



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire ICB April to June 2023

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Report Period: April to June 2023

Date of Report: September 2023

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 and to highlight areas for service improvement.

This report summarises the results of the PTS experience survey for patients who used the service within the Cambridgeshire ICB area during April to June 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). The 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 100 patients who have used transport within the Cambridgeshire ICB 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. 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, 83.3% of respondents (20) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during April to June 2023, rated the service received as either 'good' or 'very good.'

89.5% of respondents (17) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (90.0%) with the length of time their journey took, with 81.3% of patients (13) arriving 'on time' (62.5%), 'early' (12.5%) or 'very early' (6.3%) for their medical appointment. 71.4% of respondents (10) had waited between 0 to 60 minutes for their return transport, with four respondents (28.6%) advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (9.1%) or 'excellent' (81.8%), with the majority of respondents (95.2%) also advising that they had been treated with dignity and respect.

The majority of additional comments received were positive and highlighted the professionalism, kindness and care provided by staff. The main area of dissatisfaction highlighted from the comments received was in relation to uncertainty with transport arrangements.

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.

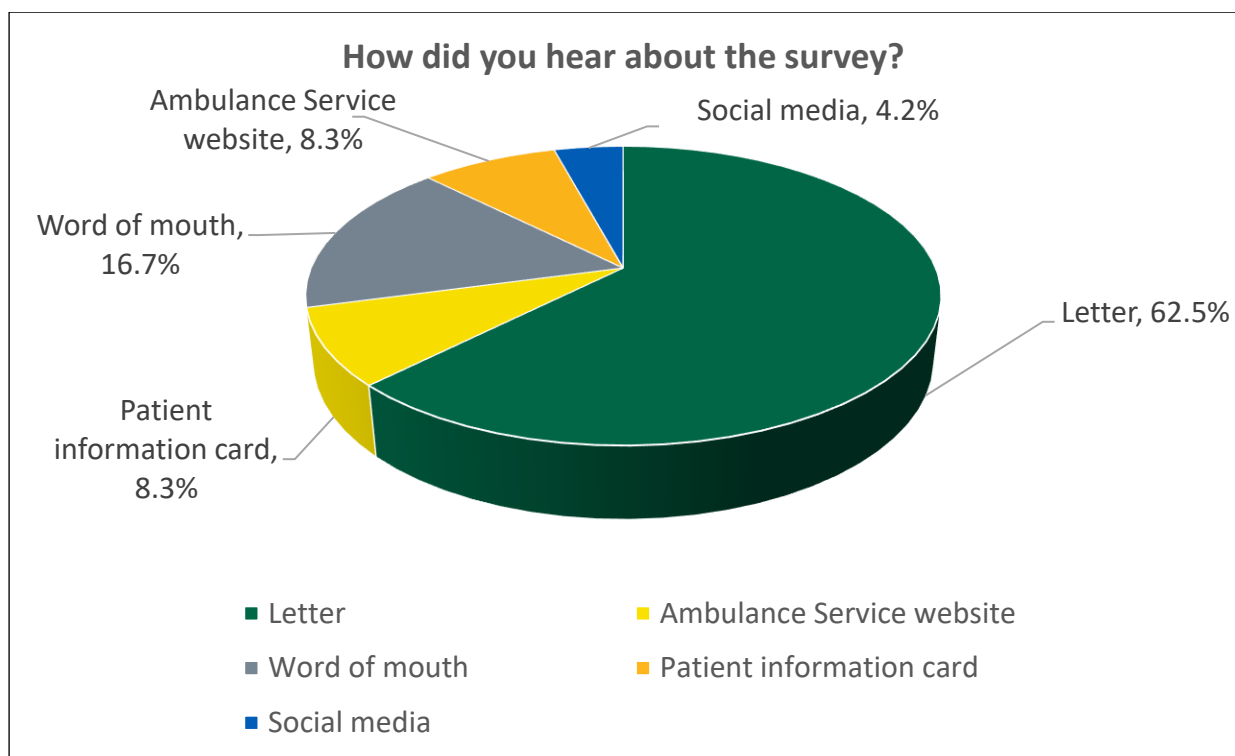
Results

Overall, **24** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 1 2023: April (2), May (10) and June (12).

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, 62.5% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'Trust website' (8.3%), 'Patient information card' (8.3%), 'Social media' (4.2%) and 'word of mouth' (16.7%).

EEAST: PTS Cambridgeshire ICB
April to June 2023 Q4 2023-24

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www.eastamb.nhs.uk

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, 24 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. 20 (83.3%) of these respondents rated the service received as either 'good' (8.3%) or 'very good' (75.0%). Four respondents (16.7%) rated the service as either 'poor' (8.3%) or 'very poor' (8.3%).

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	April	Such friendly and caring staff. Slight change in arrangements communicated clearly and efficiently.
2	April	The hospital transport failed to arrive.
4	May	Because everything was well organised.
5	June	Booked transport for an important appointment to wheelchair services but transport never turned up. On contact, they mentioned no crew available. By the time I knew, it was too late to arrange any alternative transport. Now I'm back on the waiting queue for next appointment slot. The lady on the phone was very unhelpful.
6	May	Driver collected me from the relative clinic on time. However, he did not accompany me to the house to make sure I got indoors OK.
7	May	Ladies were so supportive kind helpful.
8	May	Highly professional, friendly polite and helpful.
9	May	They explained the easiest way for me to access the hospital dept. and took me there without any holdups.
11	May	Taxi both ways. Appt 08.20 P'boro hospital arrived 7.45 and travelled at very fast speed 70 mph at times I did not feel safe. One road Ramsey 40ft very long and straight alongside river (drain). Also took me to wrong place. Got to main hospital and kind receptionist took me to right dept in wheelchair. Waited 2 and half hours for return journey which was also driven at very high speed.

