



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire ICB Q4 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 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 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). 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, 90.6% of respondents (29) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during January to March 2023, rated the service received as either 'good' or 'very good,' and 6.3% (2) rated the service 'Very poor.'

80.8% of respondents (21) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (75.9%) with the length of time their journey took, with 89.3% of patients (25) arriving 'on time' (42.9%) 'very early' (7.1%) or 'early' (39.3%) for their medical appointment. 69.2% of respondents (18) had waited between 0 to 60 minutes for their return transport, with eight respondents advising that the wait was over one hour.

Positively, all PTS staff were rated as either 'good' (10.7%) or 'excellent' (85.7%), 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.

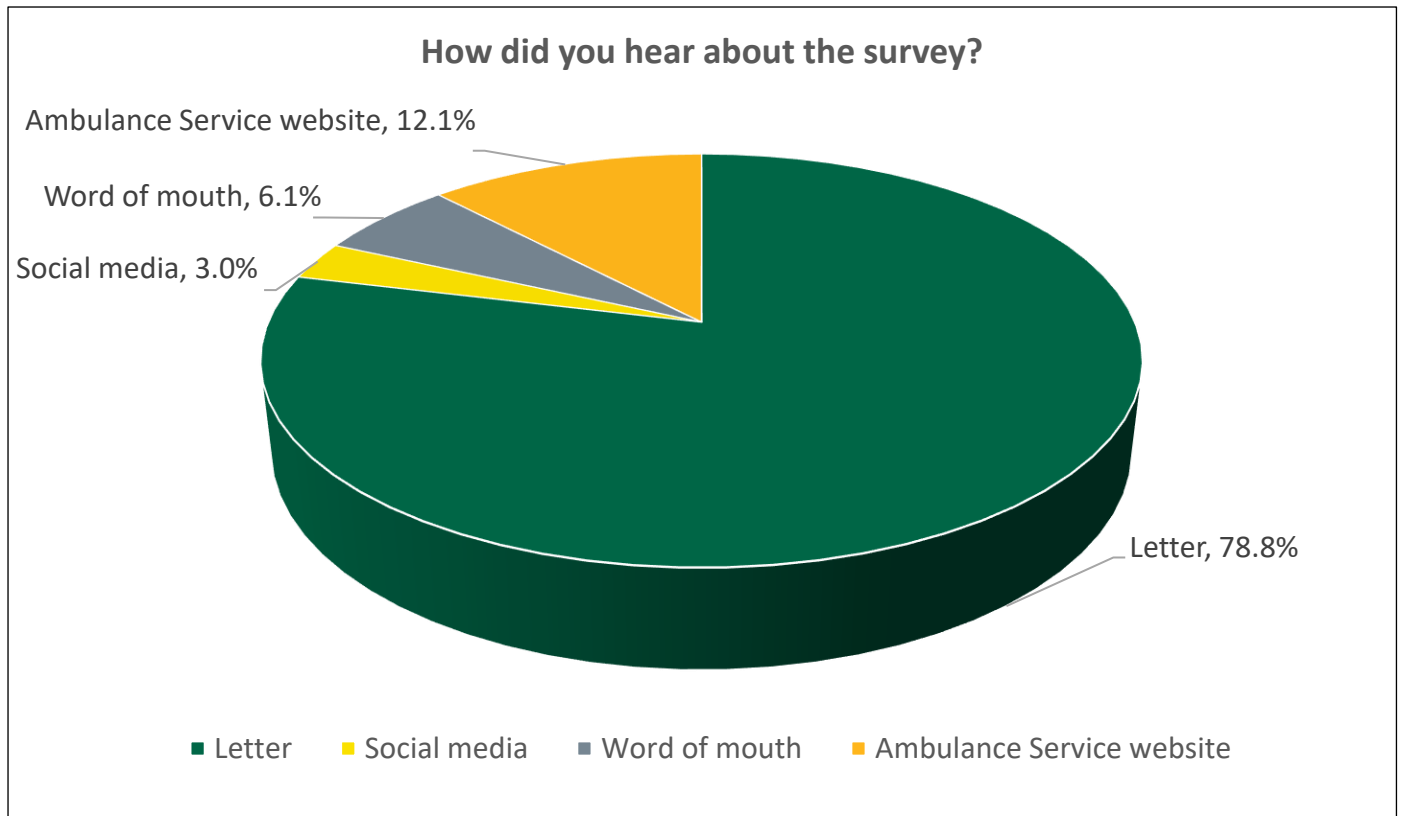
Results

Overall, **33** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 4 2022/23: January (7), February (16) 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, 78.8% of respondents had been signposted to the survey through the invitation to feedback letter. Other responses included 'Ambulance Service website' (6.1%), 'word of mouth' (6.1%) and 'social media' (3.0%).

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, 32 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. 29 (90.6%) of these respondents rated the service received as either 'good' (9.4%) or 'very good' (81.3%). One respondent (3.1%) rated the service as 'neither good nor poor' and two respondents (6.3%) advised 'very poor.'

The remaining respondent did not answer this question.

