



Patient Transport Service Patient Experience Report

Patient Transport Service
North East Essex 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 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 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. 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 150 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

All respondents who answered the Friends and Family Test overall satisfaction question and had used the PTS within the North East Essex area during October to December 2021, rated the service received as either 'good' or 'very good.'

The majority of respondents (86.2%) advised that their call had been answered quickly, with the booking system also rated highly. Encouragingly, respondents were also generally satisfied with the length of time their journey took (96.8%), with most patients either 'on time' (50.0%) or 'early' (35.7%) for their medical appointment. Positively, all respondents advised that they had waited between 0 to 60 minutes for their return transport following their hospital/clinic appointment.

PTS staff were rated highly as either as 'good' (15.2%) or 'excellent' (84.8%), with the majority of respondents (97.0%) 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, two comments were received in relation to poor communication.

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, 35 completed survey submissions were received from patients who had used the PTS within the North East Essex area during Quarter 3: October (9), November (11), and December (15). 97.1% 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, all 33 respondents (100.0%) who answered the FFT question and had used the Trust's PTS within the North East Essex CCG area during October to December 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	October	They made me feel safe. Picked me up from my front door and brought me back to it on my return.
3	October	They are always kind and caring never had staff who have been snappy or curt. Always seem to be sympathetic.
4	October	I can't fault any of the staff they get me into my wheelchair to take me and bring me home they are kind and caring they get my top vote. I have only waited over 2 hours once for transport home and I realise that they are so busy. Thank you all very much.
5	October	The service provided was excellent. The crew were so good it was unbelievable, most wonderful folk.
6	October	Because they were so very helpful and considerate, friendly, very polite.
7	October	From the start as a telephone call to book the transport, everyone I spoke to was very kind and supportive. I felt very safe on the journey, I had help on and off the vehicle, both there and back, thank you.
10	November	Although I waited until 7pm to be collected the driver was very apologetic as he had to collect a patient from another hospital before collecting myself.
11	November	The driver was very helpful with me getting aboard.
12	November	Very helpful.

Patient number	Month	Comments received
13	November	Service was very pleasant, very kind staff.
14	November	Staff very helpful.
15	November	Very friendly and caring.
16	November	The driver was an excellent driver and very polite and helpful.
18	November	Always polite and helpful.
17	November	They were on time and very careful and helpful both in handling the patient as well as manoeuvring through the property. They were helpful in reassuring the patient who is extremely hard of hearing and has reduced eyesight and mobility and made her feel relaxed in what was a difficult time for her.
19	November	Got me to my appointment.
20	November	Everyone involved are always polite, helpful, and friendly.
21	December	Friendly and helpful staff punctual.
22	December	Ambulances have always been nice and early, and the crews are very friendly and helpful providing superb support and assistance.
24	December	I rely on this service a lot. Everyone I've met have been kind and considerate. I have nothing but praise for them all.
25	December	On time. Both professional and friendly. Very good standard or driving. Very caring.
26	December	Felt safe and cared for.
28	December	Very helpful, polite, and professional.

Patient number	Month	Comments received
29	December	The ambulance person arrived quiet early he assisted me to the ambulance and helped me to get in he was very cheerful and checked the hospital appointment time and address once at the hospital he came with me to the department and checked me in at reception.
30	December	Could not be faulted.
31	December	I travel with you fairly regularly and I am extremely grateful. I am wheelchair bound and could not get to my appointments if you were not there. I always take all the officers' names and usually ring you afterwards to say thank you and how pleasant they made my trip to hospital. The last ones were all so patient and kind...who collected me to bring me home were on time to the very minute.
32	December	The delivery was very good but see the comment under Q18.
33	December	Everything went to plan on the day.
34	December	The staff are always polite, professional & helpful whenever I have needed to use the hospital transport.

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,' 'husband' and 'daughter.'

How quickly did we answer your call?

Overall, 86.2% of respondents who answered the above question advised that their call had been answered 'quickly.' However, four respondents (13.8%) 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, all 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.'