Patient number	Month	Comments received
10	May	Arrived on time and driver very friendly, kind and helpful.
12	June	Drivers have picked me on time for my app and very friendly and professional I'm so thankful this service has been provided as I'm having to go everyday for radiotherapy to Addenbrookes hospital.
13	May	Friendly, efficient and knowledgeable driver.
14	June	Driver was extremely helpful and professional. Always a pleasure to travel with.
15	May	Very efficient, professional. Made me feel safe and respected, empathy was good.
16	June	Staff very kind and helpful.
17	June	Very satisfied with the service.
18	June	I have used your service many times to take my disabled husband to Addenbrook's, Hospital, Cambridge. On each occasion the drivers have been such a help and all so very pleasant. On this June occasion (name) was a little late but still we arrived at the hospital in very good time. Can't praise the ambulance personnel enough.
20	June	Both members of the team were friendly and very helpful.
21	June	Arrived on time. Staff were very kind and helpful.
22	June	Absolutely excellent, no complaints whatsoever, very happy with the service.
23	June	The patient transport service is something I need the staff and transport management are very good at what they do, that is talk to you, help you get the transport that is suitable for your requirements, give appt times of pick up. It is enough for me, thanks. 10

Patient number	Month	Comments received
24	June	Been late for several appointments. eg 30th July 2023. (Podiatrist kindly saw me during her lunch break after I was about 1 hour late). Appointment was at 11.30 am at Hinchingsbrooke Hospital. I arrived back home at gone 6pm. I was left waiting in the Treatment Centre all afternoon. I was still there when everyone had left. There were no receptionists and no patients since all the clinics had closed. I was all alone in an empty building wondering if I had been forgotten and would be there all night! I live a 10 - 15 minute car journey from the hospital. I have come to expect the service to be late and feel it insulting to be asked to be ready two hours before my appointment. I would like to add however that the ambulance crews are invariably kind and polite and do their job well. There are simply not enough of them.

Are you the patient?

Overall, 19 (82.6%) of the 23 respondents who answered the above question advised that they were the patient. Four respondents answered that they were not the patient and one respondent did not respond.

The below comments were also received:

- *“Wife.” (Patient 7, May & Patient 18, June)*
- *“Carer/POA.” (Patient 16, June)*
- *“I am his wife and carer. He is unable to fill in this survey himself because of his disabilities.” (Patient 22, June)*

How quickly did we answer your call?

Of the 19 respondents who answered the above question 17 (89.5%) recalled their call to the PTS as being answered 'quickly.' However, two respondents felt that it took 'a long time' (10.5%). 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 21 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 complete this question or were 'unable to say.'

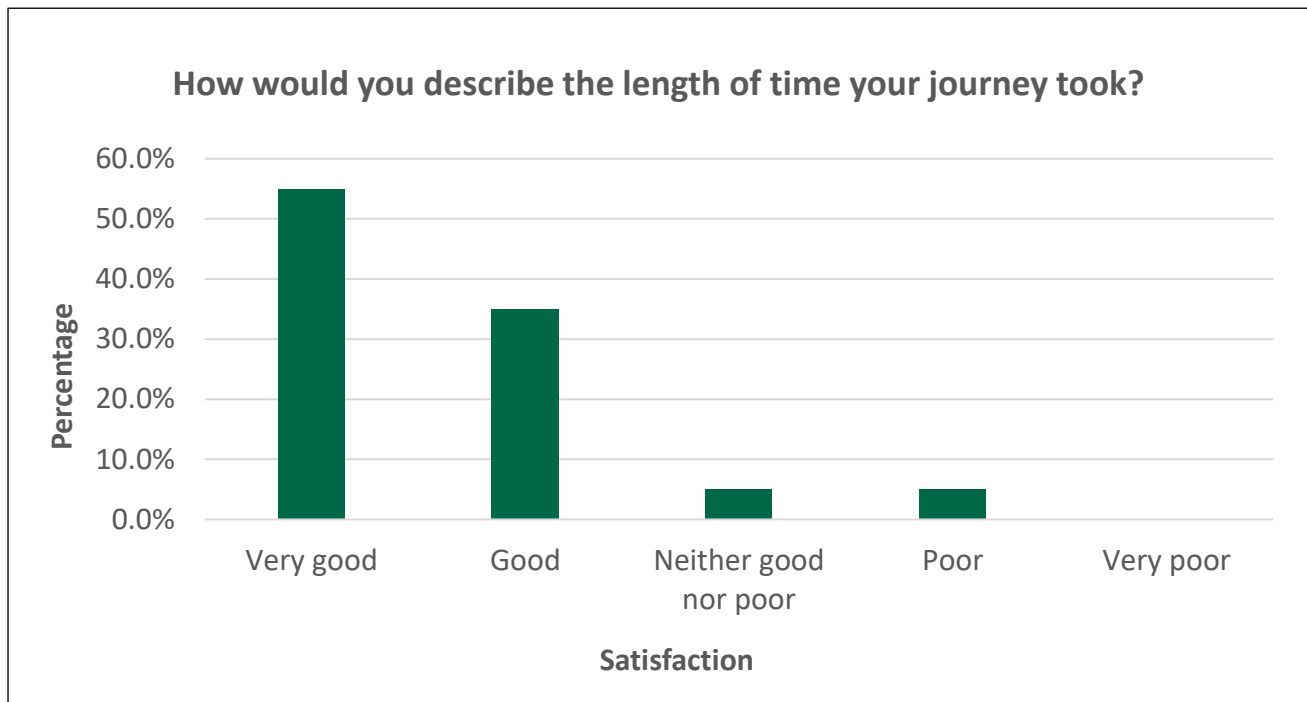
How would you rate the booking system?

Of the 19 respondents who were able to answer the above question (89.5%) rated the booking system as either 'good' (31.6%) or 'very good' (57.9%). One respondent (5.3%) rated the booking system as 'neither good nor poor' and one respondent (5.3%) rated the system as 'poor.' The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

All 20 respondents who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. 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?



Overall, 18 (90.0%) of the 20 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (35.0%) or 'very good' (55.0%). However, one respondent (5.0%) answered 'poor.'

The remaining respondents either answered 'neither good nor poor' (5.0%), did not complete this question or were 'unable to say.'

