



# Patient Transport Service Patient Experience Report

Patient Transport Service  
Beds & Luton ICB January to March 2023

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# Summary

## Introduction

The East of England Ambulance Service (EEAST) has a comprehensive annual patient survey programme, which includes the continuous patient experience survey for the Patient Transport Service (PTS). This online survey is signposted using a variety of methods and is available for patients to feedback on their experience 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 Beds and Luton area during January to March 2023.

## Methodology

The online survey is available on the Trust's public website for patients to complete at any time. The survey has been promoted using various methods, including 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 prior to mail out. The invitation letter provides a unique reference number for the patient to enter upon completion of the survey, which 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.

## Sample

The PTS online survey is undertaken by way of a self-selected sample as it is available to complete via EEAST's public website. However, a random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the Beds and Luton 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 may also have been completed by patients who found the survey through alternative means.

## Conclusion

Overall, 90.5% of respondents (19) who answered the FFT question and had used the Trust's PTS within the Beds & Luton area during January to March 2023, rated the service received as either 'good' or 'very good.'

Patients generally felt that their PTS booking telephone call had been answered 'quickly' (93.8%) and rated the booking system as 'good' or 'very good.' All respondents who answered (17) were also satisfied with the length of time their journey took and advised that they were either 'on time' (47.1%) or 'early' (35.3%) for their medical appointment. Nine respondents (64.3%) had waited between 0 to 60 minutes for their return transport; however, five patients (35.7%) had waited over one hour.

Positively, PTS staff were rated as 'good' (5.9%) or 'excellent' (88.2%), with 16 (94.1%) of respondents also advising that they had been treated with dignity and respect to at least some extent.

The majority of additional comments received were positive and highlighted the professionalism, kindness and care provided by staff. The main area of dissatisfaction related to transport delays.

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.

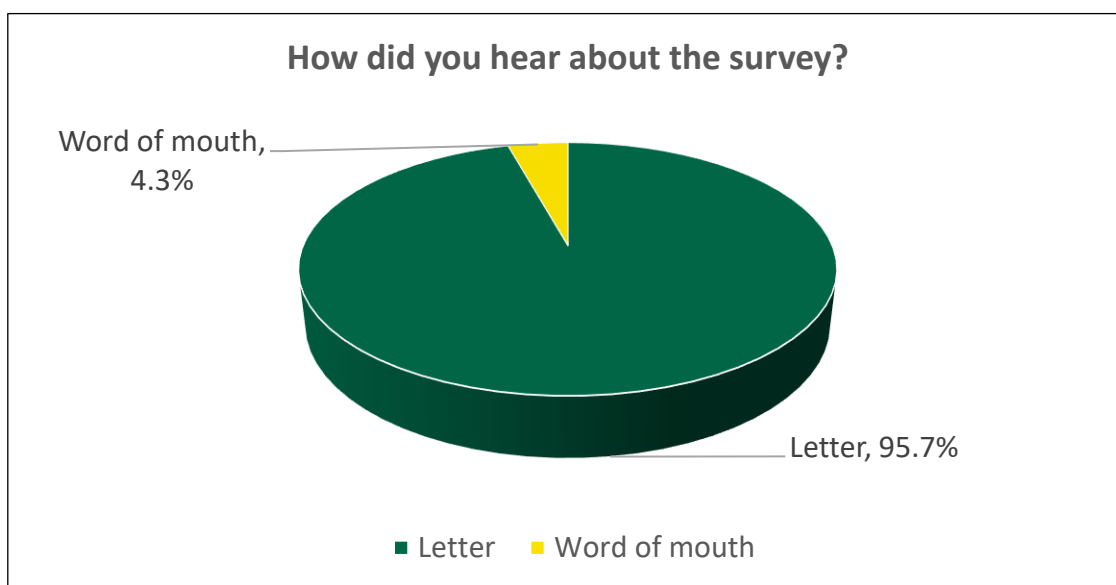
## Results

Overall, **23** completed survey submissions were received from patients who had used the PTS within the Beds & Luton ICB area during Quarter 4 2022/23: January (7), February (6) and March (10).

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.

### How did you hear about the survey?



Overall, 95.7% of respondents had been signposted to the survey through the invitation to feedback letter. Other responses included 'word of mouth' (4.3%).

## 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, 21 respondents answered the FFT question and had used the Trust's PTS within the Beds and Luton ICB area during January to March 2023. 19 respondents (90.5%) rated the service received as either 'good' (9.5%) or 'very good' (81.0%).

The remaining respondents did not answer this question.

