



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire ICB Q3 October to December 2022

Author: Tessa Medler
Report Period: October to December 2022
Date of Report: May 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 October to December 2022.

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 CCG 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, 88.9% of respondents (16) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during October to December 2022, rated the service received as either 'good' or 'very good,' and 11.1% (2) rated the service 'Very poor.'

81.3% of respondents (13) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (86.7%) with the length of time their journey took, with 50% of patients (5) arriving 'on time' (20%) 'very early' or 'early' (10%) for their medical appointment. 60% of respondents (6) had waited between 0 to 60 minutes for their return transport, with four respondents advising that the wait was over one hour.

Positively, all PTS staff were rated as 'excellent,' with the majority of respondents 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 transport cancellations, lateness with return transport and communication between the transport service and hospital / clinic.

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.

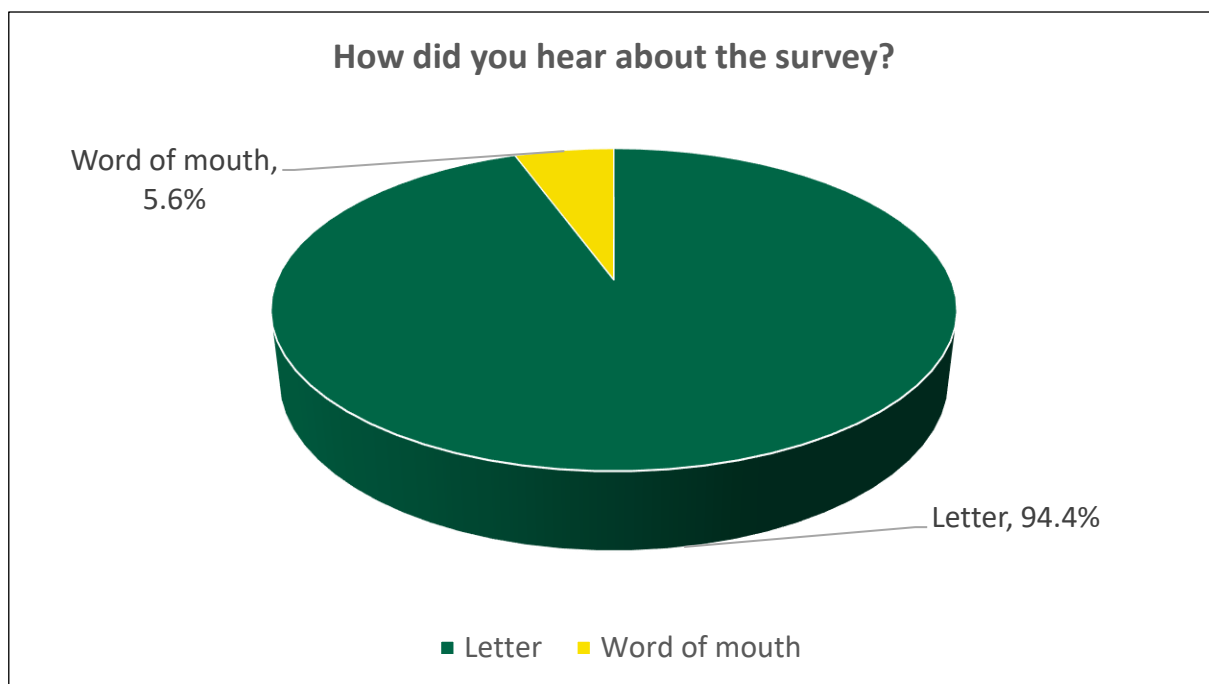
Results

Overall, **19** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 3 2022/23: October (6), November (4) and December (9).

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?



Of the respondents who answered this question 94.4% advised that they had heard about the survey through the invitation to feedback letter and 5.6% of respondents advised 'word of mouth.'

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, 18 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. 16 (88.9%) of these respondents rated the service received as either 'good' (11.1%) or 'very good' (77.8%). Two respondents (11.1%) rated the service as 'very poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	October	Always on time and helpful.
3	October	Very nice driver, very polite man called (name). So helpful.
4	October	The driver was very attentive and gave me all necessary assistance.
7	October	You do a fantastic job, always polite and very helpful.
9	November	Ambulance crew very nice and helpful.
11	December	Without your service I would not be able to get to hospital, your staff collect me at the door, and help me in every way I need to get into the ambulance, and wheelchair me to the right department. So thank you and 10 out of 10 for you all.
12	December	Apart from the understandable wait for a convenient vehicle to transport me as I was not an emergency case and being carried in a vehicle returning to a different area the service was excellent. I have used the service previously and similarly using a vehicle and crew returning to their home areas is very sensible allowing local ambulances to deal with critical events of far greater importance than moving me around. The crews have been very pleasant to ride with and on the few occasions when I have really needed transporting to hospital have shown a most professional attention to their duties as well as helping to reassure me during journeys. My thanks to all concerned.
17	December	Quality of care received.

