



# Patient Transport Service Patient Experience Report

Patient Transport Service West 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 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 West Essex 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 West 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 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, **90.5% of respondents** who answered the Friends and Family Test overall satisfaction question and had used the PTS within the West Essex CCG area during July to September 2021 rated the service as either 'good' or 'very good.'

Most respondents (88.2%) advised that their call had been answered 'quickly,' however, two respondents (11.8%) felt that it had taken a long time for their call to be answered. Encouragingly, the booking system was rated highly by all respondents as either 'good' (11.1%) or 'very good' (83.3%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (57.1%) or 'early' (35.7%) for their medical appointment. Most respondents (81.3%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, PTS staff were rated as 'excellent,' with the 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' (25.0%) or 'very good' (62.5%) by respondents.

The majority of additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff. However, one comment was received in relation to communication and return transport home.

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, 23 completed survey submissions were received from patients who had used the PTS within the West Essex CCG area during Quarter 2: July (5), August (10), and September (8). Most respondents (78.3%) 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, **90.5%** of respondents who answered the FFT question and had used the Trust's PTS within the West 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	I was brought home from hospital after treatment and was help very much.
4	July	Excellent service excellent drivers always on hand to help me and very polite.
5	July	Driver was kind and caring.
6	July	I was not picked up as advised and no one bothered to phone me, my daughter eventually got through to the transport team after an hour of trying as no one would answer the phone and she was told that the first patient that was collected was sick all over the ambulance so it could no longer be used, my daughter had to re arrange my appointment and take a days holiday from work to take me.
2	August	Got through quite quickly and very helpful.
3	August	An excellent service thankyou, (name) picked me up at home, drove me to the hospital, she could not have been more kind, caring and very professional at her job please thank her from me, a lovely lady who put me at ease 😊 big big thanks.

Patient number	Month	Comments received
8	August	Very caring and professional.
9	August	Service was very good!
10	August	Helpful, caring, friendly staff. The journey was good, and they helped me at both ends.
11	August	Caring, considerate, nothing was too much trouble.

Patient number	Month	Comments received
16	August	Transport drivers always very kind and helpful getting me to my hospital appointments. I am very grateful for this service.
14	September	The ambulance crew were friendly and helpful & very considerate. They were also here in a reasonable time considering how busy they must be.
17	September	The taxi was here on time and very polite. TOP MARKS.
18	September	I am very grateful that someone can collect me and bring me home. I do find the wait to come home rather long but I am still grateful for the service.
20	September	Excellent service wonderful drivers very helpful and cheerful.
21	September	How pleased to help your service which I find very good.
22	September	The driver turned up on time. He assisted me in getting in the vehicle, very helpful in every way.

### Are you the patient?

Overall, 90.5% of respondents who completed the survey advised that they were the patient. Examples of respondents who were not the patient included: 'son' and 'wife.'

## How quickly did we answer your call?

Overall, 88.2% of respondents who answered the above question advised that their call had been answered 'quickly.' However, two respondents (11.8%) advised 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?

17 (94.4%) of respondents who answered the above question advised that they had been clearly informed of the date and time of their transport booking. One respondent (5.6%) advised that they were not clearly informed. The remaining respondents either did not respond or were 'unable to say.'

## How would you rate the booking system?

17 respondents answered the above question and rated the booking system as either 'good' (11.1%) or 'very good' (83.3%). One respondent (5.6%) rated the booking system as 'very poor'. The remaining respondents either did not respond or 'did not know.'

## Did the service staff introduce themselves?

All 18 respondents who answered the above question recalled that the Patient Transport Service staff had introduced themselves upon their arrival. The remaining respondents either did not complete this question or 'did not know'.

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

Encouragingly, all respondents who answered the above question were satisfied with the length of time their journey took, with respondents rating the journey time as 'good' (38.9%) or 'very good' (61.1%). The remaining respondents either did not respond or 'did not know.'



