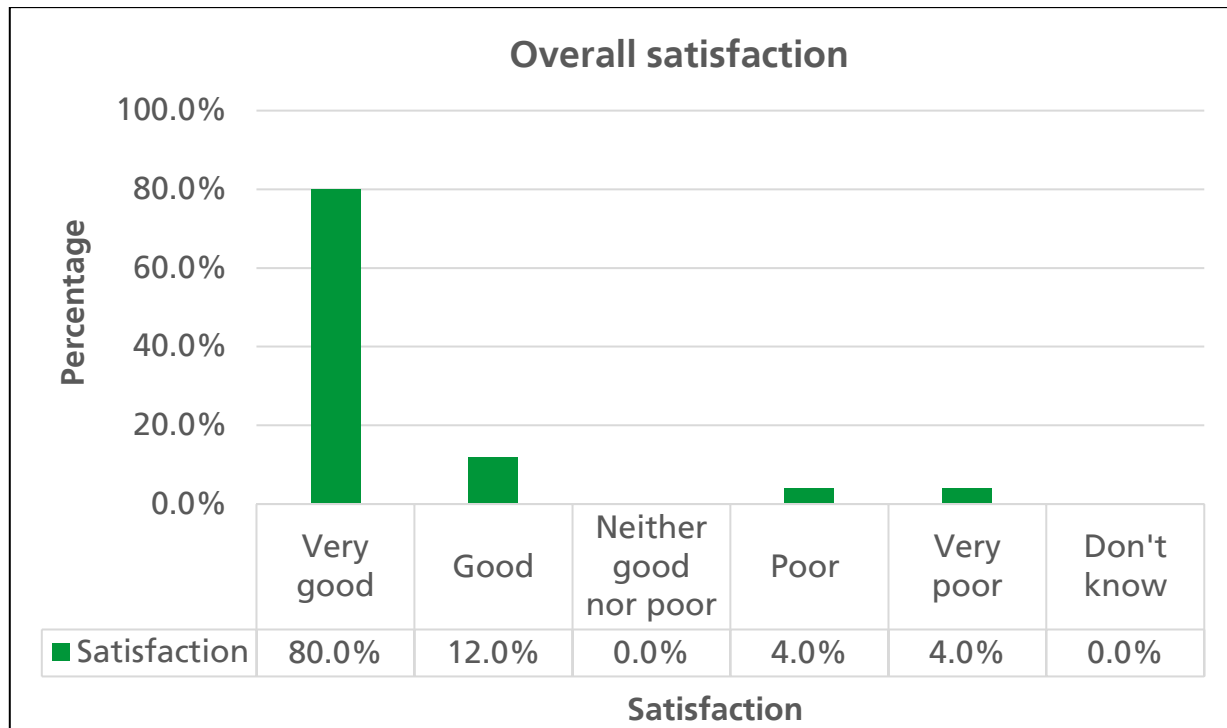
Overall, 27 completed survey submissions were received from patients who had used the PTS within the Cambridgeshire CCG area during Quarter 2: July (9), August (10), and September (8). Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

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.

How did you hear about the survey?

Overall, 24 respondents (88.9%) advised that they had been signposted to the survey through the invitation to feedback letter. Two respondents (7.4%) had heard about the survey through 'word of mouth,' and one respondent (3.7%) had found the survey via the Trust website.

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, 92.0% of respondents who answered the above question and had used the Trust's PTS within the Cambridgeshire CCG area during July to September 2021 rated the service received as either 'good' or 'very good.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	July	Two different crews came to my aid recently and both were fantastic. Their moods were light and encouraging without any loss of professionalism or sense of empathy. I was diagnosed and treated as necessary with due concern and promptness.

3	July	The ambulance arrived well before the appointment time, the staff were pleasant and very helpful getting my mother who is blind out to the ambulance and into the hospital, my mother could not praise them enough and is very thankful for this service.
4	July	Friendly and efficient.
5	July	I have used this service many times and always found it very good.
6	July	On time, friendly crew.
8	July	The lady driver was very good and patient.
9	July	Used it for a few weeks and found service very good. Staff very good helping me with a wheelchair, as I have a broken thumb on my right hand and heavy bruising down my left side, had a heavy fall. I hit the ground hard as I am 6ft 3ins.
10	August	Helpful, friendly, efficient, and courteous service.
13	August	Have used this mode to get to Addenbrookes on several occasions and have always found the personnel very helpful and willing to give assistance where need.
14	August	The driver was very helpful, nothing was too much trouble
15	August	Polite, caring and helpful.
16	August	People have been very nice and very helpful.
17	August	The staff were pleasant, patient and very helpful. When they brought me home, they made sure I was safely seated in my chair before leaving.

