



# Patient Transport Service Patient Experience Report

Patient Transport Service  
West Essex CCG October to December 2021

Author: Tessa Medler, Patient Experience Facilitator (Surveys)

Report Period: October to December 2021

Date of Report: April 2022

# 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 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 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, 94.4% of respondents who answered the FFT question and had used the Trust's PTS within the West Essex CCG area during October to December 2021 rated the service received as either 'very good' or 'good'.

11 (91.7%) of respondents advised that their call had been answered 'quickly.' Encouragingly, 14 respondents rated the booking system highly as either 'good' (20.0%) or 'very good' (73.3%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (50.0%) or 'early' (43.8%) for their medical appointment. The majority of respondents (81.3%) 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,' and 100% 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, one patient advised that they had been collected late and arrived late for their appointment unfortunately, they were not contacted to advise of the delay. 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, 23 completed survey submissions were received from patients who had used the PTS within the West Essex CCG area during Quarter 3: October (8), November (8), and December (7). Most respondents (95.7%) 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, 94.4% of respondents who answered the FFT question and had used the Trust's PTS within the West Essex 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	Outgoing driver was 1 hour late to what I was told!! No number to call before 9.am as the office does not open till 9.am.
2	October	A very cold and bumpy ride.
4	October	Ambulance arrived promptly the staff were amazing.
5	October	The ambulance men were kind, considerate and very helpful and cheerful.
8	October	The driver was very friendly and helpful and deserves to be given a good report nothing was too much trouble.
9	November	Most kind and helpful.
10	November	The drivers were very efficient and friendly.
11	November	Because it is very good.
12	November	The last few ambulance crew have been very good and really helpful also chatty which is very nice.
16	November	Because this service is excellent and very help to people like me, that do not have transport and have to visit hospitals every week and sometimes more. All your drivers are very kind and helpful and very caring, with helping me and seeing me to my door and making sure I am safe. I cannot fault the service at all, they are all very cheerful.

Patient number	Month	Comments received
14	November	<p>I am extremely grateful to the best, friendliest, caring and highly trained patient transport staff from Essex HQ and call centre to drivers that make me feel safe. They are all absolute heroes to me. I have had the misfortune to use other (contracted out) patient transport services which were incomparable. The ancient, decrepit, and uncomfortable vehicles and my own health reasons and Covid19 that mean I have to wait outside in the cold/rain for 2-3 hours and that is torturous for a cancer / extremely vulnerable patient is why I couldn't give the 'very good mark'. I also feel too exhausted to propel my own manual wheelchair to various hospital departments or outside but that is not the Ambulance service fault but Essex Adult social services assuming there are porters available everywhere and not allowing my carer to escort me. My last wait for a cruel 3 hours outside has made me feel suicidal and I really don't think I will be able to do it again.</p>
17	December	Caring staff.
19	December	Very helpful.

## Are you the patient?

Overall, 73.7% of respondents who completed the survey advised that they were the patient. Example of respondents who were not the patient included: *'Wife' and 'daughter.'*

## How quickly did we answer your call?

11 (91.7%) of respondents who answered the above question advised that their call had been answered *'quickly.'* One respondent advised that *'it took a long time'* for their call to be 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?

15 (93.8%) 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 advised *'no,'* 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?

14 respondents answered the above question and rated the booking system as either *'good'* (20.0%) or *'very good'* (73.3%) and one respondent (6.7%) answered *'neither good nor poor.'* The remaining respondents either did not respond or *'did not know.'*

## Did the service staff introduce themselves?

17 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?**

Positively, 100% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' and 'very good' responses. The remaining respondents either did not respond or 'did not know.'

