



Patient Transport Service Patient Experience Report

Patient Transport Service Hertfordshire
CCGs Q4 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 January to March 2022.

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, **87.2%** of respondents who answered the Friends and Family Test overall satisfaction question and had used the PTS within the Hertfordshire area during January to March 2022 rated the service received as either 'good' or 'very good.'

Most respondents (84.6%) advised that their call had been answered 'quickly,' with the booking system also rated highly as either 'good' (14.3%) or 'very good' (68.6%). Respondents were generally satisfied with the length of time their journey took (94.3%), and mostly advised that they were either 'on time,' (67.9%) 'early' (28.6%) or 'very early' (3.6%) for their medical appointment. Overall, 70.0% of respondents advised that they had waited between 0 to 60 minutes for

their return transport, however, nine respondents (30.0%) had waited over an hour.

PTS staff were generally rated highly as either as 'good' (5.6%) or 'excellent' (91.6%), however, one respondent rated the staff as 'poor' (2.8%). 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 (80.6%).

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.

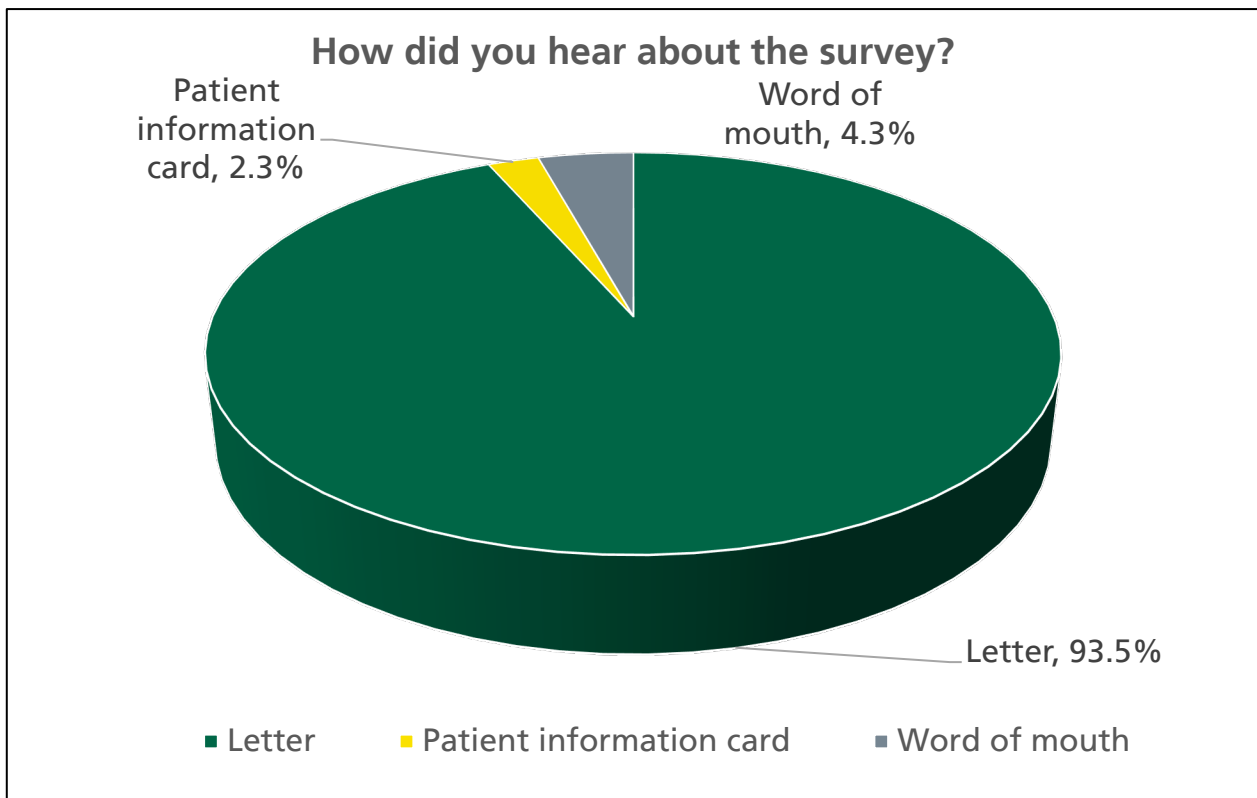
The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for patients to receive a high standard of service.

Results

Overall, 47 completed survey submission were received from patients who had used the PTS within the Hertfordshire area during Quarter 4: January (25), February (6), and March (16). 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, 93.5% 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 a Patient Information card and Two patients (4.3%) were signposted to the survey via Word of mouth.

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, **87.2%** of respondents who answered the above question and had used the Trust's PTS within the Hertfordshire area during January to March 2022, rated the service received either 'good' or 'very good.' Two respondents (5.1%) answered 'neither good nor poor' and the remaining respondents did not respond.

Please can you tell us why you gave this answer?

Patient	Month	Positive comments received
1	January	The ambulance staff are always so polite, kind, and helpful. They always have a smile and make you feel at ease. They are brilliant !!This wasn't an emergency call I just need assistance when I have hospital appointments as I have breathing problems.
3	January	Driver was very helpful and efficient. Took great care of me throughout entire journey.
7	January	For a Free Service they are great. My mother is unable to weight bear and was taken by the staff on a trolley. She has used them a few times now and the staff are always professional, helpful, and happy. Mum is really pleased that they are there to help her transfer about, because otherwise she wouldn't get to her appointments.
8	January	Drivers were on time, friendly and made sure I knew what department I was going to.
10	January	I was very pleased with the service I received. They was very helpful and I couldn't ask for a better service.
14	January	It was easier than expected to book and they arrived in plenty of time for both trips
17	January	The journey home was very prompt and I appreciated the assistance received.
18	January	It's simple way when you arrange.
19	January	Your staff helped me at all times, they were caring and treated me with dignity and respect.
21	January	I am a very regular user of your amazing service as I am a long-term kidney dialysis patient and I have always found your drivers to be first class, very helpful and friendly.