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	January	The teams are always so friendly, polite, helpful and so very caring. An absolute pleasure to be with.
2	January	Very friendly and helpful drivers.
3	January	(name) has always been most helpful in arranging the appointments and the drivers also helpful, courteous and competent.
6	January	The ladies were on punctual, friendly, kind, patient and went out of their way to help.
7	January	Driver came with plenty of time for appointment.
8	January	The service I received was caring, helpful and pleasant. In my position it is important to know a little about who I am travelling with. Not just the driver but the other patients also. It's nice to be polite to people we travel with and the driver was as I was, outgoing. To hospital was better.
12	February	The service reliable and comfortable.
13	March	The driver was so helpful. He arrived on time and escorted me right into the Brompton Hospital and collected me afterwards. I'm afraid I didn't get his name but he lives in (name) Luton. Thank you so much for your help - I don't know how I could have got to the hospital without it?
15	March	Because they were very helpful.

Patient number	Month	Comments received
16	March	The Ambulance which was booked on the above number did not turn up there was no phone calls to inform us there was a problem so my wife who need to attend appointment missed it due to no fault from her. It was only after the time had elapsed and I made a phone call to the hospital to explain why my wife did not attend we were told in had broken and we should have been informed!
17	March	Punctual, hassle free, friendly.
18	March	Very friendly and helpful but coming home information on when i was being picked up wasn't available and had to wait over two hours other than that it was very good.
20	March	The two ladies who collected me from the discharge lounge Shand Ward were very pleasant and kind. The journey home was good and when arrived home they wheeled me in and took me into the house and settled me in my chair, such good service.
21	March	Excellent service and friendly staff.
22	March	The care I received from the service was wholly inadequate and dangerous. I informed the crew that I could not walk and they left me in the hallway of my flat. Therefore, I had to make my own way into my living room, which is immensely difficult considering I am immobile. They had a duty of care to ensure I was safe and failed to do that. They should not have left until I was comfortable and safe in the living room or bedroom, not stuck in the hallway.
23	March	Very impressed.

## **Are you the patient?**

Of the 20 respondents who answered the above question, 17 (85.0%) advised that they were the patient.

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

15 (93.8%) out of 16 respondents recalled their call to the PTS being answered 'quickly.' One respondent (6.3%) felt 'it took a long time' for their call to have been answered. The remaining respondents either did not complete this question or were 'unable to say.'

## **Were you clearly informed of the date and time of your transport booking?**

All 17 respondents who answered this question advised that they had been clearly informed of the date and time of their transport booking. The remaining respondents either did not complete this question or were 'unable to say.'

## **How would you rate the booking system?**

Of the 16 respondents who answered this question 15 respondents (93.8%) rated the booking system as 'good' (31.3%) or 'very good' (62.5%).

The remaining respondents rated the booking system as 'neither good nor poor' (6.3%), did not complete this question or were 'unable to say.'

## **Did the service staff introduce themselves?**

Of the 18 respondents who answered the above question, 17 respondents (94.4%) recalled the PTS staff as having introduced themselves upon their arrival. One respondent answered 'no' that the service staff did not introduce themselves and the remaining respondents either did not complete this question or were 'unable to say.'



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

All 17 respondents who answered the above question, rated the length of time their journey took as either 'good' (64.7%) or 'very good' (35.3%). The remaining respondents did not complete this question.