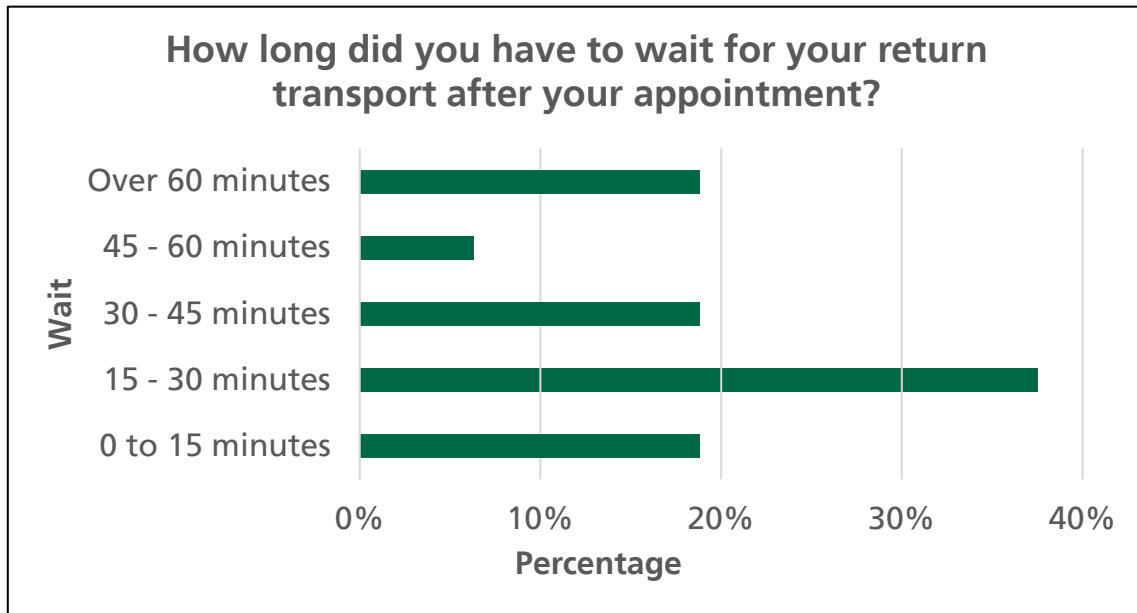
### **Did you arrive on time for your appointment?**

Of the 16 respondents who answered the above question, eight patients (50.0%) had arrived 'on time' for their medical appointment and seven patients (43.8%) had arrived 'early.' One respondent (6.3%) 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 three respondents who were able to answer this question, two respondents advised that they had been informed by the Patient Transport Service about their transport being delayed. However, one respondent 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?