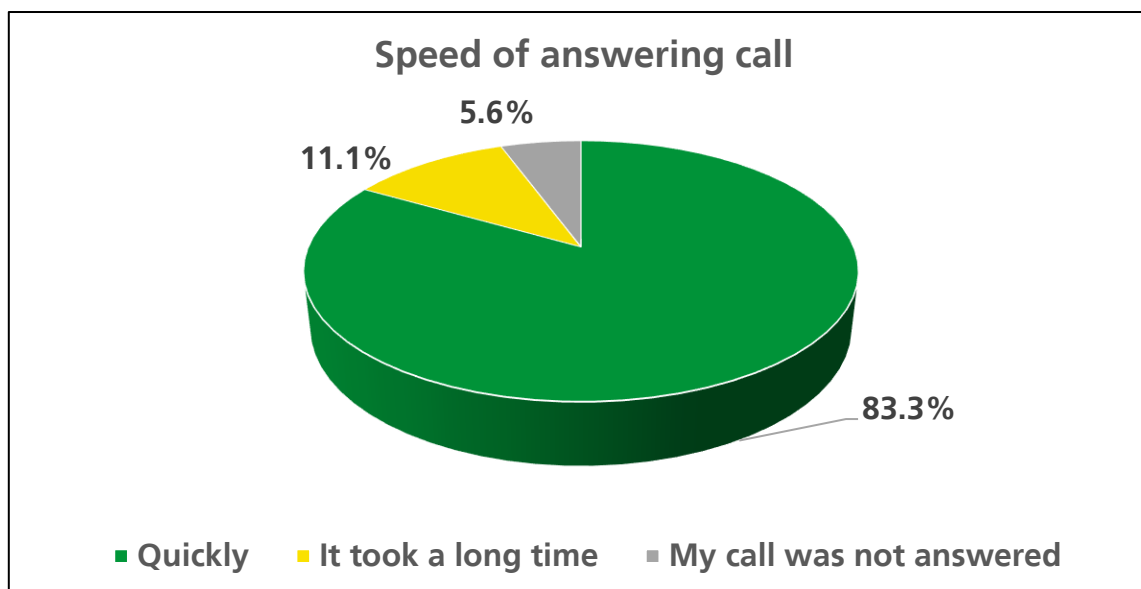
18	August	I am grateful this service exists as I would not be able to attend some of the hospitals, especially the one at Stamford. Your drivers are friendly and offer their help with my disability, I can only walk about 10 paces only with help. Thank you all.
19	August	I was transported from The Marbook Centre to home address 9/8/21. Then had to call ambulance on same day due to a fall from my wheelchair. I don't think I need to complete rest of form.
20	September	The 2 men were very caring and helpful as I am disabled and unable to walk.
21	September	Because it wasn't bad!
22	September	Everyone has been very helpful and polite. They are brilliant.
23	September	Always have a positive attitude from all of the Ambulance personnel, very helpful in the way they carry out their duties for my out-patient appointments "Kudos"!
24	September	Your drivers have all driven carefully and have made me feel safe. On the occasions when I have visited the Treatment Centre at Hinchingsbrooke Hospital I have always been early for my appointments, the cars have been clean and the drivers very respectful.
25	September	Driver very helpful and thoughtful, opening house doors and returning my pushed etc. Chatty as well.

Patient number	Month	Negative comments received
2	July	Consistently late to collect to and from dialysis unit Peterborough city hospital.
7	July	I had no accurate idea of when I would be picked up, so was left kicking my heels having rushed to be ready 2 hours before my appointment time. Surely, for an early morning transport a more accurate pick-up time than 'be ready 2 hours before appointment time' could be given?
26	September	There was a long wait for the return journey.

Are you the patient?

Overall, 80.0% of the respondents advised that they were the patient. Examples of respondents who were not the patient included: 'next of kin,' 'son,' 'daughter,' 'spouse.'

How quickly did we answer your call?

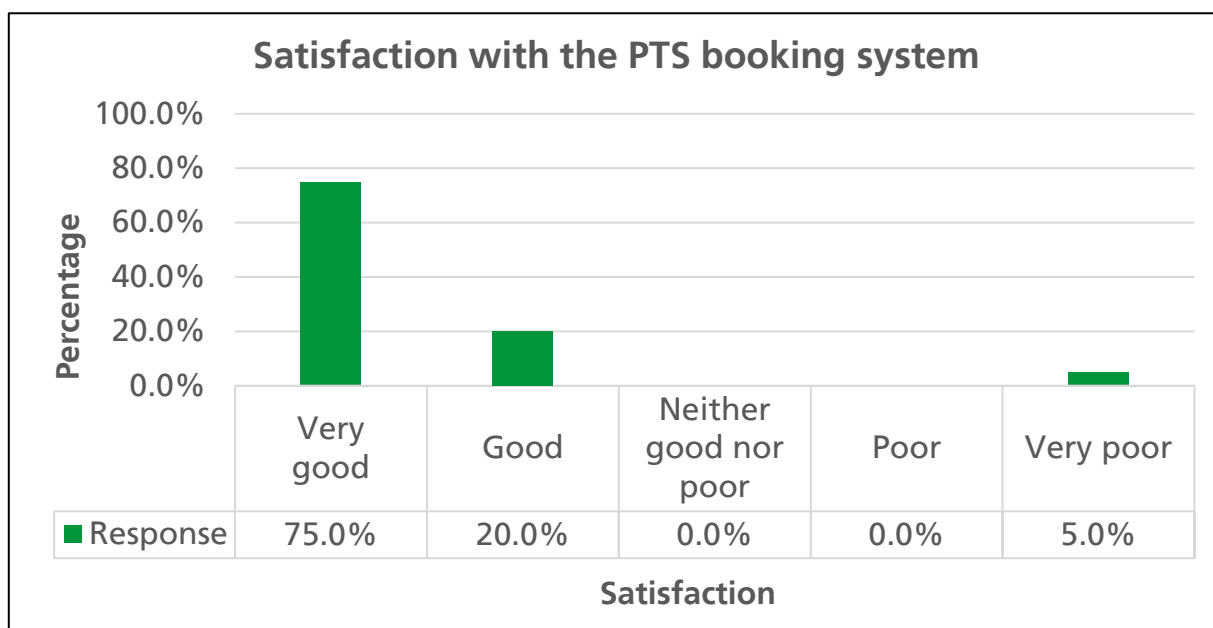


83.3% of respondents who answered the above question advised that their call had been answered 'quickly.' However, three patients (16.7%) advised that it had either taken a long time or that their call had not been answered.