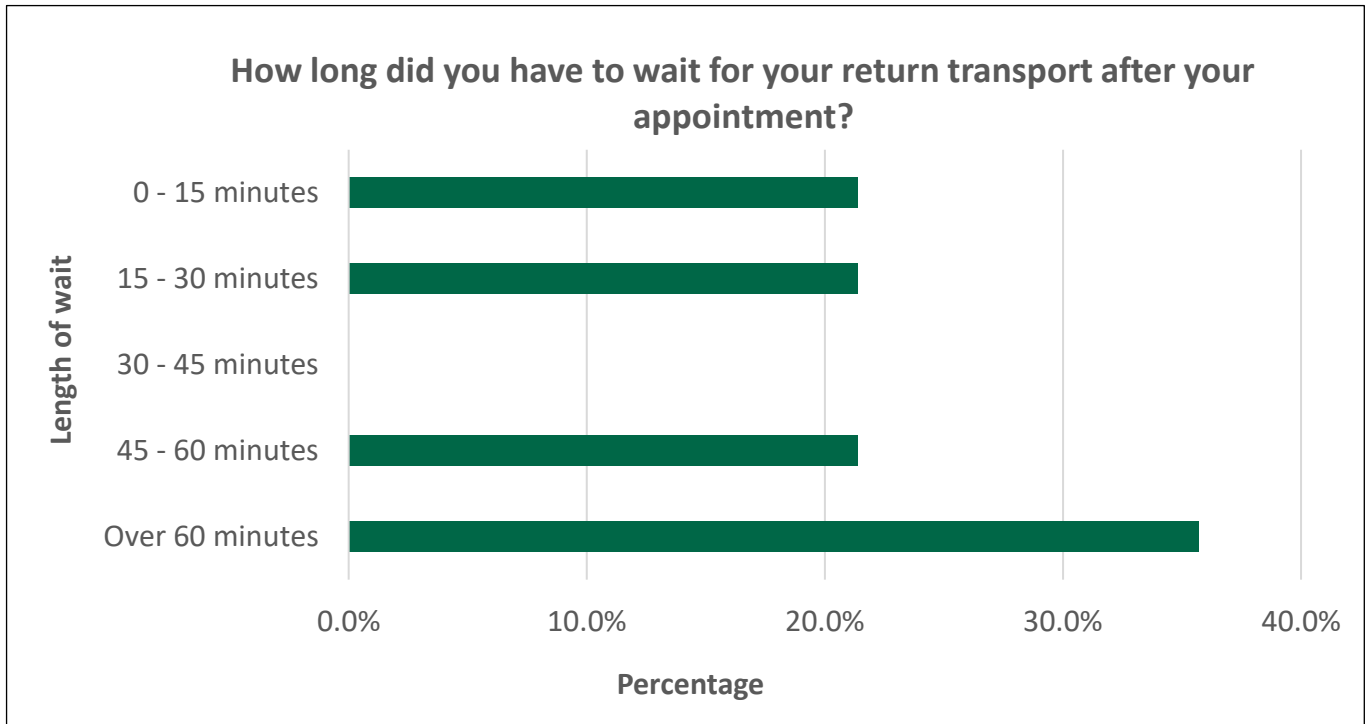
## Did you arrive on time for your appointment?

14 (82.4%) out of 17 respondents who answered the above question had arrived 'on time' (47.1%) or early (35.3%) for their medical appointment.

Three respondents (17.6%) advised that they had arrived either 'late' (11.8%) or 'very late' (5.9%) for their medical appointment.

The remaining respondents either did not complete this question or answered, 'not applicable.'

## How long did you have to wait for your return transport after your appointment?



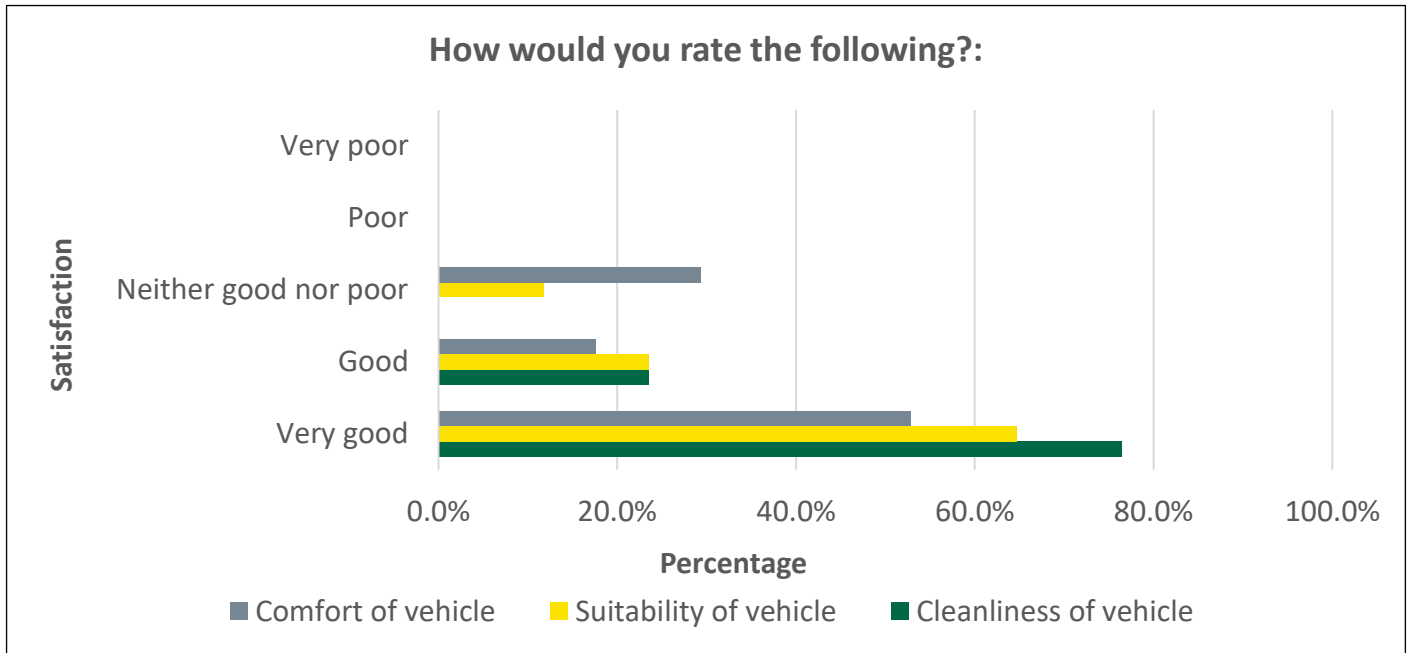
Overall, 64.3% of respondents (9) who answered the above question had waited between 0 to 60 minutes for their return transport: 0 to 15 minutes (21.4%), 15 to 30 minutes (21.4%) and 45 to 60 minutes (21.4%). Five patients (35.7%) had waited over one hour following their medical appointment.