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
2	January	Very helpful when I was unable to make my own way to the hospital for urgent X-ray appt.
3	February	Because I very much appreciated the transport to the hospital.
4	February	The driver arrived on time and got me to hospital in plenty of time to make my appointment. He was both courteous, and helpful, and even suggested he could pass information about my return journey home to the booking office. Though extremely cold at the time, the vehicle was warm, comfortable, and clean inside, which made the journey much more pleasant.
5	January	I am never late for my appointments even though I am at least half an hour's journey away from the hospital where I receive treatment. The drivers are always very friendly and helpful.
6	January	Staff are very helpful kind and friendly.
7	January	No complaints whatsoever, polite and courteous.
8	February	Drivers from the March hub are very friendly, helpful and professional. A true asset to your service. Feel very safe when travelling.
12	February	Service was good but waiting for answers on phone.
13	February	They are always friendly and helpful, whether in an ambulance or a car, and they really care about our journey.

Patient number	Month	Comments received
14	February	Came on time, picked me up for returning journey on time. The Ambulance staff were extremely friendly & polite. One of them liked Ska music same as me.
16	February	Drivers have always been very attentive polite have arrived for pick up in the time stated.
18	February	Very helpful driver and prompt collection.
22	February	The service was 1st class, everyone was so polite and cheerful, nothing was too much trouble for them. I know it's their job I personally don't get the credit they deserve.
23	February	On time no problems.
24	January	The ambulance arrived on time and the drivers were helpful and kind.
25	March	This was for March service. The April one did not arrive to pick me up. After 2 lots of excuses, they were on way as running late due to a patient not wanting to be picked up and next on way will be with you soon. Next call they told me ambulance crew had not turned up and were out sick. So you're telling me they didn't phone in for the 2 hours they should have been there and nobody noticed an ambulance not manned. I've heard some lame excuses in my time.
26	March	This was transport taking me home after hip replacement due to hip fracture. Friendly, helpful and kind. They made sure I was comfortable and I have nothing but praise for both of them.
27	March	Great service wouldn't get to my appointments with the help of this service.

Patient number	Month	Comments received
28	March	The staff were polite and courteous on arrival to collect me for my appointment. They would knock and announce their name on entry to the premises, and then take me to my appointment.
29	March	Helpful, make you feel at home, reliable,
30	March	I had a nice ambulance driver & a nice ambulance car, very enjoyable.
31	March	Very efficient, friendly, and timely.
33	March	Though clearly under pressure, the crew were cheerful, chatty, and very considerate and aware of my wife's needs. However, there have been on a couple of occasions with delays in the transport coming home. On one occasion it was nearly 8:30 pm, when the Transport turned up when I had said we were ready at 5:45. If these situations arise, I would appreciate a phone call to let me know that there is a delay because you have got a mobile number for me. It is a brilliant service. And at this point in time we would be lost without it to attend hospital appointments.
17	February	The service on 21st Feb was very good. The service booked for my mother's original appointment on 10th Feb did not arrive, so I was unable to attend my appointment and it had to be rebooked, causing inconvenience for the hospital department and my family.
20	February	It got me to hospital for my appointment.

Patient number	Month	Comments received
32	March	Helpful courteous.
11	February	Ambulance booked for Tuesday March 14 March was cancelled with less than 24 hours notice. My 100 year old mother was due to have an urgent x ray, requested by her GP, for painful cellulitis to her foot and lower leg. This is the second time an ambulance booking has been cancelled at short notice. The previous cancellation was to the Breast Clinic at Peterborough Hospital in February. My mother is 100 years old and the poor service is causing her great distress.
15	March	Transport arrived too late to attend my hospital appointment. Crew member was very rude telling me they had to have a lunch break so that was reason they were late. I explained I had cancelled them 2 minutes before they arrived but on phoning hospital the clinic was willing to still see me the ambulance transport man said they could not take me now as it was too complicated so I would need to rearrange my appointment. I overheard the driver say to him "she can make her own way"...extremely unprofessional and beyond unhelpful....now means I will be left in plaster for another week.

Are you the patient?

Overall, 28 (87.5%) of the 32 respondents who answered the above question advised that they were the patient.

How quickly did we answer your call?

Of the 26 respondents who answered the above question 21 (80.8%) recalled their call to the PTS as being answered 'quickly.' However, four respondents felt that it took 'a long time' (15.4%) and one respondent (3.8%) advised that their call was not 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 28 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 27 respondents who were able to answer the above question 24 (88.9%) rated the booking system as either 'good' (29.6%) or 'very good' (59.3%). One respondent (3.7%) rated the system as 'neither good nor poor' and two respondents felt the system was either 'very poor' (3.7%) or 'poor' (3.7%). The remaining respondents did not complete this question or were unable to say.

Did the service staff introduce themselves?

26 (89.7%) out of 29 respondents recalled the PTS staff as having introduced themselves upon their arrival. However, three respondents (10.3%) did not recall receiving an introduction. 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, 22 (75.9%) of the 29 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (20.7%) or 'very good' (55.2%) responses. Other responses included: 'neither good nor poor' (17.2%), 'very poor' (3.4%) and 'don't know' (3.4%). Four respondents did not complete this question.

