



# Patient Transport Service Patient Experience Report

Patient Transport Service  
Hertfordshire CCGs Q2 July to September 2022

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EEAST: PTS Herts CCGs

July to September 2022 Q2 2022-23

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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 Hertfordshire CCG area during July to September 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 Hertfordshire 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, 88.6% of respondents (31) who answered the FFT question and had used the Trust's PTS within the Hertfordshire area during July to September 2022, rated the service received as either 'good' or 'very good.'

77.8% of respondents (21) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (74.2%) with the length of time their journey took, with 83.3% of patients (25) arriving 'on time' (40.0%), 'very early' (3.3%) or 'early' (40.0%) for their medical appointment. 66.7% of respondents (18) had waited between 0 to 60 minutes for their return transport, with nine respondents advising that the wait was over one hour.

Positively, all PTS staff were rated as 'good' (16.1%) or 'excellent' (83.9%), 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 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.

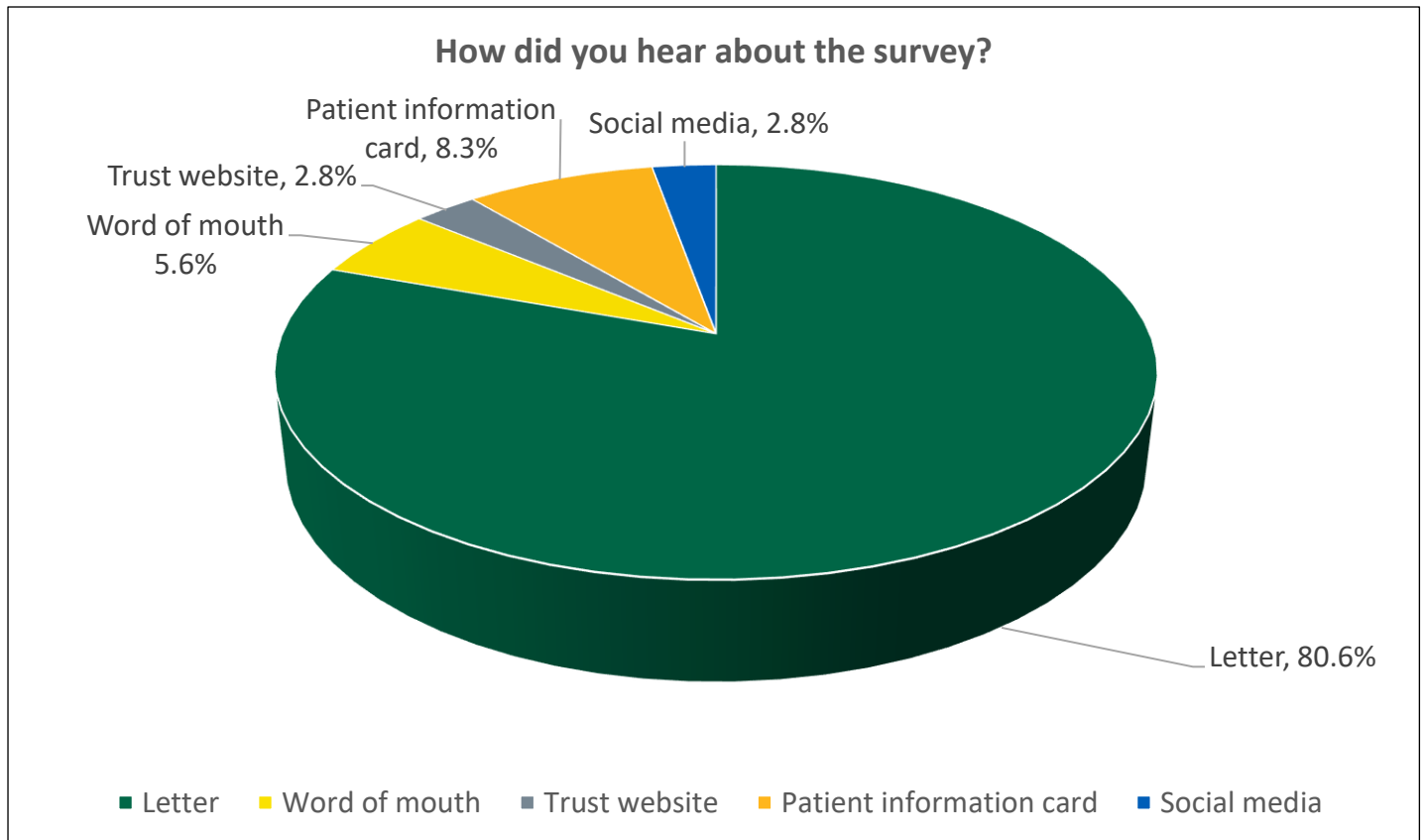
## Results

Overall, **37** completed survey submissions were received from patients who had used the PTS within the Hertfordshire area during Quarter 2 2022/23: July (16), August (17) and September (4).

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.

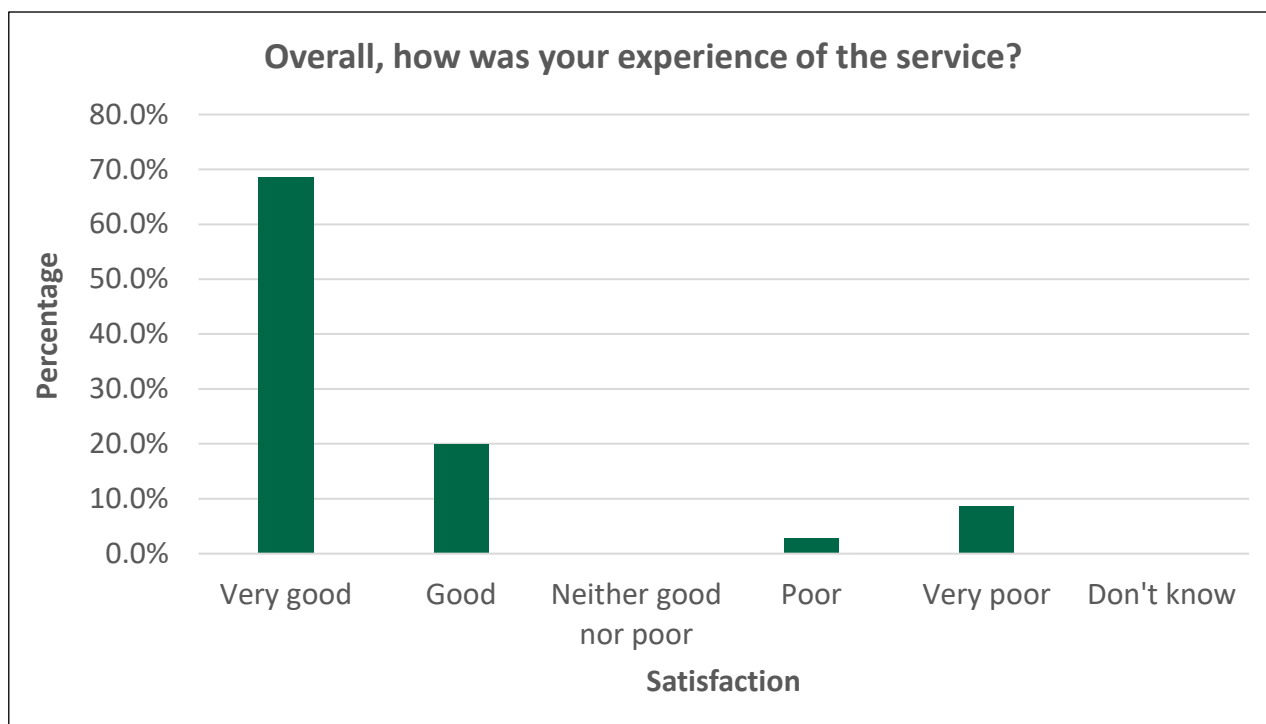
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

## How did you hear about the survey?



Overall, 80.6% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'word of mouth' (5.6%), 'social media,' (2.8%), 'patient information card,' (8.3%) and 'Trust website' (2.8%).