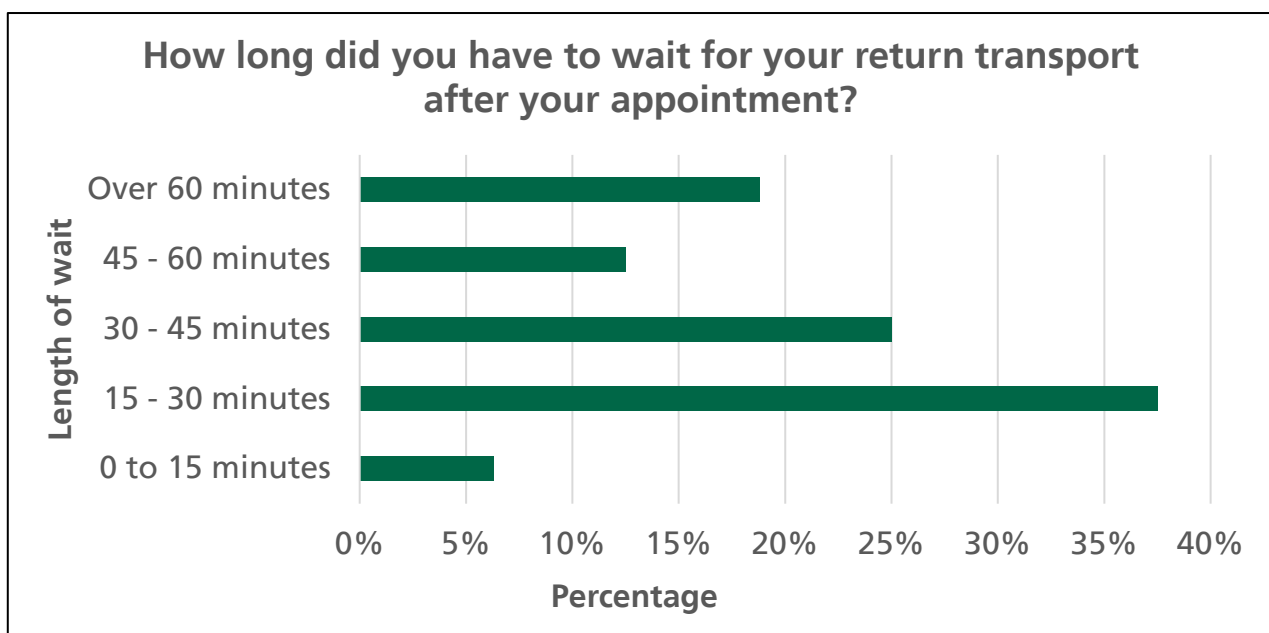
## Did you arrive on time for your appointment?

Of the 14 respondents who answered the above question, 8 patients (57.1%) had arrived 'on time' for their medical appointment, five patients (35.7%) had arrived 'early' and one patient (7.1%) had arrived 'very early.' The remaining patients either did not respond or answered that this was 'not applicable.'

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

One respondent was able to answer this question and advised that they had been informed by the Patient Transport Service about their transport being delayed. 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?