Patient number	Month	Positive comments received
13	December	Yes I certainly can I have had occasion to use this service On numerous occasions of recent and found all involved very helpful kind understanding from booking to ambulance staff I cannot fault your efforts in helping me and would like to convey my thanks to you all I would also like to wish you success in your pay talks which you justly deserve as do all in the NHS and very sorry I had to phone you re website address I must look harder at correct spelling. Very best regards to you all.
15	December	Grateful that you provide this service for me but couldn't say very good for reasons that only affect my ability to travel to pick up other patients after me and therefore making the journey longer. I have Irritable bowel and bladder.
18	December	The crew did a really good job in checking me over before taking me in ambulance.
19	December	Treated with respect.

Patient number	Month	Mixed/neutral comments received
14	December	I have been using Patient transport for the last 6 years for various appointments and on the whole it has been very good. I have only been let down once and that was on the 13th July last year. Myself and my escort were going downstairs to wait for the ambulance when the hospital rang to say that transport were going to be late and could they have a contact number to let me know when they were on their way. I never heard anymore from them and I had to rearrange my appointment for Feb.

Patient number	Month	Negative comments received
2	October	<p>Transport rang me shortly before due to be picked up to say they couldn't take me as 3 ambulances broken down. It was an important appointment. I have scoliosis and severe arthritis and need assistance. They apologised and hung up. This has now happened 3 times. With great difficulty we managed to get a neighbour to take me who kindly waited and brought me home. I struggled to get to Dexa scanner. After I arrived home received call from PTS asking where I was as they said they were looking for me to take me home. They seemed surprised when I said was never picked up that my booking had been cancelled by PTS. They then hung up. My wife rang the number back and spoke to lady called (name) who said she was manager. Told me it was apparently rubbish no ambulances had broken down and jobs keep being cancelled for no reason and patients let down. Same thing happened again yesterday 10th Nov I was told at the last minute no ambulances available so booking cancelled. My wife also uses PTS she has a terminal illness. She has been let down twice. Last Tuesday she had to wait over 4 hrs to be taken home, I was in severe pain sitting in w/c for PTS, too long. (name) on PTS desk did her best to look after her and get her home. She is very professional and caring too. A credit to PTS. My wife has to use PTS next Thurs 10th Nov for important appointment and is so worried no ambulance will take her. Patients shouldn't be let down like this it is cruel. We used to work for PTS many years ago and know things happen sometimes that are out of anyone's control but it was never like it is now.</p>
8	November	<p>The transport was cancelled without letting the patient know. First we heard of the cancellation was when the x-ray dept contacted us. This was for a 96 year old partially sighted man who had just come out of hospital.</p>

Are you the patient?

Overall, 17 (94.4%) of the 18 respondents who answered the above question advised that they were the patient.

How quickly did we answer your call?

Of the 14 respondents who answered the above question 13 (92.9%) recalled their call to the PTS as being answered 'quickly.' However, one respondent felt that it took 'a long time' (7.1%). 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?

14 (93.3%) of the 15 respondents who answered the above question advised that they had been clearly informed of the date and time of their transport booking. One respondent (6.7%) advised that they were not advised and 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 were able to answer the above question 15 (93.8%) rated the booking system as either 'good' (37.5%) or 'very good' (56.3%) and one respondent (6.3%) rated the system as 'neither good nor poor.' The remaining respondents did not complete this question.

Did the service staff introduce themselves?

All 16 respondents who answered this question recalled the PTS staff as having introduced themselves upon their arrival. The remaining respondents did not complete this question.

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



Overall, 13 (81.3%) of the 16 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (18.8%) or 'very good' (62.5%) responses. Other responses included: 'poor' (6.3%), 'very poor' (6.3%) and 'don't know' (6.3%). Three respondents did not complete this question.