## 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, 35 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. 31 (88.6%) of these respondents rated the service received as either 'good' (20.0%) or 'very good' (68.6%). One respondent (2.9%) rated the service as 'poor' and three respondents (8.6%) rated the service as 'very poor.'

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

Patient number	Month	Positive comments received
2	July	I am a Dialysis Patient at St Albans City Hospital and am using the transport service three times a week. I find for the most part it to be a very efficient and welcoming service for all and most rewarding.
3	July	The two Ambulance Staff were helpful and extremely polite to me.
5	July	I have used this service several times and have been pleased with the promptness and politeness of the staff, who once even waited to bring me back again.
7	July	I was being admitted to hospital at 7.30 am for surgery, I had no way of getting to the hospital at that time in the morning. I was not disappointed, I was told to be ready by 5.30, I was picked up by a very friendly driver shortly after 6am, he had another pick up to do in my locality. The driver escorted me into the hospital to the ward in time for my surgery.
8	July	Service was good although very slow (understandable) return journey, the driver saw me in the lounge, and suggested he take me as he had room and my home was on his route. This was denied by manager and I then had to wait a further 40 minutes. Drivers were excellent both ways.
10	July	Paramedics are usually good, get me in wheelchair and outside.
12	July	The staff who collected me were exceptional and a credit to the service.
15	July	Every driver is very helpful and polite.

Patient number	Month	Positive comments received
16	August	The driver (name) arrived on time was a very lady, she got me to my appointment early and had a word with the people on reception which got me in to see the doctor a good 40 minutes before my appointment time, she was back to me approx 10 minutes after I saw the doctor. The whole journey took approx 3hrs 20 minutes Cheshunt to UCLH excellent!
18	August	Efficient and well driven but the ambulance was incredibly uncomfortable especially difficult after treatment when you feel sick.
19	August	Arrived and got me to my appointment on time. Very good driver who was easy to talk to.
21	August	The 2 ladies I had were marvellous. It was difficult to get me in my house and upstairs on my stair lift as at the time I couldn't stand. They managed with happy smiling faces and they'd had to drive all the way from Frome!
25	August	Very helpful and offers of support where needed.
26	August	The outward journey was good although I was 20 minutes late arriving for my appointment, driver was excellent and very personable. Return journey after waiting for 1hour 30 minutes had call asking if I could get in taxi with wheelchair said I was not mobile and the 15 minutes later a taxi arrived that was wheelchair friendly and got me home.
27	August	On time and very pleasant on both journeys.
28	August	My experience with the transport system has always been good. Only one mishap, when I wasn't on the list for pick-up.
29	August	Excellent, they were very kind and helpful. No complaints, very pleased with what they did.



Patient number	Month	Positive comments received
30	August	Polite, friendly, on time and helpful.
31	August	I gave this answer because I really appreciate the service you provide. I have been using patient transport for two years and I have no complaints, so thank you very much (name).
32	August	The transport and staff are so helpful, after chemotherapy when feeling not great. The staff are always cheerful and have a big smile. They help me to the ambulance and back over my doorstep and always check I am Ok and back in the house. The service is reliable and caring and understanding if a driver is needed on return journey especially as Chemo builds up. I am registered disabled.
33	September	Appointment time was 14.00, driver arrived at house at 14.30, hence appointment missed.
34	September	Always helpful & kind. I like the ambulance windows with clear glass to look outside. Thank you for the Journeys.
36	September	Because there is no box for 'excellent & faultless.'

Patient number	Month	Mixed/neutral comments received
17	August	(Name) picked me up early waited while had blood test then bought me straight home. I have sat in my wheelchair in pain for 4 hours on several times. I am very grateful for this service.

