



# Patient Transport Service Patient Experience Report

Patient Transport Service  
North East Essex CCG July to September 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 North East Essex 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. 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 130 patients who have used transport within the North East 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 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, **91.7%** of respondents who answered the Friends and Family Test overall satisfaction question and had used the PTS within the North East Essex area during July to September 2021, rated the service received as either 'good' or 'very good.'

The majority of respondents (76.7%) 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 (87.9%), with most patients either 'on time' (51.6%) or 'early' (32.3%) for their medical appointment. Overall, 74.2% of respondents advised that they had waited between 0 to 60 minutes for their return transport, however, eight respondents (25.8%) had waited over an hour following their hospital/clinic appointment.

Positively, PTS staff were rated highly as either as 'good' (9.1%) or 'excellent' (90.9%), with the majority of respondents (97.1%) also advising that they were 'definitely' treated with dignity and respect. The communication between PTS staff and the hospital/clinic was also generally rated highly by most respondents (93.1%).

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 **communication** between the transport service, hospital and patient together with **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, 39 completed survey submission were received from patients who had used the PTS within the North East Essex area during Quarter 2: July (18), August (12), and September (9). 87.2% 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, **91.7%** of respondents who answered the FFT question and had used the Trust's PTS within the North East Essex CCG area during July to September 2021 rated the service received as 'very good' or 'good'.

## Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	July	My wife and I had a very comfortable journey complemented by very caring driver and colleague.
2	July	Just wanted to say how happy and pleased I am with the service. The attendants were courteous, very efficient and very helpful. I just want to praise the wonderful service.
3	July	Picked up on time and helped me down my stairs.
4	July	The Transport Service, the drivers and paramedics etc all very good courteous helpful, nothing seems to be to much trouble.
7	July	Because the service was flawless.
8	July	Usually very good, but on one recent occasion had to wait over two hours, and then private cab arrived. Not helpful at all with bags and had to struggle to get into cab.
9	July	Very helpful and caring. Pleasant and friendly attendants. Thank you.
10	July	We are both satisfied with the service, we have never had a problem and all staff have been most helpful in every possible way. Thank you very much.
11	July	Originally told by the Queens hospital that we were not entitled despite having a brain tumour removed and not having any sight. Eventually told it would arrive anytime between 12 noon to 8 pm. Was left with no option but to book a taxi home.

Patient number	Month	Comments received
12	July	Hospital transport has always been brilliant. Polite responders, always polite and helpful and sympathetic to my needs. As I need a wheelchair to be transported to and from home to my relevant department.
13	July	All your drivers were considerate and help me when I needed it. Even the Private drivers. Thank you for all the help, wouldn't be able to travel to Addenbrookes without your service.
15	July	I have had hospital transport, I have always been lucky having great staff in the ambulance. I have always been happy with the service, they work hard. Great people.
16	July	I was discharged 10/07/21 17:00. No transport until 11/07/21, overnight stay in hospital. No transport home until 17/07/21, on the 11/7/21 but advised I could get to 21:00hrs transport to take me to transport, when I arrive I (word illegible) and had to return to hospital ward. Eventually got transport on 12/07/21 09:00hrs
18	July	I have used the patient transport service for several years and always find the crews very kind and helpful.
6	August	Contact people are very helpful also very understanding.
20	August	Drivers both ways, excellent and caring.
21	August	Extremely polite and very helpful.
22	August	Because of the way I am treated the people just can't do enough for me they make me feel calm they go and get a wheelchair for me. I can't say enough of how grateful I am to them. Thank you all.
25	August	Staff were nice and helpful on a long journey.

Patient number	Month	Comments received
26	August	I felt safe every time I use patient transport and everyone is very friendly and always willing to help with the smallest of problems.
30	August	Your staff are always cheerful. I am unable to walk and I have been chaired from door to step to clinic.
28	September	Found the drivers very helpful.
32	September	Brilliant, no problems whatsoever. Absolutely great all of them.
34	September	Excellent, really is. Pleased that somebody can pick me up and take me.
36	September	Please note that due to unforeseen circumstances, I did not use the transport provided on this occasion. Transport was provided for me at a later date on 6th September to and from Colchester General Hospital and Ipswich Hospital.
37	September	The Ambulance men were courteous, helpful and looked after me very well.
38	September	Excellent driver professional manner caring attitude was made to feel very comfortable.
39	September	Staff friendly.

## **Are you the patient?**

Overall, 81.6% of the respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included 'wife,' 'husband' and 'friend.'

## **How quickly did we answer your call?**

Overall, 76.7% of respondents who answered the above question advised that their call had been answered 'quickly.' However, seven respondents (23.3%) 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?**

Overall, 96.9% of respondents who answered the above question advised that they were clearly informed of the date and time of their transport booking. One respondent (3.1%) 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?**

Of the 33 patients who responded to the above question, 90.9% rated the PTS booking system as either 'good' (21.2%) or 'very good' (69.7%). Three patients (9.1%) rated the booking system as 'poor' (6.1%) or 'very poor' (3.0%). 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 (96.9%). One respondent (3.1%) did not recall receiving an introduction. The remaining patients either did not respond or were 'unable to say.'