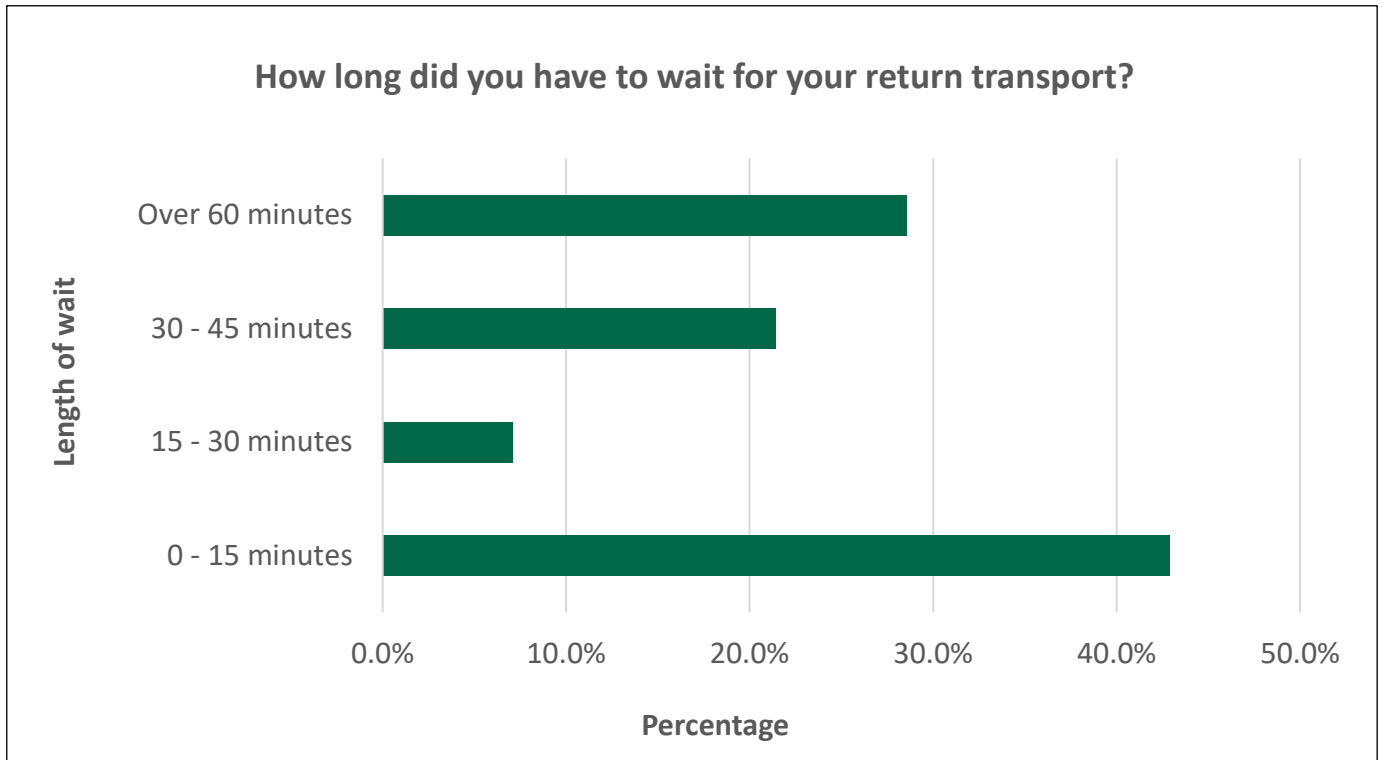
Did you arrive on time for your appointment?

Of the 16 respondents who answered the above question, 13 (81.3%) had arrived either 'on time' (62.5%), 'early' (12.5%) or 'Very early' (6.3%) at the hospital/clinic. Three respondents answered they arrived either 'late' (6.3%) or 'very late' (12.5%) for their medical appointment. The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

Three respondents advised they had not been informed of any transport delay. The remaining respondents did not complete this question.

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



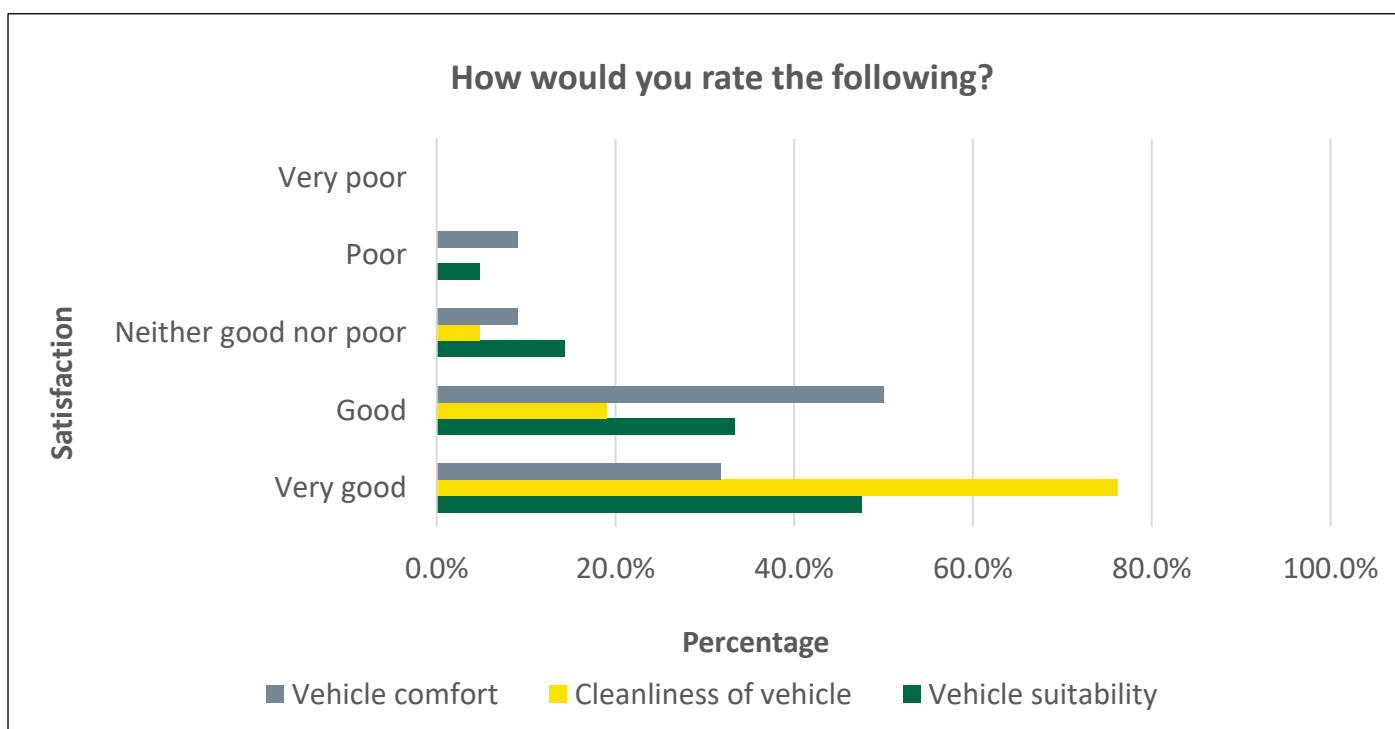
Overall, 71.4% of respondents (10) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (42.9%), 15 to 30 minutes (7.1%) and 30 to 45 minutes (21.4%). However, four patients (28.6%) had waited over 60 minutes following their medical appointment.