The remaining respondents either did not complete this question or answered, 'not applicable.'

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

13 (92.9%) of the 14 respondents who responded to the above question rated the communication between the PTS and the hospital/clinic as either 'good' (21.4%) or 'very good' (71.4%). Other responses included 'neither good nor poor' (7.1%). The remaining respondents either did not complete this question or were 'unable to say.'

## How would you rate the following?



All 17 respondents who answered the above question rated the vehicle cleanliness as 'good' (23.5%) or 'very good' (76.5%). This compares to 88.2% and 70.6% of respondents who provided 'good' or 'very good' ratings in relation to vehicle suitability and vehicle comfort. The remaining respondents did not complete this question.

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

16 respondents who answered the above question rated the staff attitude as 'good' (5.9%) or 'excellent' (88.2%). One respondent (5.9%) rated the staff attitude as 'poor.' The remaining respondents were either 'unable to say' or did not complete this question.

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

16 (94.1%) of the 17 respondents who answered this question advised that they had 'definitely' been treated with dignity and respect. One respondent (5.9%) felt that they had not been treated with dignity and respect and the remaining respondents did not complete this question.

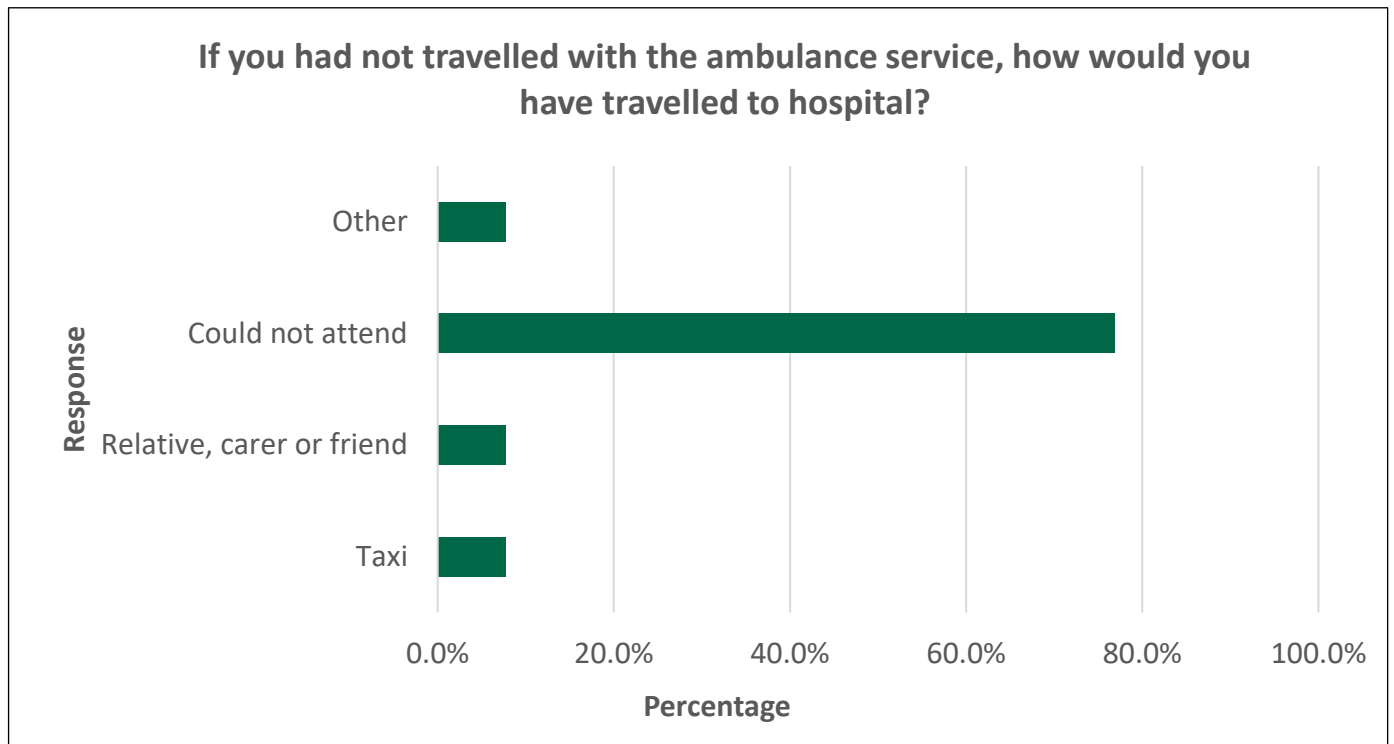
## Did the service staff drive safely?