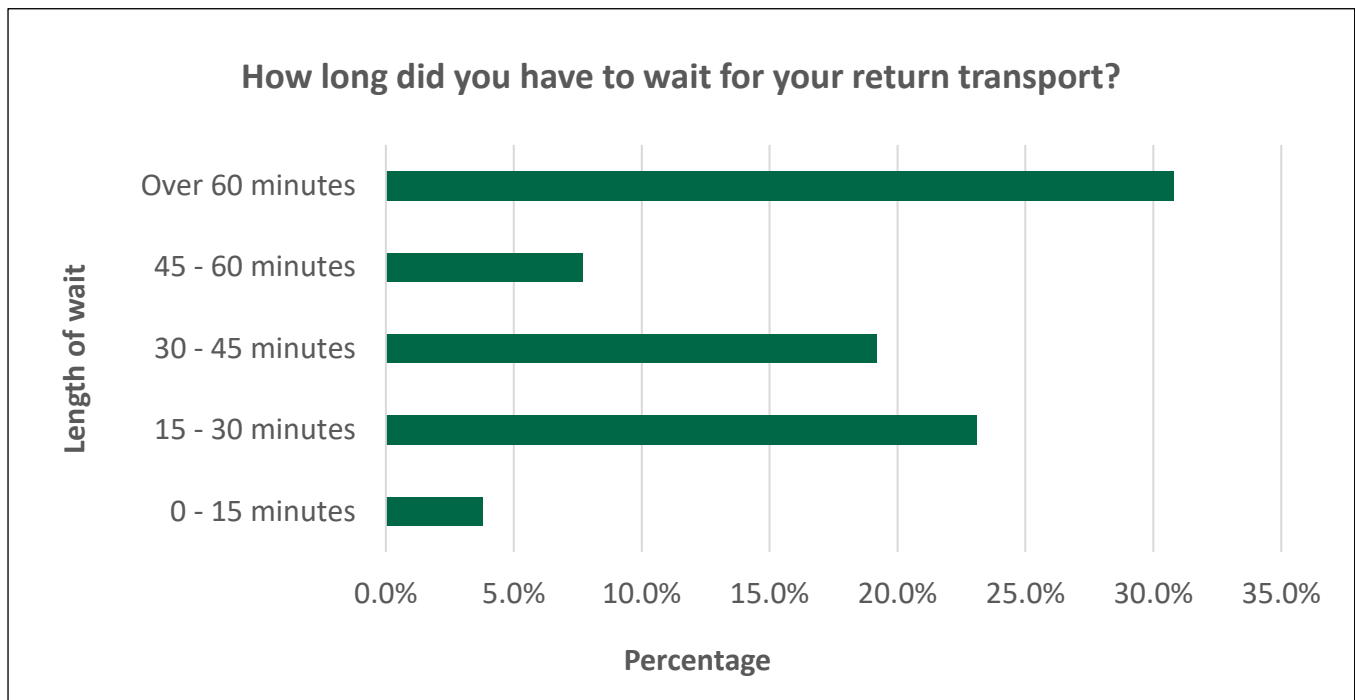
Did you arrive on time for your appointment?

Of the 28 respondents who answered the above question, 25 (89.3%) had arrived either 'on time' (42.9%) or 'Very early' (7.1%) or 'early' (39.3%) at the hospital/clinic. Three respondents answered they arrived 'late' (7.1%) or 'very late' (3.6%) 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?

Two respondents advised they had been informed (66.7%) and one respondent (33.3%) advised that 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?