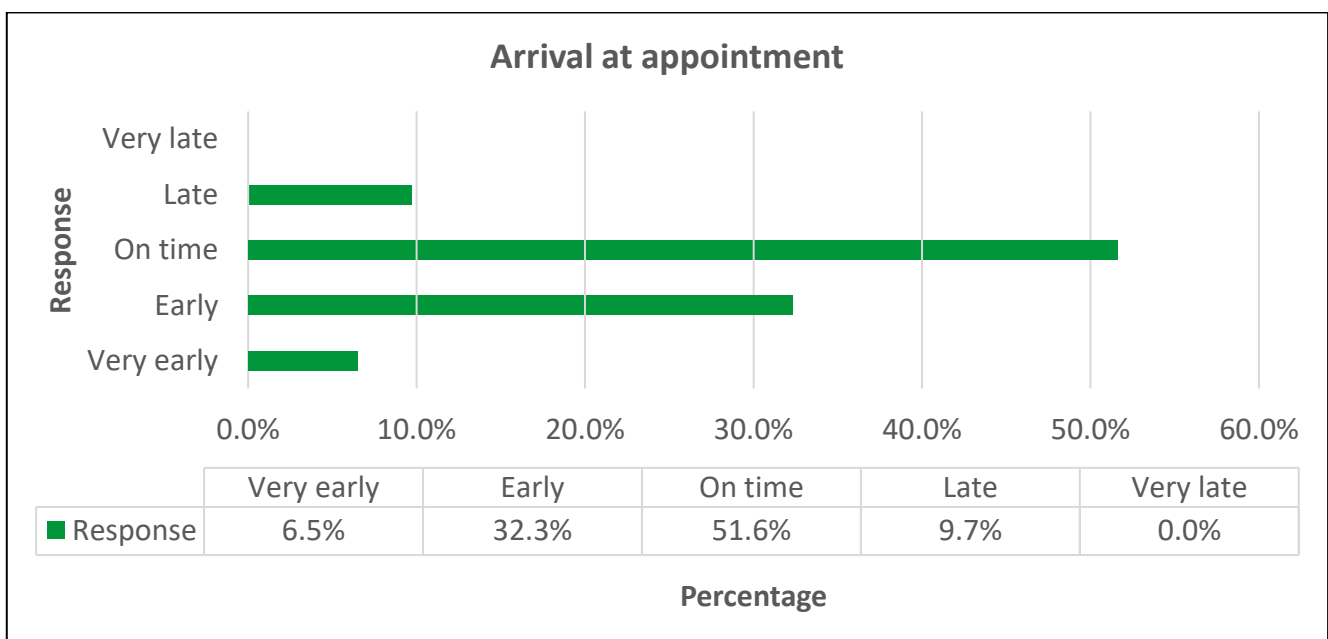


## How would you describe the length of time your journey took?



Of the 33 respondents who answered the above question, 87.9% felt satisfied with the journey time and provided either 'good' (21.2%) or 'very good' (66.7%) responses. Four patients responded, 'neither good nor poor' (12.1%) and the remaining respondents either did not complete this question or were 'unable to say.'