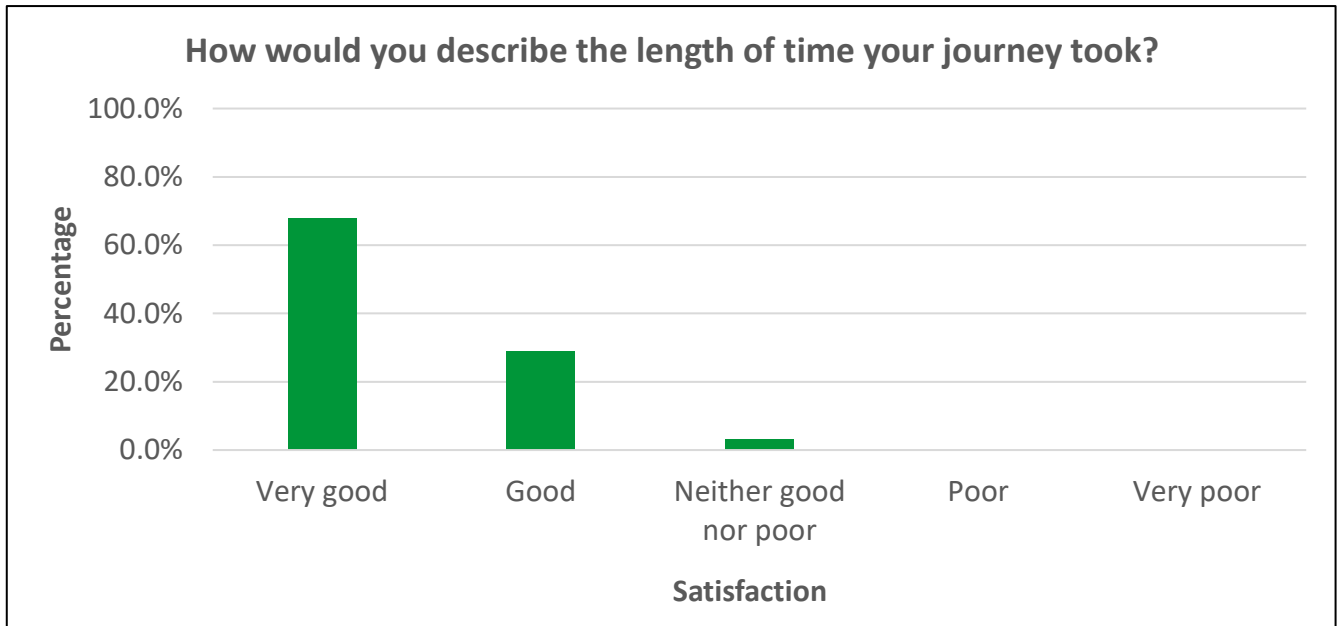
How would you rate the booking system?

Of the 30 patients who responded to the above question, 90.9% rated the PTS booking system as 'good' (13.3%) or 'very good' (86.7%). The remaining patients either did not respond or were 'unable to say.'

Did the service staff introduce themselves?

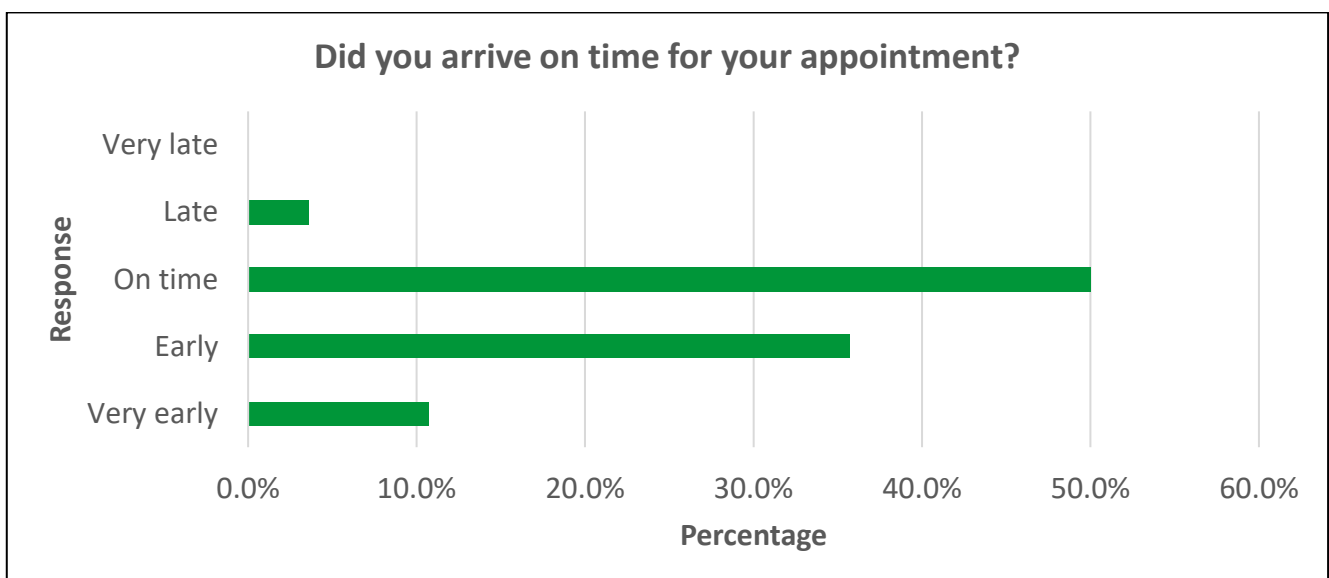
Overall, most respondents who answered the above question advised that the PTS staff had introduced themselves (96.9%). One respondent (3.1%) did not recall receiving an introduction. The remaining patients either did not respond or were 'unable to say.'