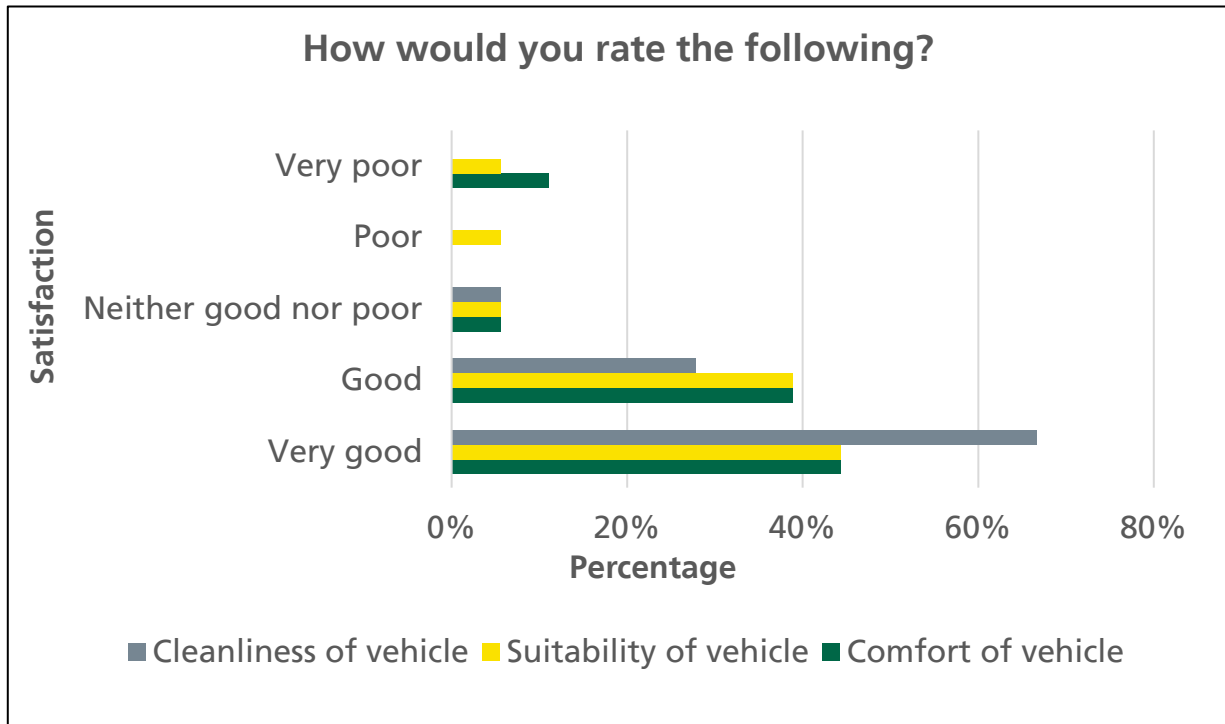


Overall, 81.3% of respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (18.8%), 15 to 30 minutes (37.5%), 30 to 45 minutes (18.8%) and 45 to 60 minutes (6.3%). Three patients (18.8%) had to wait over 60 minutes following their medical appointment. 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, 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 (94.4%), suitability (83.3%) and comfort (83.3%) of the Patient Transport Service vehicle. However, two patients rated the suitability of the vehicle they travelled in as 'poor' or 'very poor' and two patients rated the comfort of the vehicle as 'very poor.' The remaining respondents either did not respond or were 'unable to say.'

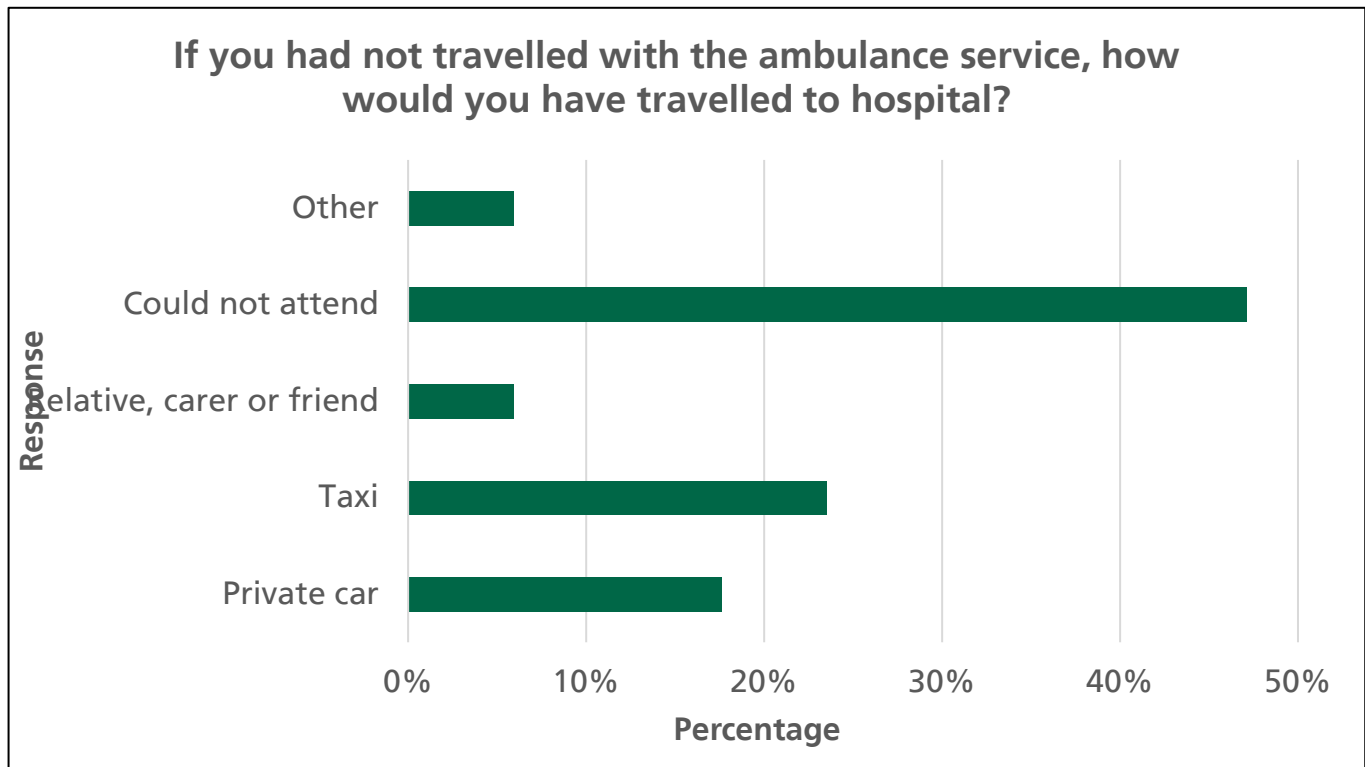
## How would you describe the attitude of the staff?

