



# Patient Transport Service Patient Experience Report

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

Most respondents (90.0%) advised that their call had been answered 'quickly,' however, two respondents (10.0%) 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' (15.8%) or 'very good' (84.2%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (61.1%) or 'early' (38.9%) for their medical appointment. Most respondents (88.9%) 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' (23.8%) or 'very good' (76.2%) 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 the comfort of the vehicle.

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, **26** completed survey submissions were received from patients who had used the PTS within the South Essex CCG area during Quarter 2: July (5), August (11), and September (10). Most respondents (96.0%) 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, **all** respondents who answered the FFT question and had used the Trust's PTS within the South Essex CCG area during July to September 2021 rated the service received as 'very good.'

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

Patient number	Month	Positive comments received
1	July	Very helpful and friendly drivers.
2	July	Drivers on time and very helpful especially *name* who picked me up twice.
3	July	Excellent collection by wonderful two man crew.
4	July	Very good polite and very understanding.
6	August	I was given a thorough examination before being wrapped in a blanket and strapped into carry/wheelchair and carefully taken to ambulance. Both the driver and paramedic were very kind and thoughtful and made my journey a pleasant one. Kept in ambulance until ready to be admitted to hospital, transferred to other wheelchair and escorted to admissions. Very grateful, thank you ambulance service.
7	August	Because everything went like clockwork.
9	August	(Name) was an amazing help to me as I live in Scotland and needed to make my elderly father's house safer. She fitted a smoke alarm and carbon monoxide detector but also helped with some phonline issues and personal alarm problems. She really was a great help and offered lots of great advice about his gas cooker and other safety solutions.
10	August	The journey was booked quite late on the day prior, and everything went very smoothly.

14	August	I gave this answer because I have to use hospital transport on a regular basis at the moment. I find all staff on ambulances very helpful.
15	August	The woman driver was pleasant and helpful, excellent service. Thank you.
16	September	Took care in moving me
17	September	Really good service first class crew.
19	September	Friendly, caring & prompt.
21	September	Excellent service.
22	September	Efficient, punctual, clean, and comfortable, felt safe.
23	September	The service is excellent. As well as the drivers who are very caring.
25	September	They made me very comfortable and treated me with respect. And without their help I would not have made it to the hospital appointments. It's a great job they are doing for us all.
26	September	In any experience of myself or my husband having transport and hospital care in the past has always been 'positive' - staff work hard and are always 'cheerful' and helpful.

### Are you the patient?

Two quarters (75.0%) of respondents who completed the survey advised that they were the patient. Examples of respondents who were not the patient included: 'son,' 'daughter,' 'partner,' 'wife,' and 'carer.'

## How quickly did we answer your call?

Overall, 90.0% of respondents who answered the above question advised that their call had been answered 'quickly.' However, two respondents (10.0%) 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?

All respondents who answered the above question advised that they had 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?

19 respondents answered the above question and rated the booking system as either 'good' (15.8%) or 'very good' (84.2%). The remaining respondents either did not respond or 'did not know.'

## Did the service staff introduce themselves?

All 23 respondents who answered the above question recalled that the Patient Transport Service staff had introduced themselves upon their arrival. The remaining respondents did not complete this question.

## 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 nearly three quarters of respondents (72.7%) rating the journey time as 'very good.' The remaining respondents either did not respond or 'did not know.'