23	January	My driver was very pleasant and helpful.
Patient	Month	Positive comments received
25	January	Ambulance was on time and waited for me while I was at appointment. Two drivers were extremely polite and couldn't have been more helpful!
11	February	I get it three times a week and I think it is very good and reliable.
13	February	Fantastic Crew.
28	February	Ambulance staff were very kind and considerate.
30	February	The drivers were above and beyond, caring and considerate, they are a credit to their profession.
31	February	They were so good, helped me in the ambulance in and out, wheeled me in wheelchair where I was supposed to go. See me into my flat as I am semi-disabled, I live in sheltered accommodation the two ladies were very good, thank you.
32	March	They were extremely helpful and on time.
34	March	The driver was very kind caring and helpful ensuring I was comfortable at home before leaving. I was an inpatient going home.
35	March	Always on time - helpful staff - always cheerful and ready to help.
39	March	Driver was very helpful to me.
40	March	All staff were helpful, considerate, and friendly. Applies On all the journeys.
44	March	He gave me an arm to hold, took me to the dept., stayed and took me home.
13	March	I have used your service for many years. At worst it has been adequate, most of the time it was very good.

Patient	Month	Mixed / Neutral comments received
24	January	Great service, but it does take far too long waiting to be collected from hospital to home.
4	January	I arrived on time for my appointment. I had quite a long wait for the return journey - about an hour and 20 minutes but I really appreciate the transport.
2	January	It took about 25 minutes and got me there for the appointment.
9	January	Took one and a half hours to arrive. Friendly and efficient. Took my husband to hospital promptly but covered only with a thin blanket at night in the cold weather.
22	January	I am her husband and am completing this on her behalf. I assume you want my comments on her journey on leaving hospital. She was collected to go from Watford General to Portobello Care Home in Checham. Also please bear in mind she has Alzheimer's.
41	March	Service is good the delays have improved significantly "some of the taxi providers do not assist you to the ambulance. You must use a walker and are not very steady on your feet."

Patient	Month	Negative Comments Received
20	January	Have to wait a very long time for transport home. Tonight I waited from 5/40 until 7/30 this happens a lot.
45	March	Because I was picked up by my Granddaughter in the pouring rain waiting 4 hours for a lift home, it didn't come. My Granddaughter phoned me to say her husband had come home she was coming to the hospital for me. I went home soaking wet with my dressing gown and pyjamas and house slippers soaking wet.

Are you the patient?

Overall, 75.6% 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,' 'son', 'carer', 'husband', 'partner' and 'brother.'

How quickly did we answer your call?

Overall, 84.6% of respondents who answered the above question advised that their call had been answered 'quickly.' However, four respondents advised that it had either taken a long time (11.5%) or that their call had not been answered (3.8%). 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?

28 (93.3%) respondents who answered this question advised that they had been clearly informed of the date and time of their transport booking, two respondent (6.7%) advised that they hadn't 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?

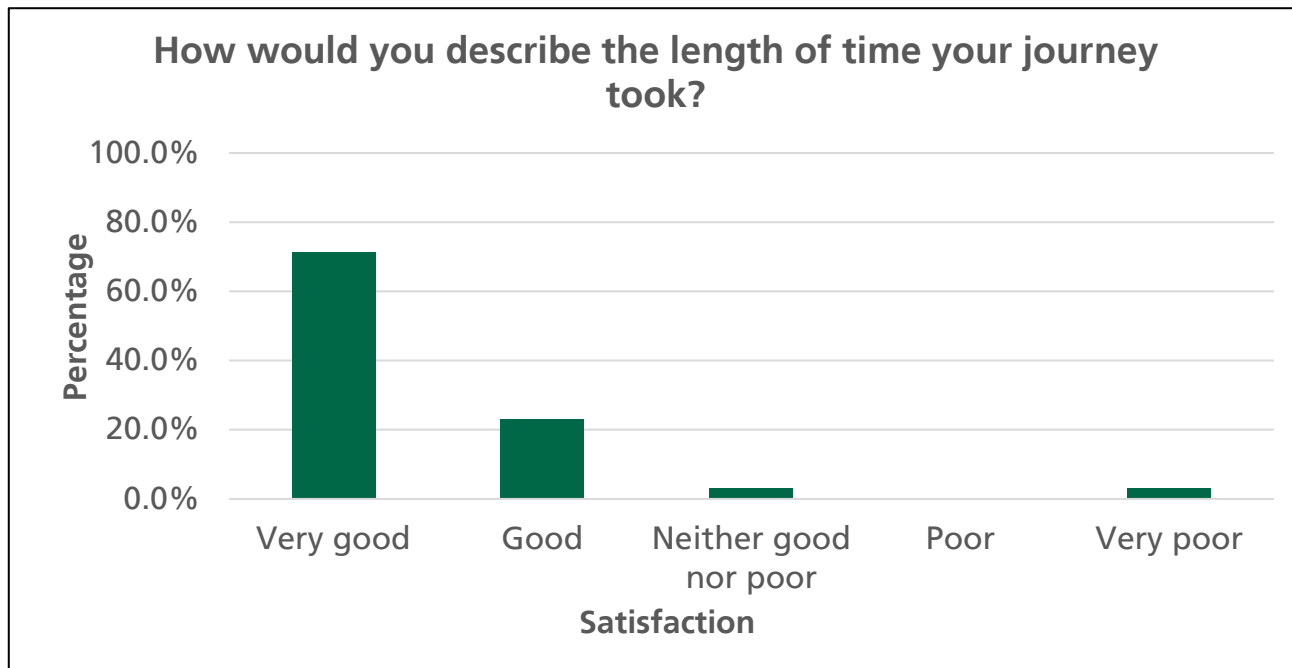
Of the 35 respondents who answered this question, 29 respondents rated the booking system as either 'good' (14.3%) or 'very good' (68.6%). Two respondents rated the system as 'neither good nor poor' (5.7%), poor (2.9%) or very poor (8.6%). The remaining respondents either did not respond or 'did not know.'