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

Overall, 95.2% of respondents who answered the above question advised that they were clearly informed of the date and time of their transport booking. However, one respondent (4.8%) answered that they were not clearly informed.

How would you rate the booking system?



Of the 20 respondents who answered the above question, 95.0% rated the booking system as either 'good' or 'very good.'

Did the service staff introduce themselves?

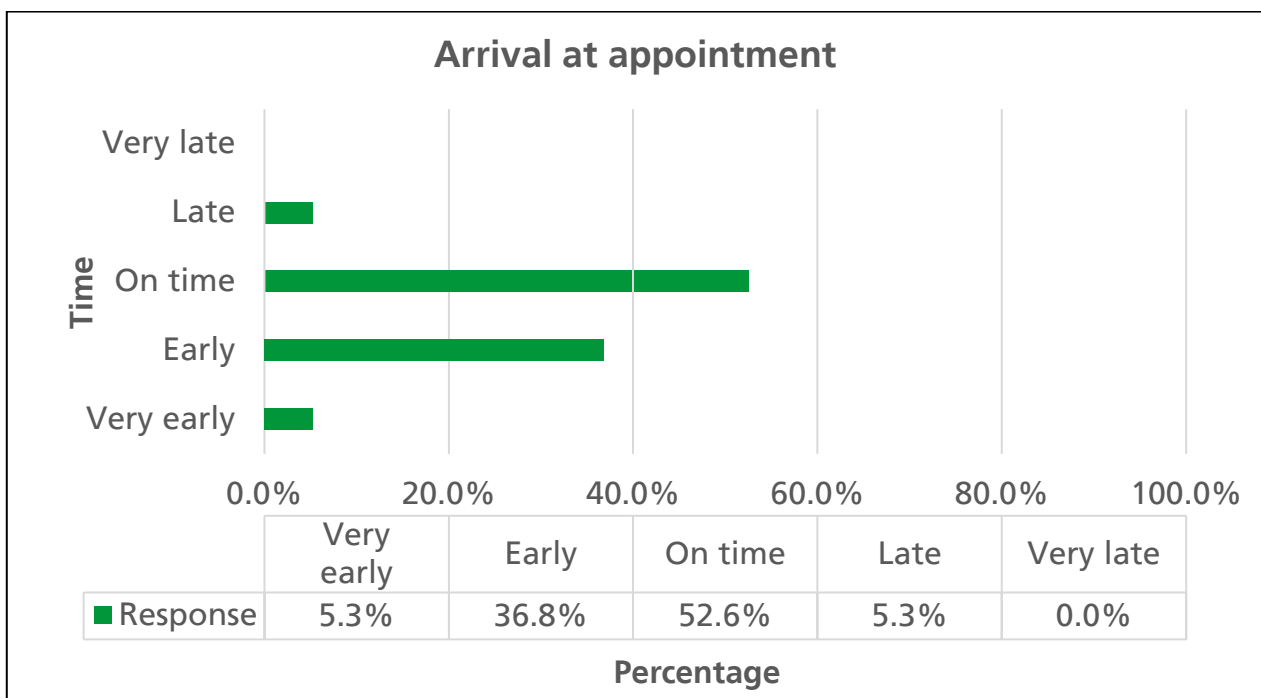
Overall, 95.2% of patients who responded to the above question advised that the PTS staff had introduced themselves. However, one patient (4.8%) did not recall receiving an introduction.

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



Overall, 90.9% of respondents who answered the above question rated the length of time their journey took as either 'good' or 'very good.' However, two respondents felt the length of their journey was 'poor' or 'very poor.'

Did you arrive on time for your appointment?