All 17 respondents who answered the above question felt that the PTS staff had driven safely. The remaining respondents either did not complete this question or were 'unable to say' how the vehicle was driven.

## Did the staff offer assistance if required?

Of the 17 respondents who had answered the above question, 15 (88.2%) advised that assistance had either been offered or had not been required (5.9%). One respondent (5.9%) did not recall being offered any help. The remaining respondents either did not complete this question or were 'unable to say'.

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

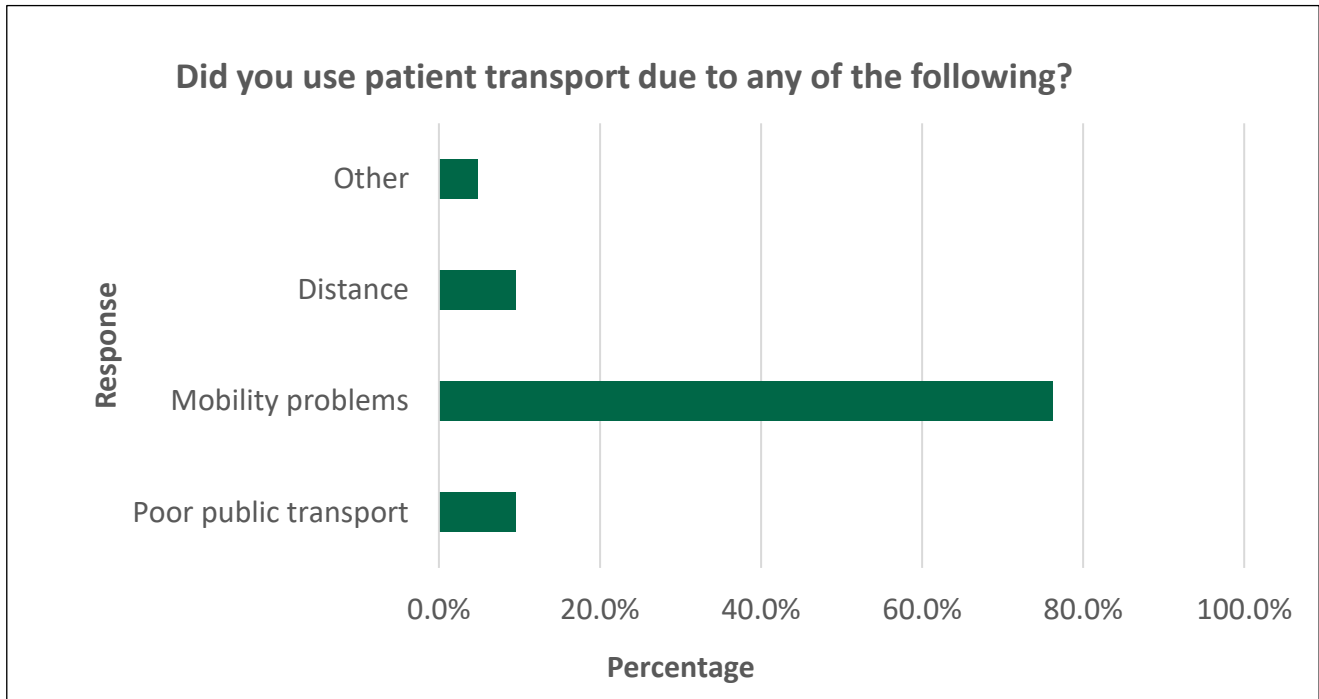


Various responses were provided in relation to how the patient would have travelled to hospital had transport had not been provided, with 76.9% of respondents (10) advising that they **could not** have attended their appointment had it not been for the PTS. Other responses included, 'relative, carer or friend' (7.7%), 'taxi' (7.7%) and 'other' (7.7%).

The remaining respondents either did not complete this question or were 'unable to say.' The below comment was also received:

- *"I would have to find someone, who could help me with my mobility problems, which is not easy as people do not want the responsibility and my wheelchair will not fit in their cars." (Patient 8, January)*

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



16 (76.2%) out of 21 respondents advised that they had travelled with patient transport due to 'mobility problems.' Other responses included, 'other' (4.8%), 'distance' (9.5%) and 'poor public transport' (9.5%).