Did the service staff introduce themselves?

Of the 34 respondents who answered this question, 32 (94.1%) recalled the PTS staff as having introduced themselves upon their arrival. However, two

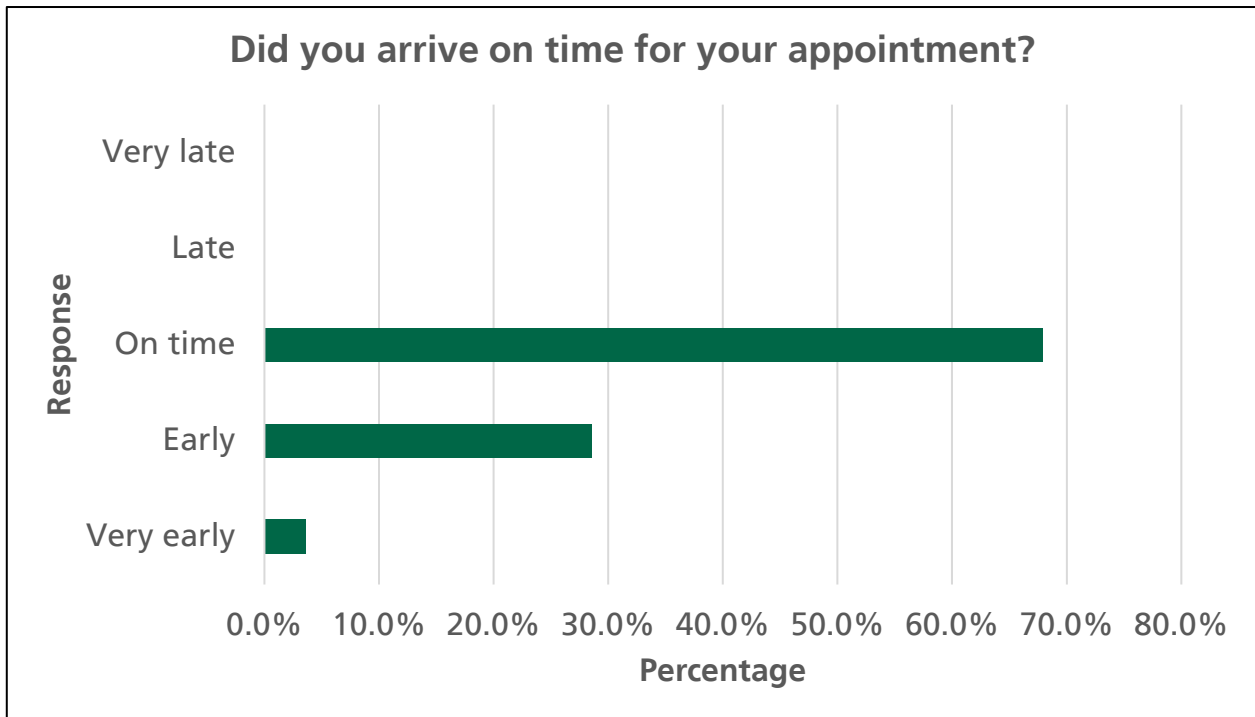
respondents (5.9%) advised that they did not receive an introduction. The remaining respondents either did not respond or were 'unable to say.'

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



Overall, 94.3% 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, 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?

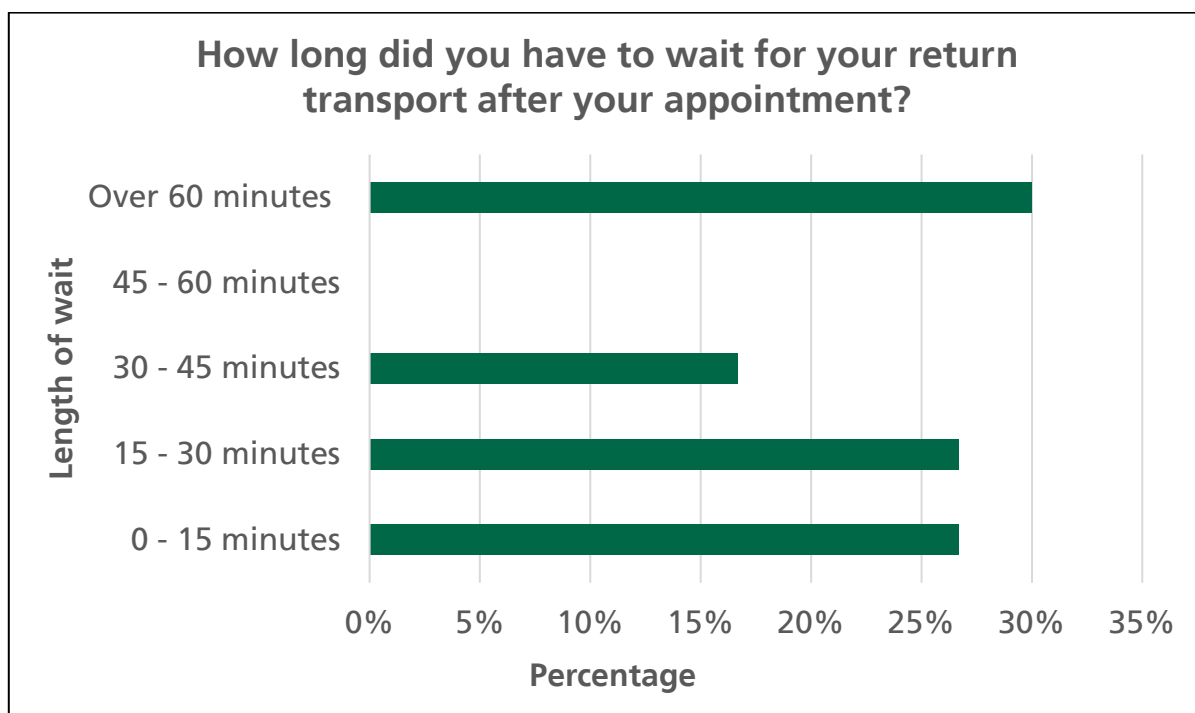


All respondents who answered the above question had either arrived 'on time' (67.9%), 'early' (28.6%) or 'very early' (3.6%) for their medical appointment. The remaining respondents either did not respond or answered, 'not applicable.'