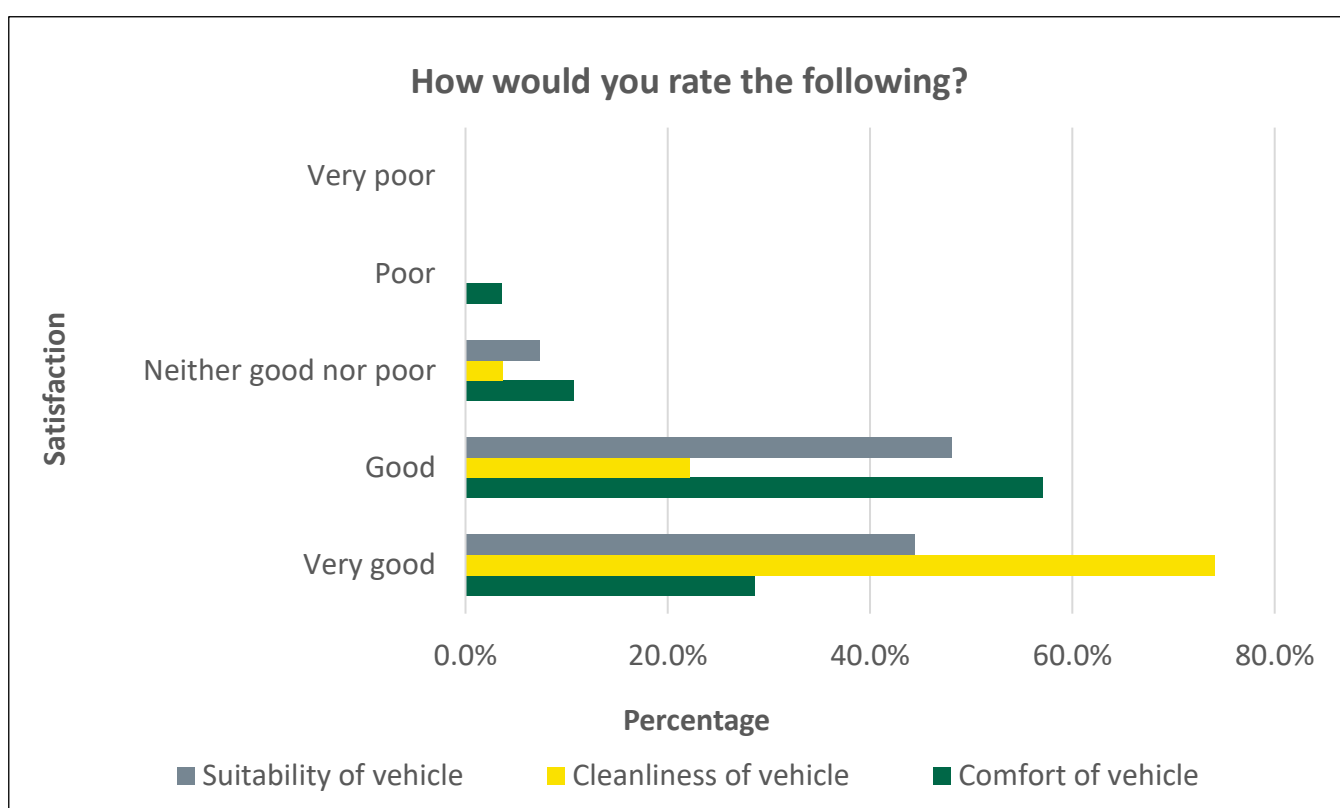
Overall, 69.2% of respondents (18) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (3.8%), 15 to 30 minutes (23.1%), 30 to 45 minutes (19.2%) and 45 to 60 minutes (7.7%). However, eight patients (30.8%) had waited over 60 minutes following their 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, 19 (76.0%) of 25 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (20.0%) or 'very good' (56.0%). However, three respondents rated the communication as 'very poor' (8.0%) or 'poor' (4.0%). Three respondents rated the communication as 'neither good nor poor' (12.0%) 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' (74.1%) or 'good' (22.2%).

Some variance was seen in relation to satisfaction with the PTS vehicle. Vehicle suitability was rated highly by respondents as 'good' (48.1%) or 'very good' (44.4%) and two respondents rated the vehicle suitability as 'neither good nor poor' (7.4%).

Patients were least satisfied with the vehicle comfort. 24 (85.7%) out of 28 respondents rated the comfort as 'good' (57.1%) or 'very good' (28.6%), however, three respondents (10.7%) described the comfort as 'neither good nor poor' and one respondent (3.6%) 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, 27 respondents who answered the above question rated staff attitude as either 'good' (10.7%) or 'excellent' (85.7%).

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

Did the staff treat you with dignity and respect?

Of the 28 respondents who answered the above question, 27 (96.4%) recalled being treated with dignity and respect to at least 'some extent.' However, one respondent recalled that they were 'not treated with dignity and respect.'

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

Did the service staff drive safely?

All 27 respondents who answered the above question advised that the PTS staff had driven safely.