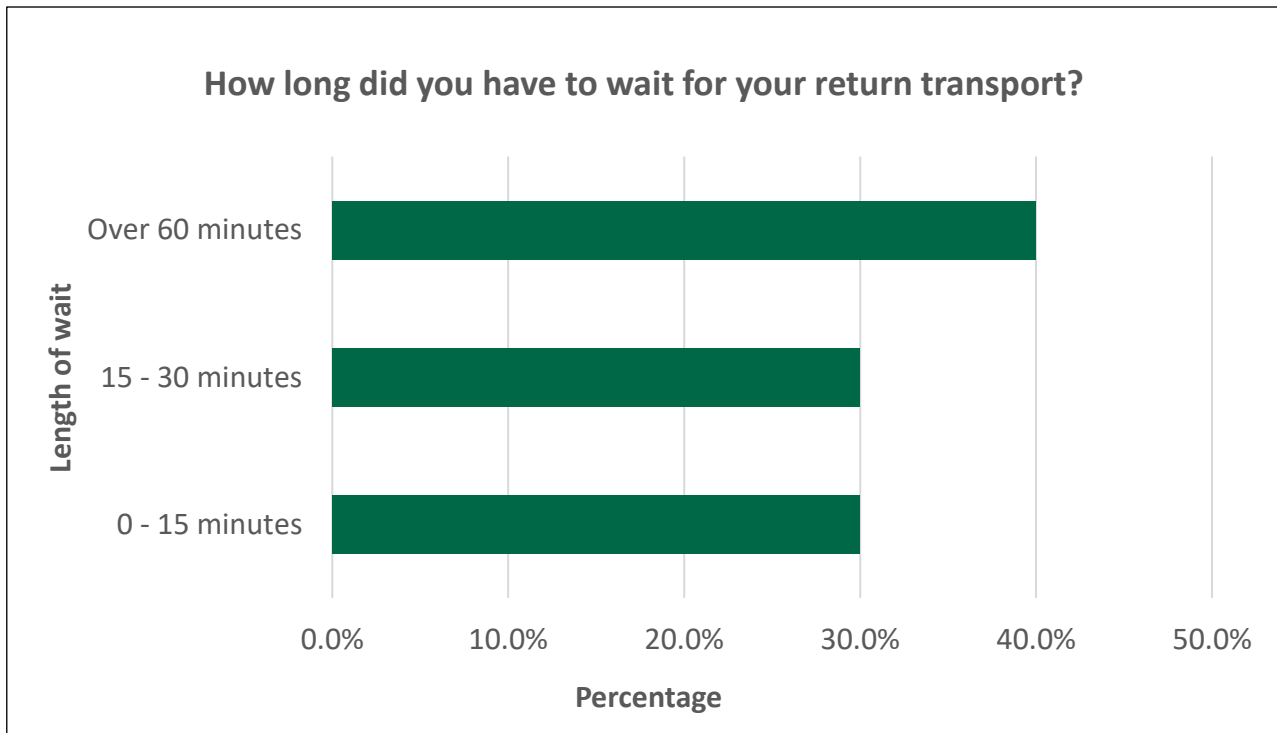
Did you arrive on time for your appointment?

Of the 10 respondents who answered the above question, eight (80.0%) had arrived either 'on time' (50.0%) or 'Very early' (20.0%) or 'early' (10.0%) at the hospital/clinic. Two respondents answered they arrived 'late' (20.0%) 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?

One respondent advised they had not been informed of any transport delay. 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?



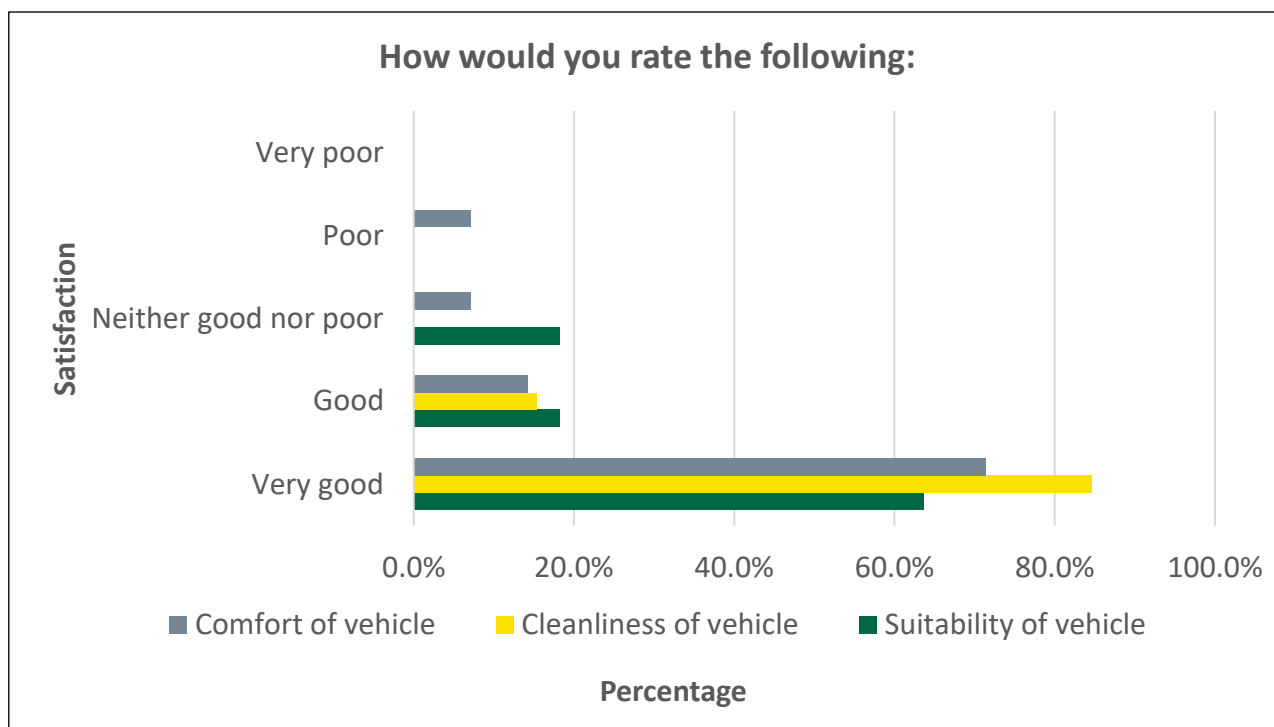
Overall, 60.0% of respondents (6) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (30.0%) and 15 to 30 minutes (30.0%). However, four patients (40.0%) had waited over 60 minutes following their medical appointment.