If we were late, did we contact you?

Six respondents were able to answer this question, with three 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?

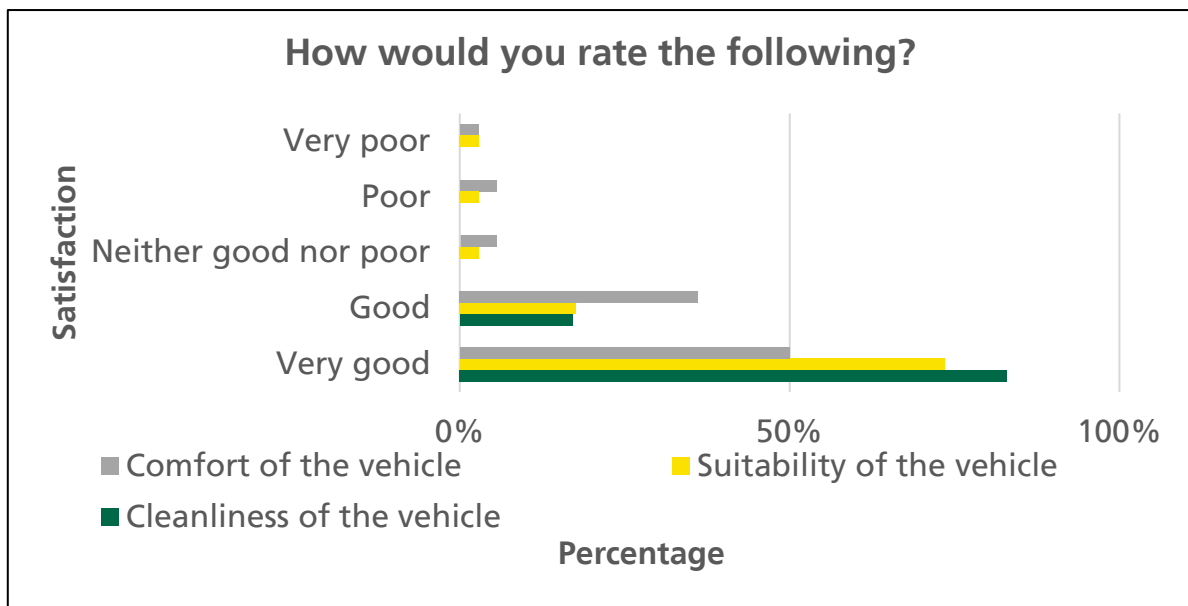


Overall, 70.0% of respondents who answered the above question had waited between 0 to 60 minutes for return transport. Nine patients (30.0%) had waited over 60 minutes following their medical appointment. The remaining respondents either did not respond or answered, 'not applicable.'

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

Of the 31 respondents who answered the above question, 80.6% rated the communication between the PTS and the hospital/clinic as 'good' (29%) or 'very good' (51.6%). However, four respondents rated the communication as 'neither good nor poor' (12.9%) or 'very poor' (6.5%). The remaining respondents either did not respond or were 'unable to say.'

How would you rate the following?



All respondents who answered the above question rated vehicle cleanliness as 'good' (17.1%) or 'very good' (82.9%). 25 respondents also rated the suitability of the vehicle as 'very good' (73.5%) or 'good' (17.6%), 'neither good nor poor' (2.9%), 'poor' or 'very poor' (5.9%). This compares slightly lower satisfaction levels for the vehicle comfort: 'good' (36.1%), 'very good' (50.0%) 'neither good nor poor' (5.6%), 'poor' (5.6%) and 'very poor' (2.8%). The remaining respondents were either 'unable to say' or did not respond.

How would you describe the attitude of the staff?

Overall, 35 respondents rated the PTS staff as 'good' (5.6%) or 'excellent' (91.7%). However, one respondent who answered the question answered 'poor' (2.8%). 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.'

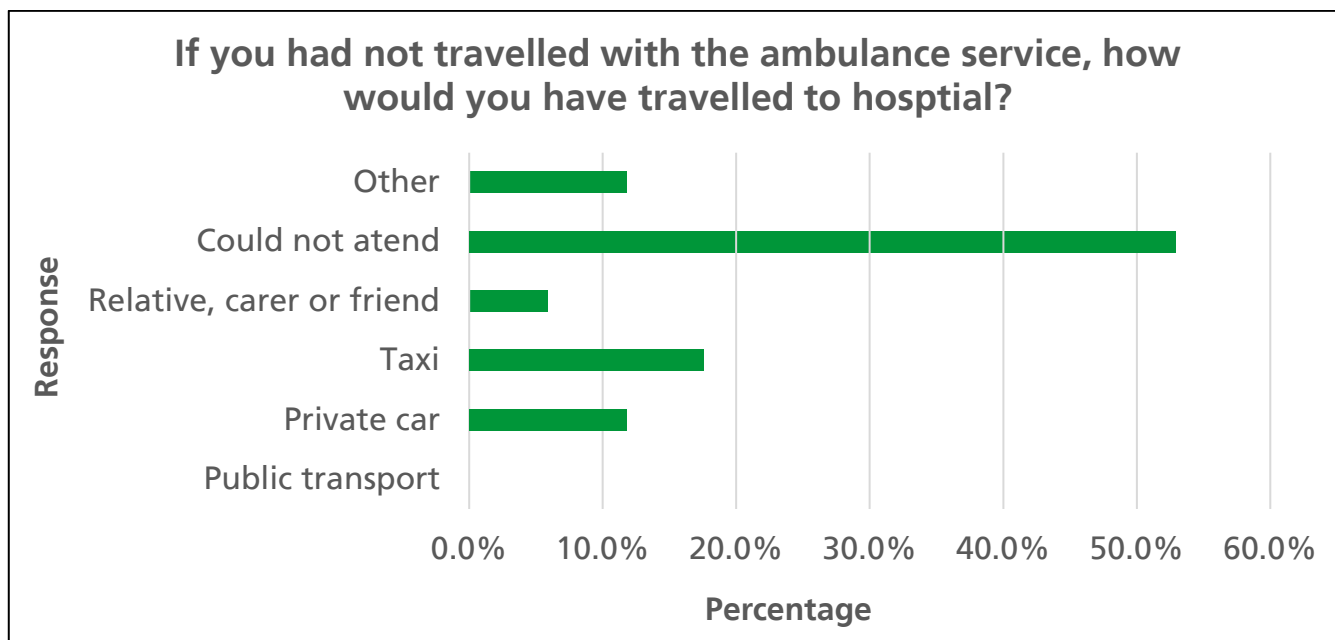
Did the service staff drive safely?