## Did you arrive on time for your appointment?

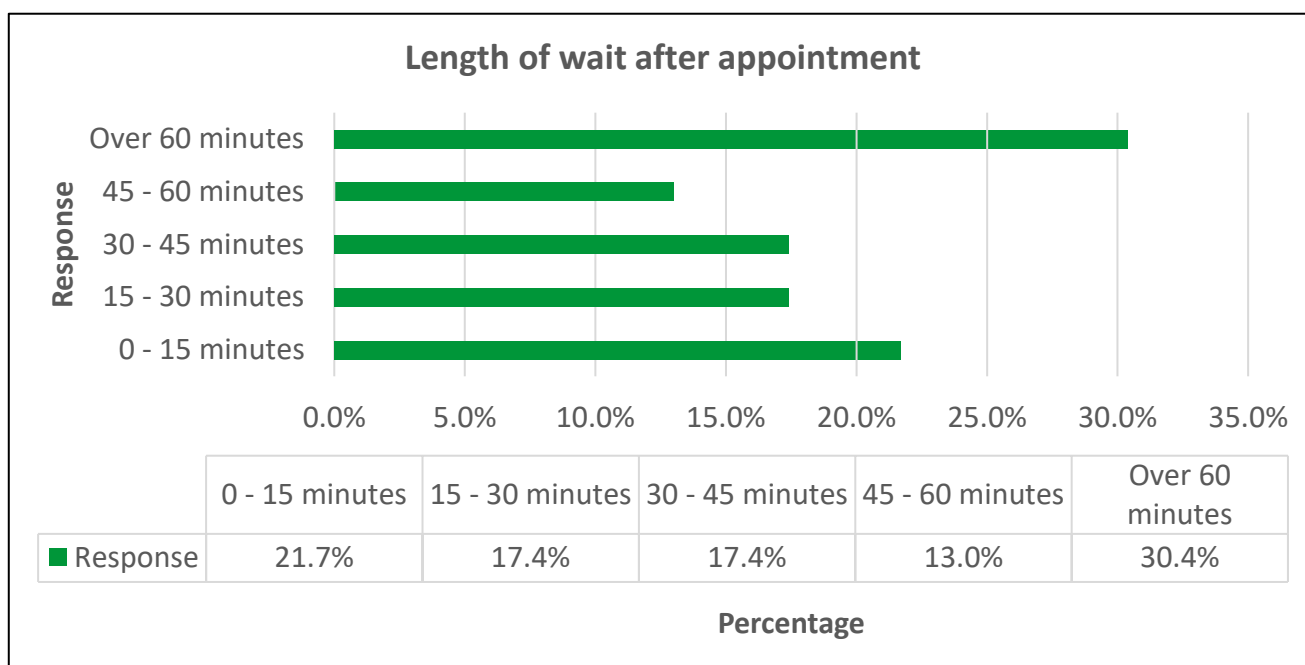


Overall, 31 respondents (79.5%) who answered the above question advised that they had either arrived 'on time' (51.6%), 'early' (32.3%), or 'very early' (6.5%) for their hospital/clinic appointment. Unfortunately, three patients (9.7%) had arrived late. The remaining respondents either did not respond or answered that this was 'not applicable.'

### If we were late, did we contact you?

Six respondents answered the above question, with four of the respondents advising that contact had been received from the PTS to advise of the delayed transport. However, two respondents answered that there had been no contact received. The remaining respondents 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?

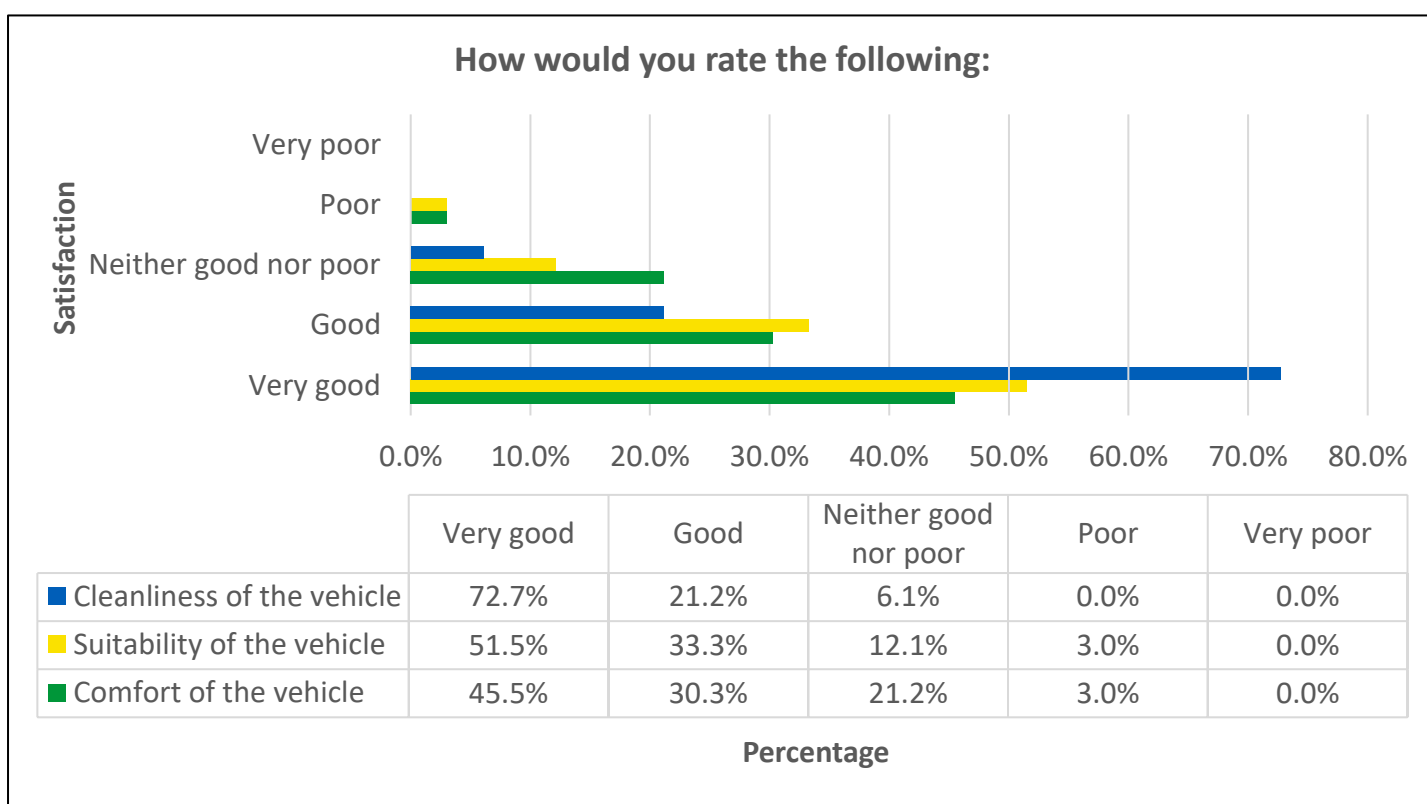


Overall, 74.2% of respondents who answered the above question had waited between 0 to 60 minutes for their return transport. Eight patients (25.8%) had waited over one hour following their medical appointment. The remaining respondents either did not respond or answered that this was 'not applicable.'

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

Respondents were generally satisfied with the communication between the PTS and the hospital/clinic, with 93.1% of respondents providing ‘good’ (20.7%) or ‘very good’ (72.4%) responses. However, one respondent rated the communication as ‘poor’ (3.4%) and one respondent felt that it was ‘very poor’ (3.4%). 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 (93.9%), suitability (84.8%) and comfort (75.8%) of the Patient Transport Service vehicle. The remaining respondents either did not respond or were ‘unable to say.’