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

Patient number	Month	Comments received
1	January	No, incredibly happy with service - As a wheelchair user, could not attend hospital appointments without your excellent service and amazing staff. Thank you
2	January	Nothing a very good service.
6	January	Excellent service.

Patient number	Month	Comments received
3	January	Nothing that I could think of. There was just one occasion when my wife and I travelled to the hospital in a people carrier. The motion made me feel unwell and upon request the return journey was kindly arranged by car.
7	January	Return journey pick up could be slightly better.
8	January	Overall, all was well. It would have been nice to have someone in the ambulance with me. More ladies operating the ambulance would be nice. Years ago there were more ladies in the services. Should I bring my wheelchair each time, which would be best for the service?
13	March	The service was excellent and could not have been better. Thank you so much.
15	March	It was amazing they can't improve.
16	March	You could have informed us that the ambulance had broken down and hopefully we are not blamed for not turning up!
17	March	Transport service could not have done better. What could have saved the nhs a lot of money / in my opinion , it was not necessary to have that appointment, I did contact the hospital to explain and suggest that a telephone consultation would have been adequate and would have saved the nhs a considerable amount of time and money.
18	March	To give some idea of the time the ambulance would be picking you up after for the home journey.
22	March	The staff on my return should have ensured that I was safe and comfortable before leaving my home.
23	March	Nothing - All ambulance crews were both very kind & professional.

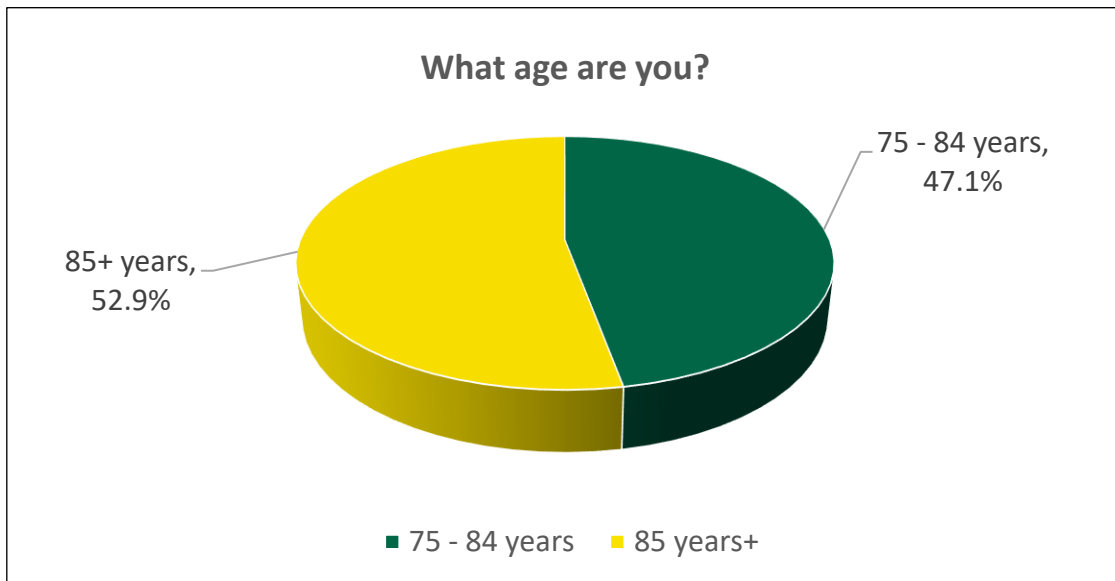
## Would you like to compliment the staff?

Patient number	Month	Comments received
1	January	Thank you to all members of staff from appointment call handlers to ambulance staff. You all are incredible! Thank you
2	January	The five drivers that took me to Mount Vernon hospital.
3	January	Many thanks Ms Hayter for your helpful and courteous handling of all my transport needs. You are a blessing.
6	January	Thank you for the kindness, patience, friendliness and professionalism you showed by mum.
7	January	All went very well with the transport. Staff very helpful.
13	March	I would like to thank the driver who lives in (address) who drove me to the Brompton Hospital today for his friendly helpfulness.
18	March	Very nice drivers very friendly and very helpful.
23	March	All staff fantastic - But original crew could only get the ambulance to the wrong side of the lake. Getting to me was not easy. However, they pulled out all of the stops. All crews great.