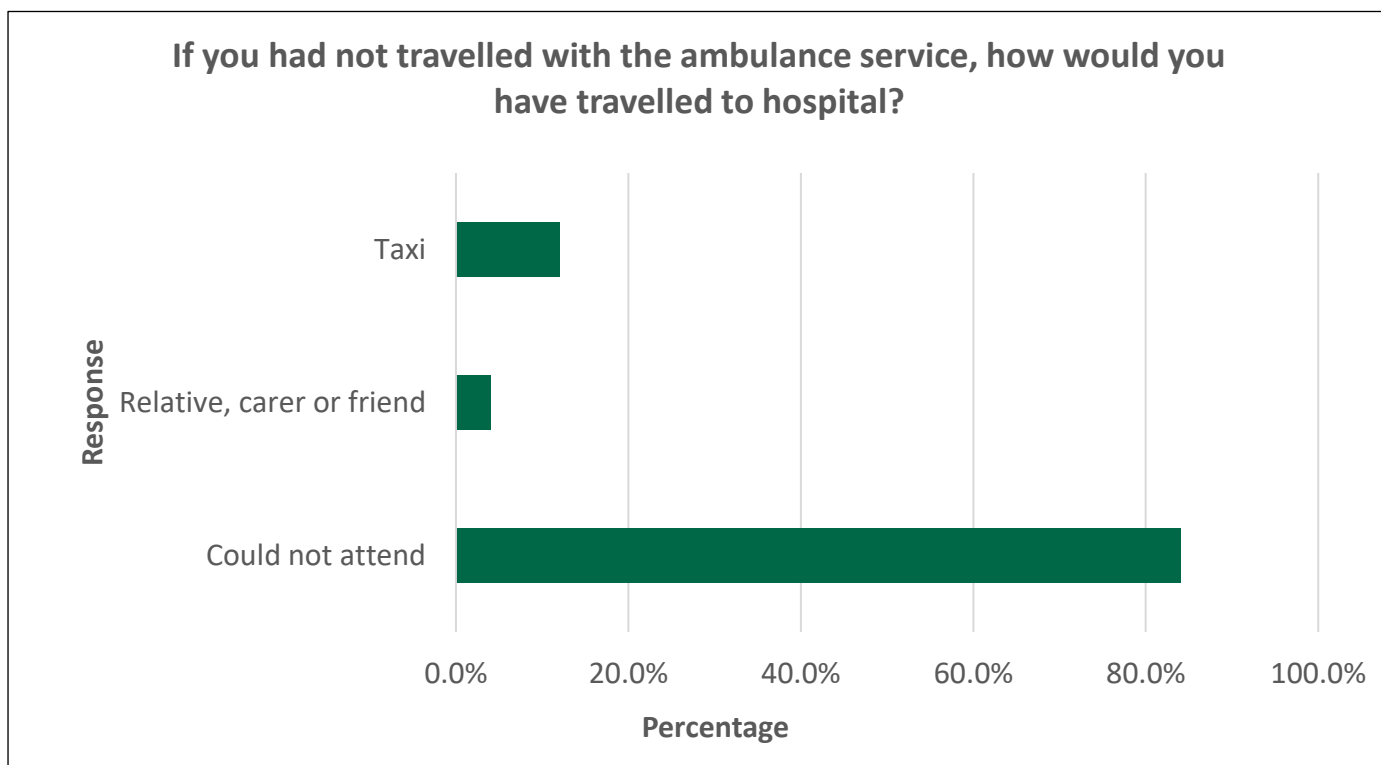
The remaining respondents either did not complete this question or were 'unable to say.'

Did the staff offer assistance if required?

26 (92.9%) out of 28 respondents who answered the above question advised that assistance had been offered. Two respondents (7.1%) advised that assistance had not been offered.

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

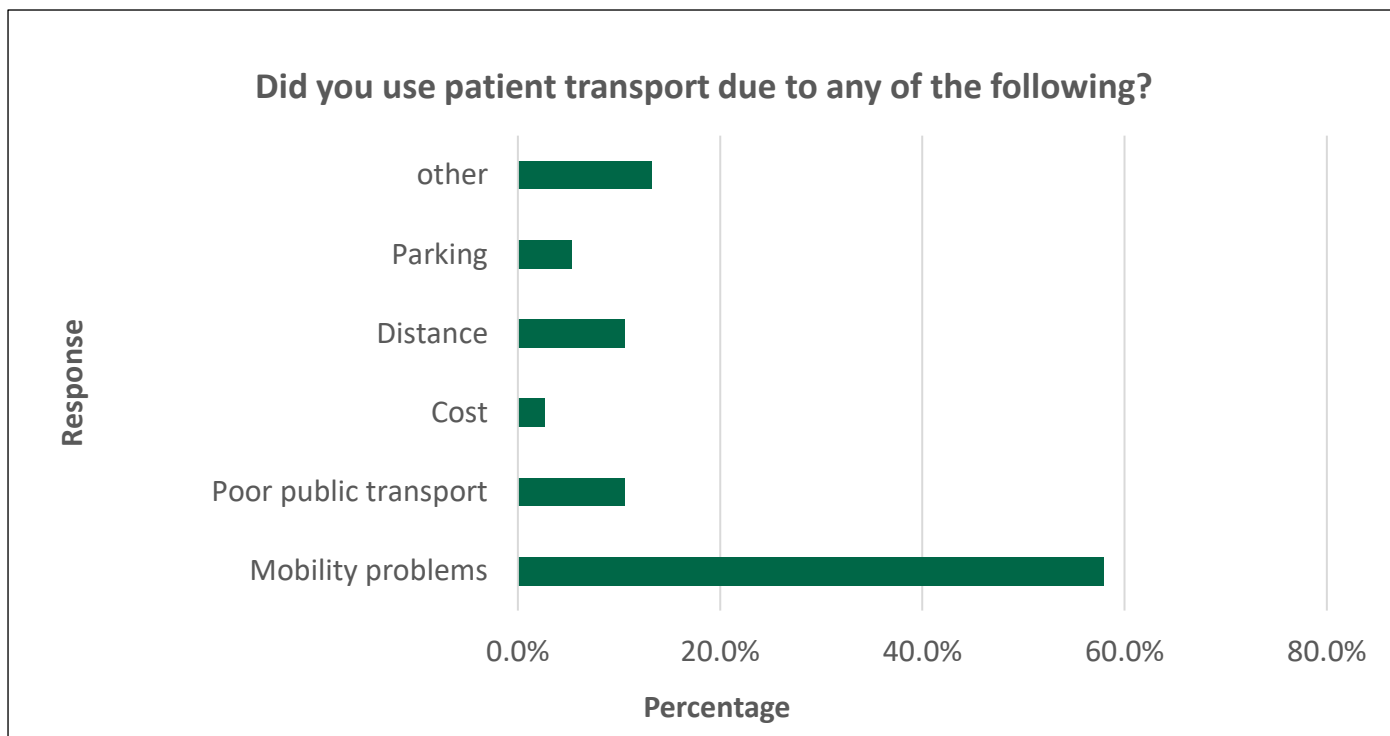
If you had not travelled with the ambulance service, how would you have travelled to hospital?