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?

Overall, 15 (88.2%) of 17 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (23.5%) or 'very good' (58.8%) or 'neither good nor poor' (5.9%). However, two respondents rated the communication as 'very poor' (11.8%). The remaining respondents either did not complete this question or were 'unable to say.'

How would you rate the following?



Some variance was seen in relation to satisfaction with the PTS vehicle. Vehicle cleanliness was rated highly by respondents as 'good' (19.0%) or 'very good' (76.2%).

Respondents were also satisfied with the comfort of the vehicle, which was rated by most respondents as 'very good' (31.8%) or 'good' (50.0%), however, four respondents (18.2%) rated the comfort as 'neither good nor poor' (9.1%) and two respondents rated the comfort of the vehicle as 'poor' (9.1%).

Respondents were least satisfied with the vehicle suitability. 17 (81.0%) out of 21 respondents rated the suitability as 'good' (33.3%) or 'very good' (47.6%), however, four respondents (19.0%) described the suitability as 'neither good nor poor' (14.3%) and one respondent (4.8%) rated the vehicle suitability as 'poor.'

The remaining respondents either did not complete this question or were 'unable to say.'

How would you describe the attitude of the staff?

Overall, 20 (90.9%) of the 22 respondents who answered the above question rated staff attitude as either 'good' (9.1%) or 'excellent' (81.8%). Two respondents (9.1%) described the staff attitude as 'poor.'

The remaining respondents did not complete this question or were 'unable to say.'

Did the staff treat you with dignity and respect?

20 (95.2%) of the 21 respondents who answered the above question recalled 'definitely' being treated with dignity and respect. However, one respondent (4.8%) did not feel as though they were treated with dignity and respect by the PTS staff they encountered.

The remaining respondents did not complete this question or were 'unable to say.'

Did the service staff drive safely?

Of the 20 respondents who answered the above question, 19 (95.0%) responded that they felt the PTS vehicle had been driven safely, however, one respondent (5.0%) felt the PTS vehicle had not been driven safely.

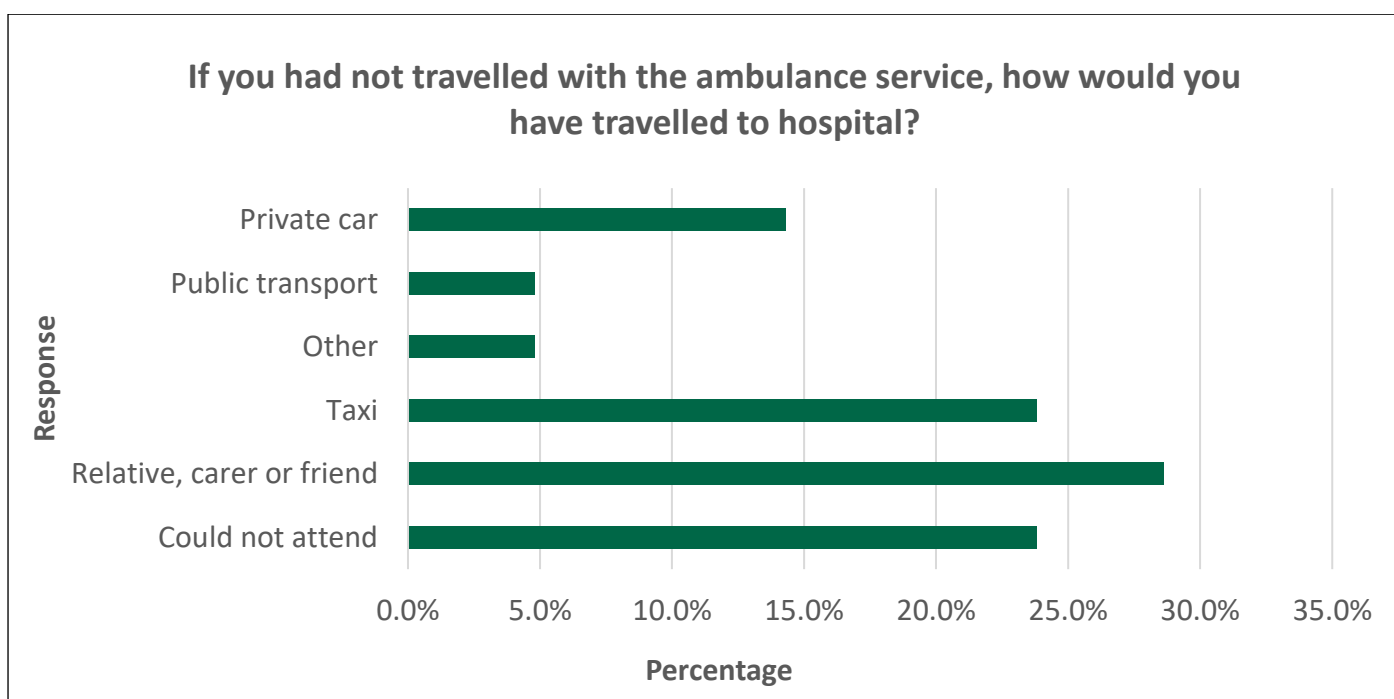
The remaining respondents did not complete this question or were 'unable to say.'