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



Overall, 96.8% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (29.0%) or 'very good' (67.7%) responses. One patient (3.2%) rated the journey length as 'neither good nor poor.' The remaining respondents did not respond to this question.

Did you arrive on time for your appointment?

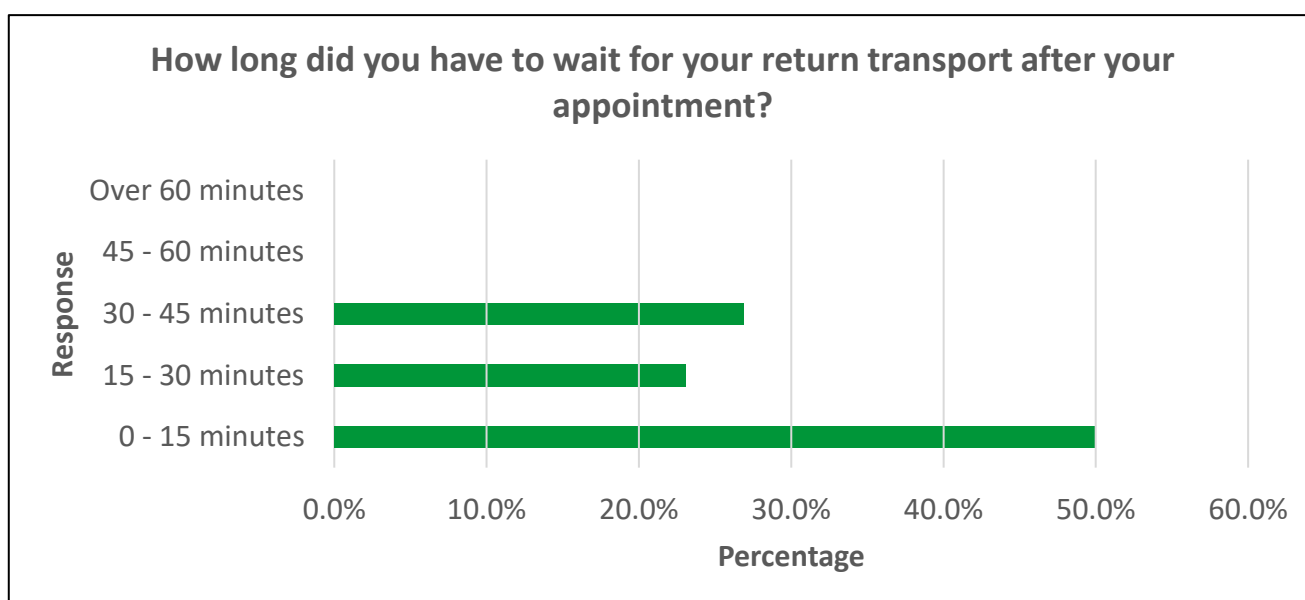


Overall, 27 respondents (96.4%) who answered the above question advised that they had either arrived 'on time' (50.0%), 'early' (35.7%), or 'very early' (10.7%) for their hospital/clinic appointment. However, one patient (3.6%) had arrived late. The remaining respondents either did not respond or answered, 'not applicable.'

If we were late, did we contact you?

Five 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. However, three 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?