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 21 of the 25 (84.0%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (4.0%) and 'taxi' (12.0%).

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

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



Overall, 22 (57.9%) of the 38 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (13.2%), 'poor public transport' (10.5%), 'cost' (2.6%), 'distance' (10.5%) and 'parking' (5.3%). Four patients did not answer the question.

The below comments were also received:

- *"The appointment details said I would need an escort and couldn't use public transport or a taxi." (Patient 18, February)*
- *"My son was away at work so was unable to take me, and it's unreliable public transport to the hospital." (Patient 30, March)*

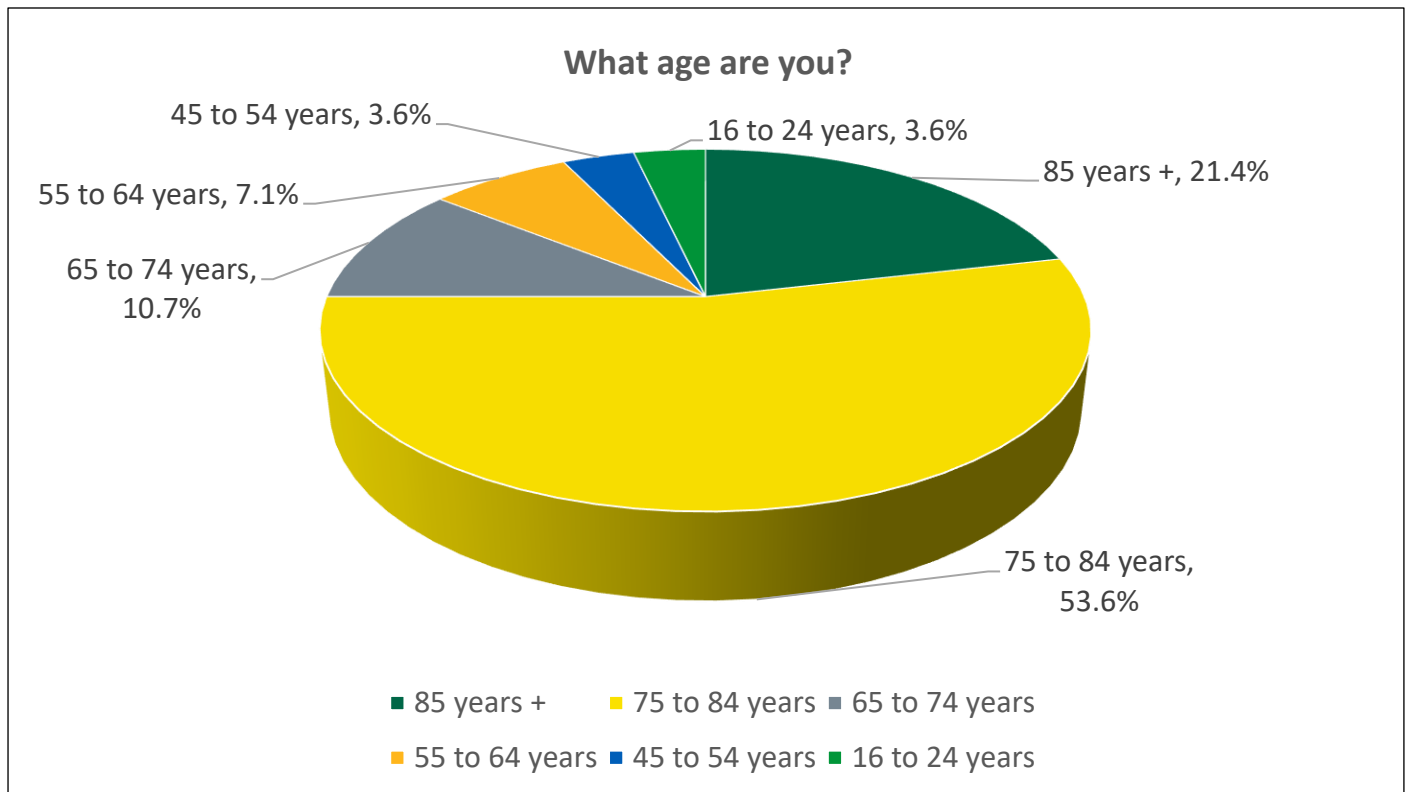
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
3	February	Excellent service apart from long wait to get home.
4	February	Drivers on both journeys to and from the hospital were both courteous, and helpful, and with a thorough knowledge of hospital admission procedures, and the required clinic/ department outpatient's locations, in a large hospital complex, were able to put me in the right place for admission.
5	January	Your booking staff always deals with my request for your services quickly and extremely efficiently. The 'star' of the show however is your transport lady on the desk at Hinchingbrooke Hospital as she always interacts with drivers and always tries her best to get me home as soon as possible.
13	February	I've only had a few journeys with you as I just moved to this area in January. All calls are handled efficiently and thoroughly and cheerily. All journeys are comfortable and friendly and cheery and caring.
14	February	Special thanks to (name) for being friendly & having a great taste in music. Thanks to the driver for going steady/smooth.
16	February	Due to my appointment being 7 hours late the clinic was closed when I came out. The nurse had called the ambulance service and arranged for a taxi. However, when I got home I found the driver had contacted my daughter because he was concerned about how I had got home and if I was safe. Also, there was a message on my phone to say he had called me. I felt this to be a very kind thing to do. I did contact the service at the time to give my thanks.
17	February	The staff on 21st February were very helpful and caring. Thank you. The call handlers relating to the 21st February transport were also very helpful and informative.
18	February	The driver was very attentive and helpful.