All 33 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, 30 (88.2%) of respondents advised that assistance had been offered if it had been needed. Four respondents (11.8%) 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?

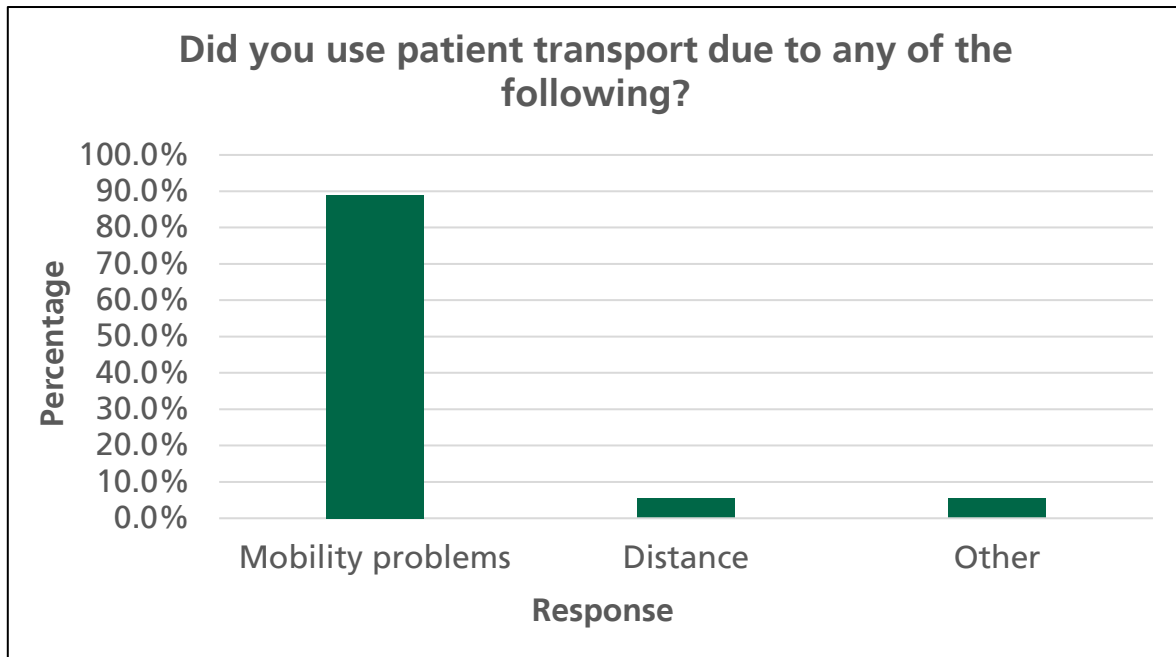


Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided, with over half of patients (62.1%) advising that they could not have attended their appointment. Other responses included 'relative, carer or friend' (13.8%), 'taxi' (6.9%), 'private car' (6.9%), 'public transport' (3.4%) or 'other' (6.9%).

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

- *"I could not drive as I was having drops in my eyes." (Patient 53, January)*
- *"Returning home after hospital stay." (Patient 145, January)*
- *"Unsure as I have always relied on the ambulance service for my treatment." (Patient 7, January)*

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



Overall, 88.9% of respondents who answered the above question advised that they had used patient transport due to mobility problems. Various other reasons were also provided, which included 'other' (5.6%) and 'distance' (5.6%). The remaining respondents did not respond.

The below comments were also received:

- *"No knowledge of the area and route and no-one able to assist me, and too long by public transport." (Patient 34, January)*
- *"I could not ask friends as appointment was early morning and they are all elderly as I am." (Patient 53, January)*
- *"At night unable to get public transport back." (Patient 117, March)*

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

Patient number	Month	Comments received
3	January	Service was fantastic apart from one thing. The ambulance was ridiculously noisy due to lots of equipment rattling like