Did the staff offer assistance if required?

17 (85.0%) of the 20 respondents who answered the above question advised that assistance had been offered. However, one respondent (5.0%) advised that assistance 'was not required' and two respondents (10.0%) advised that assistance had not been offered.

The remaining respondents did not complete this question or were 'unable to say.'

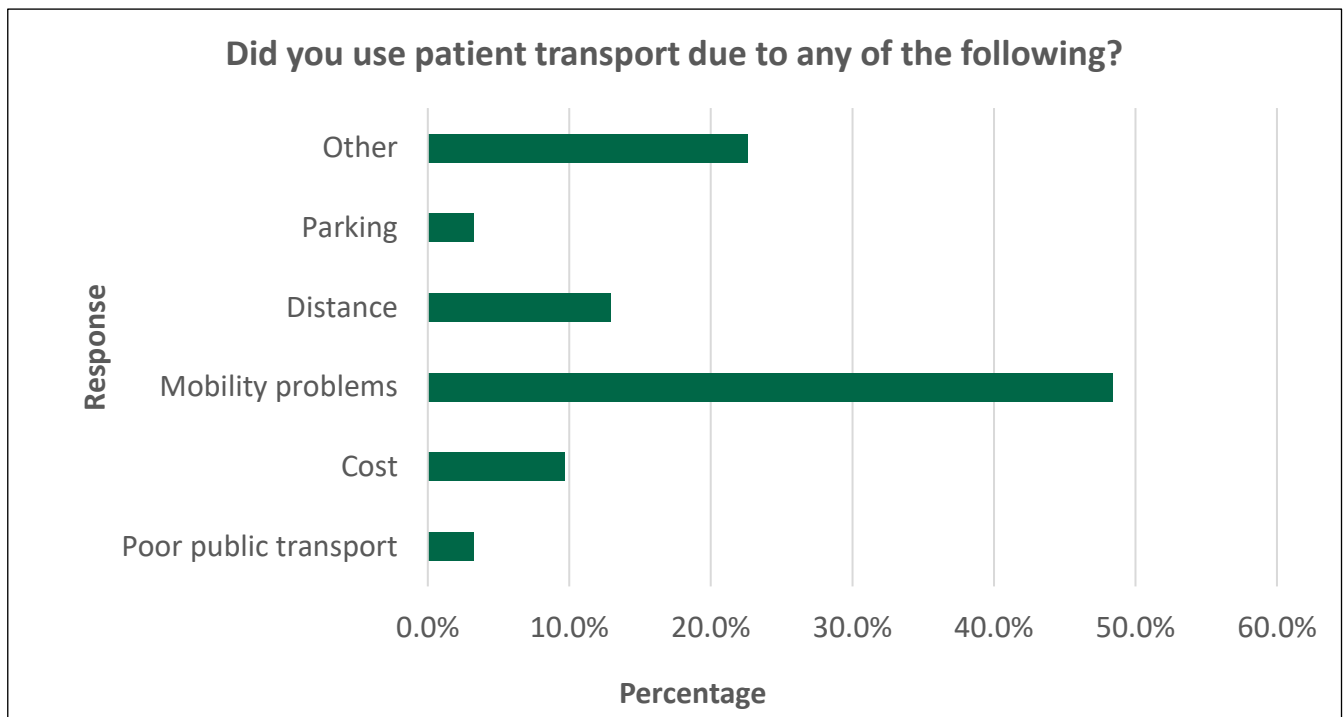
If you had not travelled with the ambulance service, how would you have travelled to hospital?



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Five of the 21 (23.8%) respondents advised that they **could not** have attended their appointment. Other responses included: 'private car' (14.3%), 'relative, carer or friend' (28.6%), 'taxi' (23.8%), 'public transport' (4.8%), or 'other' (23.8%).

Three respondents answered, 'unable to say,' and one respondent did not complete this question.

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



Overall, 15 (48.4%) of the 31 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport' (3.2%), 'cost' (9.7%), 'distance' (12.9%), 'parking' (3.2%) and 'other' (22.6%).

One patient did not answer the question.

The below comments were also received:

- *"My dad gave me a kidney and he's the only person in the household who drives." (Patient 3, May)*
- *"Informed of this service by wheelchair services - not used before." (Patient 5, June)*
- *"My vision was impaired following an eye operation." (Patient 6, May)*
- *"I can't drive due to vision problems and also didn't want to burden family and friends as it is everyday that I'm having to go for treatment." (Patient 12, June)*
- *"Coming home from hospital." (Patient 17, June)*
- *"Emergency." (Patient 21, June)*
- *"Impaired vision due to eye injections." (Patient 24, June)*

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

Patient number	Month	Positive comments received
7	May	Your staff were brilliant. But when I spoke to lady on phone to arrange transport found her abrupt and question me about needing this transport I almost gave up in fact I was going to report this being 83 yrs old and looking after my husband 2 plus years didn't have the energy.
10	May	Happy with the service.
13	May	Nothing. Keep it as good as it is.
17	June	Very satisfied.
18	June	As far as I am concerned, there is absolutely nothing that could have been done better. Personnel really helpful and so pleasant - nothing is too much trouble for them - that includes male and female drivers.
20	June	Everything was fine.
21	June	No, all excellent. No complaints.