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. 100% of patients also 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?

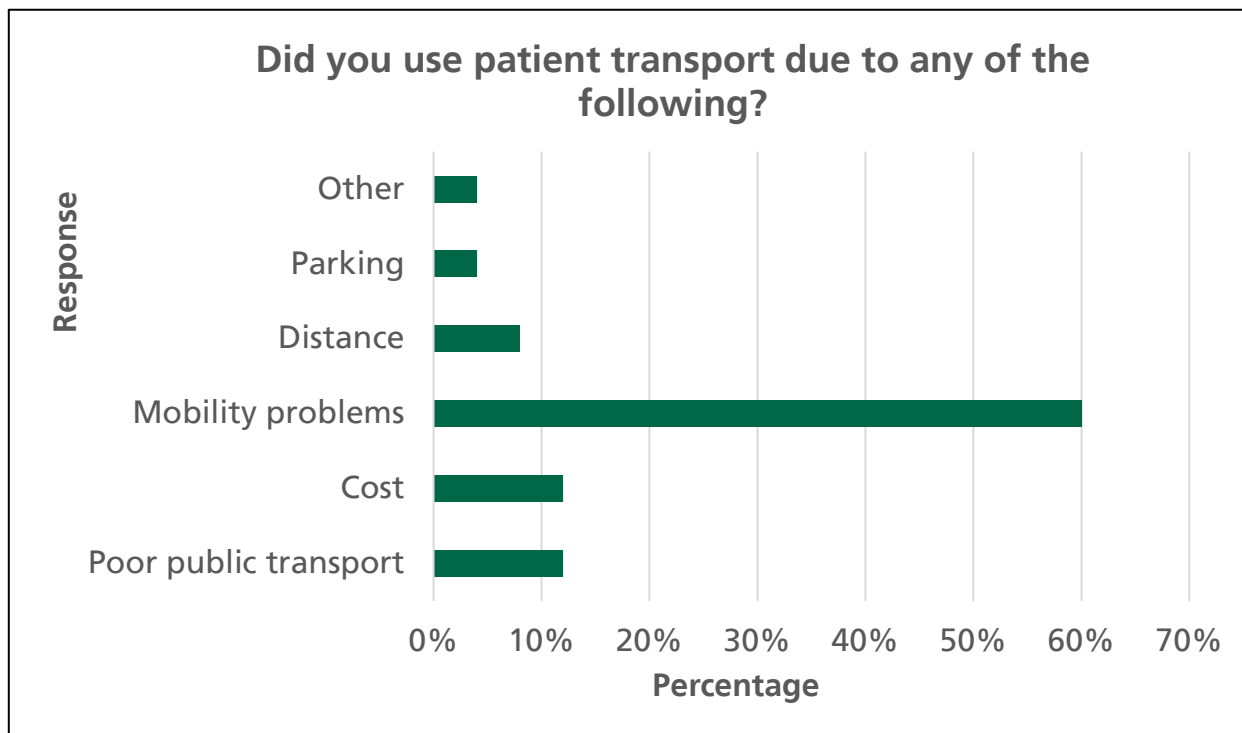


Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 47.1% of respondents who answered the above question advising that they **could not** have attended their appointment had it not been for patient transport. Other responses included 'private car' (17.6%), 'taxi' (23.5%), 'relative, carer or friend' (5.9%) or 'other' (5.9%).

The below comment was also received:

- *“Couldn't have got home from hospital due to mobility after being discharged.” (Patient 17, December)*

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



Overall, 60.0% of respondents who answered the above question advised that they had travelled with patient transport due to ‘mobility problems.’ The remaining respondents (40.0%) answered ‘poor public transport’ (12.0%), ‘cost’ (12.0%), ‘distance’ (8.0%), ‘parking’ (4.0%) or ‘other’ (4.0%) as the reason for needing to use patient transport.