## **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' (9.1%) or 'excellent' (90.9%).

## **Did the service staff treat you with dignity and respect?**

Overall, 97.1% of respondents who answered the above question advised that they had 'definitely' been treated with dignity and respect. One patient (2.9%) responded 'no,' they were not treated with dignity and respect and the remaining patients either did not respond or answered that this was 'not applicable.'

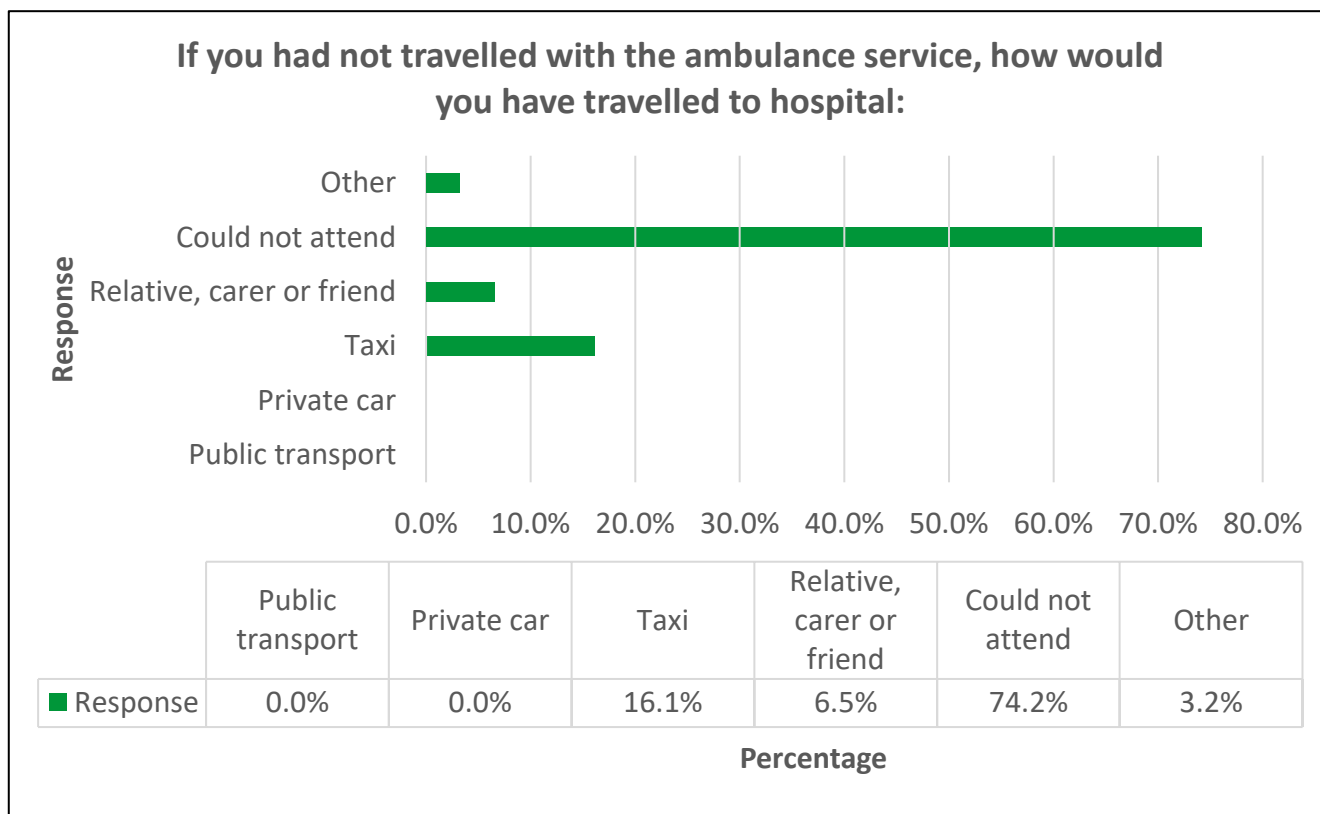
## **Did the service staff drive safely?**

All 32 respondents who answered the above question advised that the PTS staff had driven the vehicle safely. The remaining respondents either did not respond or were 'unable to say' how the vehicle had been driven.

## **Did the service staff offer assistance if required?**

Overall, 97.0% of respondents who answered the above question advised that assistance had been offered if it had been needed. However, one respondent (3.0%) did not recall the offer of assistance. The remaining patients either did not respond or answered, 'unable to say'.