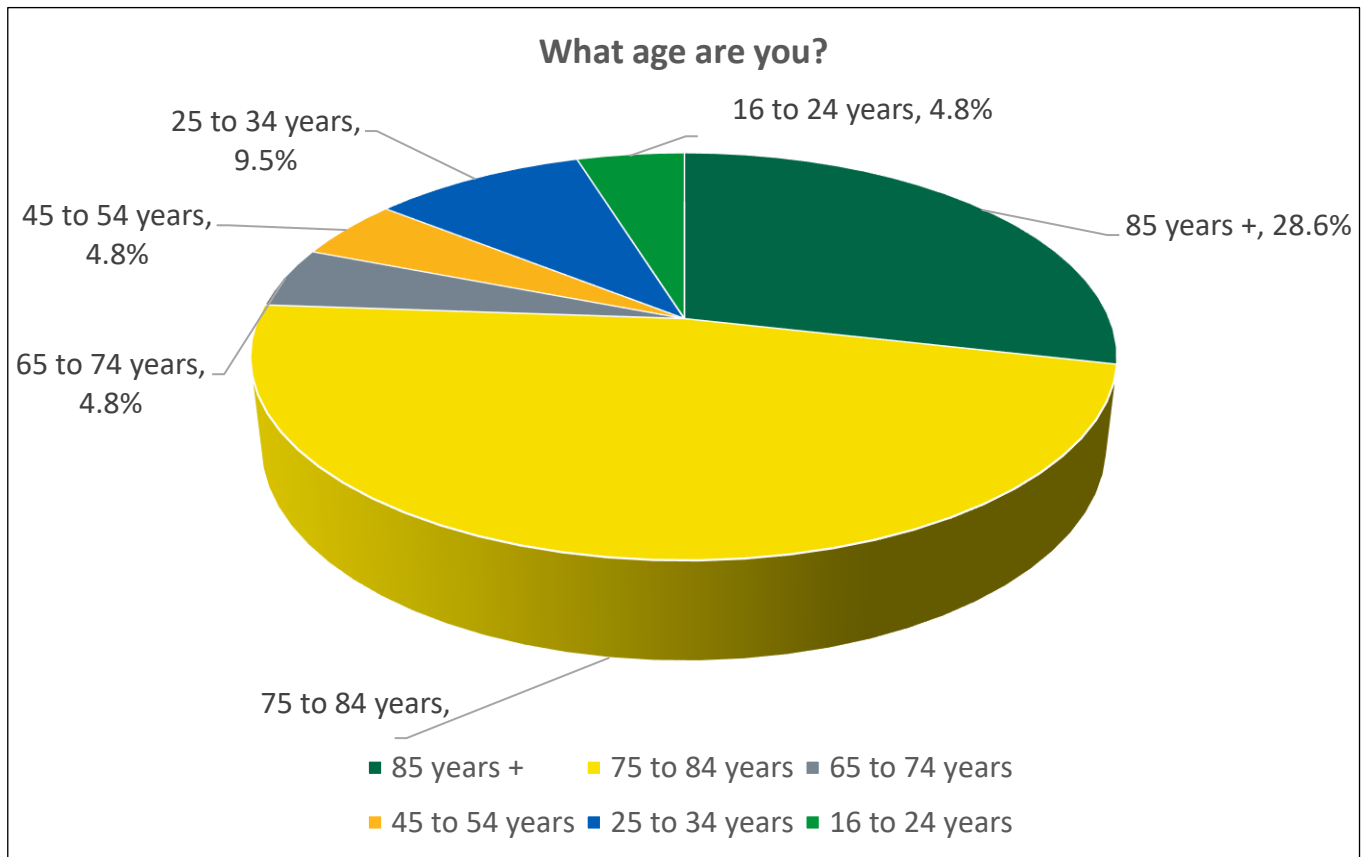
Patient number	Month	Neutral comments received
1	April	Nothing! Long wait to come home but happy to wait.
11	May	In my case not to use Private Taxi Company.
12	June	I would've have preferred an online way of booking and also getting an email confirmation of the bookings just for my piece of my mind as I worry and have anxiety.
22	June	Try to be on time!

Patient number	Month	Neutral / mixed comments received
23	June	Newer ambulances too noisy and small and a footrest would be helpful.
24	June	Not the best service in the world but we can be sure that you will get us there and you will get us back home. Due to road works and traffic delays the service is not too bad. I am happy, thanks.

Patient number	Month	Negative comments received
2	April	Turn up.
5	June	Patient transport cancelled due to staff sickness (understandable) but no communication to me regarding this cancellation (not acceptable). Because of this, I didn't even get the option at trying to arrange an alternative transport, causing me to miss my appointment. I am wheelchair bound and struggling with pressure sores, needing cushion review, which was this appointment. Now I don't know when the next appointment will be. The lady on the phone was very rude.
6	May	The driver could have offered to accompany me to my front door.
15	May	The new stretcher was very constrictive and being tied in was fairly uncomfortable.
16	June	The ambulance for 10th July never turned up and after constant ring of 3 Cambridge numbers, I was unable to find out if it was coming or not. The appointment for this 95 year old was missed. I had to get a message via plastic surgery re appointment not being kept.