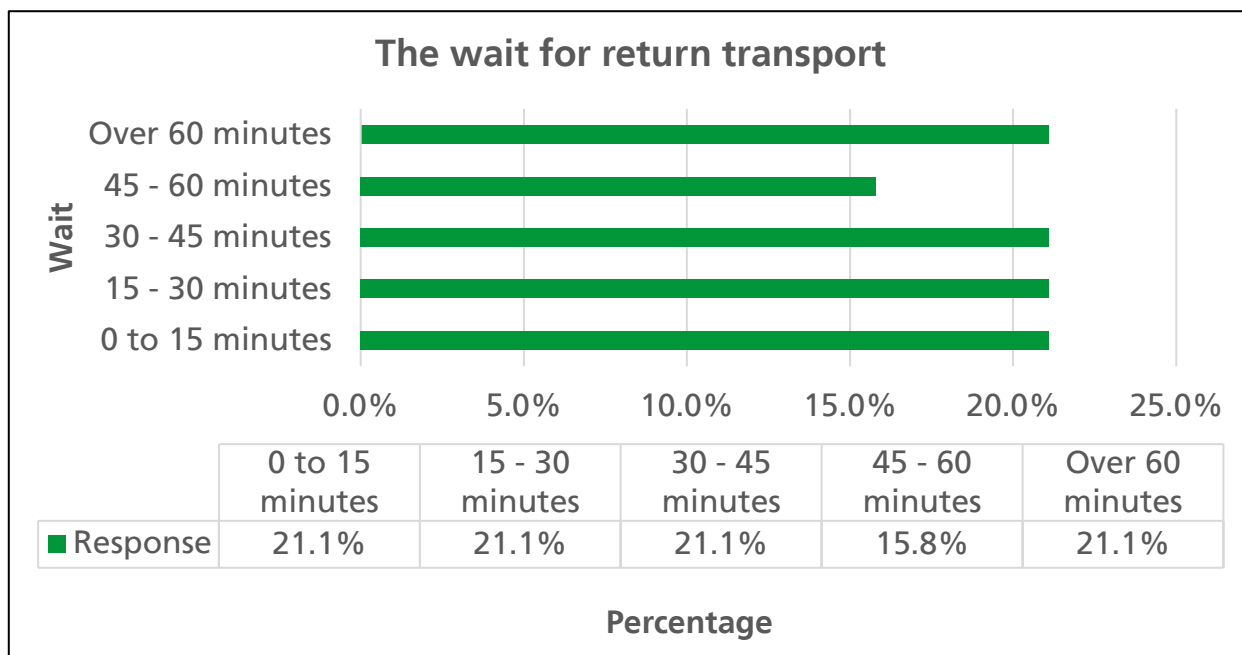


Of the 19 respondents who answered the above question, 8 patients (42.1%) advised that they were either 'very early' or 'early' for their appointment, with 52.6% of respondents answering that they were 'on time.' One patient (5.3%) advised that they had been late to their appointment.

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 about their transport being delayed. However, two respondents answered that the PTS had not been in contact.

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

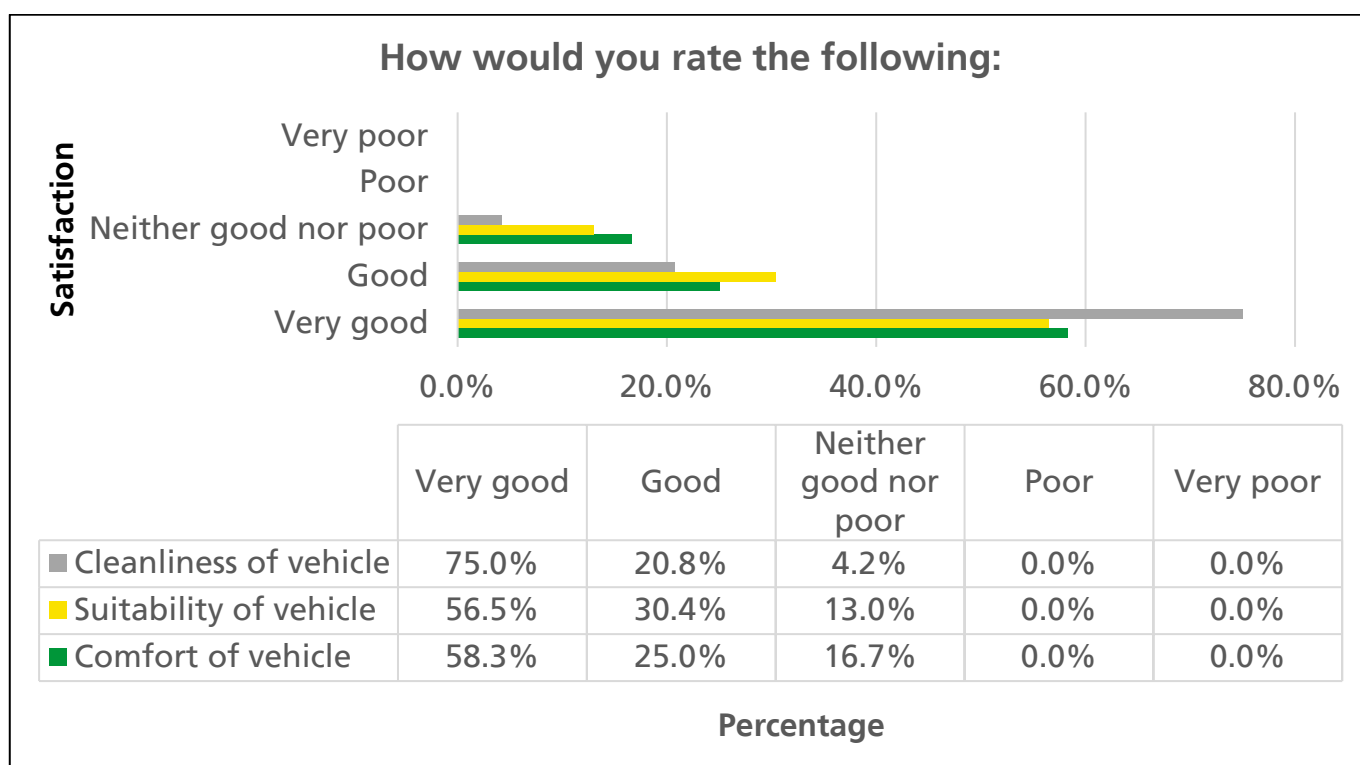


Overall, 78.9% of respondents who answered the above question had waited between 0 to 60 minutes for return transport. Four patients (21.1%) had waited over 60 minutes. The remaining patients either answered 'not applicable' or did not respond.

