



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire CCG October to December 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 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 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 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, 88.9% of respondents who answered the FFT question and had used the Trust's PTS within the Cambridgeshire CCG area during October to December 2021 rated the service received as either 'very good' or 'good'.

All respondents advised that their call had been answered 'quickly.' Encouragingly, 19 respondents rated the booking system highly as either 'good' (10.5%) or 'very good' (73.7%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (52.9%) or 'early' (29.4%) for their medical appointment. The majority of respondents (87.5%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, PTS staff attitude was rated 100% as either 'good' or 'excellent,' with 94.4% of 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' (35.7%) or 'very good' (64.3%) by respondents.

The majority of additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff. However, two patients rated the comfort of the vehicle they travelled in as 'poor' and one patient also rated the suitability of the vehicle they travelled in as '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, **24** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire CCG area during Quarter 3: October (4), November (8), and December (12). Most respondents (91.7%) 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, 88.9% of respondents who answered the FFT question and had used the Trust's PTS within the Cambridgeshire CCG area during October 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	Your service to me has always been excellent.
2	October	Brilliant as always, every time I've been they've never failed to impress me they never put a foot wrong.
3	October	Good communications setting up job. Your people confirmed job day before. On day itself collection period 12.20 to 14.20. Ambulance team rang when 15minutes away and arrived as indicated. Arrived at Hinchingsbrooke hospital and chaired to clinic. After my clinic session collected within 15 minutes. Good journey home and delivered in the chair to my front door where wife waiting. Perfect!
4	October	The staff were very helpful in get me up from the floor. I was in hospital for 10 days. On 23rd Feb 22 I used the transport service, the staff also very good. Attitude excellent. Q12.15.16.17.18 same as before.
5	November	I found the Ambulance driver very helpful and went out of his way to help.

Patient number	Month	Comments received
6	November	As I dialyse three times a week at the Mistry Centre, Peterborough I have six journeys in either ambulances or taxis. Taxis are seldom acceptable as I find it almost impossible to get low enough for the rear seats. Their drivers are not medically trained.

Patient number	Month	Comments received
9	November	It was absolutely fine. I have had the transport 3 times now the first time was a small ambulance and the staff helped me on and off and saw me into the clinic, the second time was a private car again was fine and the 3rd time was a taxi. They have all been helpful and made sure I get indoors ok. I only have one small complaint and that is having to be ready 2hrs before.
10	November	Very friendly, reliable, and helpful.
13	December	Picked me up on time. Got me home safely.
14	December	The staff are fantastic.
15	December	Because the paramedics go out of their way to make you feel comfortable and relaxed.
16	December	I travelled by ambulance car to hospital appointment. Transport arrived later than expected as the driver did not start his shift until 8am. We arrived at hospital almost on time for my appointment. This was due to there not being any holdups with traffic. I was concerned to be travelling back in a taxi after a long day at the hospital.

Patient number	Month	Comments received
19	December	I was going for a 12.30 appointment at Day Ward RPH - was ready at 10.30, as always requested and expected transport at about 12 noon. The car arrived at about 12.45, which meant that it was 1.30 before I arrived at the Day Ward. I rang Hospital Transport several times, and they assured me there was a car on the way. I do not blame the driver, who did his best, but the Transport is now being organised in Bedford, where they do not appear to know Cambridge area, and the problems with distance between villages, and traffic causing delays. The onboard service staff all seem to be frustrated with the situation, and I would support them, after this experience.
21	December	Outward transport was very good return transport was poor because it was a taxi and no wheelchair was provided.
22	December	I cannot speak more highly of this excellent service. My wife (patient) has had to make use of this service several times recently. Although I currently have a car, my wife does not feel safe getting in or out. This fact has never been disputed by your excellent staff. They have always been considerate, polite and friendly.
24	December	Both drivers were very helpful.

Are you the patient?

Overall, 89.5% of respondents who completed the survey advised that they were the patient. Example of respondents who were not the patient included: *'husband.'*

How quickly did we answer your call?

All respondents who answered the above question advised that their call had been answered *'quickly.'* 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 respondents who answered the above 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?

19 respondents answered the above question and rated the booking system as either *'good'* (10.5%) or *'very good'* (73.7%). Two respondents (10.5%) answered *'neither good nor poor,'* and one respondent (5.3%) answered *'poor.'* The remaining respondents either did not respond or *'did not know.'*

Did the service staff introduce themselves?

15 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, 94.7% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' and 'very good' responses and one respondent (5.3%) rated the journey length as 'neither good nor poor.' The remaining respondents either did not respond or 'did not know.'