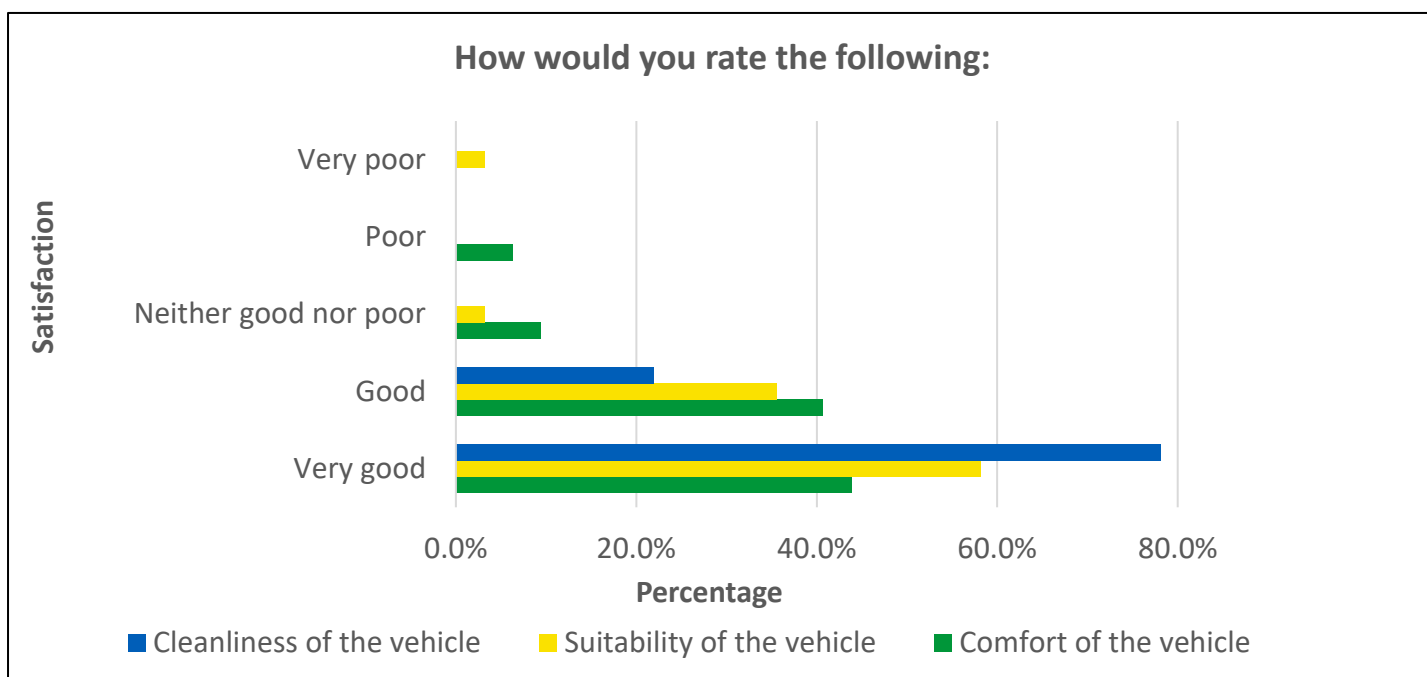


Positively, all respondents who answered the above question had waited between 0 to 60 minutes for their return transport: 0 to 15 minutes (50.0%), 15 to 30 minutes (23.1%) and 30 to 45 minutes (26.9%). The remaining respondents either did not respond or answered, 'not applicable.'

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 93.1% of respondents providing 'good' (27.6%) or 'very good' (65.5%) responses. However, two respondents rated the communication as 'very poor' (6.9%). 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' (21.9%) or 'very good' (78.1%). This compares slightly lower satisfaction levels for the vehicle suitability: 'good' (35.5%), 'very good' (58.1%), 'neither good nor poor' (3.2%) and 'very poor' (3.2%), and vehicle comfort: 'good' (40.6%), 'very good' (43.8%), 'neither good nor poor' (9.4%) and 'poor' (6.3%). The remaining respondents did not respond.

How would you describe the attitude of the staff?

Positively, all 33 respondents who answered the above question rated the attitude of the PTS staff as either 'good' (15.2%) or 'excellent' (84.8%). The remaining respondents did not respond.

Did the service staff treat you with dignity and respect?

Overall, 97.0% of respondents who answered the above question advised that they had 'definitely' been treated with dignity and respect. One patient (3.0%) responded 'to some extent.' The remaining respondents did not respond.

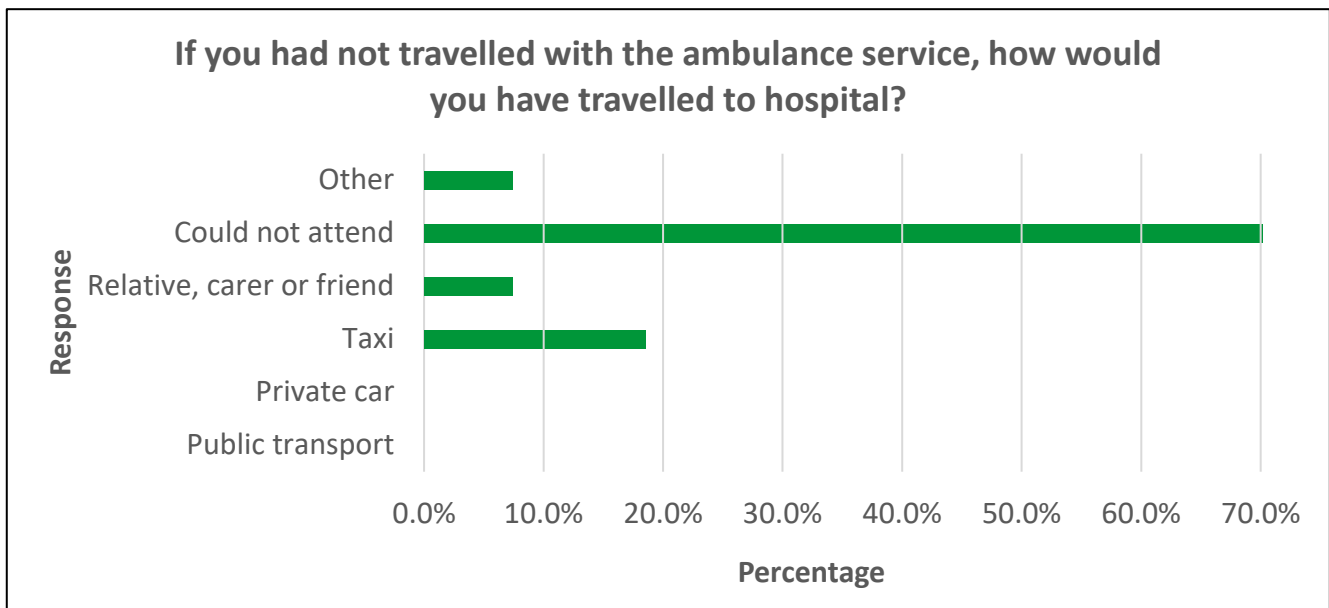
Did the service staff drive safely?