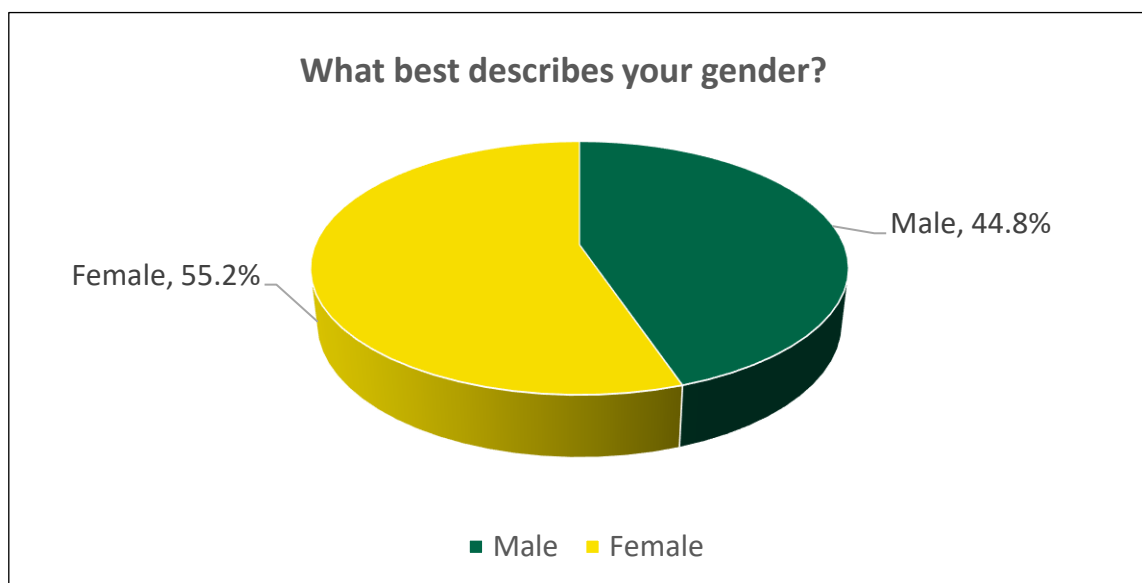
Patient number	Month	Comments received
24	January	Both of the escorts were very kind and friendly. When we got back I tried to give them a 'tip' which they both rejected but which I considered they had more than earned.
27	March	Would just like to thank all staff involved with hospital transport.
29	March	To all you all do an excellent job.
31	March	Having used the service several times I have always been treated well, with attentive and friendly crews.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

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

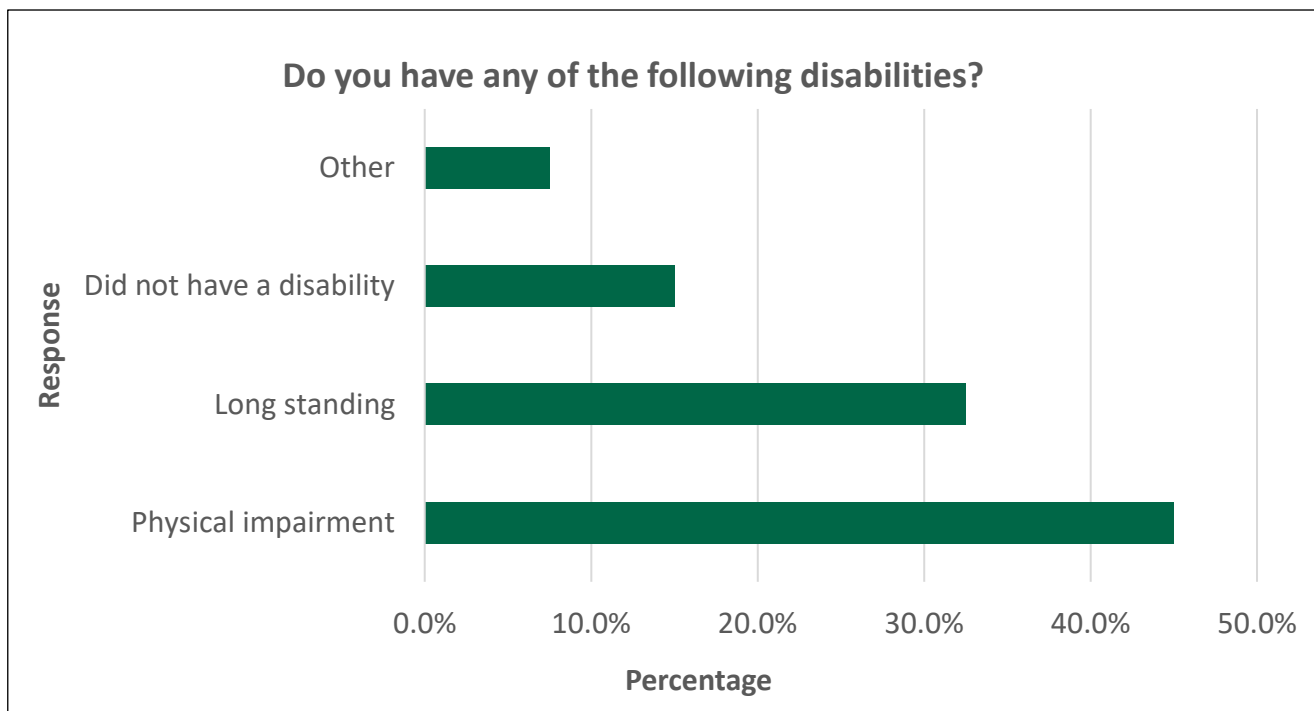
What is your religion or belief?