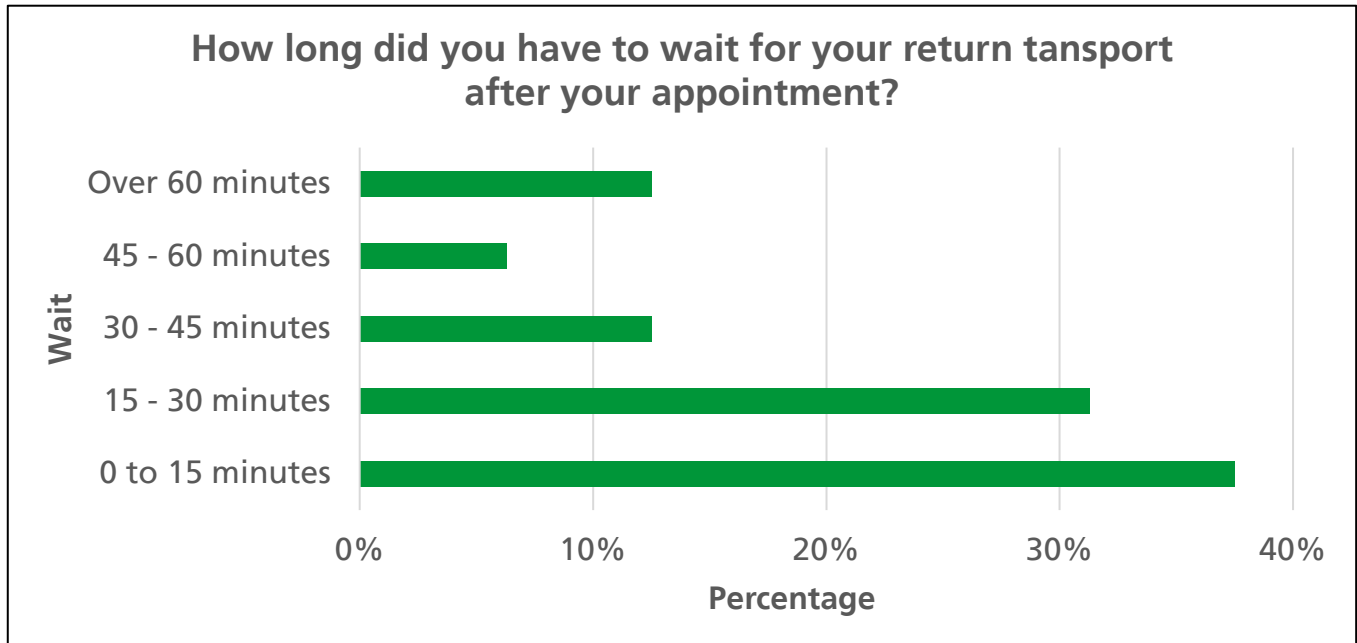
Did you arrive on time for your appointment?

Of the 17 respondents who answered the above question, nine patients (52.9%) had arrived 'on time' for their medical appointment and four patients (29.4%) had arrived 'early.' One respondent (5.9%) 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 four respondents who were able to answer this question, one respondent 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?