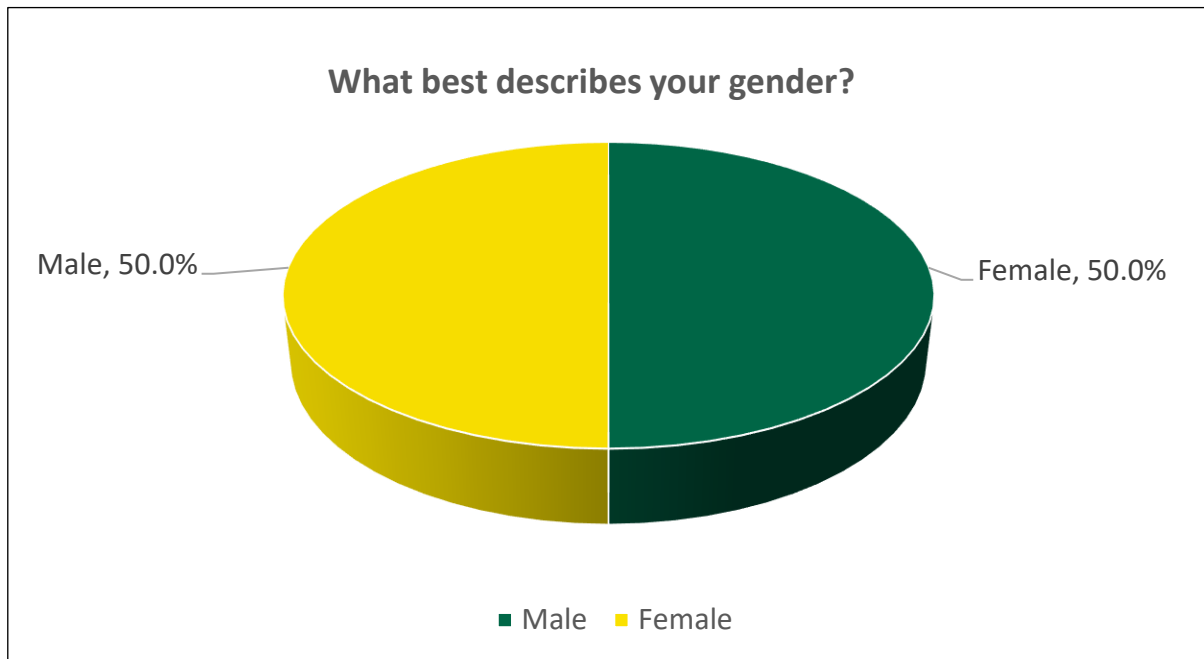
## Equality and Diversity Information

### What age are you?



17 respondents advised that they were either '75 – 84 years' (47.1%) or '85+ years' (52.9%). The remaining respondents did not complete this question.

## What best describes your gender?



16 respondents advised that they were either male (50.0%) or female (50.0%). The remaining respondents did not complete this question.

## What is your ethnic group?

All 16 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining respondents did not complete this question.

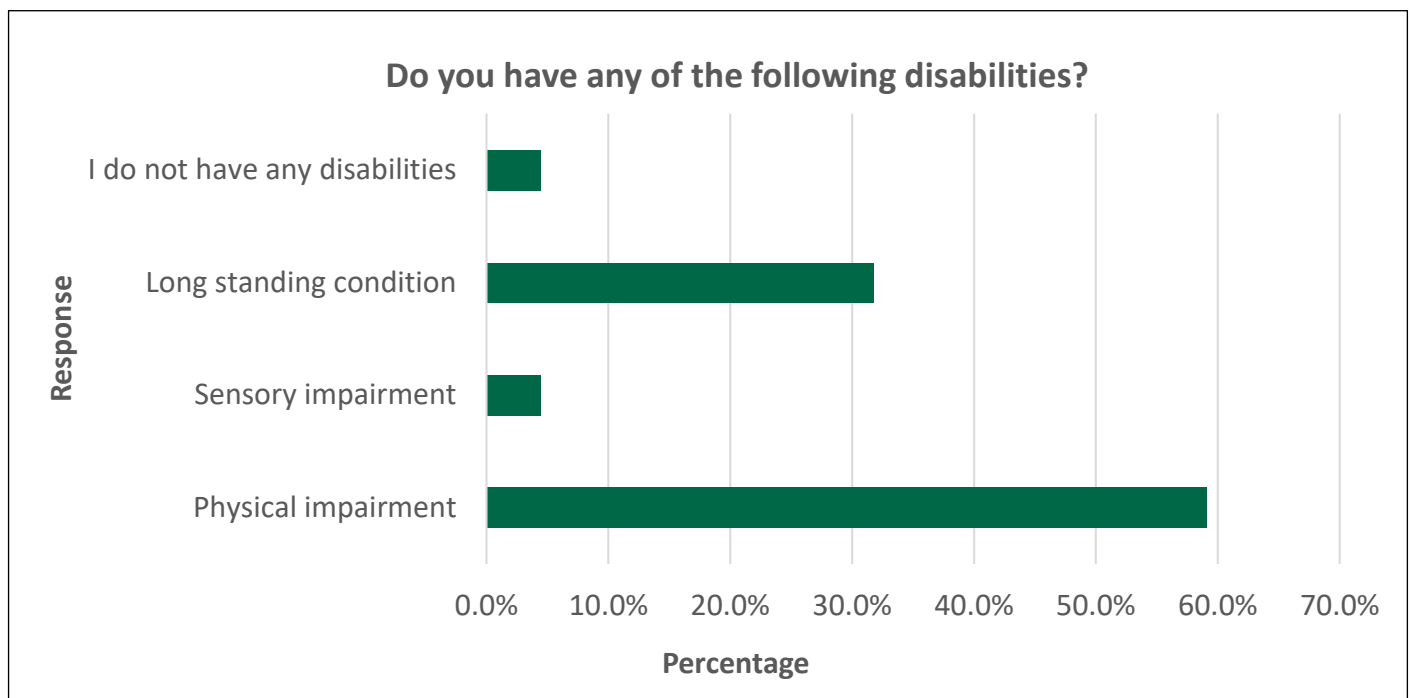
## What is your religion or belief?