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, eight (61.5%) of 13 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (7.7%) or 'very good' (53.8%). However, three respondents rated the communication as 'very poor' (15.4%) or 'poor' (7.7%). Two respondents rated the communication as 'neither good nor poor' (15.4%) and the remaining respondents either did not complete this question or were 'unable to say.'

How would you rate the following?



All respondents answering this question were most satisfied with the cleanliness of the vehicle, which was rated as either ‘very good’ (84.6%) or ‘good’ (15.4%).

Some variance was seen in relation to satisfaction with the PTS vehicle. Vehicle suitability was rated highly by respondents as ‘good’ (18.2%) or ‘very good’ (63.6%) and two respondents rated the vehicle suitability as ‘neither good nor poor’ (18.2%).

Patients were least satisfied with the vehicle comfort. 12 (85.7%) out of 14 respondents rated the comfort as ‘good’ (14.3%) or ‘very good’ (71.4%), however, one respondent (7.1%) described the comfort as ‘neither good nor poor’ and one respondent (7.1%) rated the vehicle comfort 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, 12 respondents who answered the above question rated staff attitude as either 'excellent' (100%). Two respondents answered 'unable to say' or did not complete this question.

Did the staff treat you with dignity and respect?

All 12 respondents who answered the above question recalled 'definitely' being treated with dignity and respect. Two respondents answered, 'unable to say' and five patients did not complete this question.

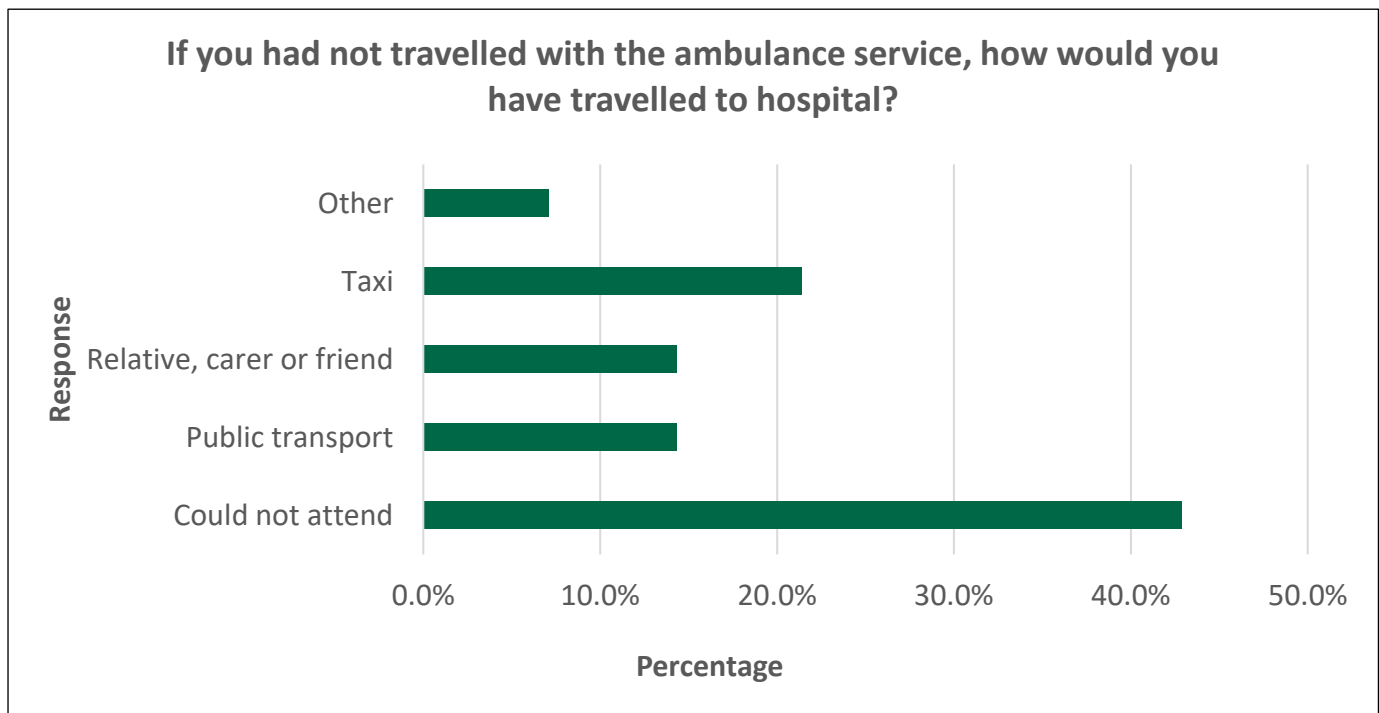
Did the service staff drive safely?