All 31 respondents who answered the above question advised that the PTS staff had driven the vehicle safely. The remaining respondents did not respond.

Did the service staff offer assistance if required?

Overall, 96.9% of respondents who answered the above question advised that assistance had been offered if it had been needed. However, one respondent (3.0%) advised that assistance was 'not required.' The remaining patients 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 approximately three quarters of patients (74.1%) advising that they **could not** have attended their appointment. Other responses included 'taxi' (18.5%), 'relative, carer or friend' (7.4%) and 'other' (7.4%).

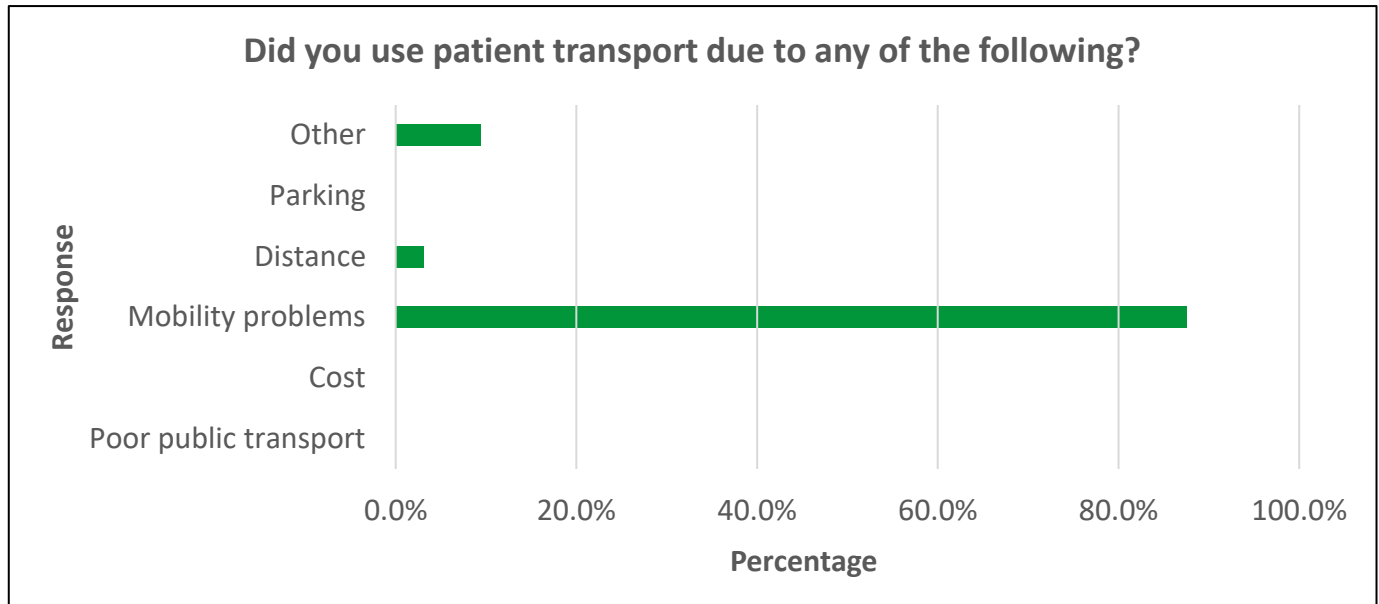
No patients advised 'public transport' or 'private car' as an alternative way of travel. The remaining patients either did not respond or were 'unable to say'.

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

- *"I used this transport to come home after a stay in hospital. I used a taxi to get to the hospital originally." (Patient 10, November)*
- *"I would have to book a wheelchair taxi." (Patient 33, December)*

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 mobility problems (87.5%). Other responses included 'other' (9.4%) and 'distance' (3.1%). No patients gave 'parking,' 'poor public transport' or 'cost' as reasons to have needed patient transport. The remaining patients either did not respond or were 'unable to say'.