All 17 respondents who answered the above question advised that they held a Christian religion or belief. The remaining respondents did not complete this question.

## What is your sexual orientation?

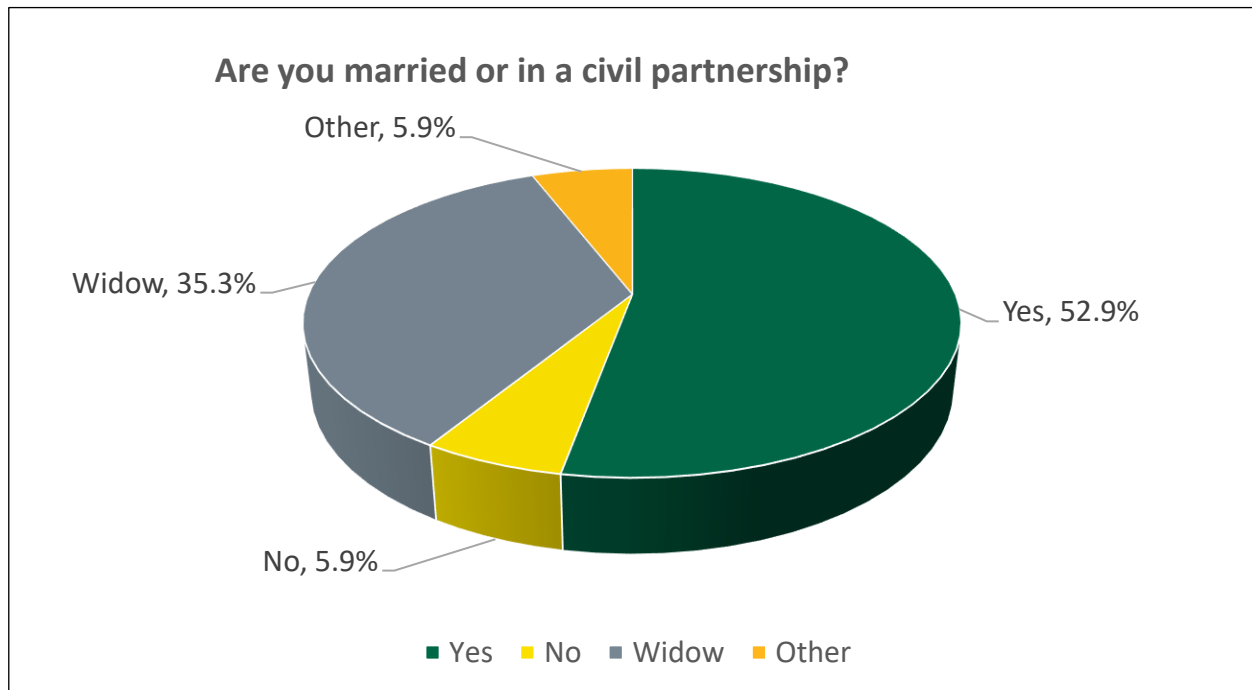
14 (93.3%) respondents advised that they were 'heterosexual/straight' and one respondent (6.7%) answered 'other.' The remaining respondents did not complete this question or 'preferred not to say'.

## Do you have any of the following disabilities?



13 (59.1%) out of 22 respondents who answered the above question advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (31.8%) and 'sensory impairment' (4.5%). One respondent (4.5%) advised that they did not have a disability and the remaining respondents did not complete this question.

## Are you married or in a civil partnership?



Nine (52.9%) out of 17 respondents who answered the above question advised that they were married or in a civil partnership. Other responses included: 'no' (5.96%), 'widow,' (35.3%) or 'other' (5.9%). The remaining respondents did not complete this question.

## 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.