12 respondents who answered the above question advised that the PTS staff had driven safely. Two respondents were 'unable to say' how the vehicle had been driven and five patients did not complete this question.

Did the staff offer assistance if required?

13 respondents who answered the above question advised that assistance had been offered. Two respondents were 'unable to say' and four patients did not complete this question.

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



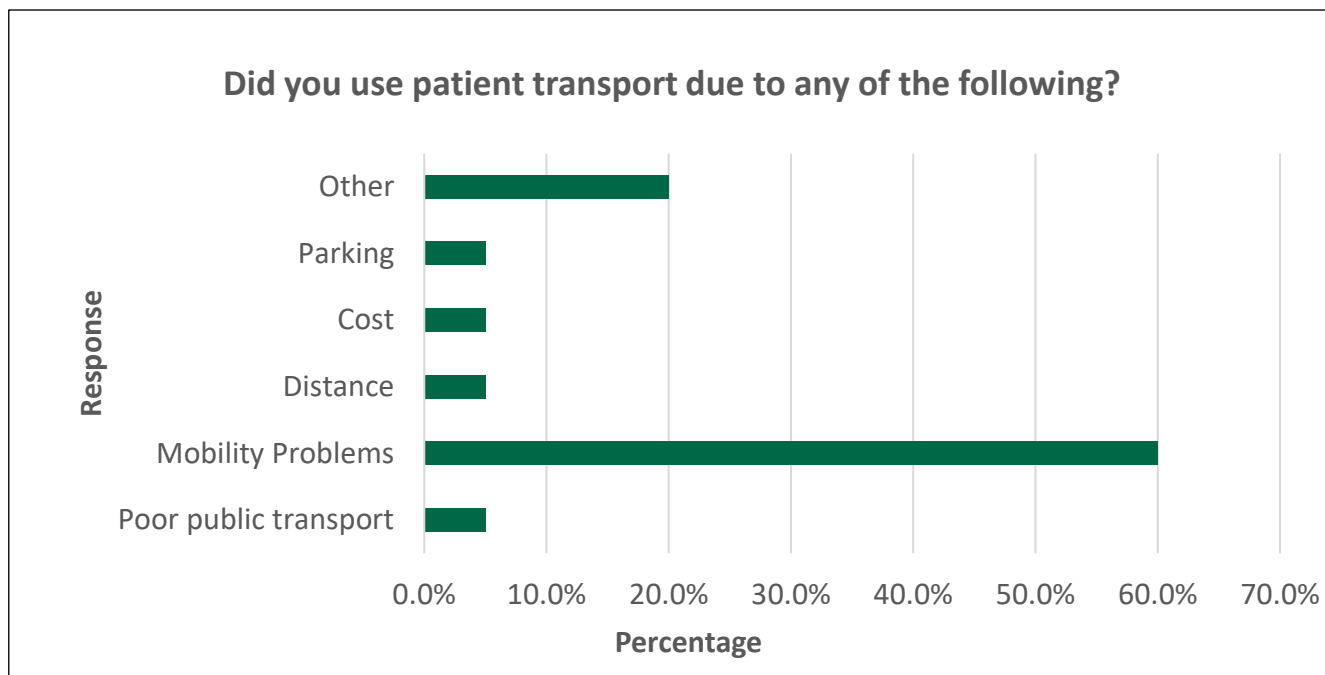
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Six of the 14 (42.9%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (14.3%), 'public transport' (14.3%), 'taxi' (21.4%) and 'other' (7.1%).

Two respondents answered, 'unable to say,' and three patients did not complete this question.

The below comment was also received:

- *"Ambulance never picked me up." (Patient 2)*

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



Overall, 12 (60.0%) of the 20 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (20.0%), 'poor public transport' (5.0%), 'cost' (5.0%), 'distance' (5.0%) and 'parking' (5.0%). Four patients did not answer the question.