The below comments were also received:

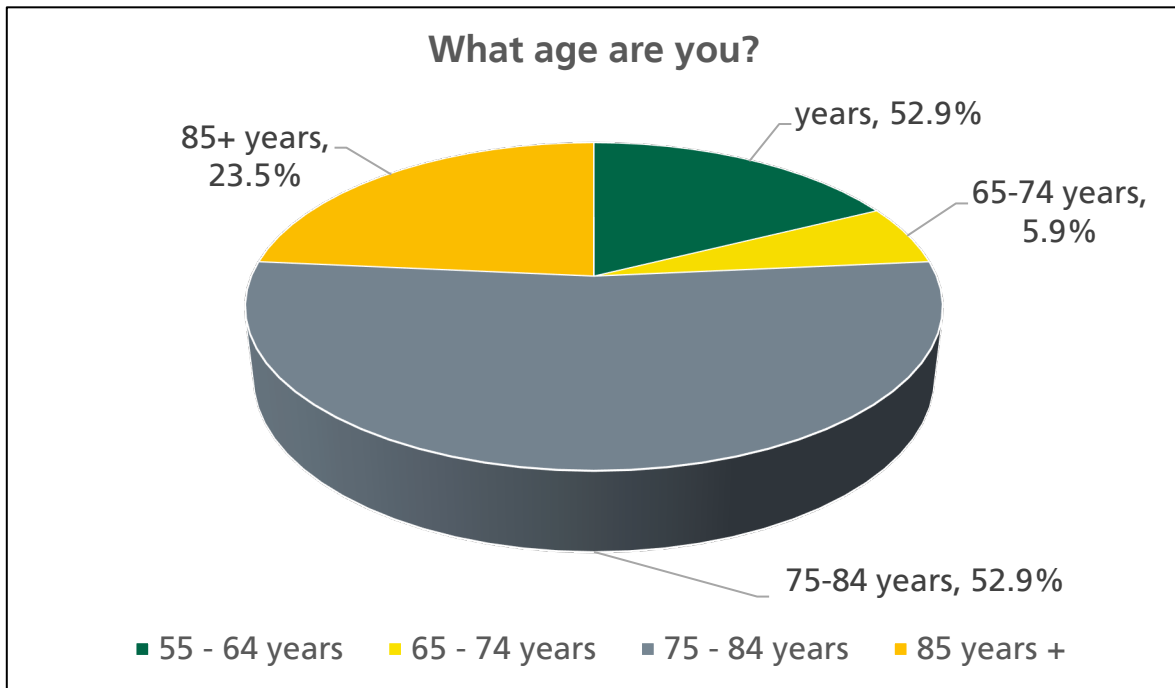
- *“Emergency.” (Patient 4, October)*
- *“No one to take me.” (Patient 5, October)*