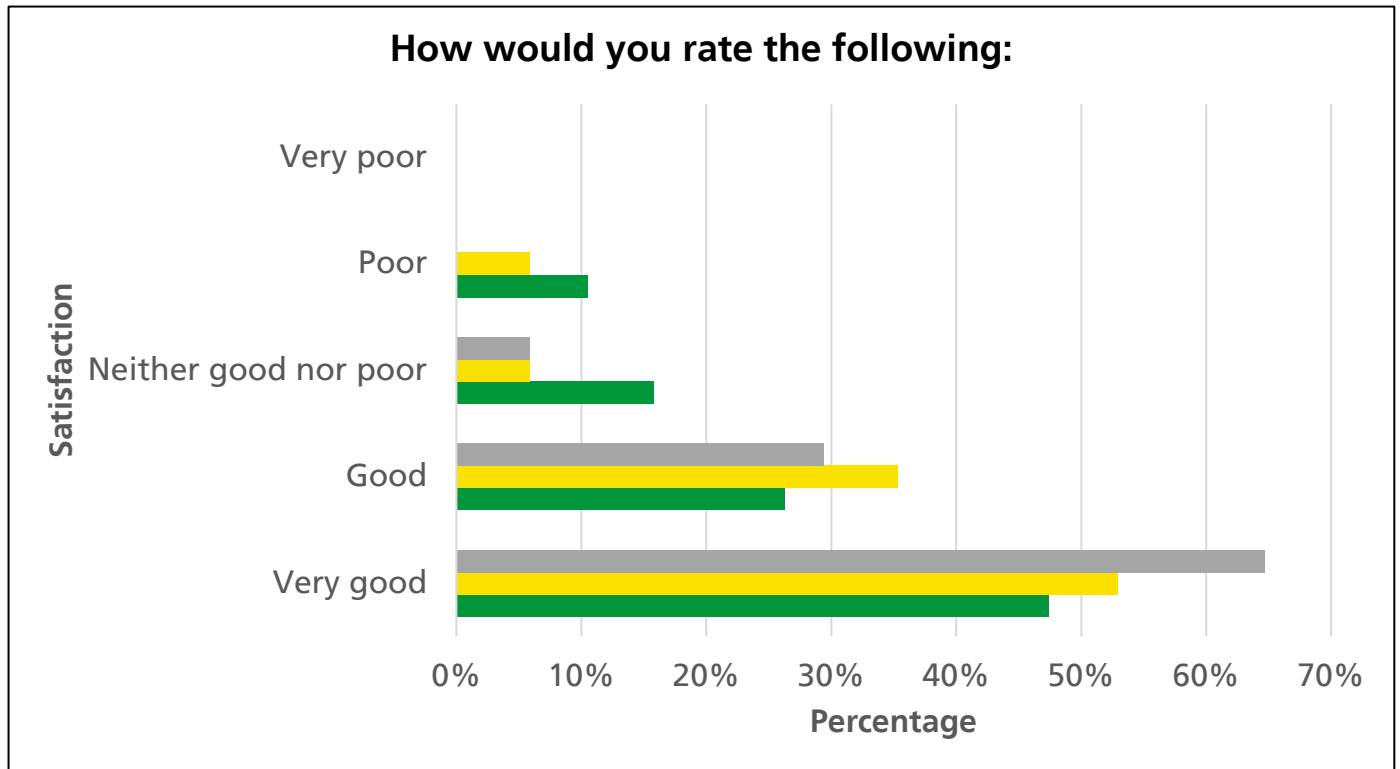


Overall, 87.5% of respondents who answered the above question had waited between 0 to 60 minutes for return transport. However, two patients (12.5%) had waited over one hour following their appointment. The remaining patients either did not respond or answered that this was 'not applicable.'

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

Positively, 14 respondents (93.3%) 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' (35.7%) or 'very good' (64.3%). One respondent (7.1%) answered 'neither good nor 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 (**94.1%**), suitability (**88.2%**) and comfort (**73.7%**) of the Patient Transport Service vehicle. Five patients responded 'neither good nor poor' to the cleanliness (5.9%), suitability (5.9%) and comfort (15.8%). Two patients rated the comfort of the vehicle they travelled in as 'poor' and one patient rated the suitability of the vehicle as 'poor.' The remaining respondents either responded 'neither good nor poor' (did not respond or were 'unable to say.'

How would you describe the attitude of the staff?