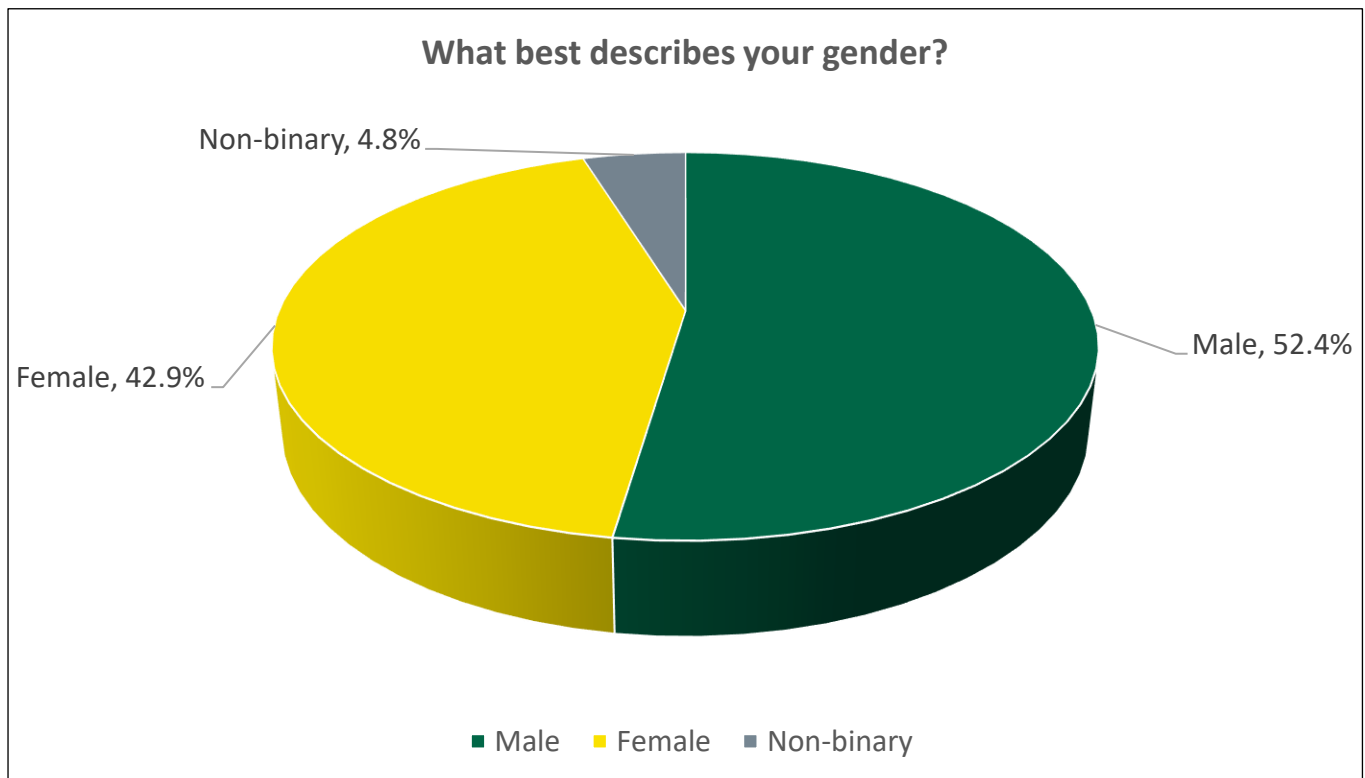
Equality and Diversity Information

What age are you?



Two patients did not respond to this question and one was 'prefer not to say.'

What best describes your gender?

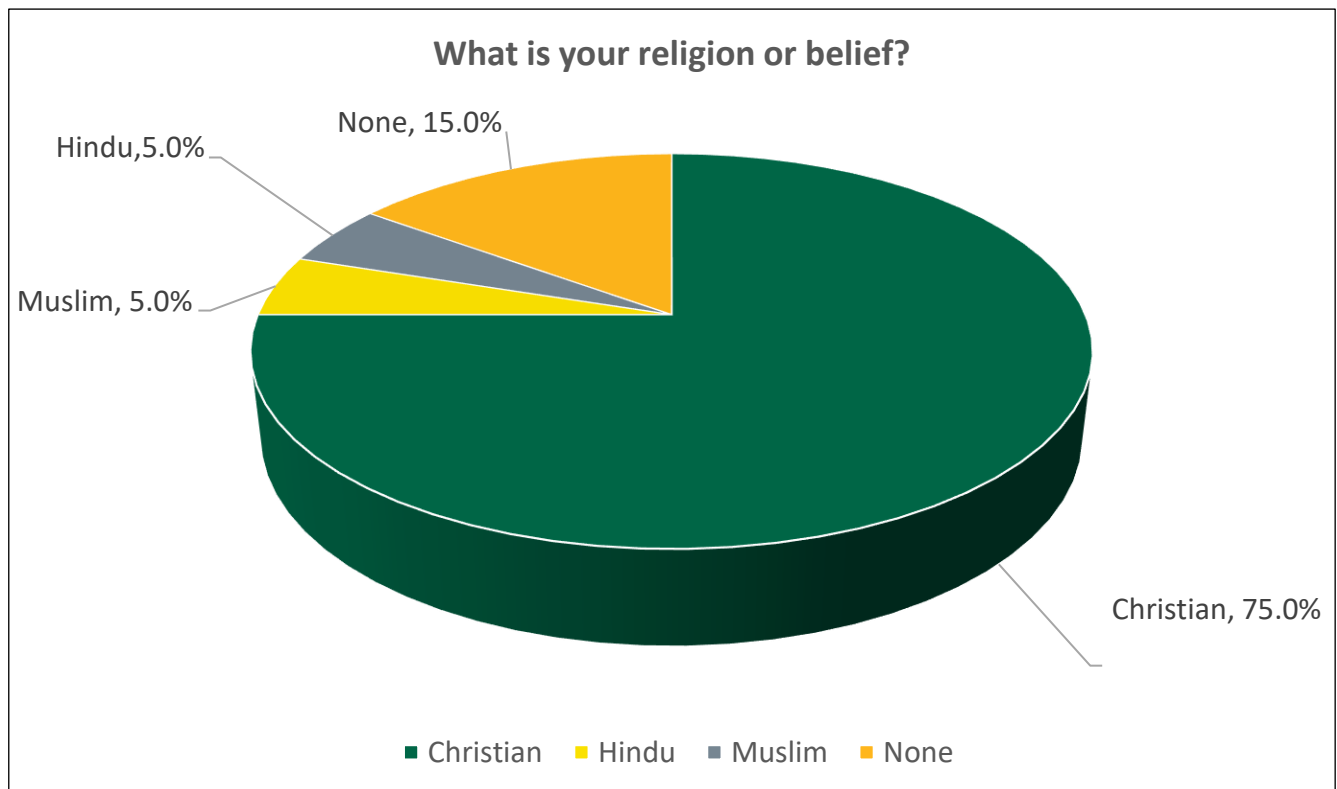


What is your ethnic group?

19 of the 21 respondents who answered the above question advised that they were of a 'White' ethnic group. Two patients advised that they were of an 'Asian / Asian British' ethnic group.

One patient 'preferred not to say' and the remaining patients did not complete this question.

What is your religion or belief?