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

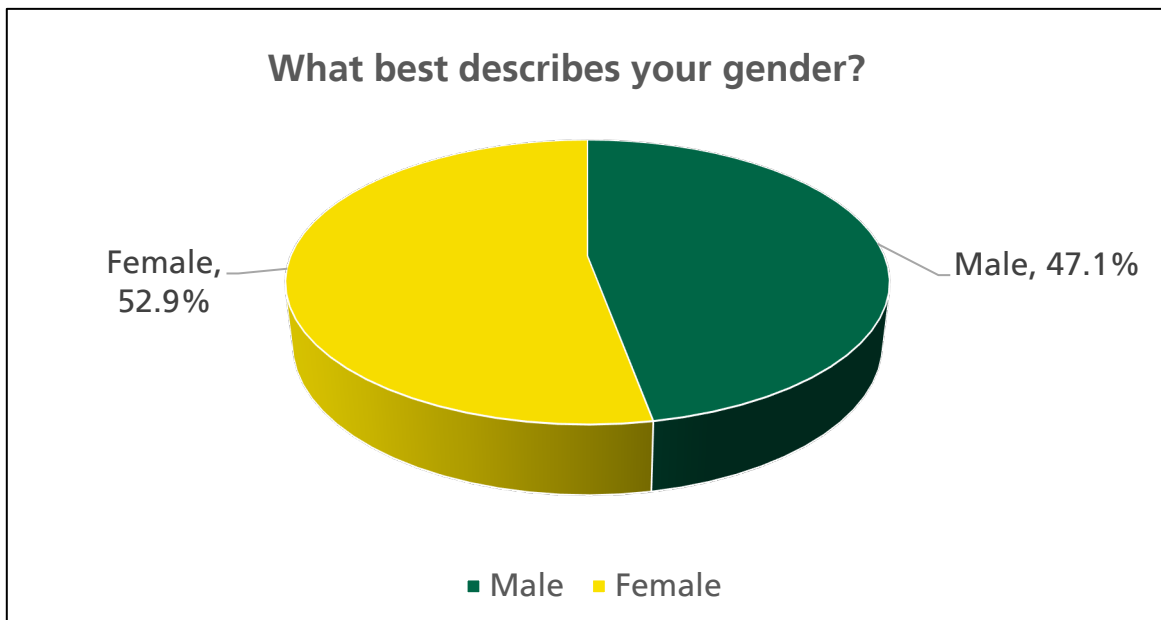
Patient number	Month	Comments received
10	November	I was happy with the service provided.
14	November	Ask Boris for a well earned pay rise and better vehicles.
16	November	I cannot fault your service, am not sure what else the drivers can do to make the journey so good, always like to chat and make sure I am safe and well looked after and see that I check in at the hospital (Day centre) Princess Alexander Hospital Harlow. NB I do not have a computer so cannot do videos but if you have a fund I would like to send a donation sometime.
19	December	Nothing really.

# Equality and Diversity Information

## What age are you?



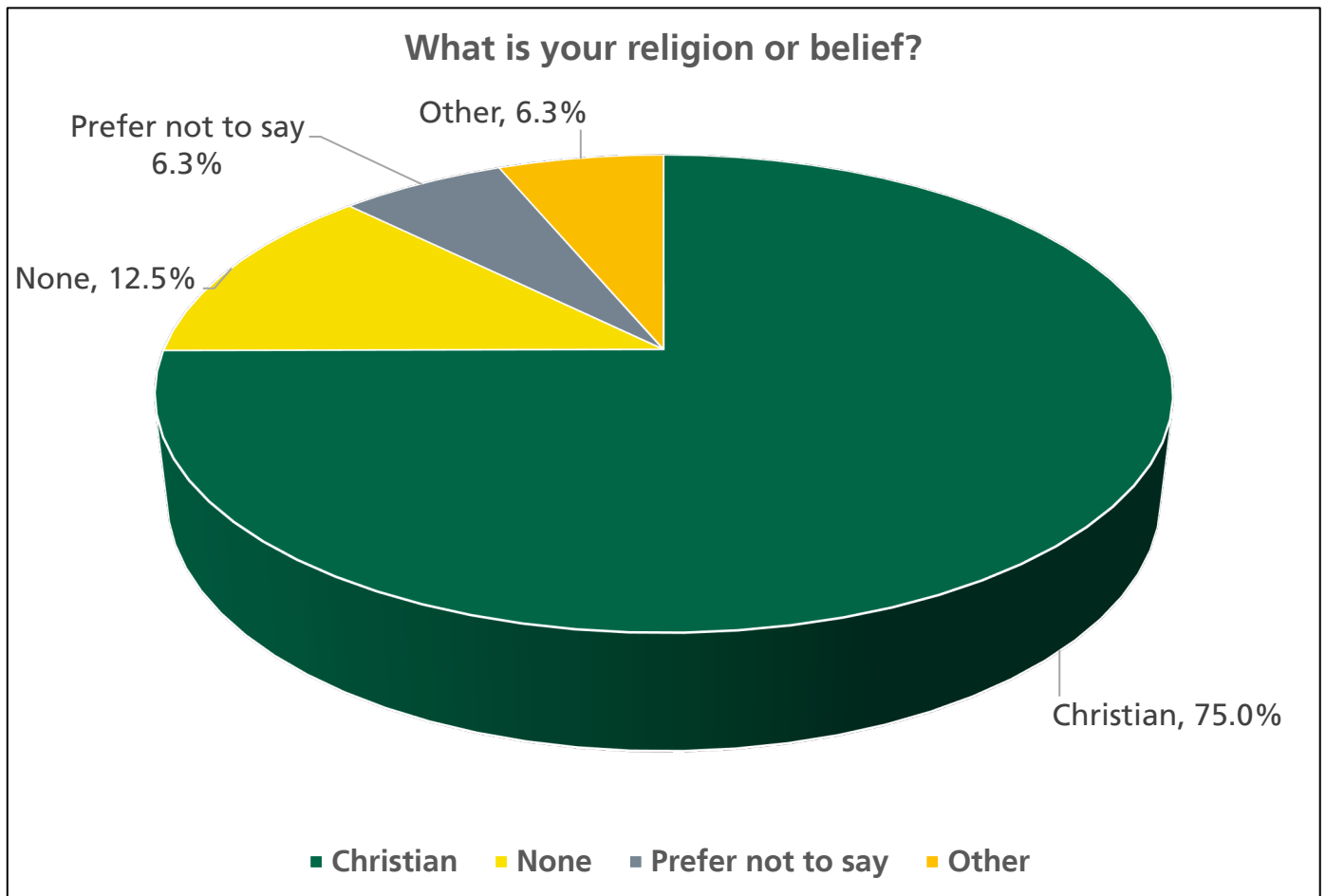
## What best describes your gender?