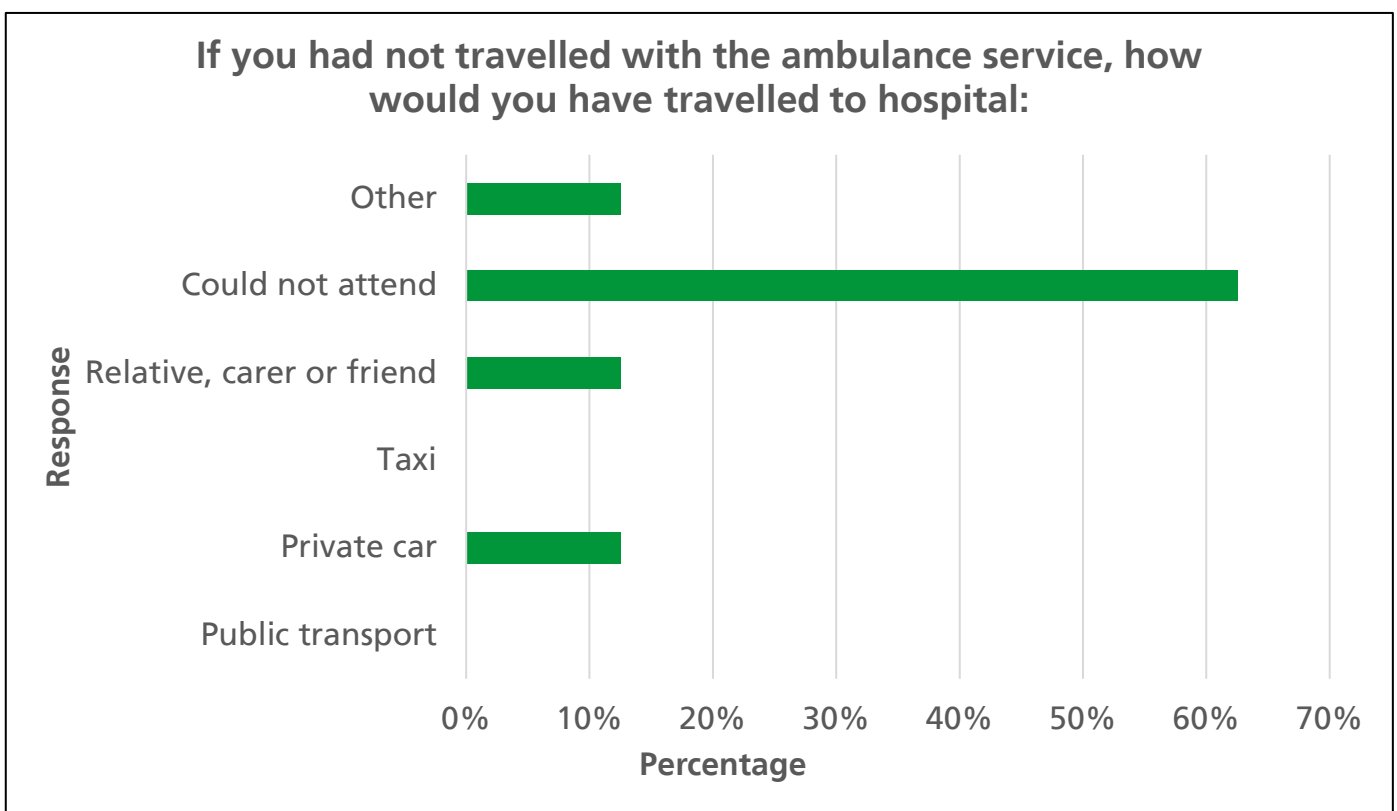
Positively, 100% of respondents who answered the above question rated the attitude of staff as 'good' or 'excellent' and also recalled that they were assisted by the Patient Transport Service staff if needed. 94.4% of patients advised that

they were 'definitely' treated with dignity and respect. The remaining respondents either did not respond or were 'unable to say.'

Did the service staff drive safely?

All 18 respondents who answered the above question advised that the service staff drove safely. 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?