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



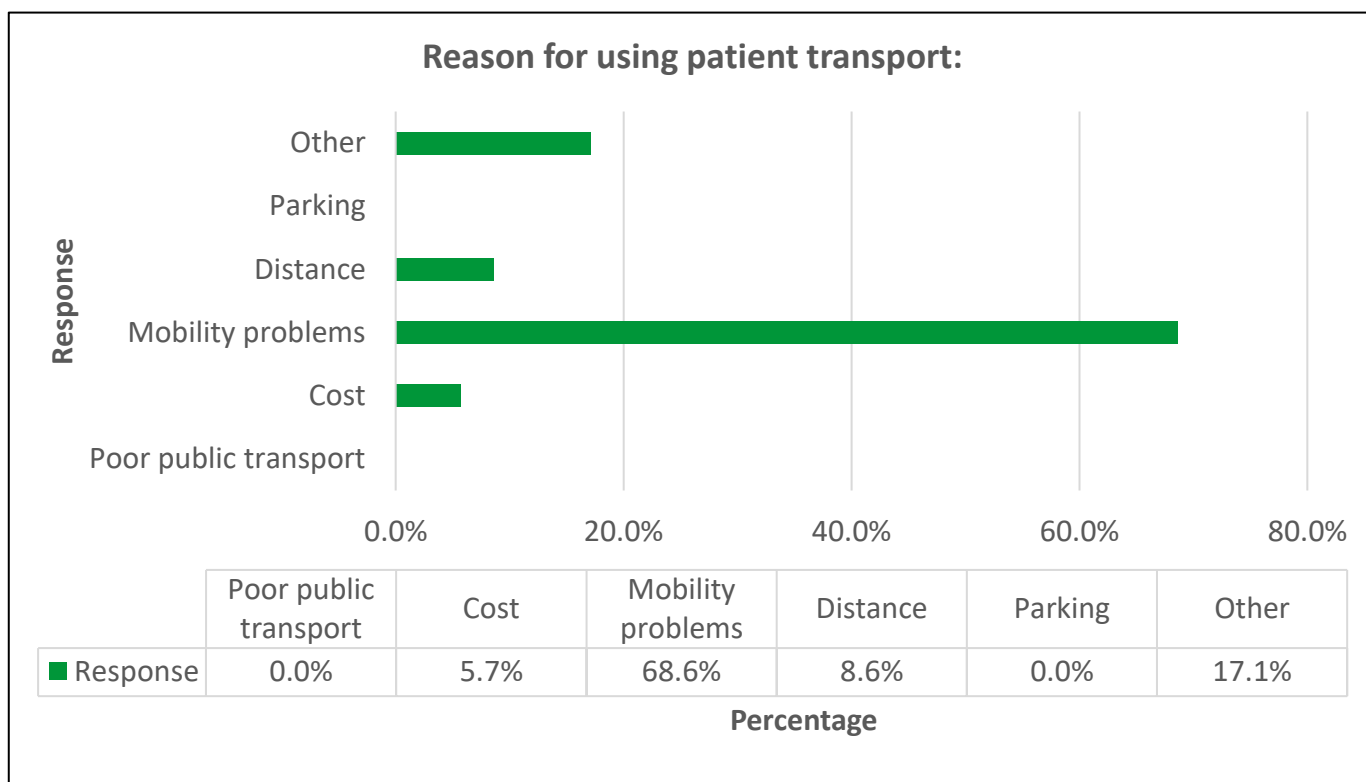
Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with nearly three quarters of patients (74.2%) advising that they could not have attended their appointment. No patients advised ‘public transport’ or ‘private car’ as an alternative way of travel. The remaining patients either did not respond or answered, ‘unable to say’.

The below comment was also received in relation to this question:

- *“Transport was from one hospital to another.” (Patient 38, September)*

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

(All answer types listed, some multiple answers)



Overall, the majority of respondents who answered the above question advised that they had used patient transport due to their mobility problems (68.6%). No patients gave ‘parking’ or ‘poor public transport’ as a reason to have needed patient transport. The remaining patients either did not respond or answered, ‘unable to say’.

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

- *“Unable to drive as right arm broken.” (Patient 5, July)*
- *“Frightened of travelling after a major operation.” (Patient 11, July)*
- *“I use a wheelchair.” (Patient 15, July)*
- *“A and E.” (Patient 16, July)*
- *“Due to vision.” (Patient 35, September)*
- *“Transported as an inpatient.” (Patient 38, September)*