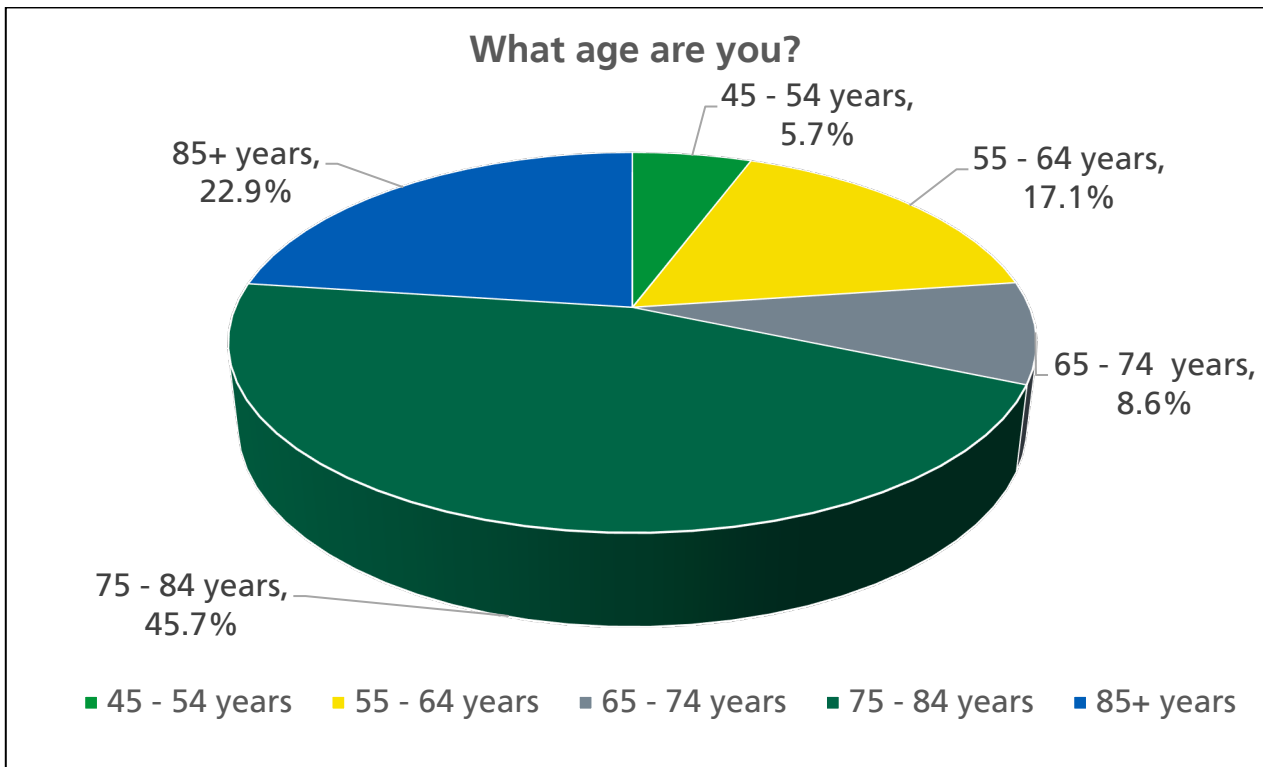
		mad. I have no idea how your staff can cope with a full shift driving with this level of noise.
4	January	During the booking process, I was told that I couldn't be taken through the drive-through COVID swab testing centre prior to my chemotherapy appointment as I may be collected by ambulance, as indeed I was on this occasion. It would really be appreciated if this could be service you offer as otherwise I need to visit another part of the hospital either before or after my chemotherapy to have a walk-in swab test. Taxi drivers have told me that they don't have a problem doing this I would just like to say that 19 January 2022 was the first time I used NHS Patient Transport Services and I think it is marvellous. Neither myself nor my husband is able to drive due to cancer and I was having to use two buses each way for my journey to Mount Vernon. Thank you so much!
5	January & February	Nothing.
8	January	I can't think of anything!
9	January	Come sooner.
11	February	It is fine ¹ . All very helpful and enjoy talking.
12	January	Most of the time you send a mini cab for me 13 hours 2nd of February you were 3 hours late picking me up for dialysis. The ambulance driver goes that extra mile every time he picks me kind and helpful helps me a lot as my mobility is limited lets me know by text when he will arrive which is really great he's the only ambulance man who does this hope he stays with you.
Patient number	Month	Comments received
16	January	First call of the day appointment at 9:00 we are requested to be ready by 7:00 (even if it is only a max journey of 45 min)

		when we have to get carers in to enable this it is often unworkable - I believe there should be more flexibility if possible.
18	January	I personally think is okay.
19	January	Transport by a Bentley would have been nice, seriously I cannot thank your staff enough - they were excellent.
20	January	I am a renal patient and have to go to St Albans renal unit 3 times a week. I would not be able to do this without hospital transport it would be very helpful if the transport was to arrive soon after we finish dialysis.
21	January	Nothing, the service is always great, the staff are always very kind and helpful and chatty too which I am myself. My only slight complaint is, as a larger gentleman that I am, I find that the new ambulances seat belt fastening are rigid compared to the older ones that were looser and they do dig into the sides of us 'biggies' making the journey somewhat painful if it's a long journey. Thank you.
22	January	My wife collapsed and was taken to W.G Hospital. 3 weeks later she was dismissed and transferred to (name) care home in Chesham. She has dementia and complained that the transfer took ages and completely disorientated her. That was because the ambulance took her to the wrong address. They took her home too.
30	February	Nothing.
31	February	None.
34	March	Ensure you continue to employ the gentleman that looked after me.

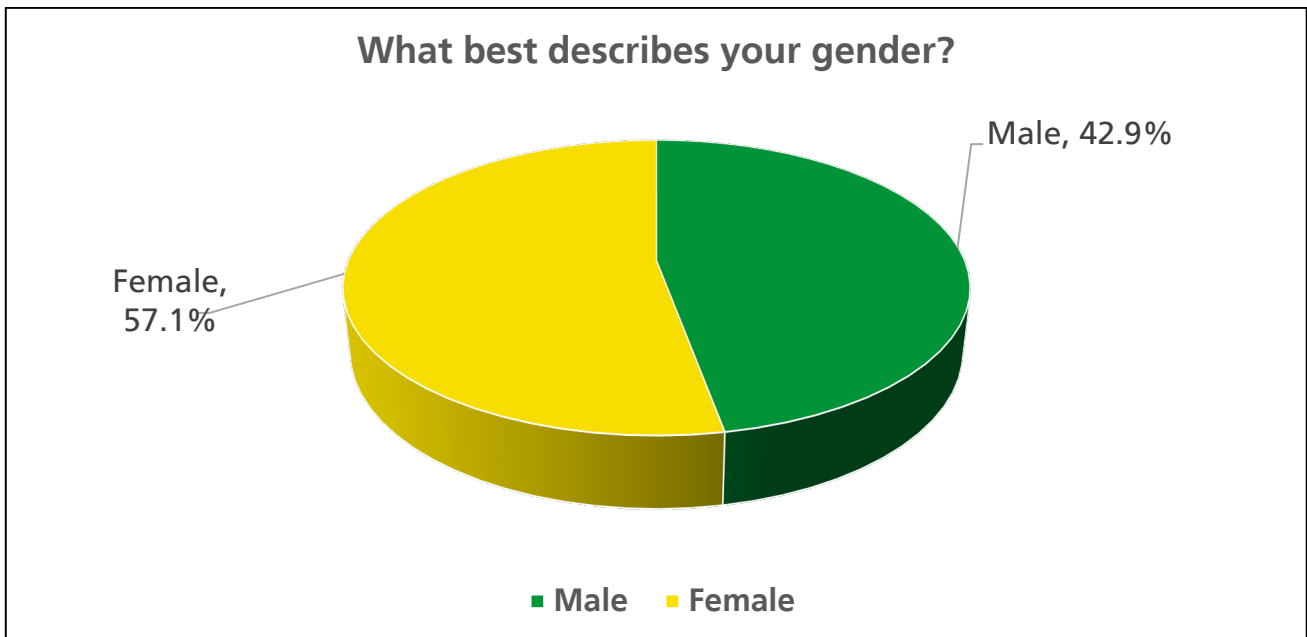
Patient number	Month	Comments received
35	March	No. If ever there was a problem I was informed. With any system things can go wrong and they have (I have made many journeys with you) but all problems were dealt with in a professional manner. I have no complaints.
40	March	Cannot fault a single thing and can only thank your guys for their friendliness and help.
44	March	Nothing could have been better. The service was very good.
46	March	Everything was satisfactory.