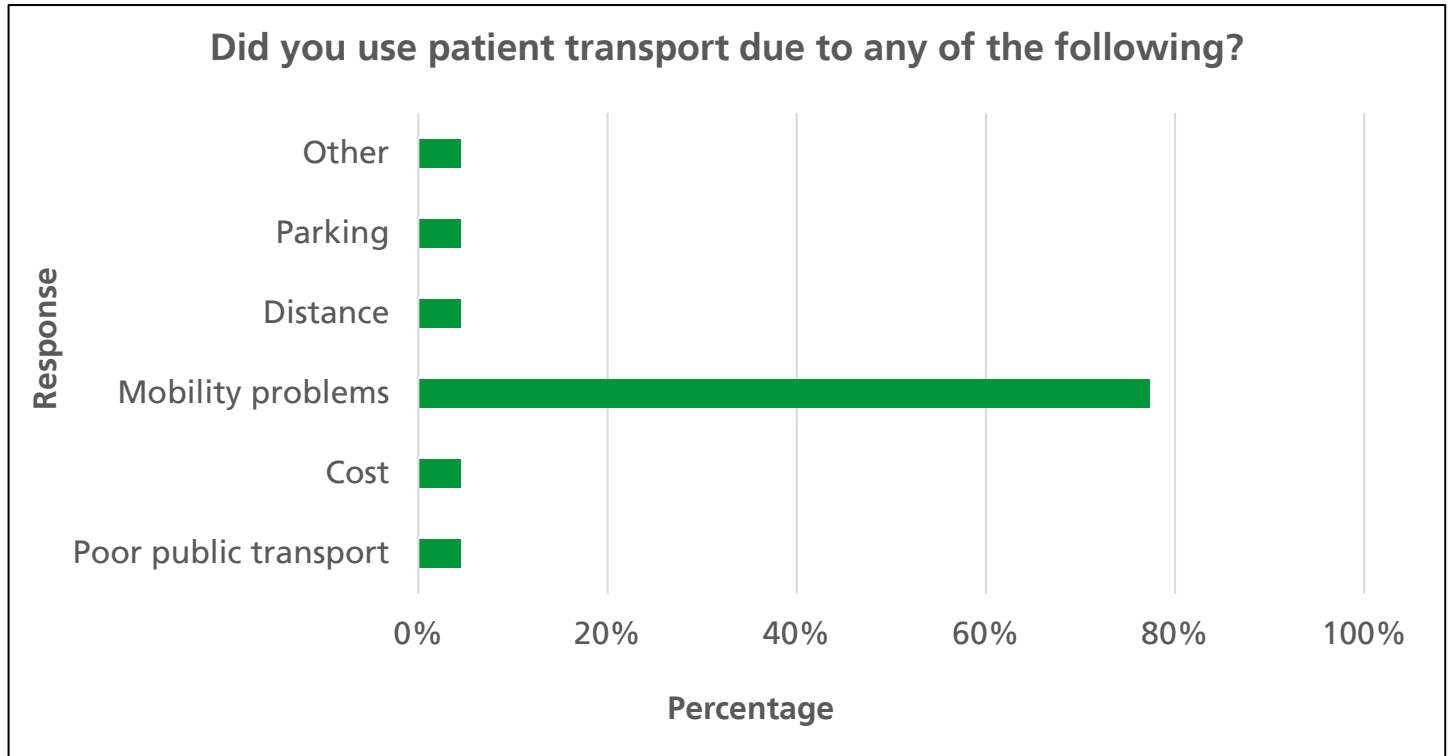


Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 62.5% of respondents who answered the above question advising that they **could not** have attended their appointment had it not been for patient transport. Other responses included 'private car' (12.5%), 'relative, carer or friend' (12.5%) or 'other' (12.5%).

The below comments were also received:

- *“Voluntary service if booked far enough in advance,” (Patient 2, October)*
- *“Panther cab arranged via hospital transport.” (Patient 10, November)*

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



Overall, 77.3% of respondents who answered the above question advised that they had travelled with patient transport due to 'mobility problems.' The remaining respondents (22.5%) answered 'poor public transport,' 'cost,' 'distance,' 'parking' or 'other' as the reason for needing to use patient transport.

The below comment was also received:

- *“Unfit/unable to attend treatment of 5 mornings a week for 7 weeks without hospital transport.” (Patient 10, November)*

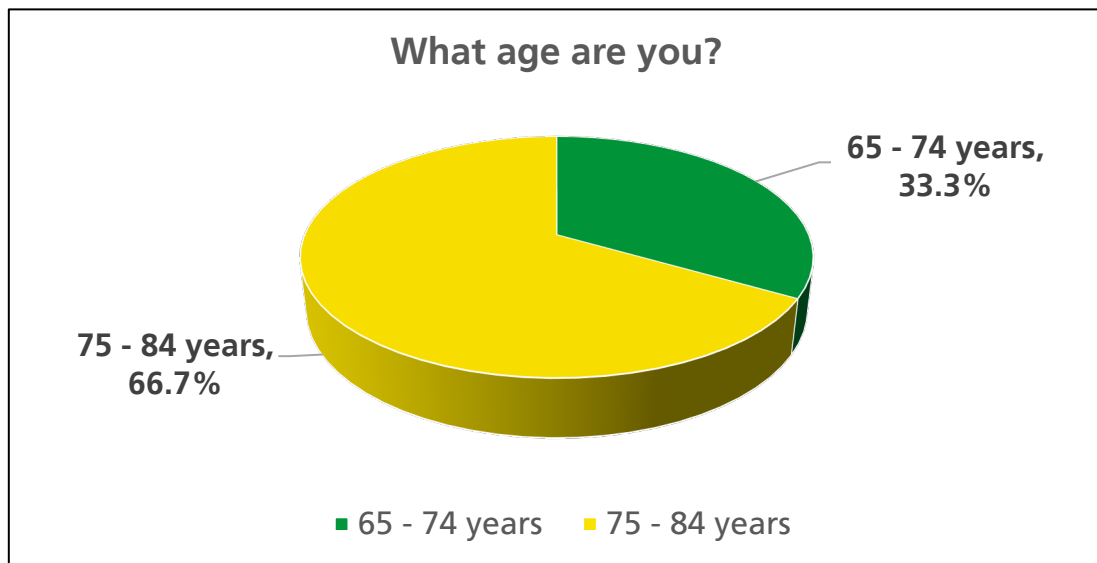
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
2	October	No definitely not.
5	November	I think the service excellent.
6	November	There was an incident on 30th November when I was abandoned at the Mistry Centre by an ambulance driver who has laid down an absolute last time to leave. Although the nursing staff at the centre tried their absolute best to get me out by the stipulated time I witnessed the tail lights of the ambulance leaving the courtyard. I was forced to wait for an unsuitable taxi. I was so upset by the imposition of the deadline that the nursing staff were unable to complete all my treatment because my blood pressure was too high. I am determined that, if I ever get that driver again, I will drive myself to the centre. It is almost certain that I would be grossly unsafe to drive home but I will not put myself and the nursing staff through the demands of that evening again.
10	November	Cannot think of anything.
13	December	Don't believe they could have done any better.
14	December	Heating in the back of the ambulance was very cold.
15	December	Nothing it's OK as it is.