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

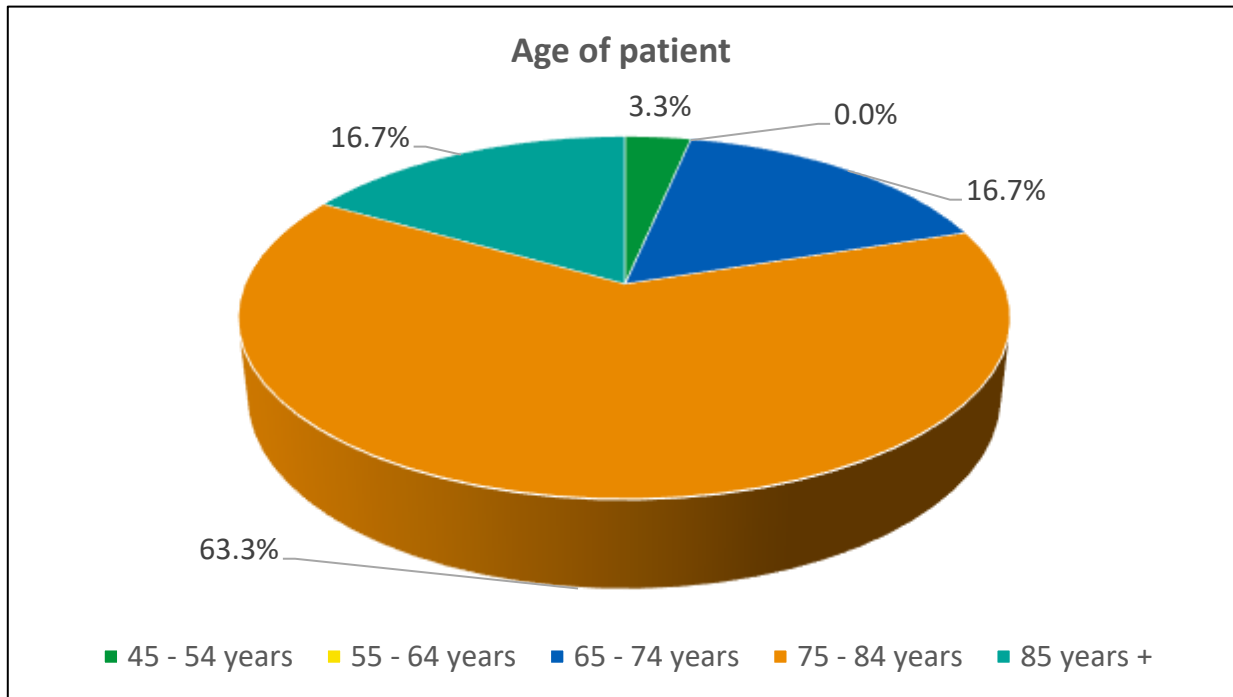
Patient number	Month	Comments received
1	July	Nothing everything was perfect.
3	July	No need to do anything better it was fine.
4	July	The control centre (at Chelmsford) :1 seems to have little idea of geography of Colchester, and routes often take longer as patients live too far apart each other and from hospital have to travel together, when there are patients who are living within walking distance of each other are sent in separate vehicles.2: if a patient finishes first there can be a hours wait for a second patient, who then lives in opposite direction, taking even longer journeys. 3: If drivers were given more info at renal base of patient's real finish time would be helpful.
8	July	Staff usually very helpful, just one recent occasion when private taxi cab was sent, provided no help and was late on picking me up.
9	July	Nothing.
11	July	The staff at the (name) hospital treated me appallingly. Considering the severity of the operation and that I had lost my sight I was left isolated and frightened with no communication whatsoever of when I would be discharged and how I would be able to get home which is 70 miles away.
15	July	You all do a great job, pleased with everything that you do. Well done, you all do great jobs.
16	July	Make sure you sort problems out in ward.
6	August	(name, name, name & name) all came across very nice and extremely helpful also a manager who quickly solved a small misunderstanding.

Patient number	Month	Comments received
20	August	Could not be failed, very companionable.
21	August	I went by taxi with my partner who also had an appointment and has severe mobility issues. The driver was very helpful.
22	August	Thank you so very much for the way you treated me on our trip to and from hospital I would be completely lost without you the job you do is so very important to people like me and you all do it so well. Thank you.
23	August	All good.
26	August	I live in a place where it's not easy to get to the hospital appointments I have as some are in Cambridge I only have a mobility scooter to get around.
38	September	My journey could not have been improved thank you.