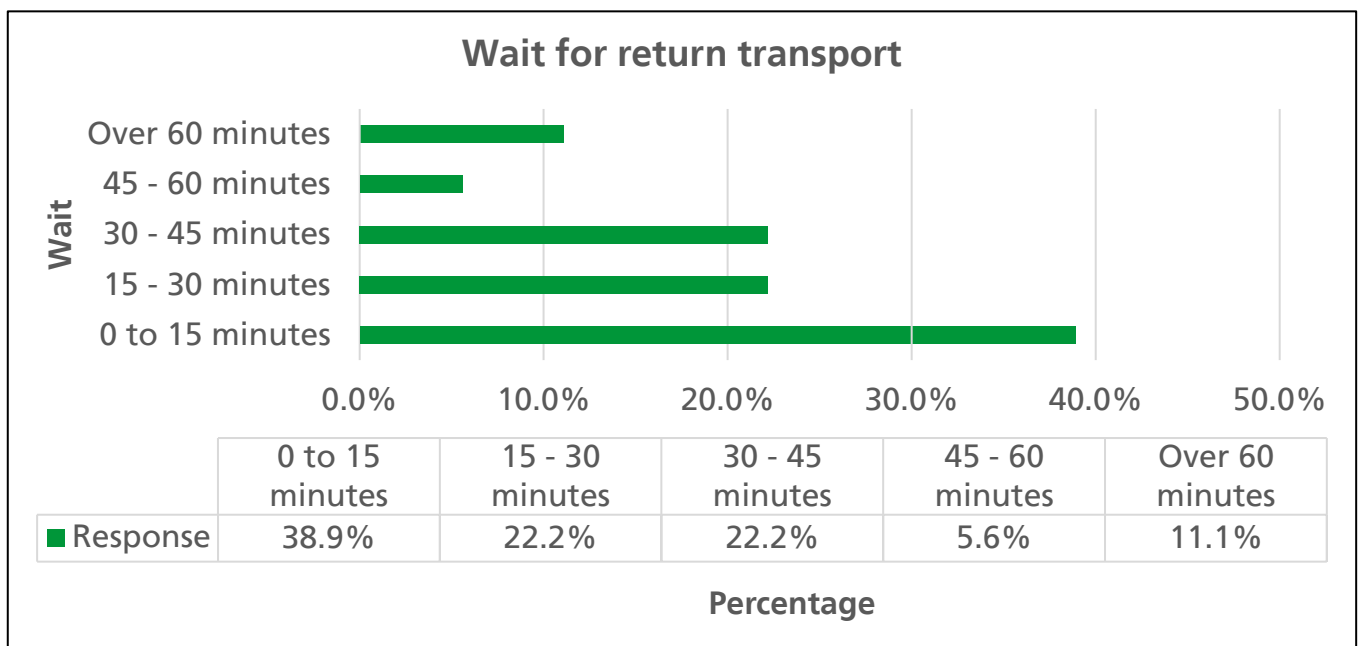
## Did you arrive on time for your appointment?

Of the 18 respondents who answered the above question, 11 patients (61.1%) had arrived 'on time' for their medical appointment and seven patients (38.9%) had arrived 'early.' The remaining patients either did not respond or answered that this was 'not applicable.'

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

Of the six respondents who were able to answer this question, 5 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?