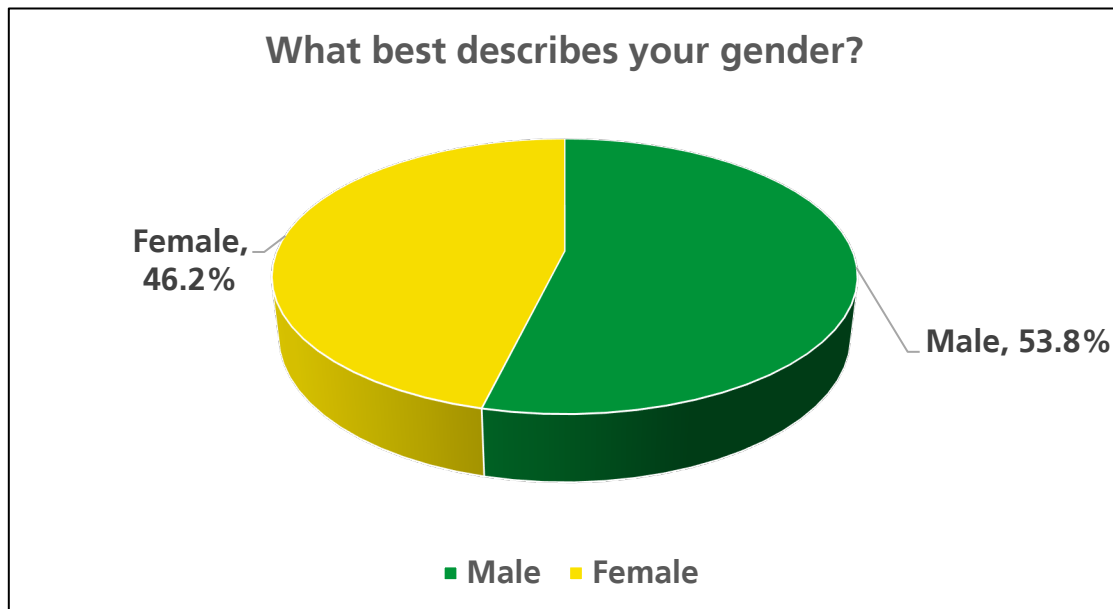
Patient number	Month	Comments received
19	December	When I rang to ask where the car was, they could have told me that the car was going to be late, but just said 'it's on its way' - obviously because they are not aware of the geography of where they are sending the drivers and how long the journeys take. A phone call apology after the event would have been welcome, although it would not take away the anxiety I felt on the day, and beyond, and how the whole experience affected me. No complaints about the driver, I don't feel it was his fault at all.
21	December	Ensured the return trip was provided with a wheelchair
24	December	I really can't think of anything, everyone is so nice and I'm really grateful.

Equality and Diversity Information

What age are you?