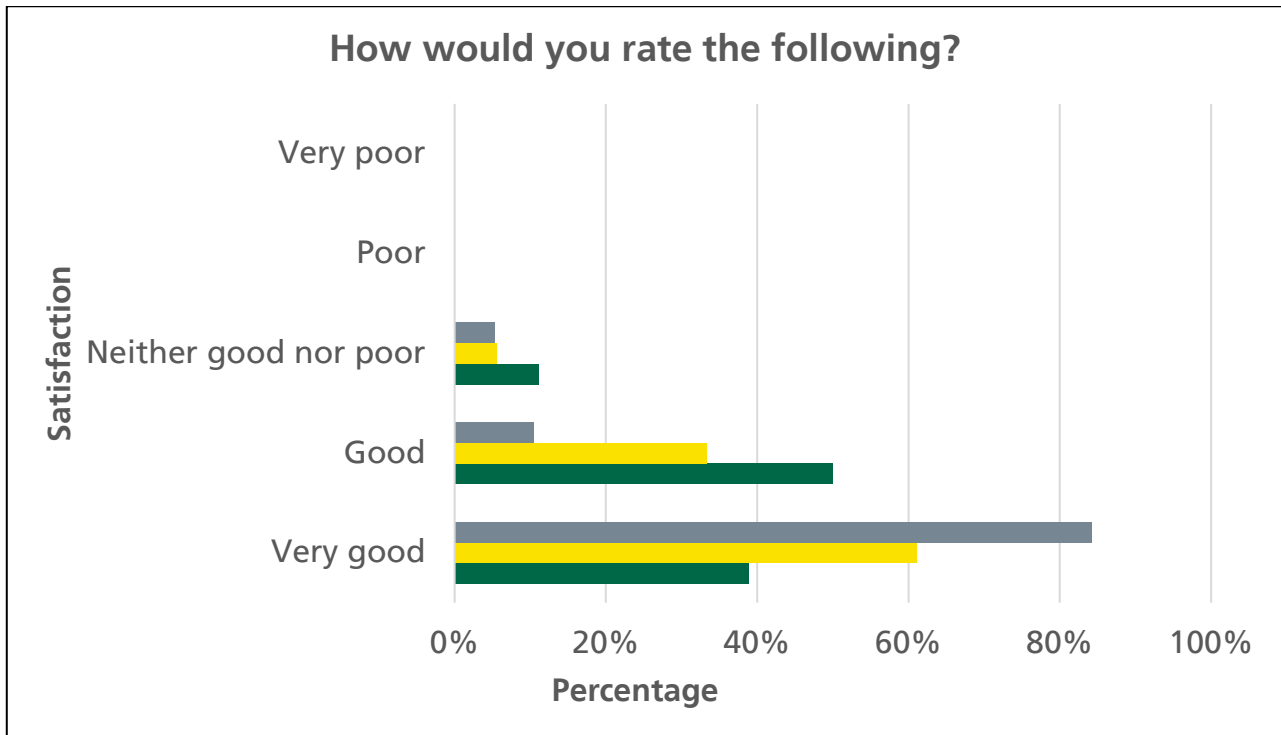


Overall, 81.3% of respondents who answered the above question had waited up to one hour for return transport: 0 to 15 minutes (6.3%), 15 to 30 minutes (37.5%), 30 to 45 minutes (25.0%) and 45 to 60 minutes (12.5%). Four patients (18.8%) had waited over 60 minutes following their medical appointment. 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?

Positively, 16 (87.5%) of respondents 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' (25.0%) or 'very good' (62.5%). 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 (94.7%), suitability (94.4%) and comfort (88.9%) of the Patient Transport Service vehicle. Four patients rated the comfort of the vehicle they travelled in (11.1%), 'suitability of vehicle' (5.6%) and cleanliness of vehicle (5.3%) as 'neither good nor poor.' The remaining respondents either did not respond or were 'unable to say.'