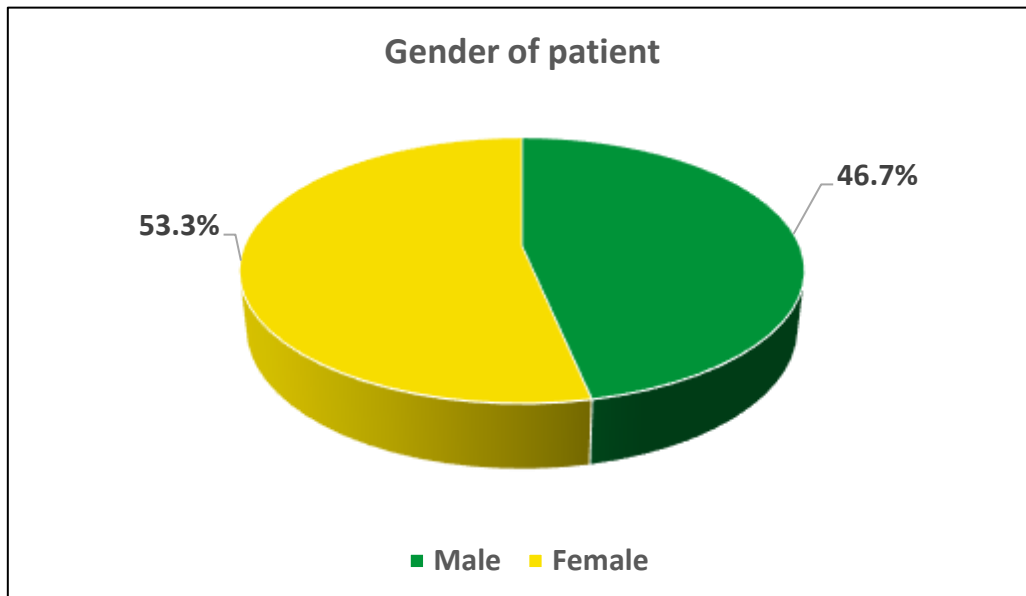


# Equality and Diversity Information

## What age are you?



## What best describes your gender?



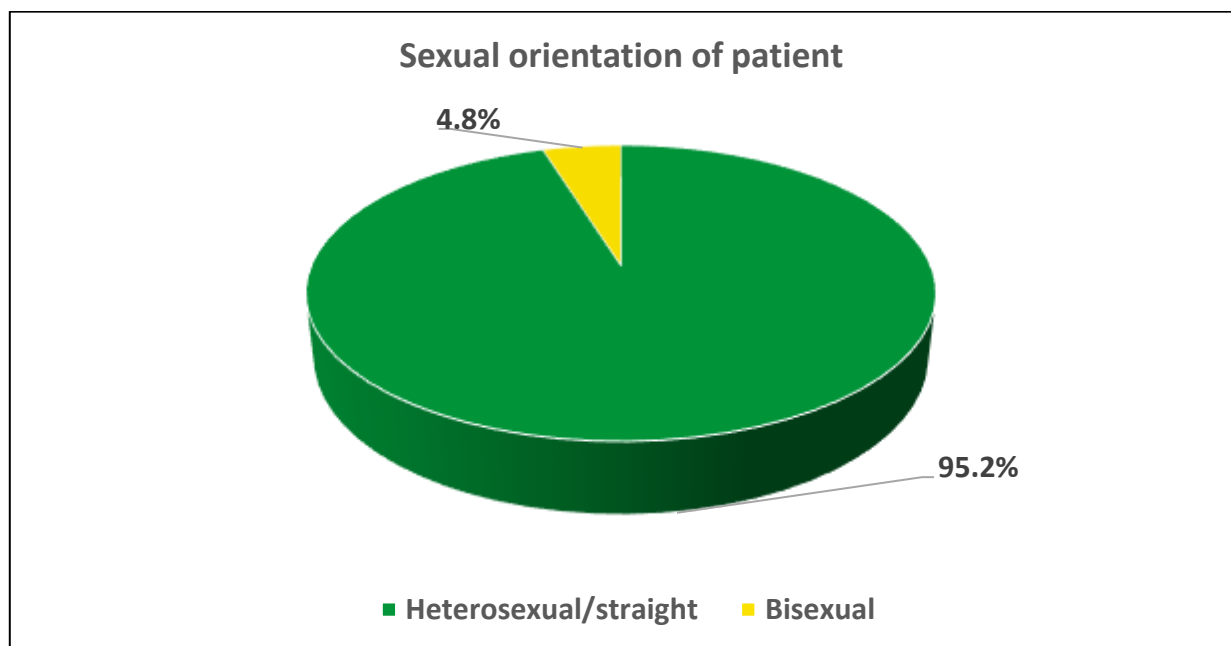
## What is your ethnic group?

All respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining respondents either did not respond or answered, 'unable to say'.

## What is your religion or belief?

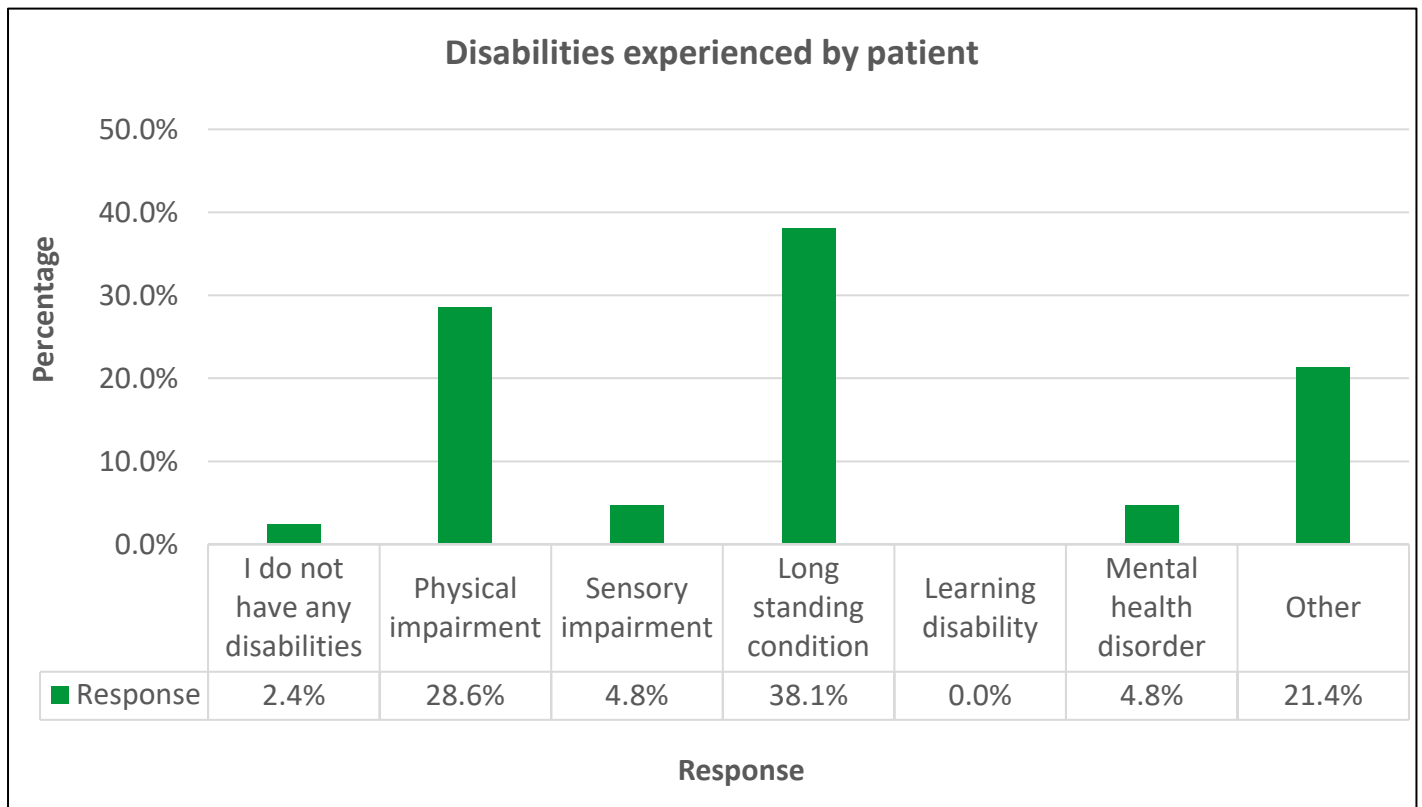
Of the 26 respondents who answered the above question, 20 (76.9%) advised that they were Christian, one respondent (3.8%) answered that they were Jewish, three respondents (11.5%) advised that they did not hold a religion or belief and two respondents (7.7%) advised 'other.' The remaining respondents either did not respond or answered, 'unable to say'.