## What is your ethnic group?

Of the 15 patients who answered this question; one patient advised that their ethnic group was 'Black/African/Caribbean/Black British' and the remaining patients advised that their ethnic group was 'white.'

## What is your religion or belief?



The below comments were also received:

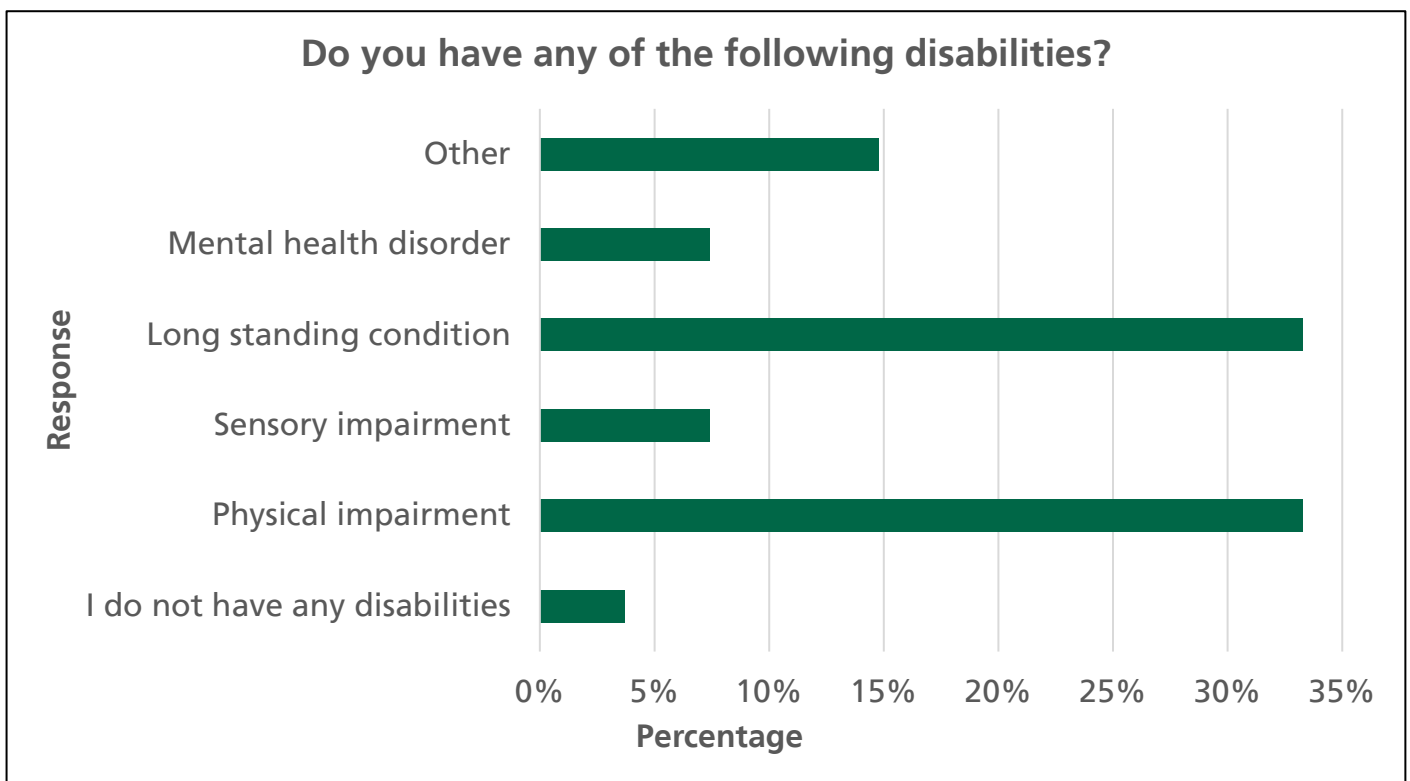
- "Jehovah witness." (Patient 2, October)
- "Wiccan." (Patient 5, October)
- "London born Greek Orthodox Christian Cypriot." (Patient 14, November)