## How would you describe the attitude of the staff?

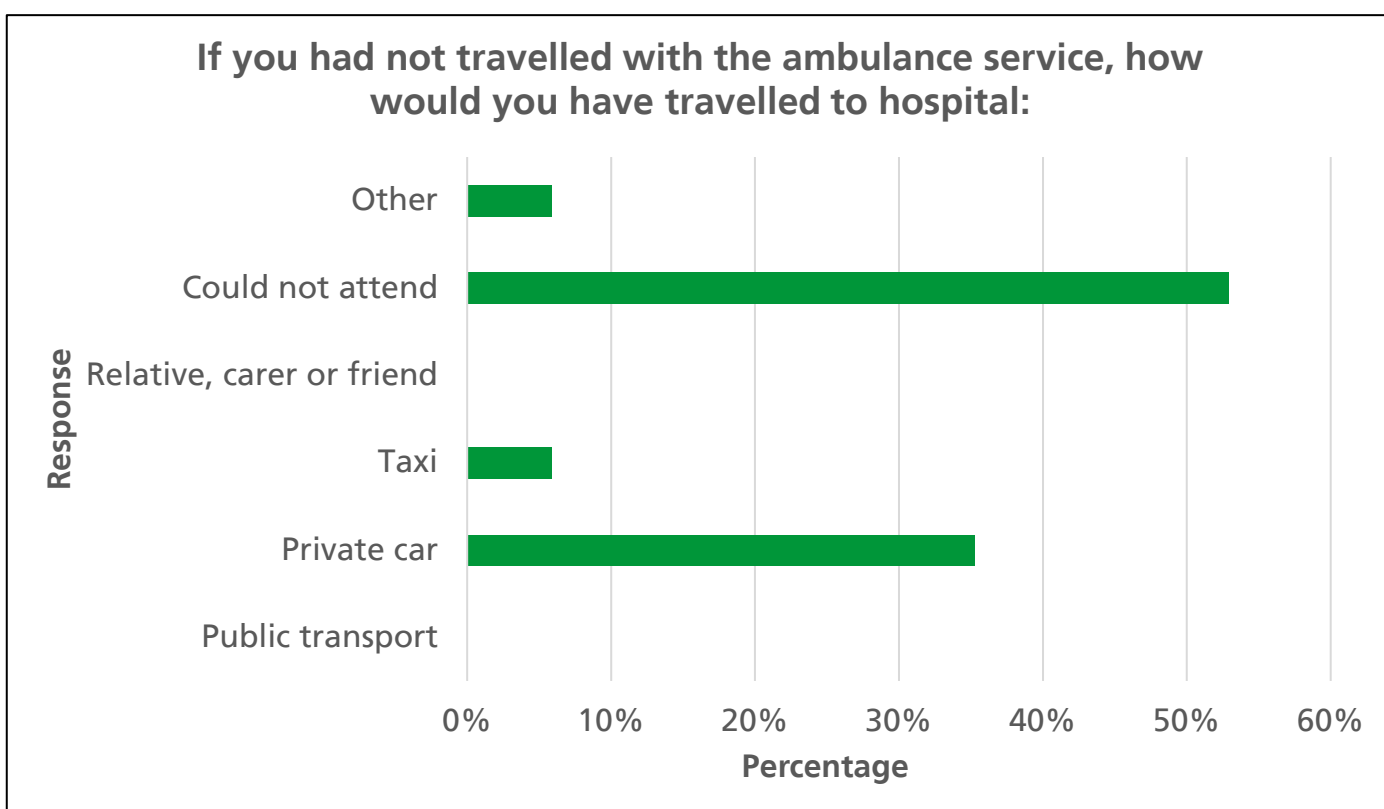
Positively, all respondents who answered the above question rated the attitude of staff as 'excellent.' All patients who responded also recalled that they were 'definitely' treated with dignity and respect and were assisted by the Patient Transport Service staff if needed. The remaining respondents either did not respond or were 'unable to say.'

## Did the service staff drive safely?

All 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?

*(All answer types are listed, some multiple answers)*



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 (52.9%) advising that they **could not** have attended their appointment. Other responses included 'taxi' (5.9%), 'private car' (35.3%) and 'other' (5.9%).

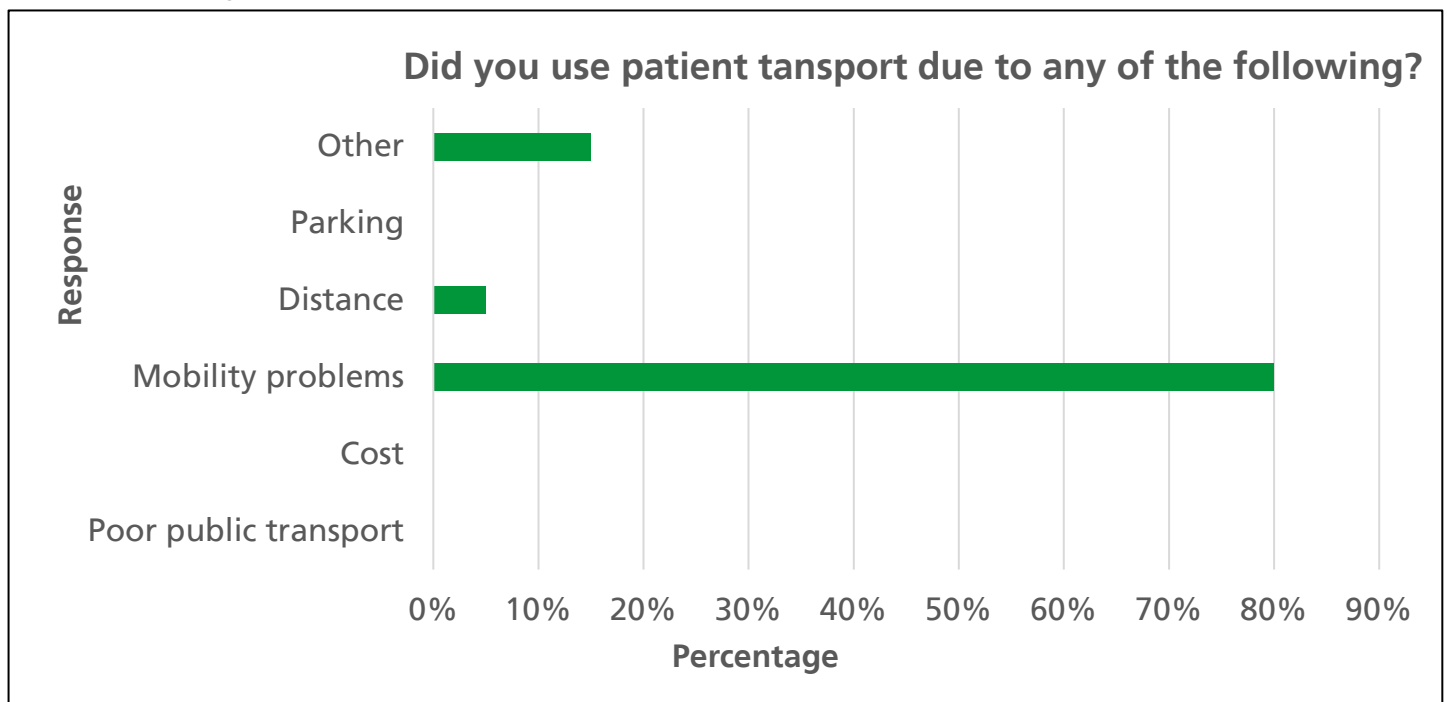
No patients advised 'public transport' or 'relative, carer or friend' as an alternative way of travel. The remaining patients either did not respond or were 'unable to say'.