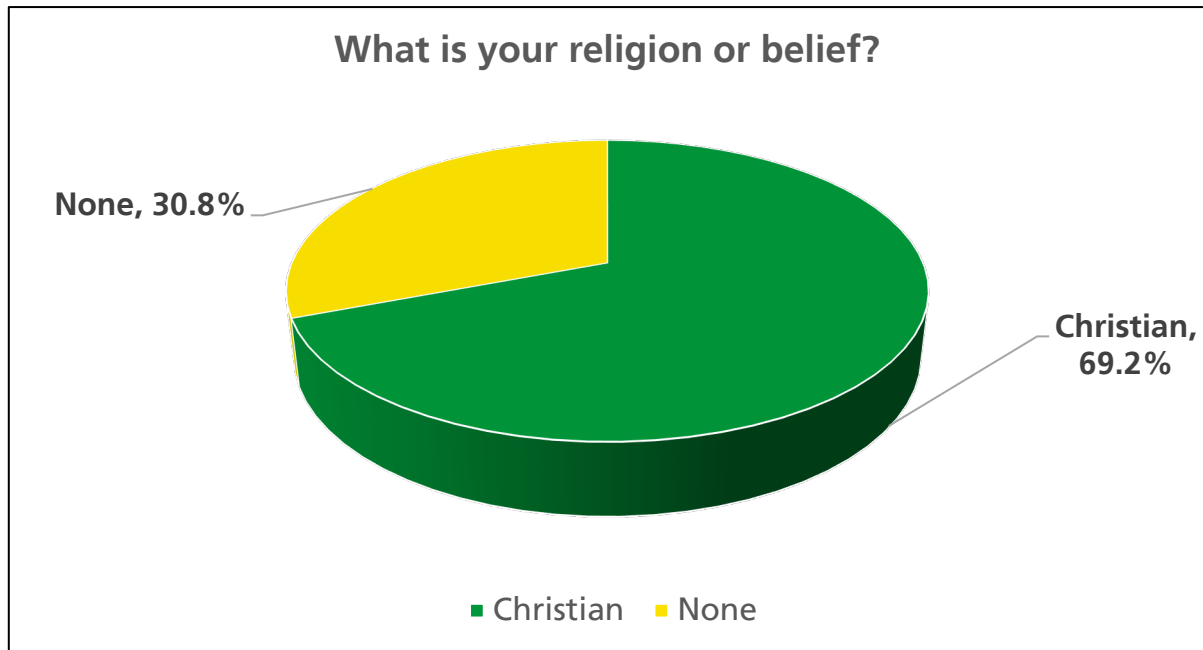
What best describes your gender?



What is your ethnic group?

Of the 13 patients who answered this question; all patients advised that their ethnic group was 'White.'

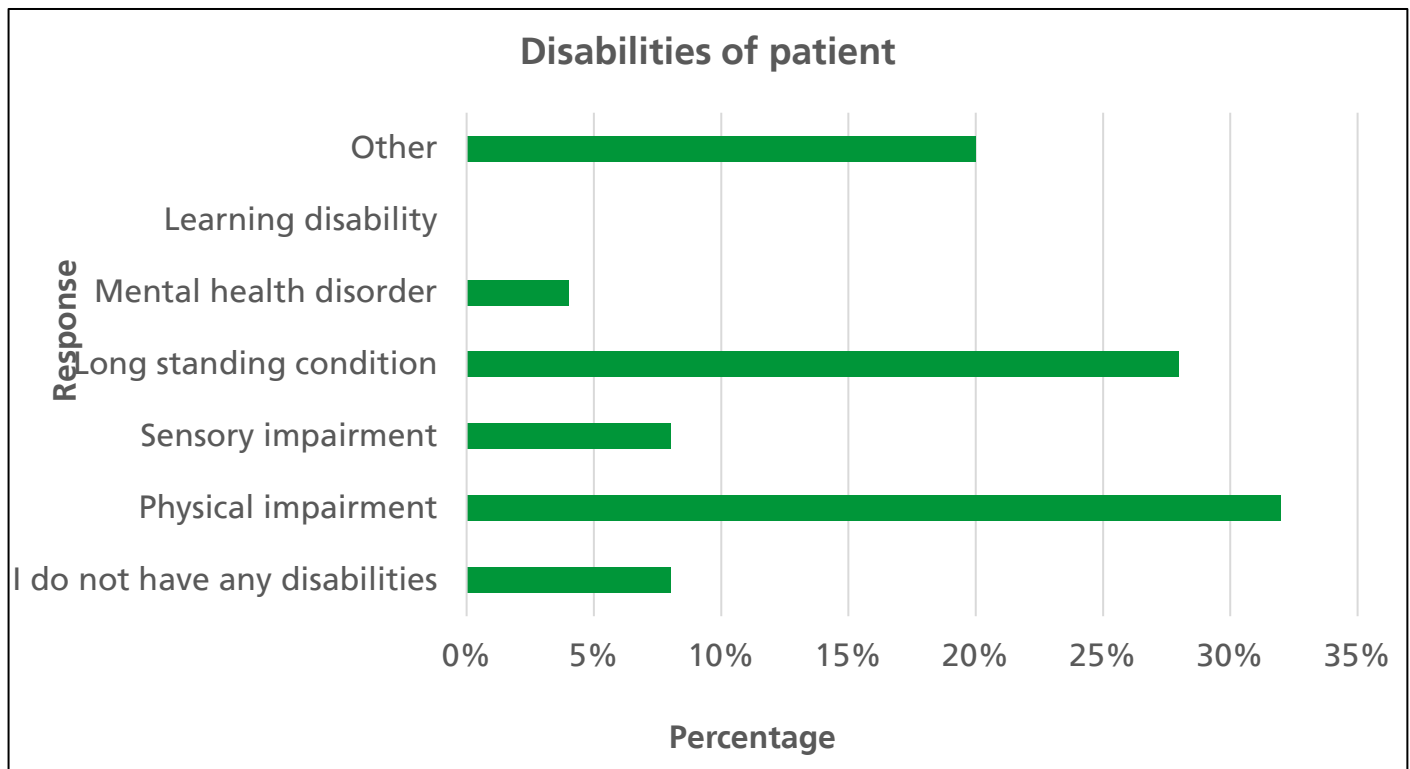
What is your religion or belief?