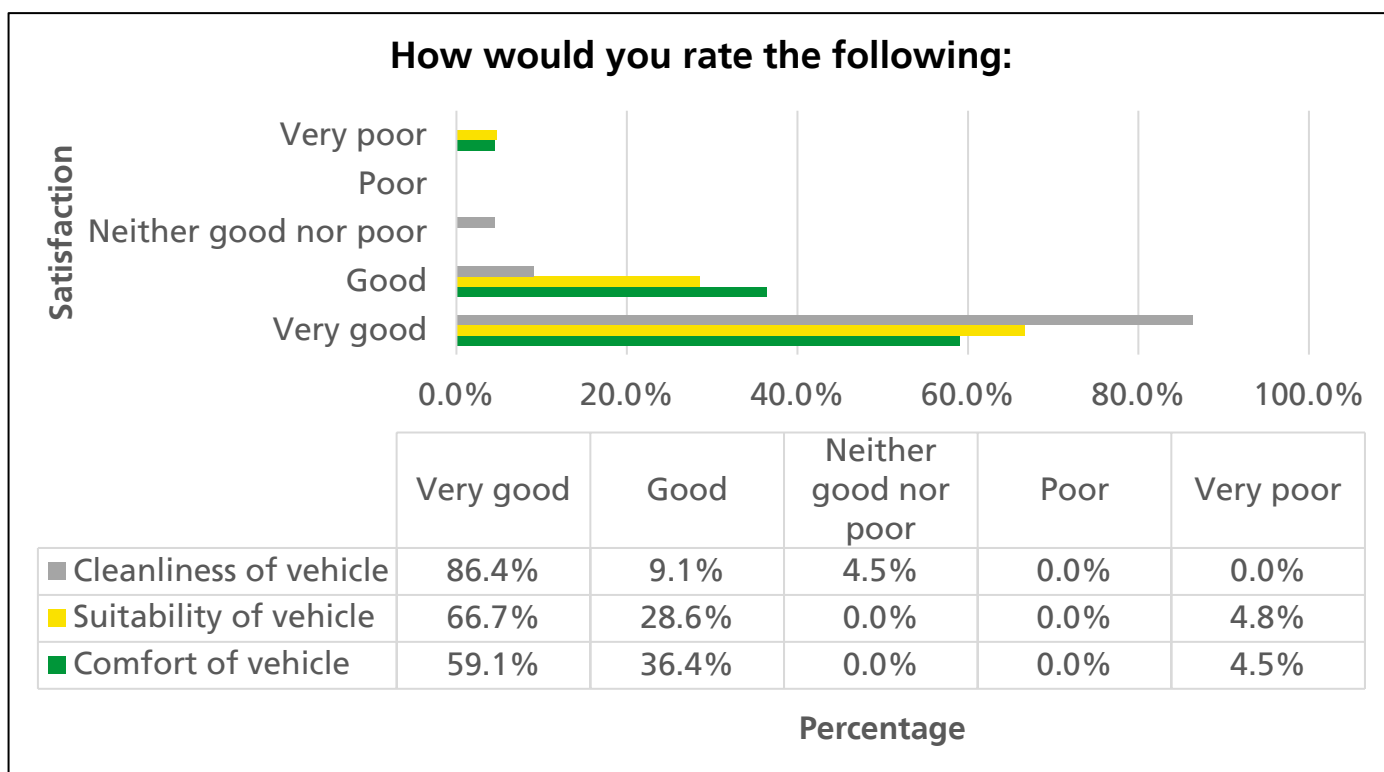
Overall, 88.9% of respondents who answered the above question had waited between 0 to 60 minutes for return transport. However, two patients (11.1%) had waited over one hour following their appointment. The remaining patients either did not respond or answered that this was 'not applicable.'



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

Positively, all 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' (23.8%) or 'very good' (76.2%). 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 (95.5%), suitability (95.2%) and comfort (95.4%) of the Patient Transport Service vehicle. However, one patient rated both the comfort and suitability of the vehicle they travelled in as 'very poor.'