The below comment was also received:

- *"I phoned the service which you provide."* (Patient 21, September)

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

(All answer types are listed, some multiple answers)



Overall, 80.0% of respondents who answered the above question advised that they had travelled with patient transport due to 'mobility problems,' three respondents answered 'other' (15.0%) and one respondent (5.0%) gave 'distance' as the reason for needing to use patient transport.

The below comments were also received:

- *"Did not use, I was not picked up as advised and no one bothered to phone me." (Patient 6, July)*
- *"Wife unable to drive." (Patient 11, August)*
- *"They provided either ambulance or car. V Good." (Patient 21, September)*

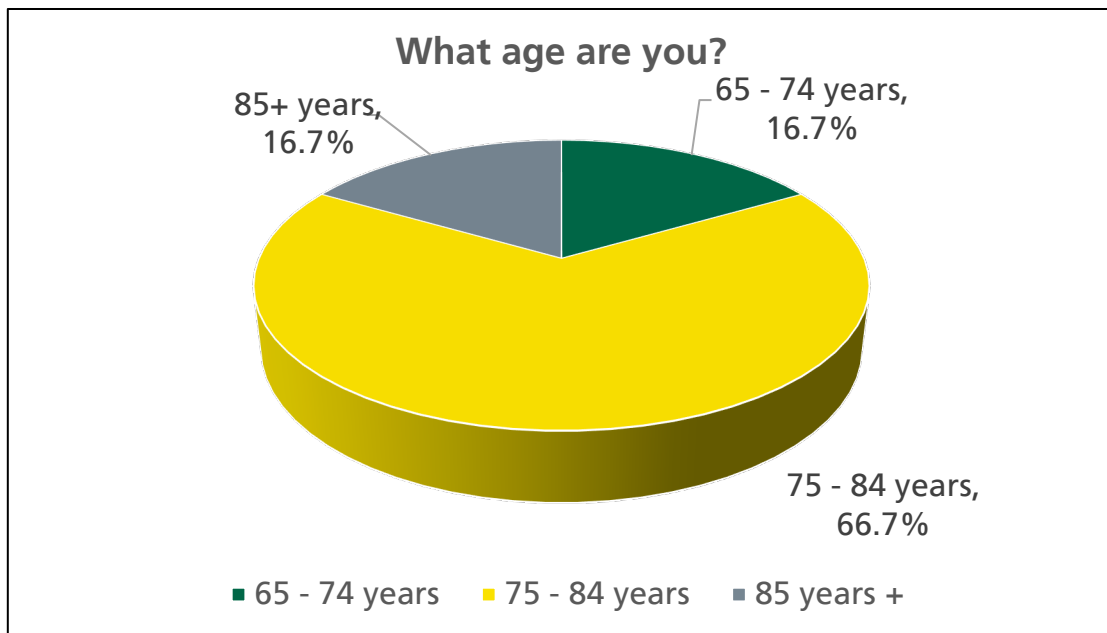
**Please tell us about anything that we could have done better:**