## What is your sexual orientation?



## Do you have any of the following disabilities?

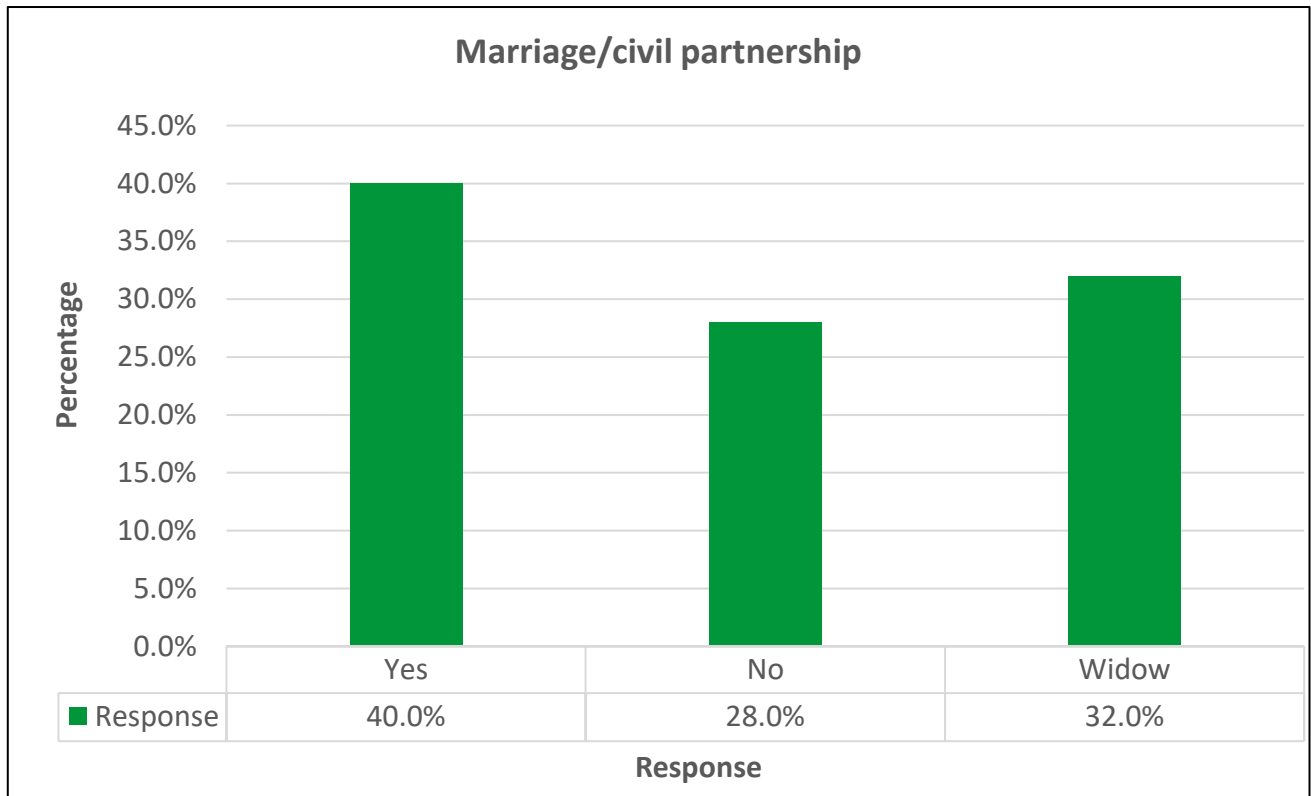
(All answer types are listed, some multiple answers)



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

- *“Anxiety.” (Patient 6, August)*
- *“Cannot walk, use crutches.” (Patient 13, July)*
- *“I have back trouble.” (Patient 15, July)*
- *“Hearing.” (Patient 16, July)*
- *“Born without bowel, have a stoma.” (Patient 17, July)*
- *“Can barely walk.” (Patient 30, August)*
- *“Cancer.” (Patient 37, September)*

## 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.