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

- *"Very unsteady on walking." (Patient 12, November)*
- *"Have mobility issues apart from not even able to walk too far I also suffer with my balance & have quite a few falls I also suffer with Addison's disease which the medication can make me a bit woozy." (Patient 18, November)*
- *"Compromised immunity." (Patient 32, December)*

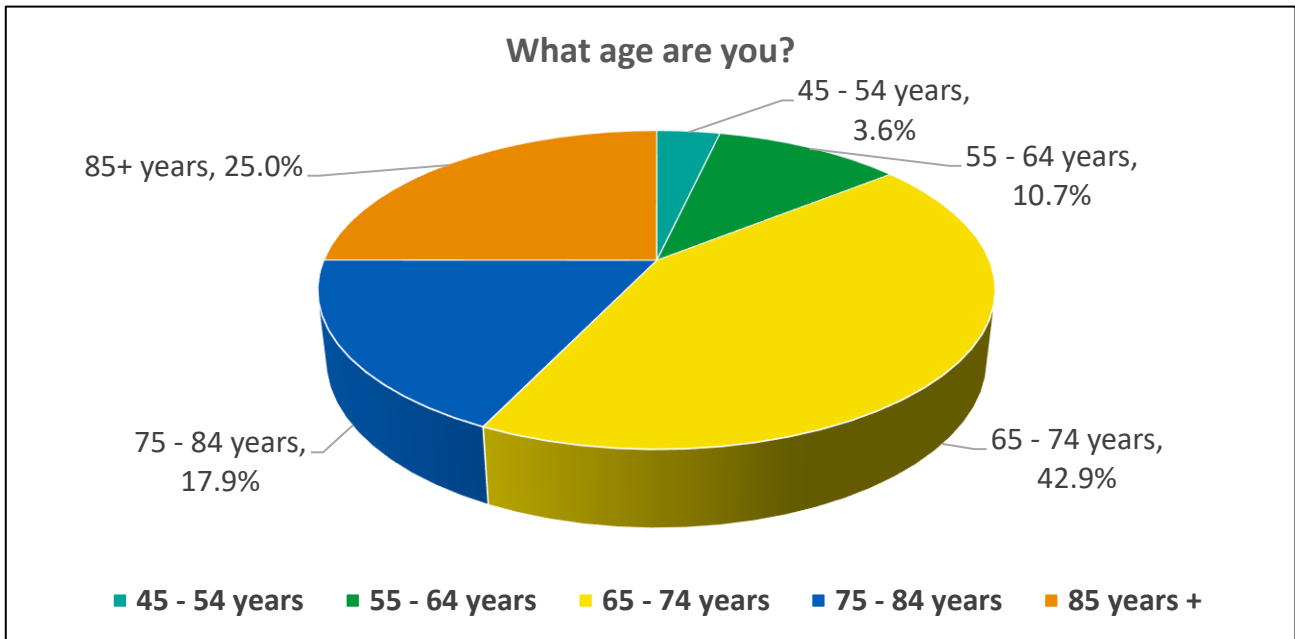
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
3	October	I don't feel that there is.
5	October	All fine.
6	October	Can't think of any.
10	November	The driver was very courteous keeping up a steady stream of conversation which made the time go more quickly.
12	November	This service is excellent thank you for your help.
14	November	Nothing.
15	November	Nothing they could've done better.
16	November	Make seats more comfortable.
17	November	Nothing.
22	December	No complaints at all, many thanks for all the kind support and help given to me.
24	December	I understand the pressure that Service is under, bearing that in mind I can't really complain about having to sit around and wait for the return journey. That's the only bug bear really. That is only a very small gripe, other than that it's excellent.
30	December	Could not improve on the service.
31	December	Nothing, I am always totally satisfied.