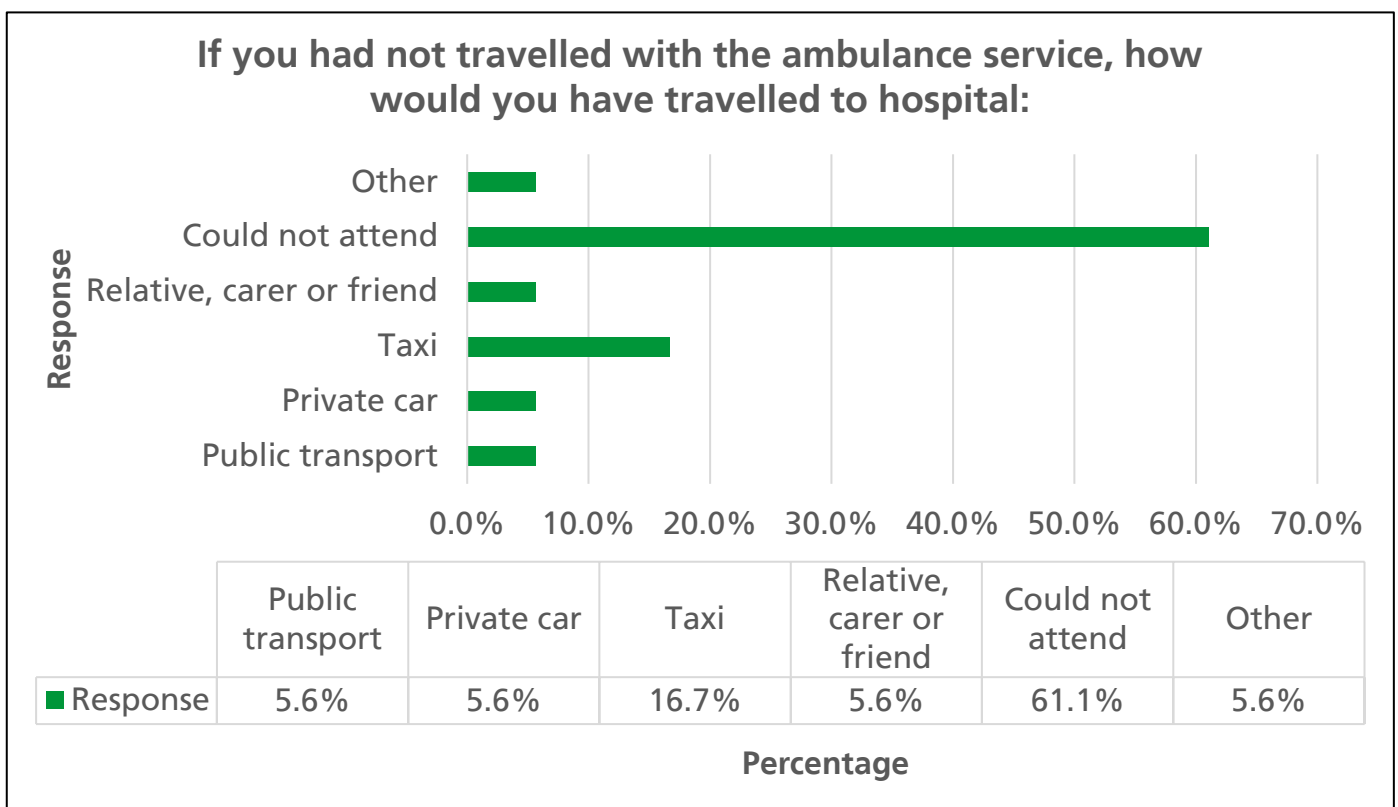
## How would you describe the attitude of the staff?

Positively, all respondents who answered the above question rated the attitude of staff as 'excellent.' Patients 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?