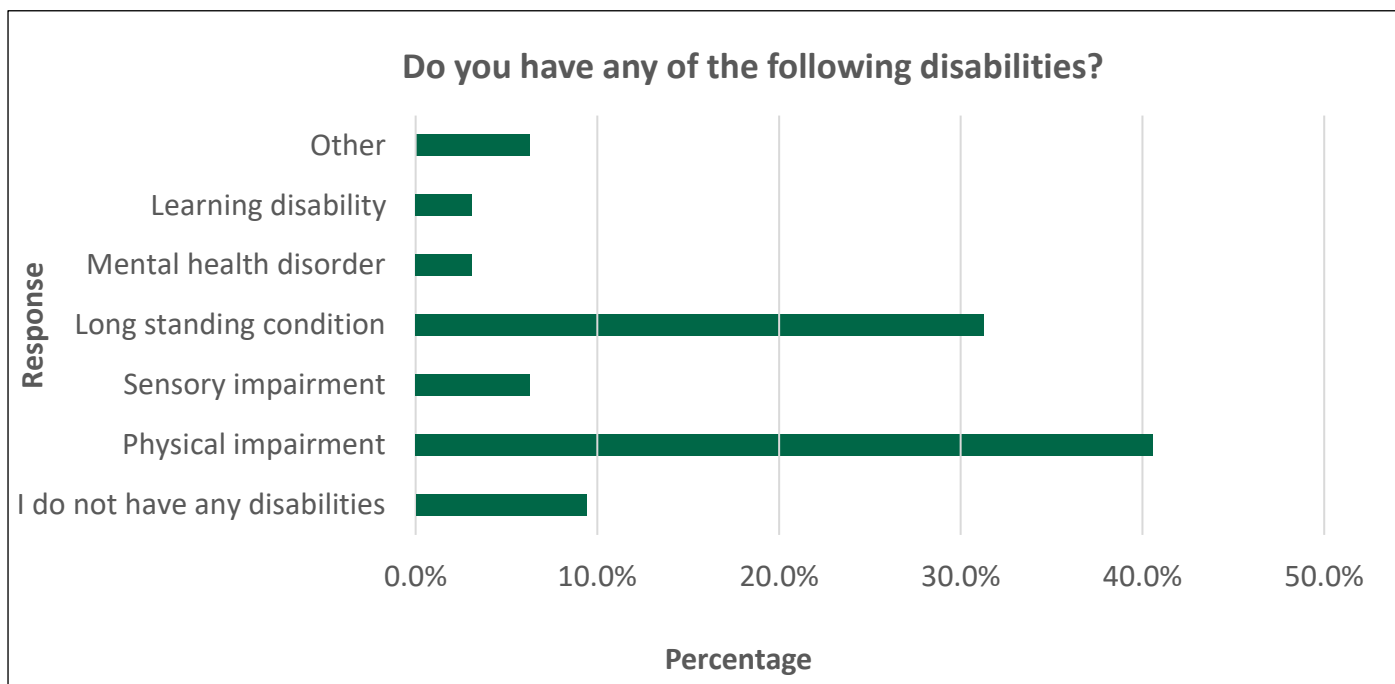
Two patients 'preferred not to say' and two patients did not complete this question.

What is your sexual orientation?

Of the 19 patients who answered the above question, 17 advised that they were 'heterosexual/straight' and two patients (10.5%) advised that they were of a 'gay' sexual orientation.

Two patients 'preferred not to say' and the remaining respondents did not complete this question.

Do you have any of the following disabilities?

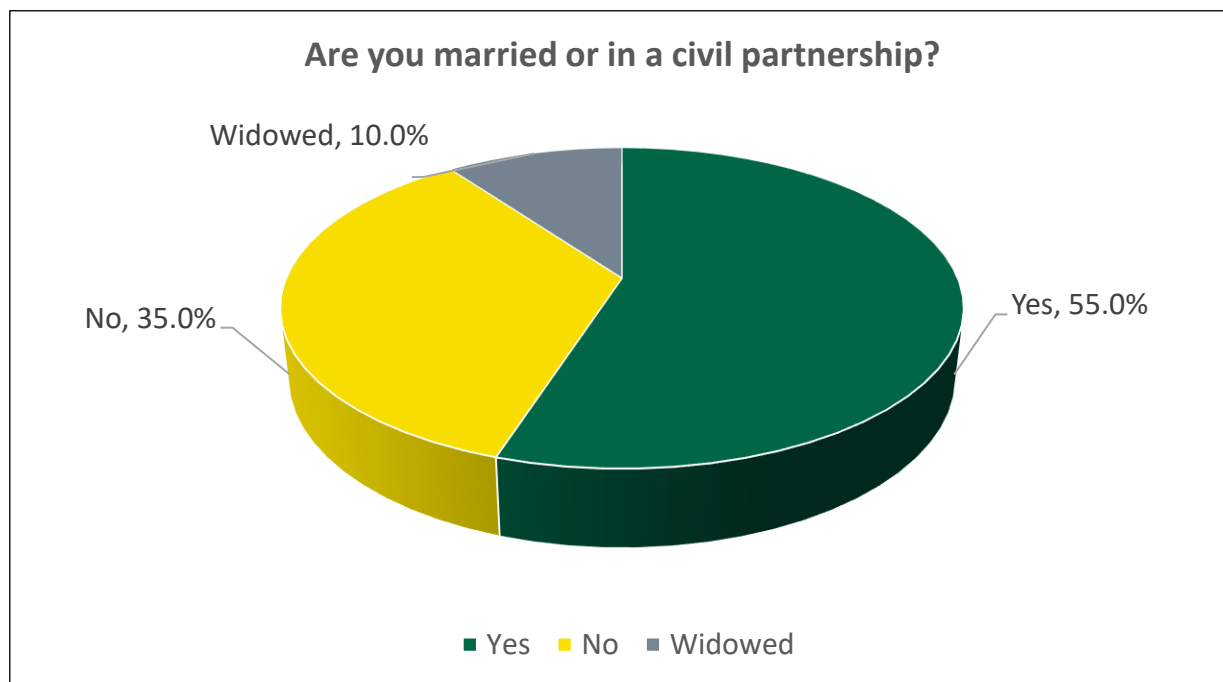


Overall, 13 (40.6%) respondents advised that they had a 'physical impairment.' Other responses included: 'Sensory Impairment' (6.3%), 'long standing condition' (31.3%), 'mental health disorder' (3.1%) and 'learning disability' (3.1%). Two respondents answered 'other' (6.3%) and three respondents (9.4%) advised that they did not have a disability.

The below comments were also received:

- *"I have difficulty in walking." (Patient 4, May)*
- *"Bad back." (Patient 24, June)*

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.