## What is your sexual orientation?

Of the respondents who answered this question; 15 patients (93.8%) advised that their sexual orientation was 'heterosexual/straight' and one patient (6.3%) advised that their sexual orientation was 'bisexual.'

## Do you have any of the following disabilities?

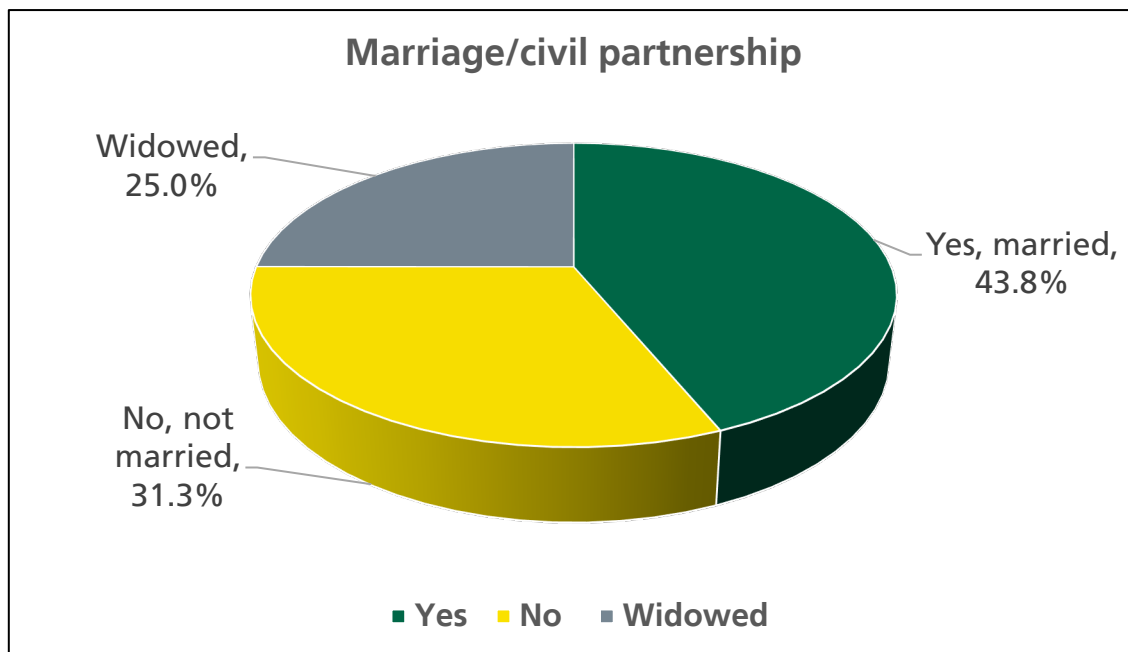


Of the 16 respondents who answered the above question, 9 respondents (33.3%) advised that they either had a 'physical impairment,' 'sensory impairment,' (7.4%), 'long standing condition' (33.3%) or 'mental health disorder' (7.4%) or no disability (3.7%). Other responses included 'other' (14.8%).

The below comments were also received:

- *“Old age.” (Patient 8, October)*
- *“Kidney disease.” (Patient 11, November)*
- *“Knee and hip problems and under chemo treatment.” (Patient 16, November)*

### 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.