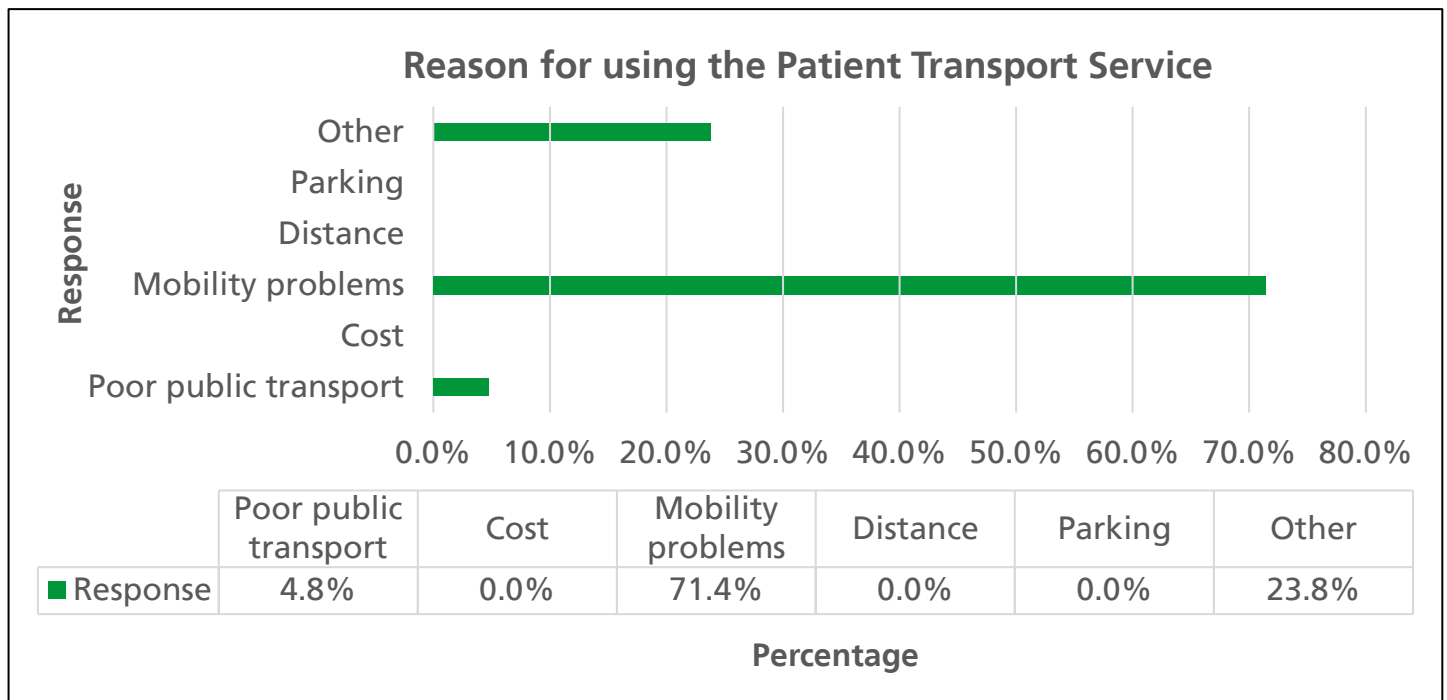


Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 61.1% of

respondents who answered the above question advising that they **could not** have attended their appointment had it not been for patient transport. The below comment was also received:

- *“I could not walk so my journey would have not been possible!” (Patient 6, August)*

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



Overall, 71.4% of respondents who answered the above question advised that they had travelled with patient transport due to ‘mobility problems,’ five respondents answered ‘other’ (23.8%) and one respondent (4.8%) gave poor public transport as the reason for needing to use patient transport.

The below comments were also received:

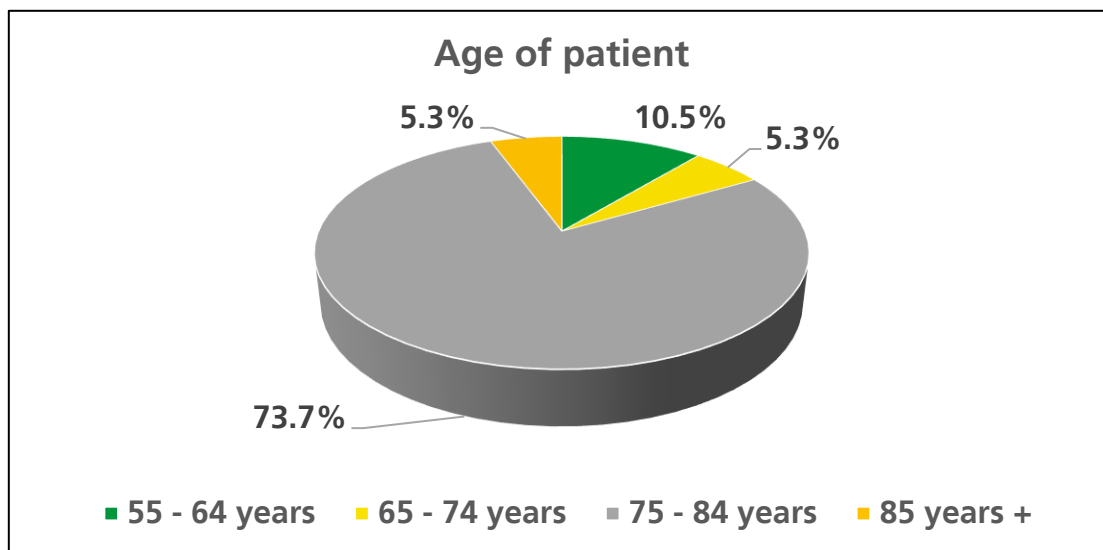
- *“Early appointment no relative available at the time.” (Patient 2, July)*
- *“Broken leg, no transport to get there and could not weight bare on leg.” (Patient 4, July)*
- *“I was having an eye operation.” (Patient 7, August)*
- *“House safety.” (Patient 9, August)*
- *“Returning home after hospital stay.” (Patient 11, August)*