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

88.9% of respondents who answered the above question rated the communication between the PTS staff and the hospital/clinic as being either 'good' (16.7%) or 'very good' (72.2%). One patient (5.6%) responded 'neither good nor poor,' and one patient (5.6%) rated the communication as 'very poor.'

How would you rate the following?



Overall, cleanliness, suitability and comfort of the PTS vehicle were generally rated highly. Cleanliness was rated as 'good' or 'very good' by 95.8% of respondents, which compares to suitability and comfort of the vehicle which were rated as 'good' or 'very good' by 87.0% and 83.3% of respondents respectively.

How would you describe the attitude of the staff?

Positively, all respondents who answered the above question rated the attitude of staff as 'good' (16.7%) or 'excellent' (83.3%).

Did the service staff treat you with dignity and respect?

Overall, 95.8% of respondents who answered the above question advised they had 'definitely' been treated with dignity and respect, with one respondent advising that they had been treated with dignity and respect to 'some extent.'

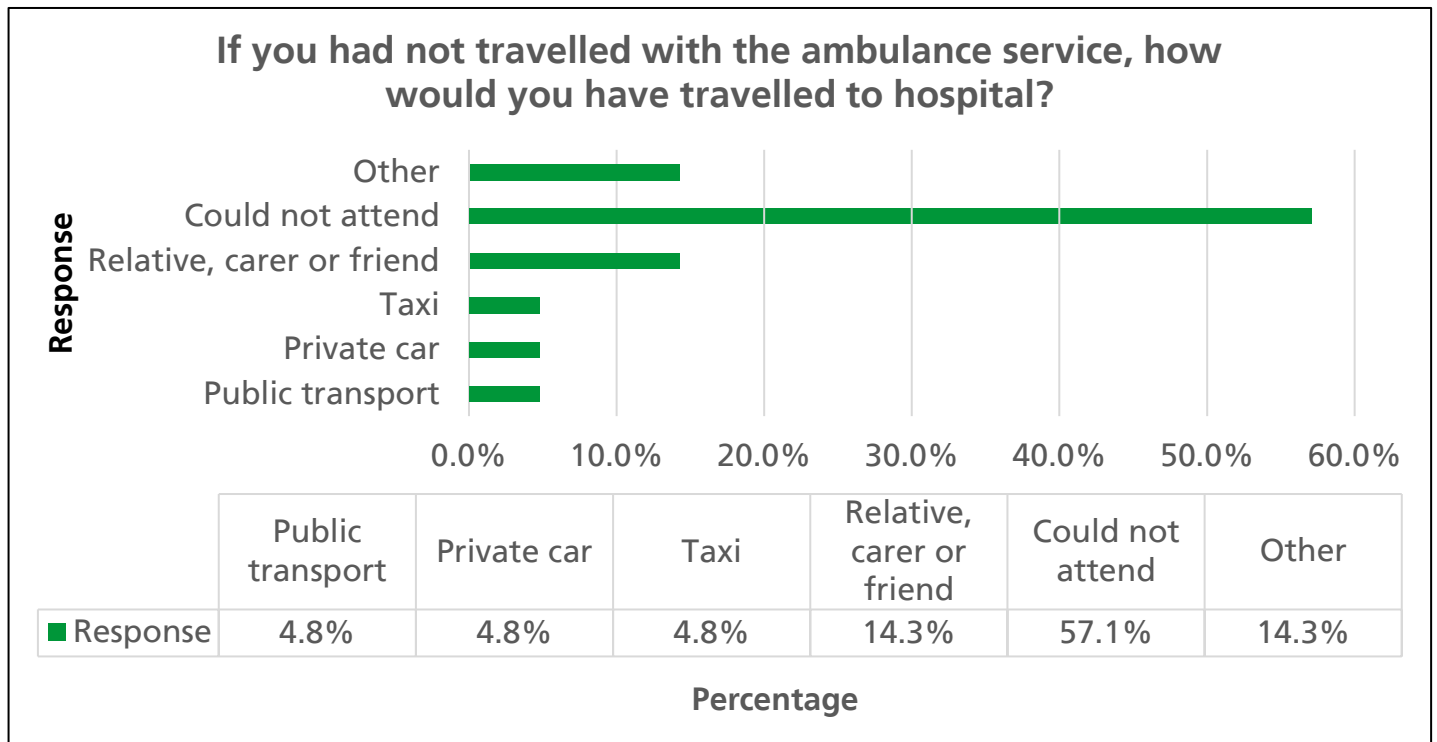
Did the service staff drive safely?

All respondents who answered the above question advised that the service staff drove safely. The remaining patients were either unable to say or did not respond.

Did the service staff offer assistance if required?

All respondents who were able to answer the above question advised that the service staff had offered their assistance if it was needed.