Patient number	Month	Comments received
1	July	I had all the help from the staff I could have expected.
4	July	All excellent.
5	July	Thankyou for looking after me and my daughter who is my carer and has to travel with me to help me as I'm in a wheelchair deaf partially sighted and have a catheter so my needs are met by allowing my daughter to come Kindness is always shown Thankyou.
6	July	I can accept that these things happen but please let us the patient know what is going on I sat around for over 3 hours waiting for the transport.
3	August	I can't think of anything that could have made it better, I am so grateful for your excellent service, thank you 🙏❤️.
8	August	Nothing great service.
17	September	There was no problems, thank you very much for your help.
20	September	All excellent. Excellent cheerful uplifting great all around.

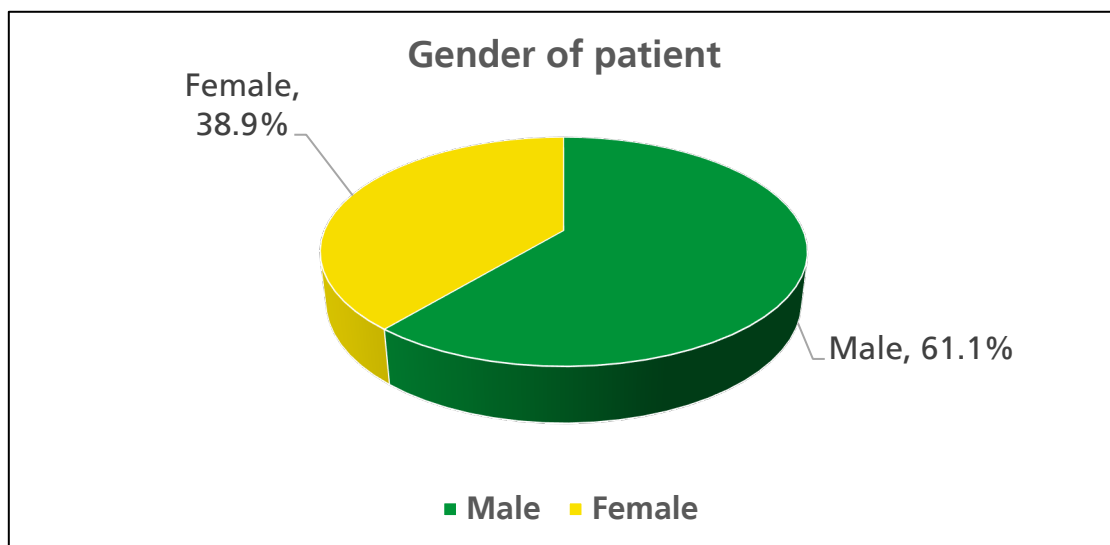
Patient number	Month	Comments received
21	September	I have been unable to understand all the problems that your office deals with the covet problems we praise your staffs thank you. You do a wonderful work.