Patient number	Month	Negative comments received
1	July	Had amputation and had to go to prosthetic clinic between July 2021 and September 2021 and also clinic I have an infection so have appointment Monday 4th July 2022 which I now can't get to as you are not taking people because of road works. Find local firm to me in Melbourn volunteer transport which will cost me money I have no money coming in so how do I pay for this? Also have an appointment prosthetic clinic 09 but been told you operate at hospital transport that I am not eligible for this transport why after I have been and they picked me up appointments am I now suddenly not eligible? Even if I had a car I couldn't drive to due to having no lower right leg so how am I supposed to get to appointment at these clinics with no money and no transport of my own WALK 4 miles out of Royston to Addenbrookes 16 mile away in Cambridge.
9	July	I Had to wait 4 hours to be taken home. I was in a wheelchair with no food just a drink.
24	August	On 15th August very good but you haven't asked about being brought home in early Sept. My journey home was not booked till 3.30 despite my need for an ambulance from the morning. Ambulance staff didn't want my journey which might have extended their time so I was left to a shared, bone rattling mini bus which eventually got me home at 11.30 pm. Not good!

### Are you the patient?

Overall, 33 (97.0%) of the 34 respondents who answered the above question advised that they were the patient. One respondent (2.9%) answered that they were not the patient and the remaining respondents did not reply.

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

Of the 27 respondents who answered the above question 21 (77.8%) recalled their call to the PTS as being answered 'quickly.' However, four respondents felt that it took 'a long time' (14.8%) and two respondents (7.4%) responded 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.'

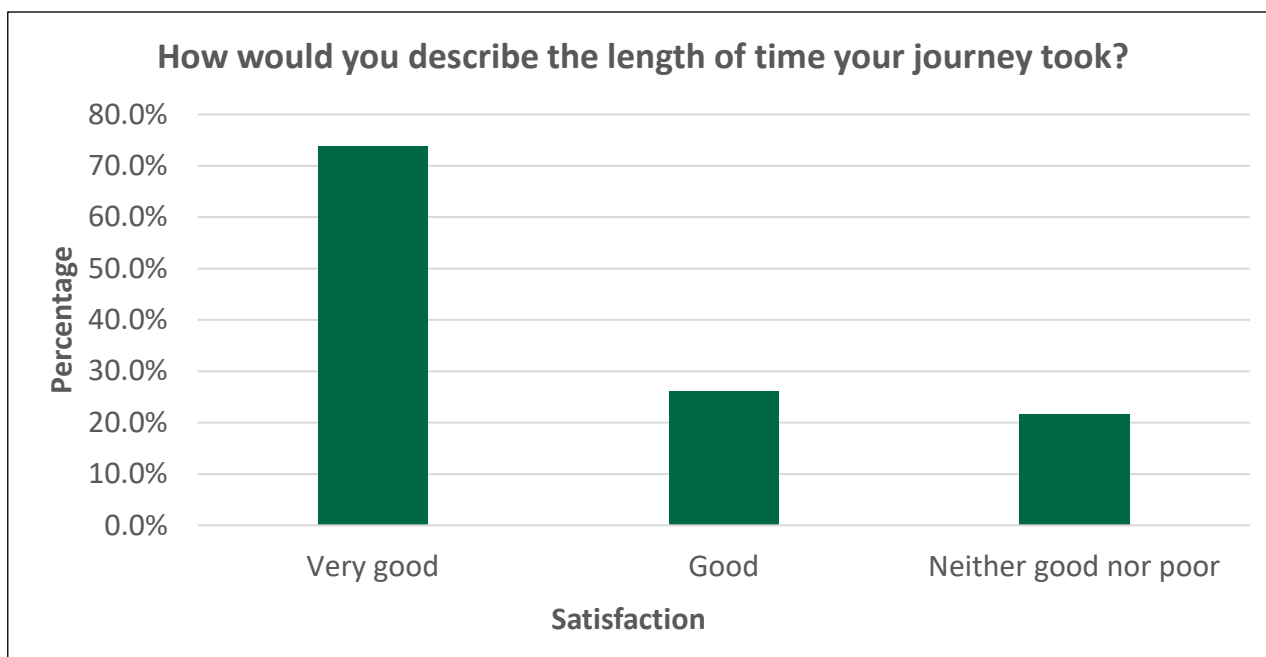
## **How would you rate the booking system?**