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

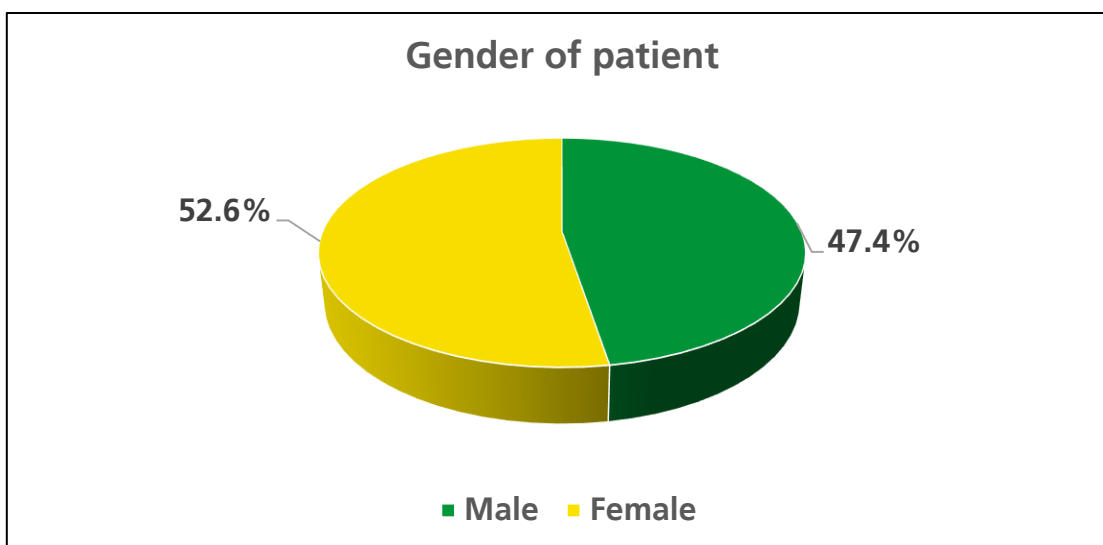
Patient number	Month	Comments received
1	July	All in all, a very good experience could not be better.
3	July	Nothing!
5	July	Put some springs on the vehicles for a more comfortable journey.
6	August	Had excellent help and care, couldn't have been better.
7	August	In my case, I don't think it could have been done better.
9	August	(Name) is an absolute credit to your service, helpful and solution focused. I cannot think of any way she could have improved the service that she provided to me and my father.
14	August	All transport excellent, I cannot see how it could be improved. Also, I would like to thank all staff who help me at the moment as all are always cheerful.
16	September	Transport was used to take me home after discharge from hospital.
17	September	I cannot think of anything else to improve my experience.
22	September	I think the service is superb, the staff and drivers excellent so cannot think of anything you could have done better.
23	September	None.
26	September	All aspects of help & transport were good! Thank you and good luck & best wishes to all that work for our NHS!