The below comments were also received:

- *"Fear of needing a toilet ". (Patient 15)*
- *"I have pulmonary fibrosis, osteoarthritis & vertigo." (Patient 1)*
- *"Either as an emergency case or being returned home after an operation or stay in hospital." (Patient 12)*
- *"Heart Problem." (Patient 6)*

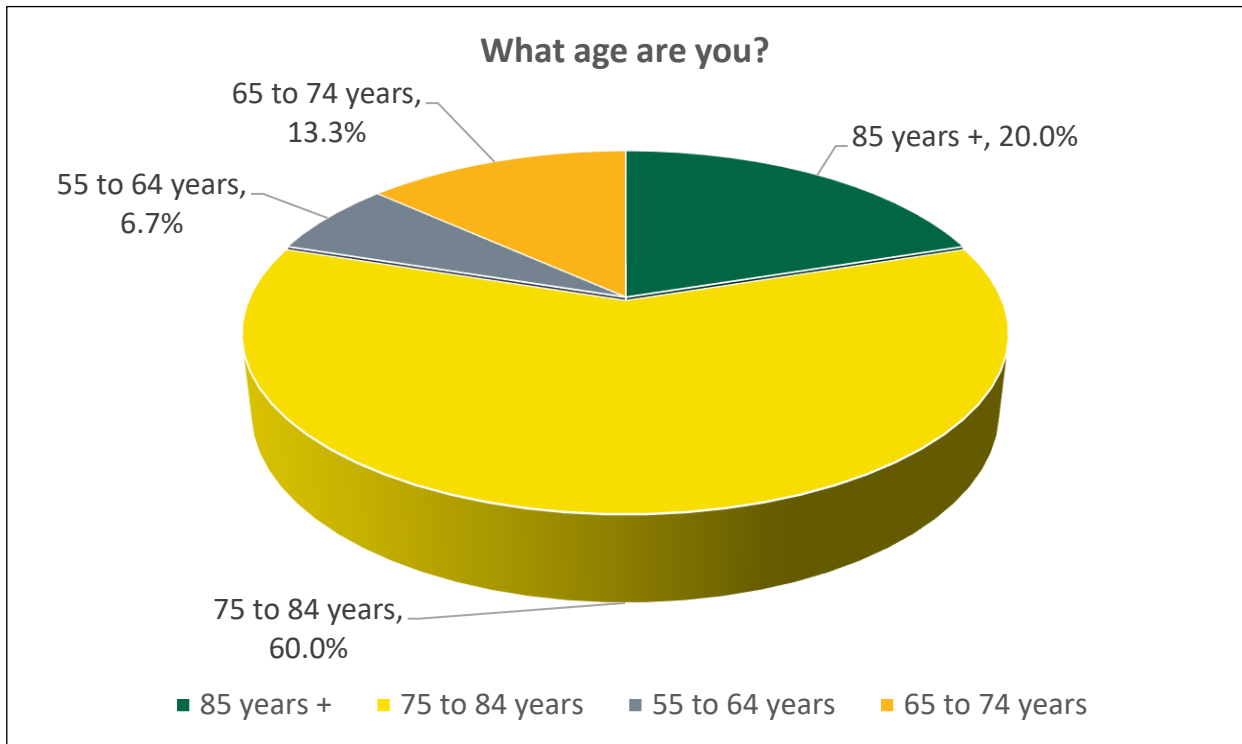
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
1	October	I'd like to thank you all for being patient and friendly.
2	October	Not cancelled my booking and let me down. Both my wife and myself have been very upset by this happening. Not just once but a number of times. We've missed important appointments that we've waited a long time for no reason of our own. The hospital then think we haven't bothered to turn up. Please try to make things better.
4	October	I do not think the service could have been improved.
8	November	You could have actually carried out the task. The X-Ray dept had to phone my father who has great difficulty in getting to the phone to tell him the transport had cancelled. I then had to contact X-Ray to re-organise an appointment where I was told that transport was terrible and sometimes left patients at the hospital all day or picked them up so early and left them all day. I could not have this for my father so we re-scheduled the X-Ray and I had to take a day off work and with the help of my husband managed to get my father out of the house into the car to take him to hospital. I do wonder how other elderly patients cope if they don't have family close. This experience has made us not trust the transport scheme.
9	November	Not tell us trip home would be collected in 1 hour and take 3 hours then have to drop someone else off before I finally got home.
11	December	Cannot think of anything.
12	December	Apart from one occasion when ambulance control was down to a single person due to COVID I received most the excellent service.
13	December	I couldn't fault the service and very pleased it is there for people thankyou all as previously stated.