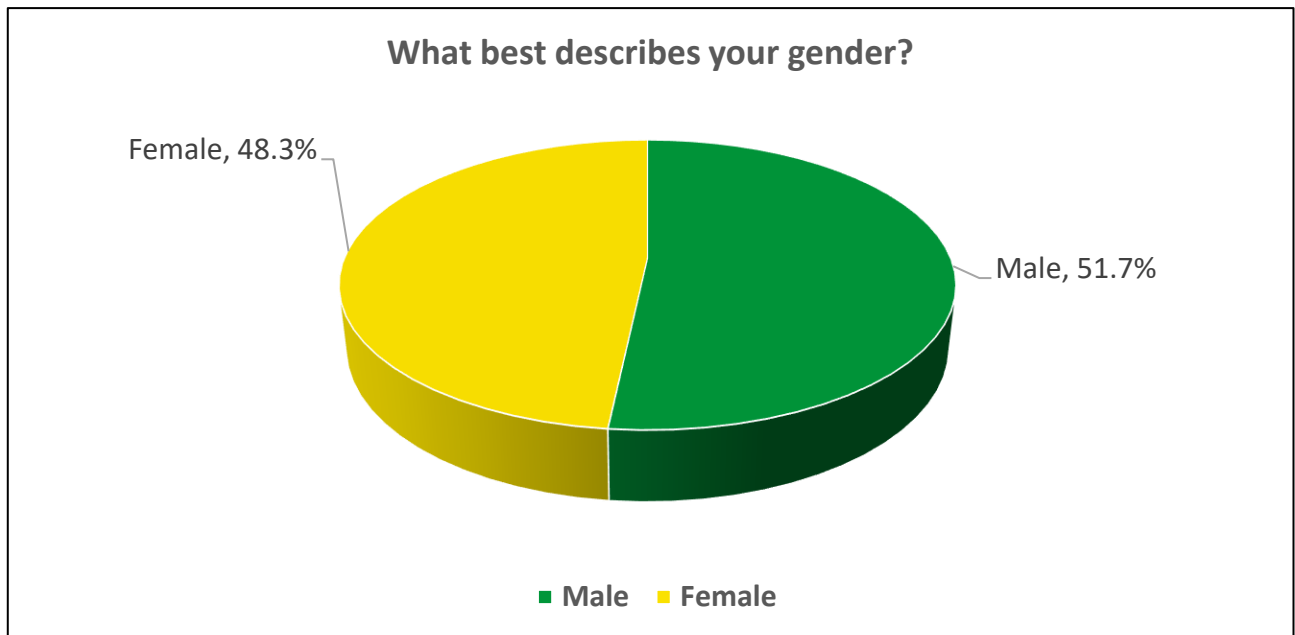
Patient number	Month	Comments received
32	December	Probably the ambulance staff should have listened to my appointed SNR when they spoke to her. They initially wanted me to be treated at home by the GP. This would have been inappropriate as I was suffering from pneumonia.
34	December	Due to physio sending me to have my ankle & knee checked after a recent fall, which turned out to be fractured. Physio cancelled my normal return journey, but it still arrived to pick me up. I didn't use transport home because A&E should have requested new transport but said they don't do that anymore. There was a lot of confusion with the person on the booking line, I had to get a doctor & a transport person to speak with them. In the end, I had to call my son to pick me up. On the 9 th December I spoke to (name) from the patient transport allocation team. I explained the situation & also asked for (name) to thank the driver who was very helpful with my dilemma of yesterday.
35	December	I can't think of anything to make the service better, as it was faultless, from the people manning the phones, to the drivers. They turned up well before time, and got me to the hospital, nice and early, they were very helpful, getting me in and out of the ambulance, and very respectful. I have used the service twice now and would fully recommend it.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

Of the 28 respondents who answered the above question; 27 respondents (96.4%) advised that they were of a 'White' ethnic group and 1 respondent (3.6%) answered that they were of a 'Mixed / multiple ethnic group.' The remaining respondents did not respond.

What is your religion or belief?

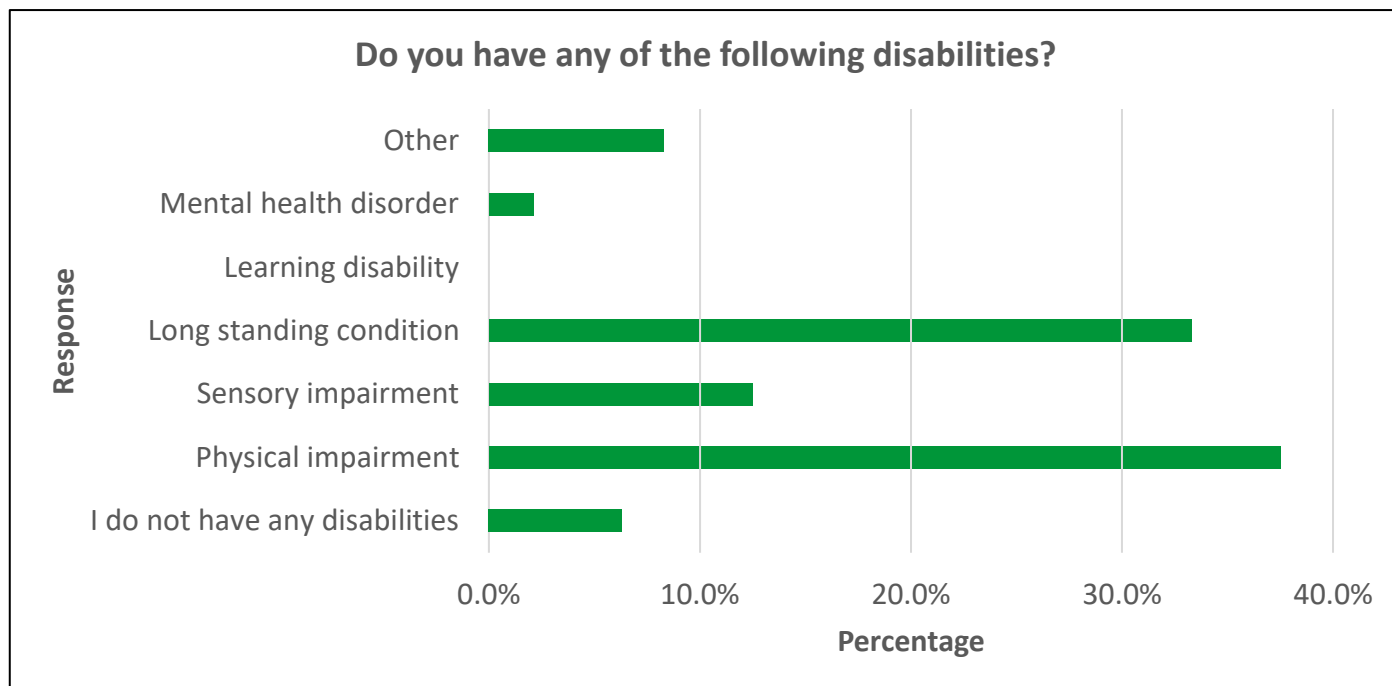
Of the 28 respondents who answered the above question, 20 (71.4%) advised that they were Christian, one respondent (3.6%) answered that they were Jewish, and seven respondents (25.0%) advised that they did not hold a religion or belief. The remaining respondents did not respond.