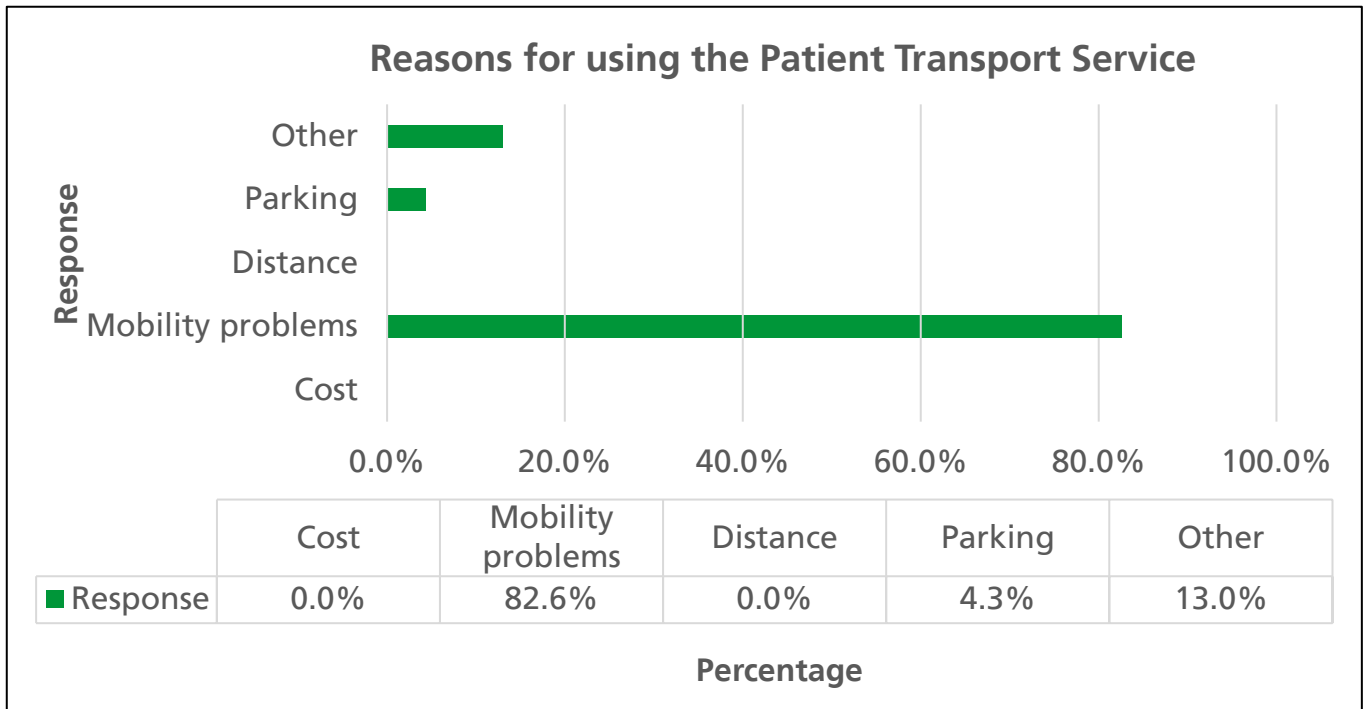
If you had not travelled with the ambulance service, how would you have travelled to hospital?



Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 57.1% of patients advising that they **could not** have attended their appointment. The below comments were also received in relation to this question:

- *“Ambulance returned me home from hospital after operation.” (Patient 10, August)*
- *“Unable to use car or public transport so would not have been able to attend appointment.” (Patient 15, August)*
- *“Discharge from hospital after A&E admittance.” (Patient 16, August)*
- *“I could not attend on a regular basis and my treatment is ongoing so I do really depend upon this service.” (Patient 24, September)*

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



Overall, 82.6% of respondents advised that the PTS had been used due to 'mobility problems,' however, three respondents answered 'other' (13.0%) and one respondent (4.3%) gave parking as a reason for using patient transport.

The below comments were also received:

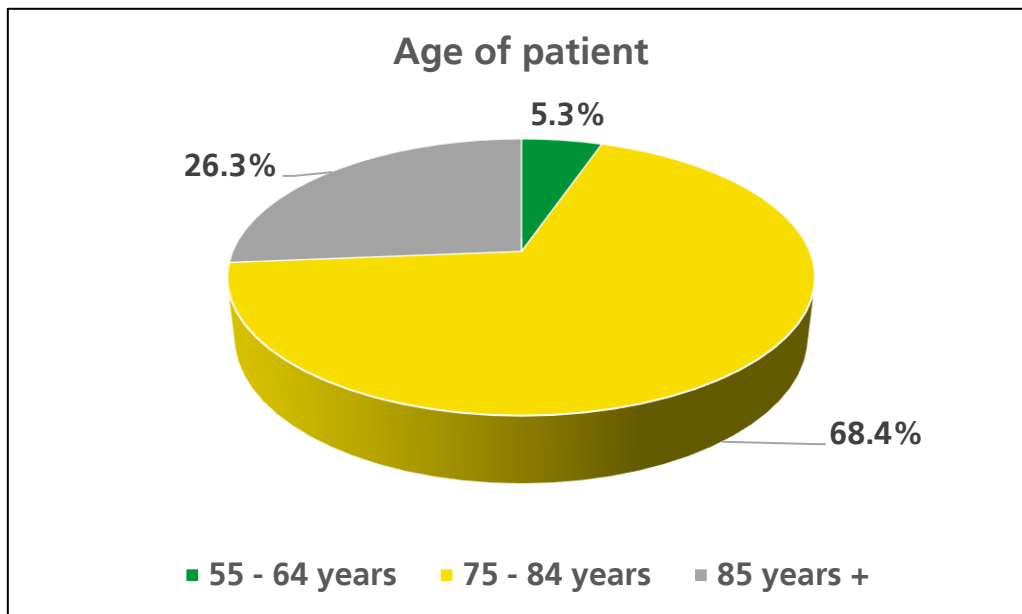
- *"No other way of returning home after my operation." (Patient 10, August)*
- *"Have oxygen cylinders to contend with." (Patient 13, August)*
- *"Brought home after A&E admittance." (Patient 16, August)*
- *"Family not available." (Patient 21, September)*