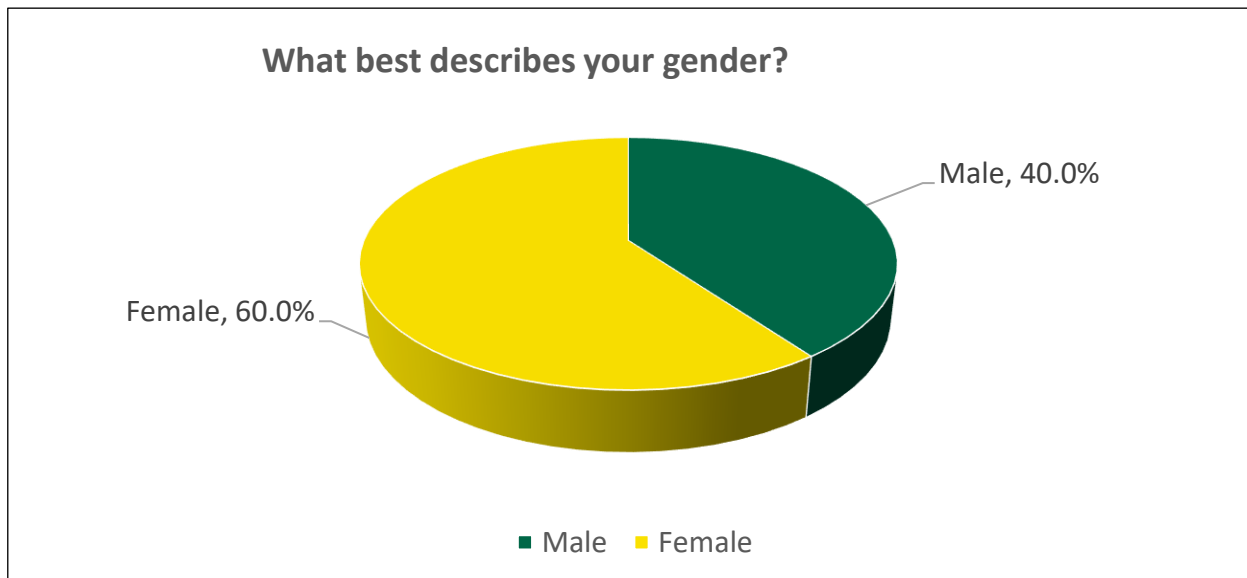
Patient number	Month	Comments received
17	December	Shorter waiting time for Ambulance which took 4 Hours, as I had a broken ankle.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

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

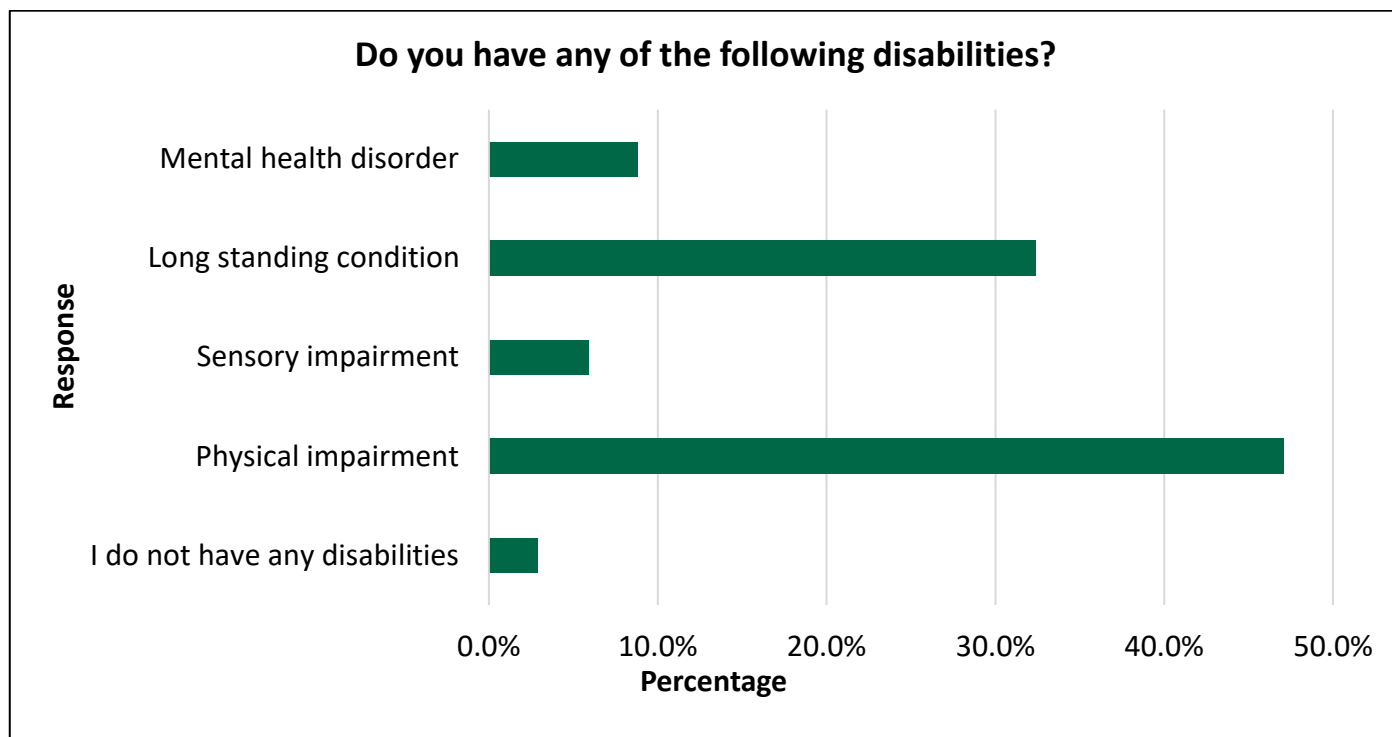
What is your religion or belief?