22 (81.5%) of the 27 respondents who answered the above question advised that they held a Christian religion or belief and five respondents (18.5%) advised that they had no religion. The remaining respondents did not complete this question or 'preferred not to say.'

What is your sexual orientation?

25 (96.2%) of the 26 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation and one respondent (3.8%) advised 'other.' The remaining respondents did not complete this question.

Do you have any of the following disabilities?

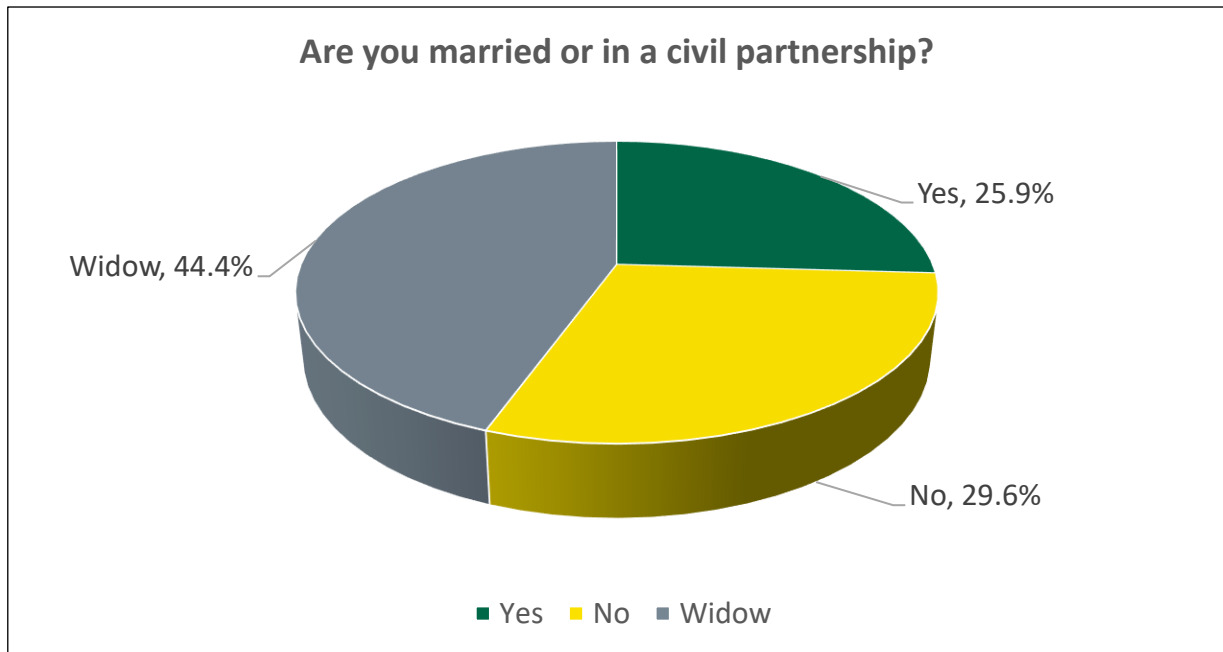


Overall, 18 (45.0%) respondents advised that they had a 'physical impairment.' Other responses included: 'Long standing condition' (32.5%). Three respondents answered 'other' (7.5%) and six respondents (15.0%) advised that they did not have a disability. The remaining respondents did not complete this question or advised 'not applicable.'

The below comments were also received:

- *"Partially sighted." (Patient 25, March)*
- *"FND, CRPS." (Patient 28, March)*
- *"Undiagnosed condition under investigation." (Patient 32, March)*

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.