# Equality and Diversity Information

## What age are you?



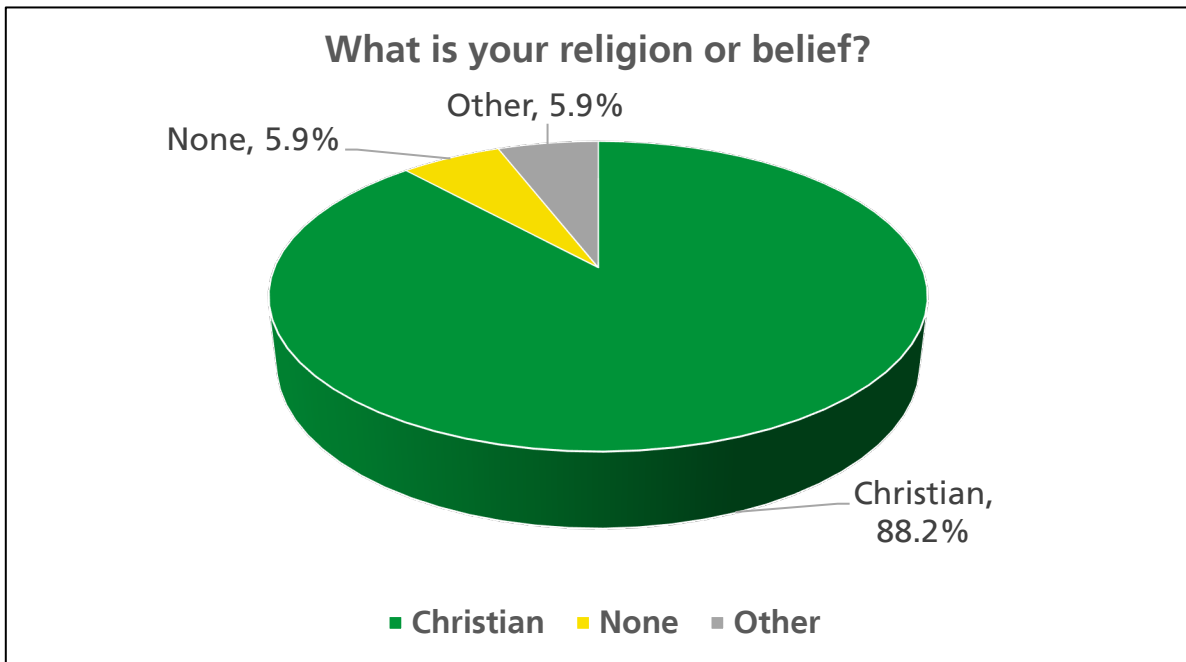
## What best describes your gender?