## Equality and Diversity Information

### What age are you?



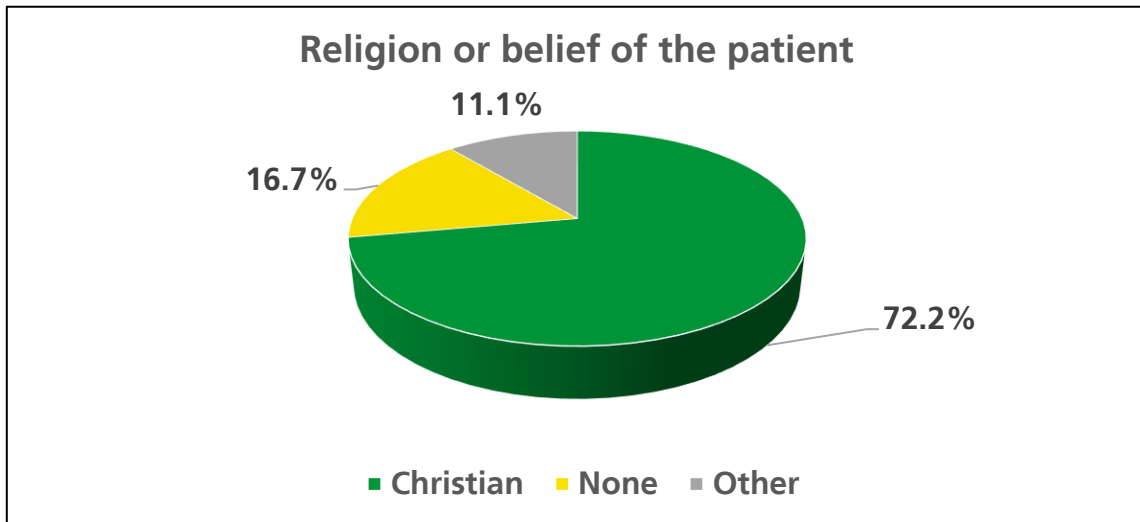
### What best describes your gender?



### What is your ethnic group?

Of the 17 patients who answered this question, 16 patients (94.1%) advised that their ethnic group was 'White,' and one patient (5.9%) advised that they were of a 'Mixed/multiple ethnic group.'

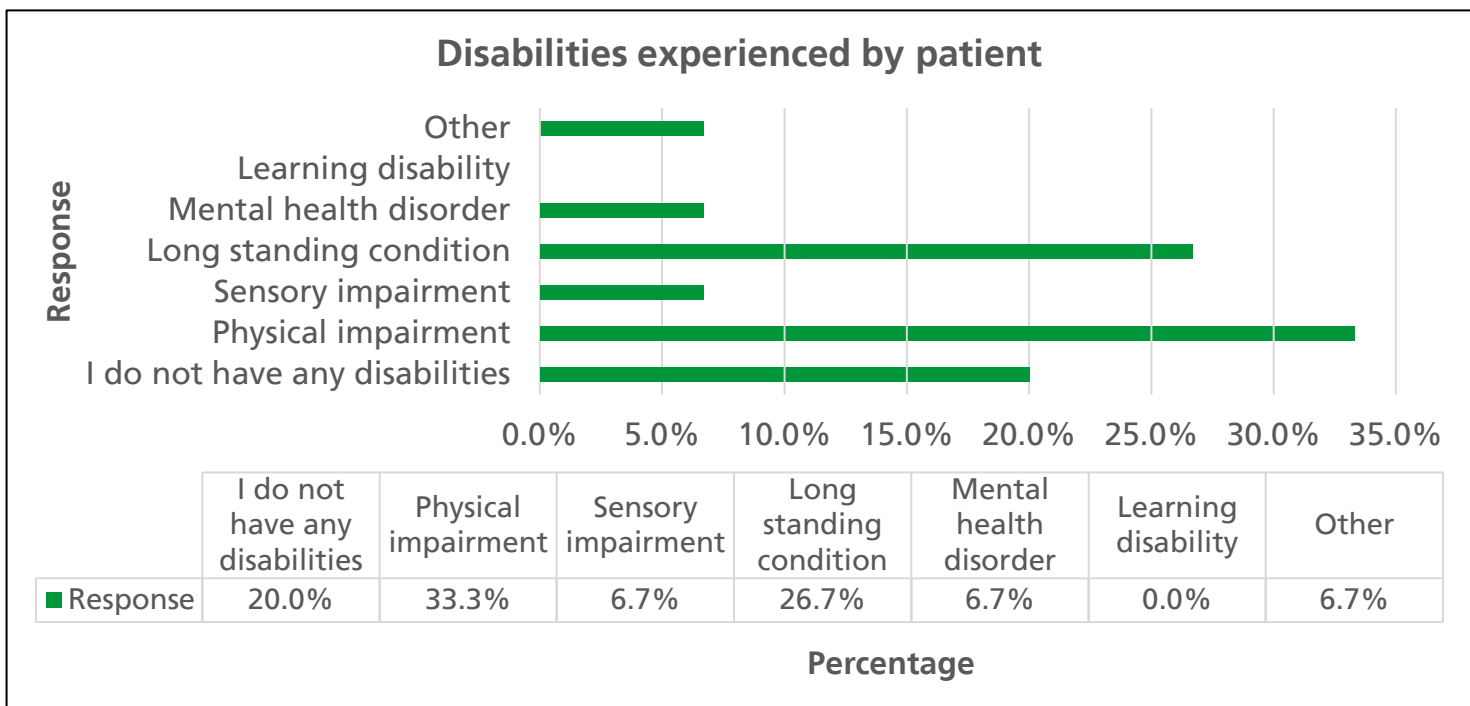
## What is your religion or belief?