What is your sexual orientation?

All 25 respondents who answered the above question, advised that their sexual orientation was 'Heterosexual / straight.' The remaining respondents either did not respond or 'preferred not to say.'

Do you have any of the following disabilities?

(All answer types are listed, some multiple answers)

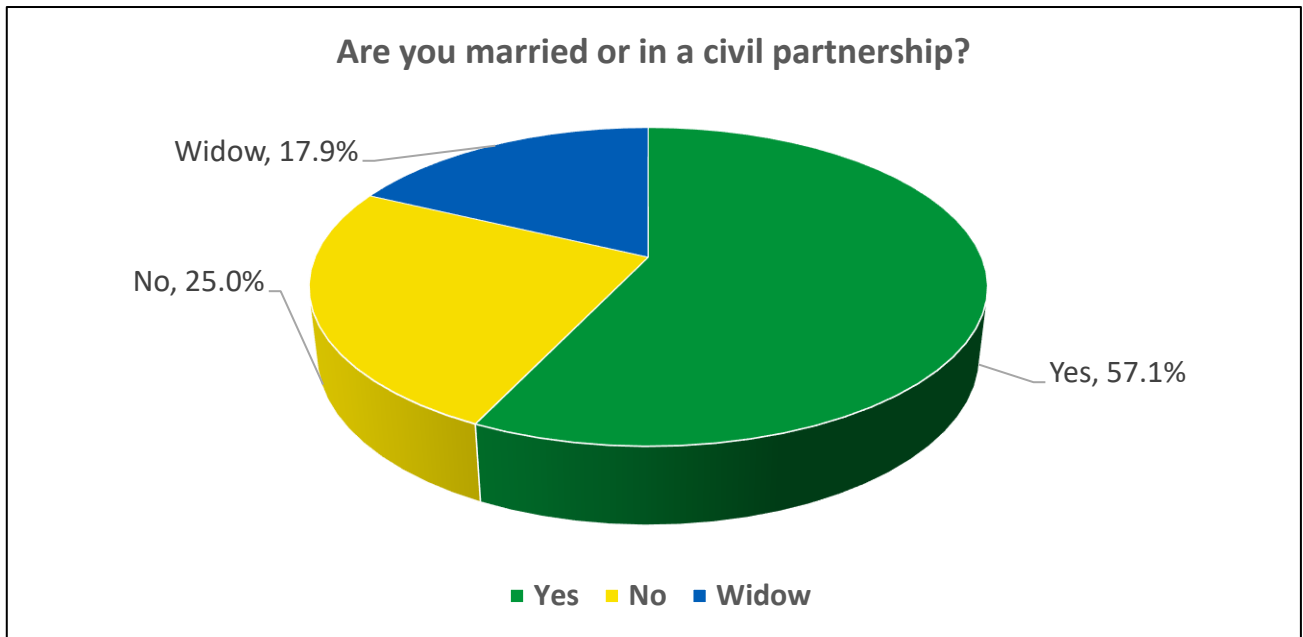


Of the respondents who answered the above question, 70.8% advised that they either had a 'physical impairment' (37.5%) or a 'long standing condition' (33.3%). Other responses included 'sensory impairment' (12.5%) and 'other' (8.3%). Three patients (6.3%) did not have a disability. The remaining respondents either did not respond or 'preferred not to say.'

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

- *"Disability following surgery." (Patient 6, October)*
- *"COPD." (Patient 8, October)*
- *"Have had 6 operations major heart surgery latest pacemaker with bedside monitor." (Patient 12, November)*
- *"Stroke left side." (Patient 27, December)*

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.