Equality and Diversity Information

What age are you?



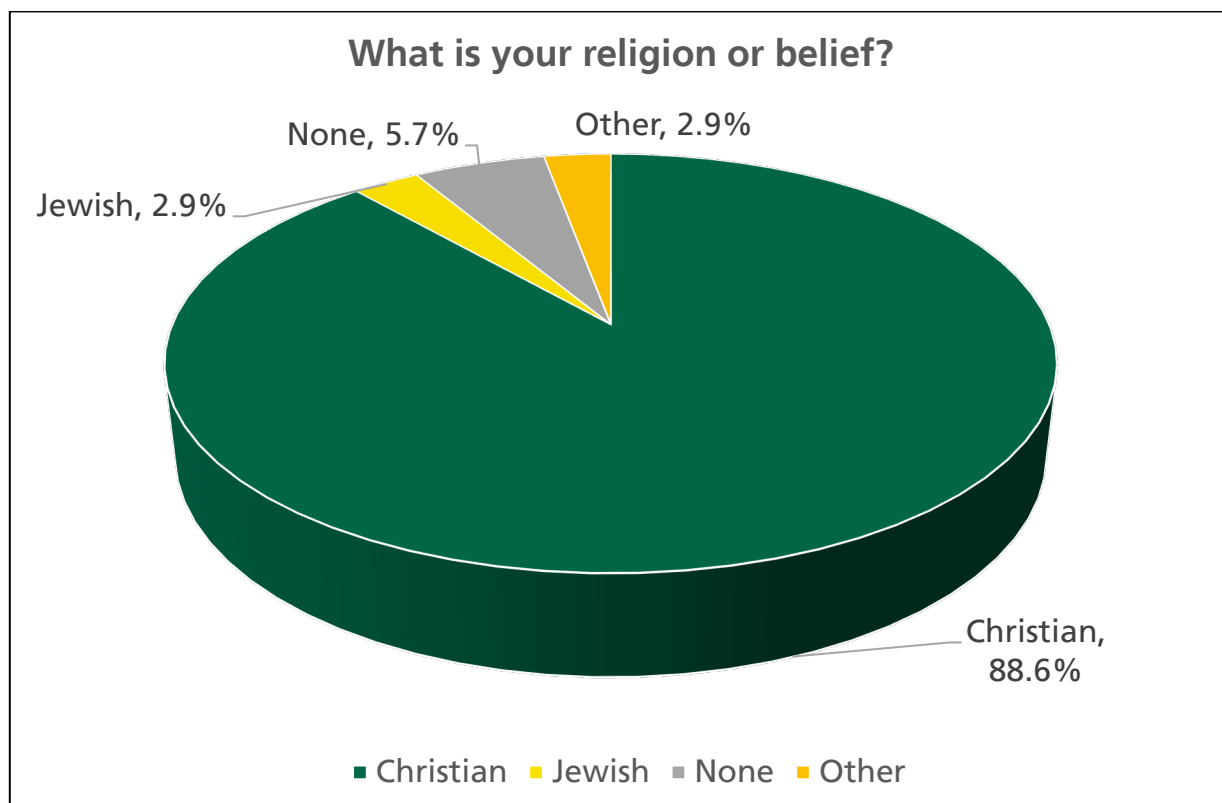
What best describes your gender?



What is your ethnic group?

Of the 35 respondents who answered this question, 33 patients (94.3%) advised that they were of 'White' ethnic group. One patient (2.9%) answered that they were of a 'Black / African / Caribbean / Black British ethnic group' and one patient (2.9%) said 'they preferred not to say.'