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

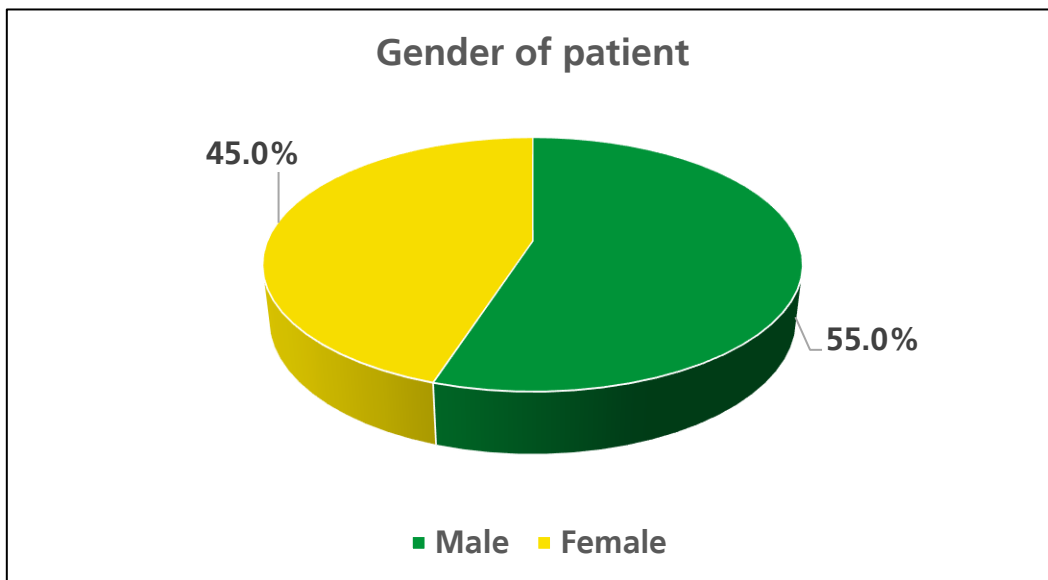
Patient number	Month	Comments received
2	July	This service needs to be seriously looked at, it consistently provides a poor service for sick and frail patients. I will be writing to government and other relevant bodies about this matter.
3	July	All very good.
5	July	No problems.
6	July	Nowhere you a private service, I would recommend you.
9	July	I am surprised the different routes taken from my home and reverse to the hospital. Different route taken, one route would reduce the cost and time travelling.
13	August	I always complement and thank on arrival either at hospital or when arriving home.
15	August	Nothing, it was very good.
17	August	Very satisfied with my care.
18	August	You could not do better, thank you.
22	September	Nothing.
23	September	I can't say enough to commend them in what they already carry out professionally in their duties !.
24	September	You could not have improved upon your service.
26	September	Although there was a long wait, the staff were apologetic and helpful.

Equality and Diversity Information

What age are you?



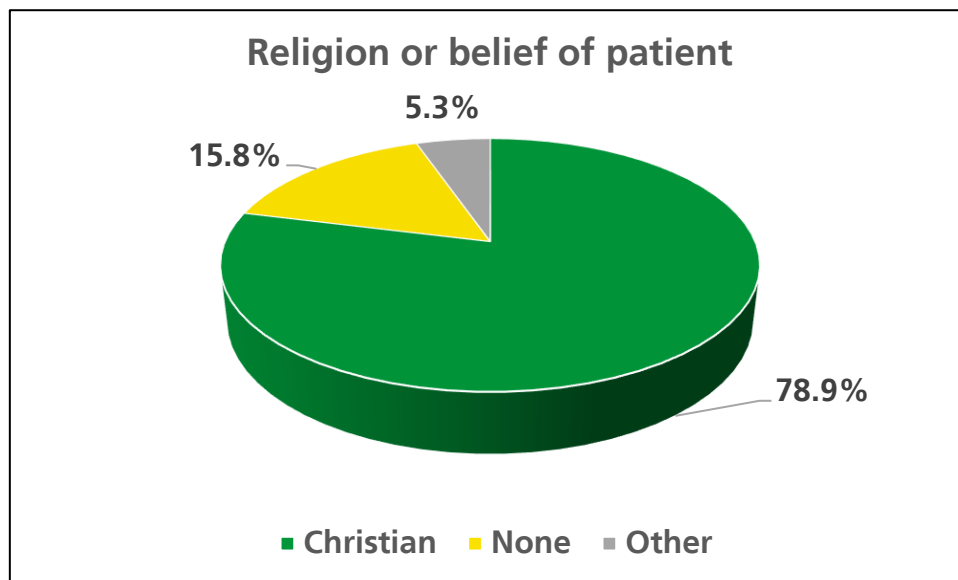
What best describes your gender?



What is your ethnic group?