11 (84.6%) of the 13 respondents who answered the above question advised that they held a Christian religion or belief and two respondents (15.4%) advised that they had no religion. The remaining respondents did not complete this question or 'preferred not to say.'

What is your sexual orientation?

13 (92.9%) of the 14 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation and one respondent (7.1%) advised 'other.' The remaining respondents did not complete this question.

Do you have any of the following disabilities?

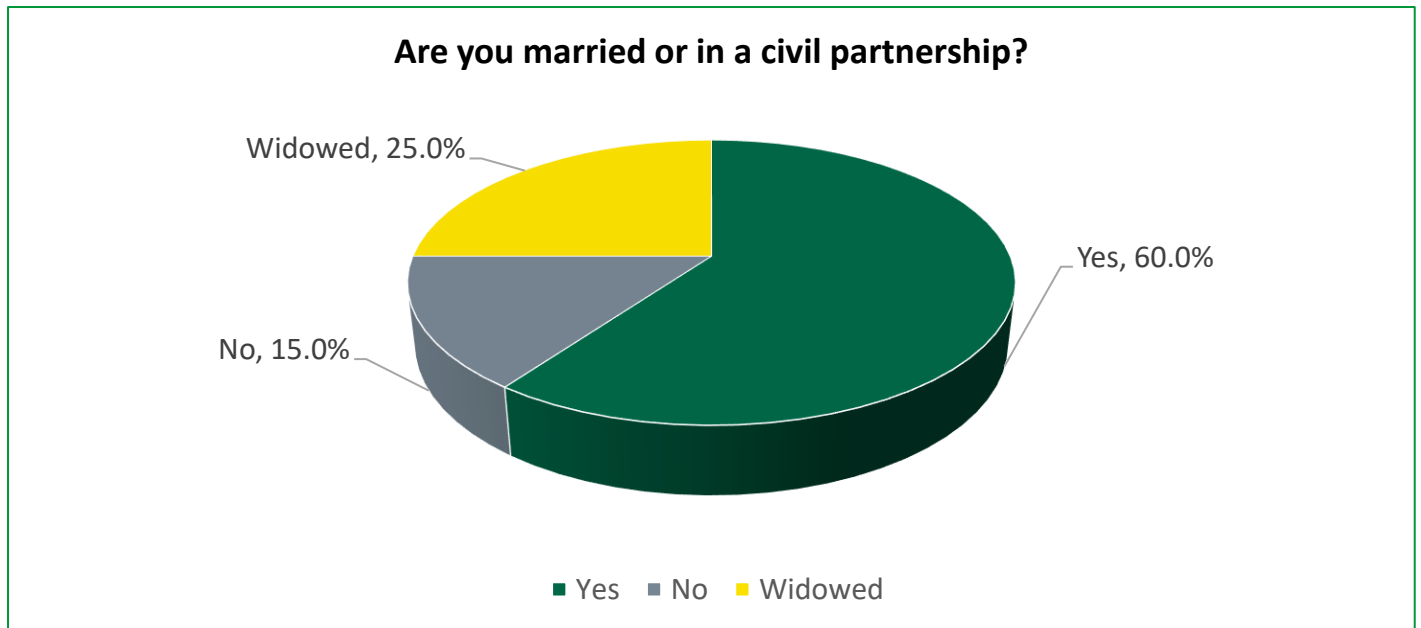


Overall, six (27.3%) respondents advised that they had a 'physical impairment.' Other responses included: 'Long standing condition' (40.9%). Five respondents answered 'other' (22.7%) and two respondents (9.1%) advised that they did not have a disability. The remaining respondents did not complete this question or advised 'not applicable.'

The below comment was also received:

- *"Depression / anxiety." (Patient 1, October)*
- *"Asthmatic, diabetes, bad eye sight." (Patient 7, October)*
- *"Old Age." (Patient 8, 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.