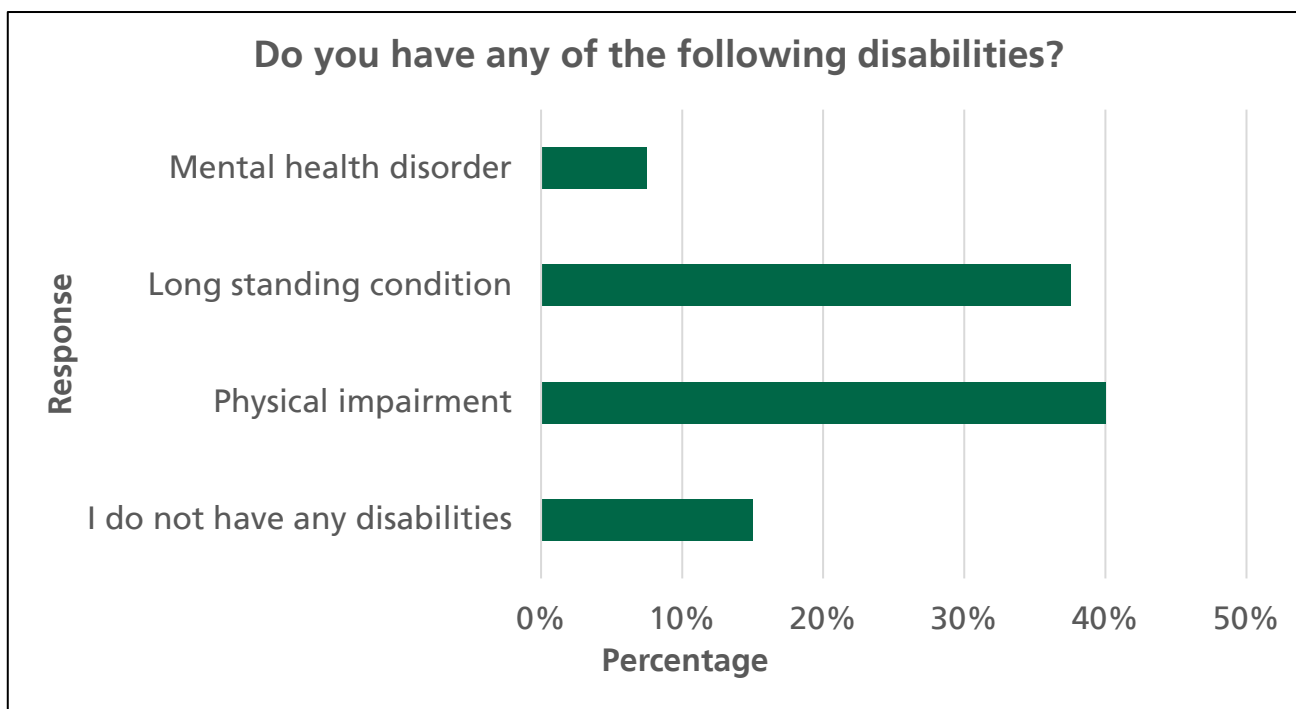
What is your religion or belief?



What is your sexual orientation?

Of the 31 respondents who answered this question 29 (93.5%) advised that they were of a 'heterosexual/straight' sexual orientation, one (3.2%) patient said they were 'lesbian' and one (3.2%) patient said they were 'bisexual'. The remaining patients either did not respond or 'preferred not to say.'

Do you have any of the following disabilities?

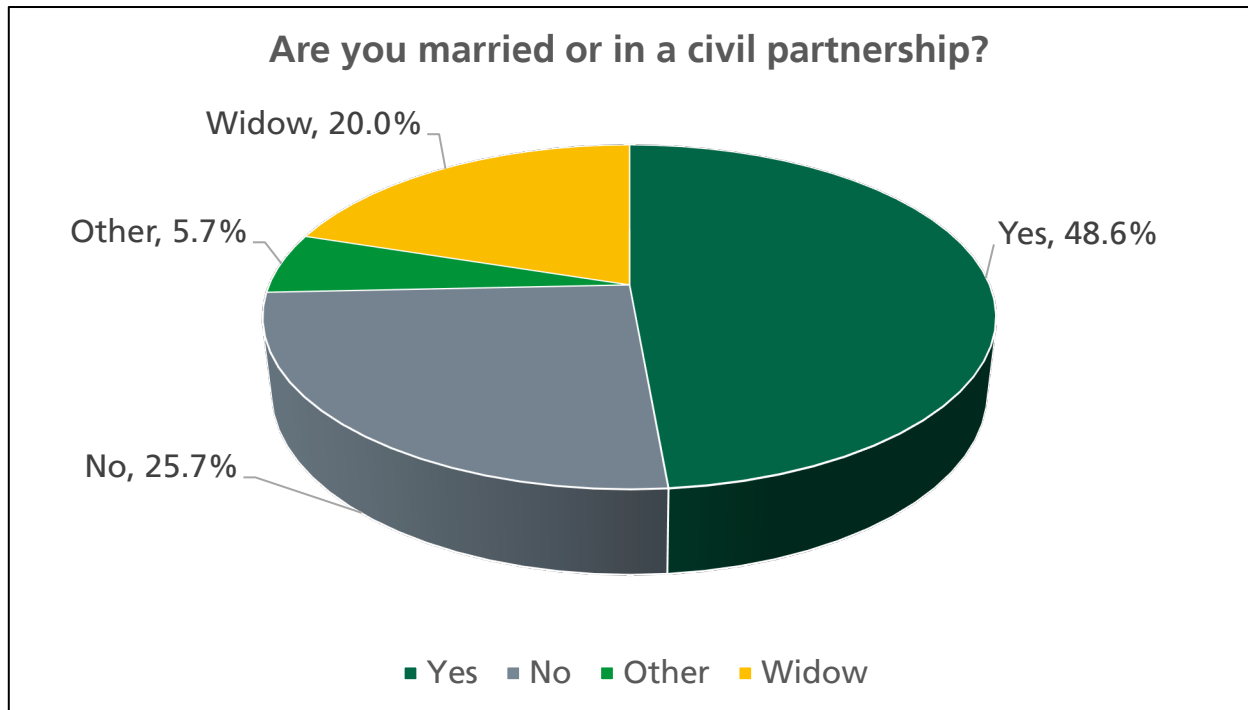


Of the 40 respondents who answered the above question, 31 respondents (77.5%) advised that they either had a 'physical impairment' (40.0%) or a 'long standing condition' (37.5%). Other responses included 'Mental health disorder' (7.5%) or no disability (15.0%). The remaining respondents did not respond.

The below comments were also received:

- *"I broke my shin, so my mobility problems are short term."* (Patient 14, January)
- *"Parkinson's, broken shoulder (not fixable)."* (Patient 16, January)
- *"Parkinsons."* (Patient 23, January)
- *"Very bad eyesight. Balance not good."* (Patient 44, March)

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.