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

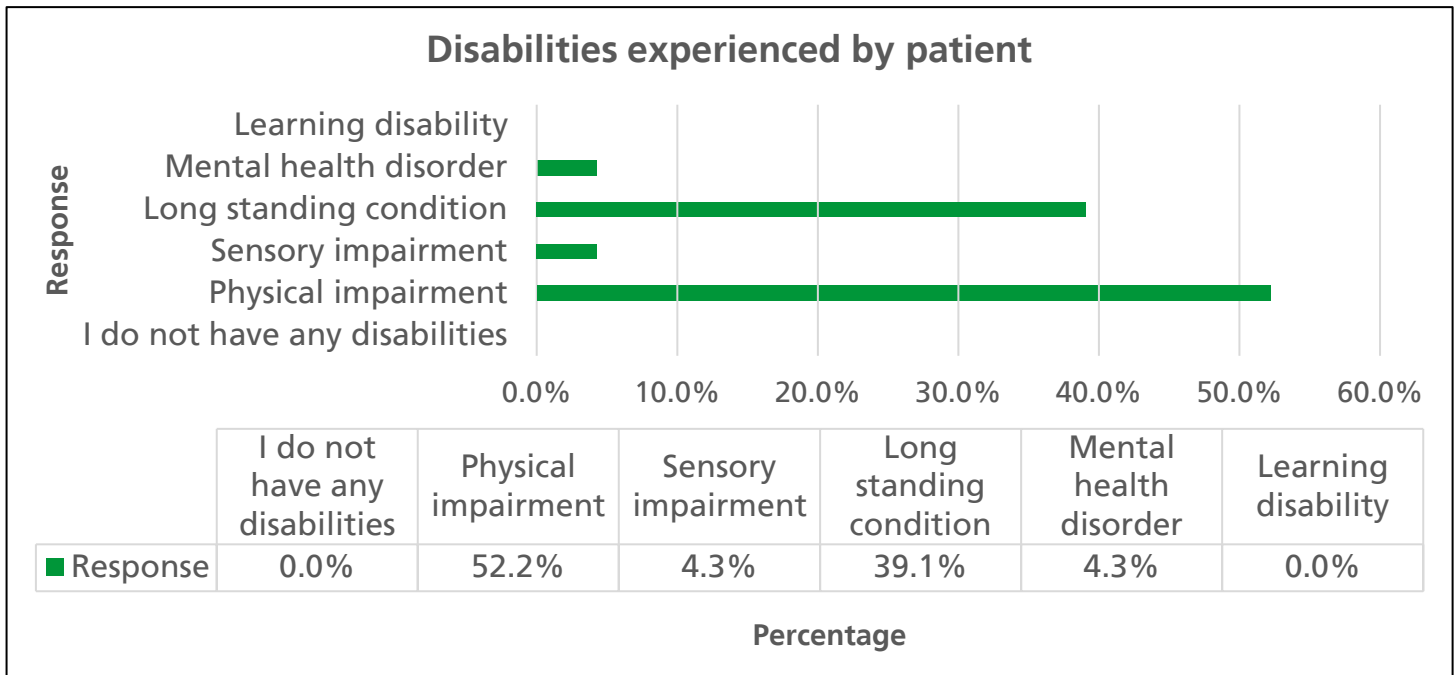
What is your religion or belief?



What is your sexual orientation?

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

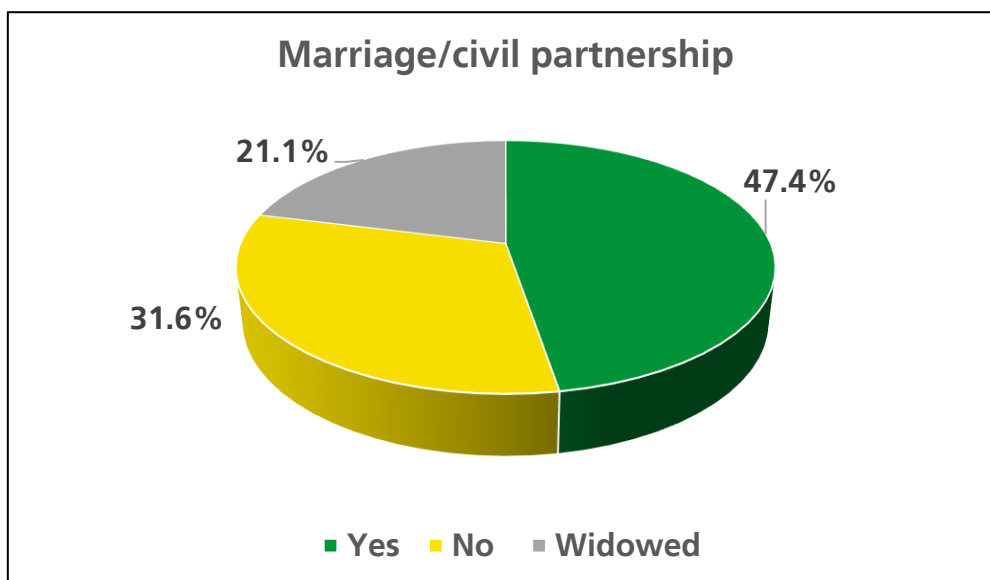
Do you have any of the following disabilities?



The below comments were also received:

- *"Recovery from a heavy fall." (Patient 9, July)*
- *"Arthritis." (Patient 17, August)*

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.