What is your sexual orientation?

Of the respondents who answered this question; 10 patients (91.0%) advised that their sexual orientation was 'heterosexual/straight' and one patient (9.1%) advised that their sexual orientation was 'bisexual.'

Do you have any of the following disabilities?

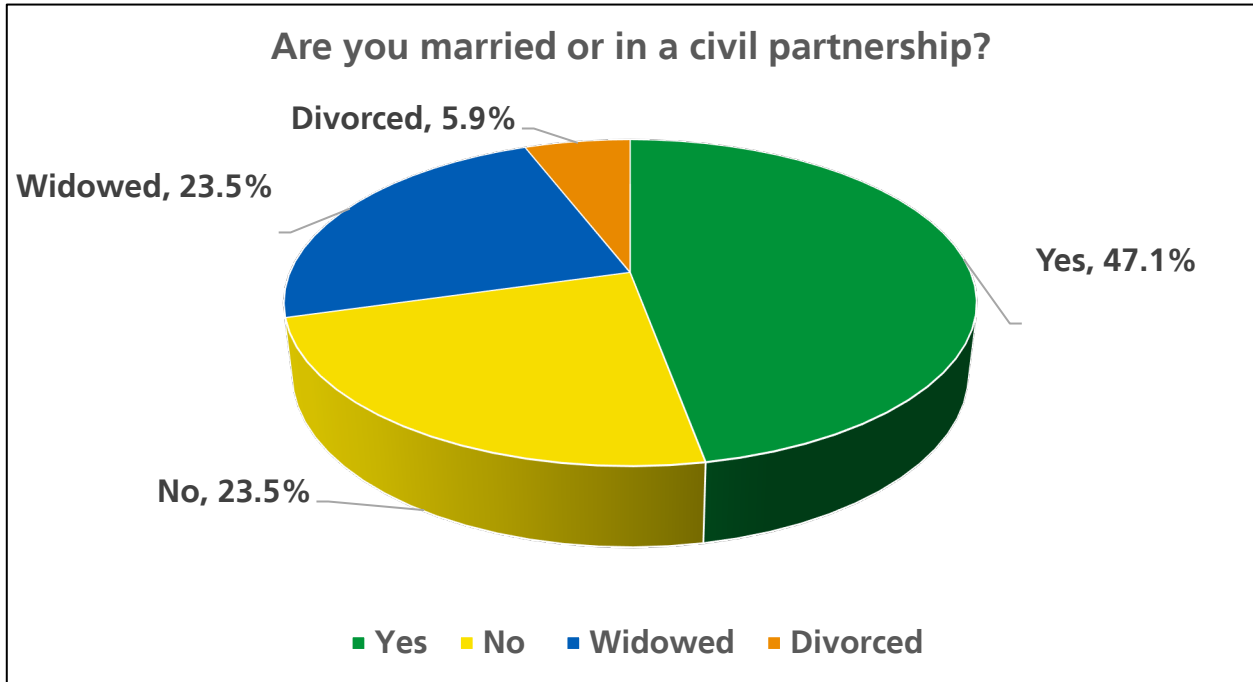


Of the 25 respondents who answered the above question, eight respondents (32.0%) advised that they either had a 'physical impairment,' 'sensory impairment,' (8.0%), 'long standing condition' (28.0%) or 'mental health disorder' (4.0%) or no disability (8.0%). The remaining respondents advised 'other' (20.0%) or did not respond.

The below comments were also received:

- *"Parkinsons and Dementia." (Patient 5, November)*
- *"Pulmonary fibrosis." (Patient 19, December)*
- *"Registered as having impaired vision." (Patient 21, 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.