## What is your ethnic group?

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

## What is your religion or belief?



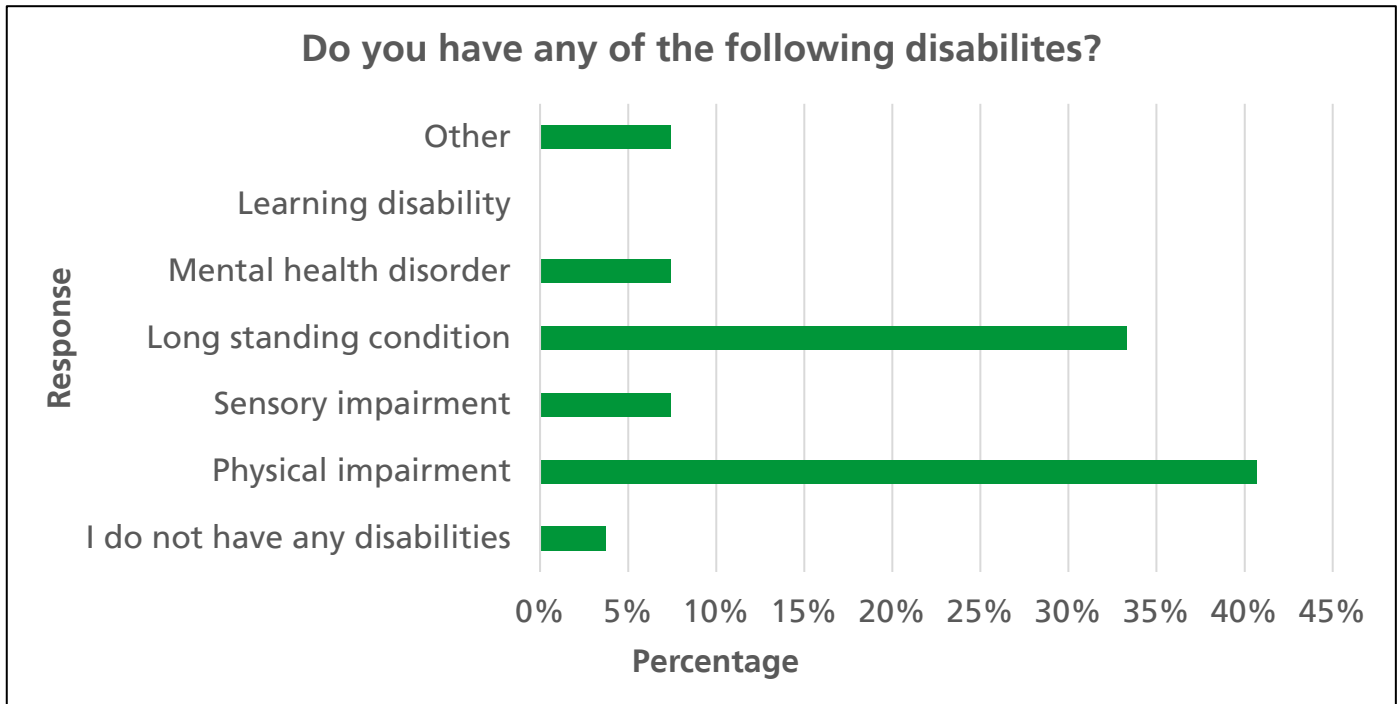


## What is your sexual orientation?

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

## Do you have any of the following disabilities?

(All answer types are listed, some multiple answers)

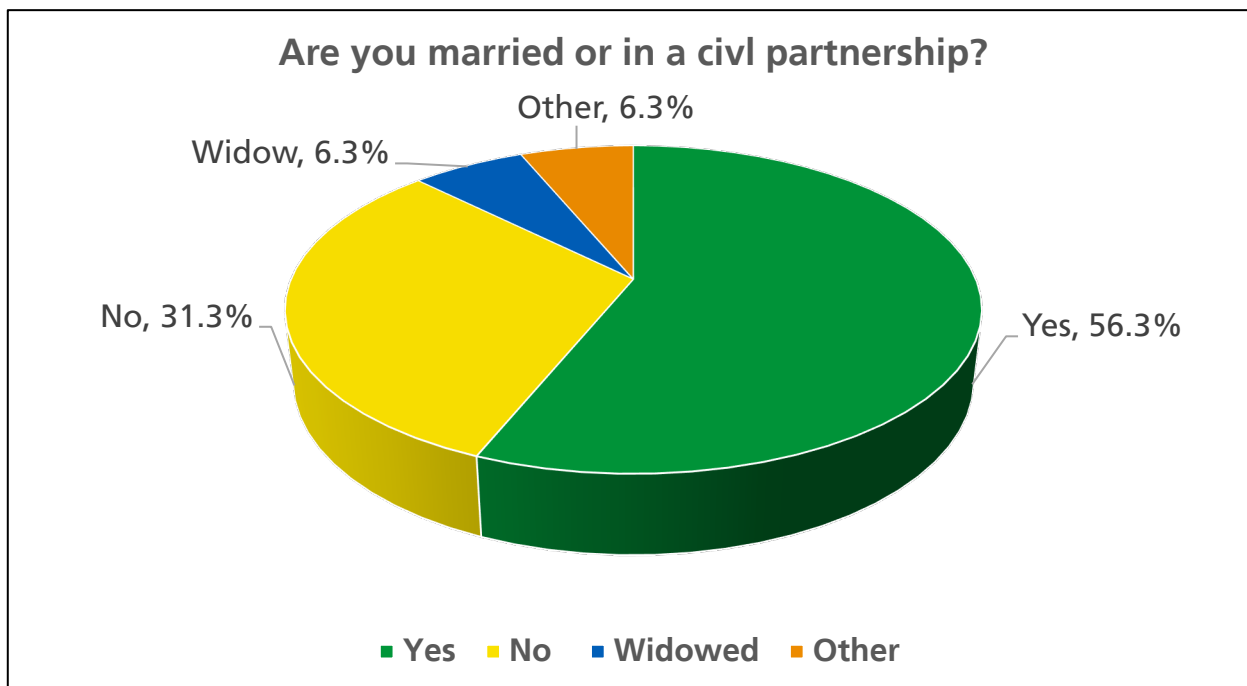


Of the 27 respondents who answered the above question, 11 respondents advised that they either had a 'physical impairment' (40.7%), a 'long standing condition' (33.3%), a 'sensory impairment' (7.4%), mental health disorder (7.4%) or 'other' (7.4%). The remaining patients did not respond.

The below comments were also received:

- "Wheelchair bound." (Patient 3, July)
- "Osteoarthritis." (Patient 21, September)

## 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.