## What is your sexual orientation?

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

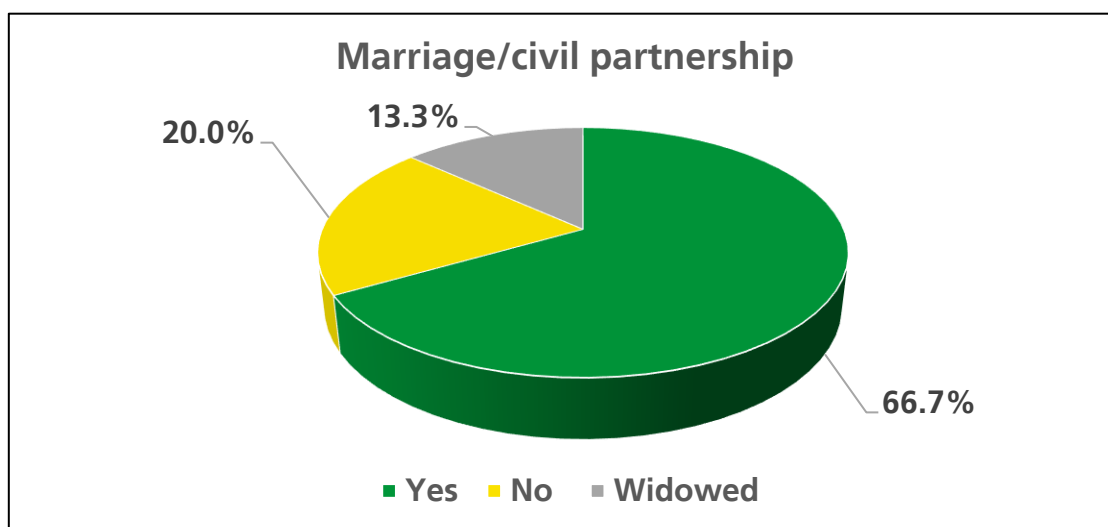
## Do you have any of the following disabilities?



The below comments were also received:

- *"Blood pressure, kidney problem."* (Patient 7, August)
- *"Problems walking at the moment, use wheelchair or walking sticks with help."* (Patient 14, August)
- *"Nonspeaking."* (Patient 22, September)
- *"Amputee leg."* (Patient 23, September)
- *"Advanced Parkinson's Dementia."* (Patient 26, 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.