Of the 31 respondents who were able to answer the above question 27 (87.1%) rated the booking system as either 'good' (25.8%) or 'very good' (61.3%). Two respondents (6.5%) rated the system as 'neither good nor poor' and two respondents felt the system was either 'poor' (3.2%) or 'very poor' (3.2%). The remaining respondents either did not complete this question or 'did not know.'

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

27 (93.1%) out of 29 respondents 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, 23 (74.2%) of the 31 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (26.1%) or 'very good' (73.9%) responses. Five respondents answered, 'neither good nor poor' (21.7%) and the remaining respondents did not complete this question.

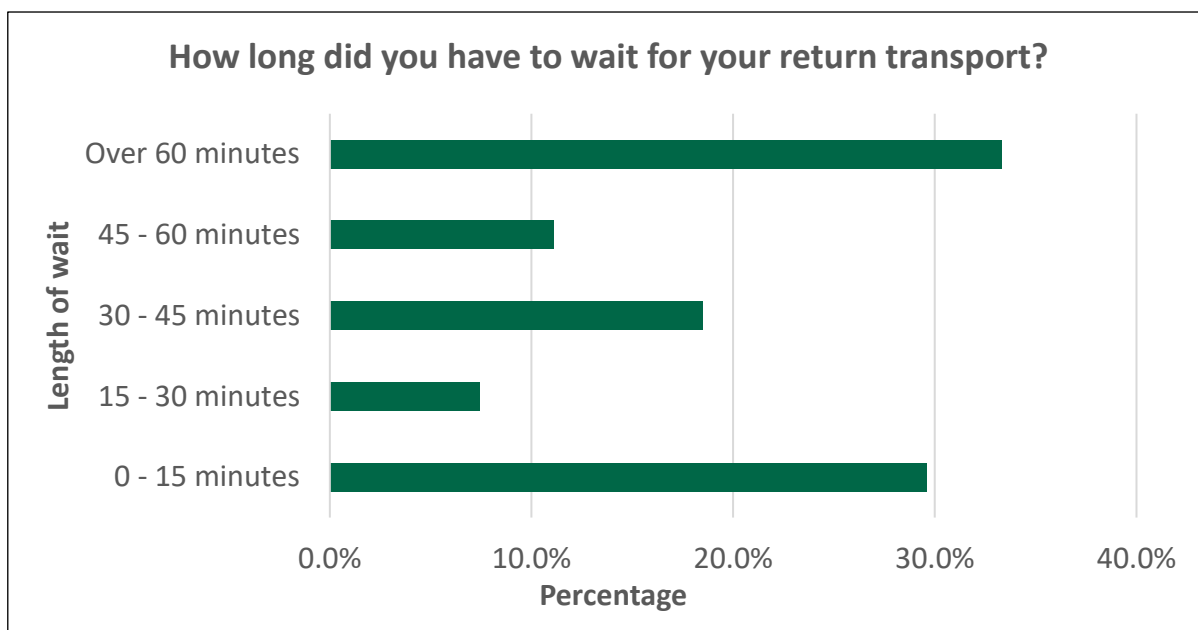
## Did you arrive on time for your appointment?

Of the 30 respondents who answered the above question, 25 (83.3%) had arrived either 'on time' (40.0%) or 'Very early' (3.3%) or 'early' (40.0%) at the hospital/clinic. Five respondents answered they arrived 'late' (16.7%) 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?

Nine respondents advised they had not been informed of any transport delay and three respondents advised that they had been contacted by the PTS. 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?



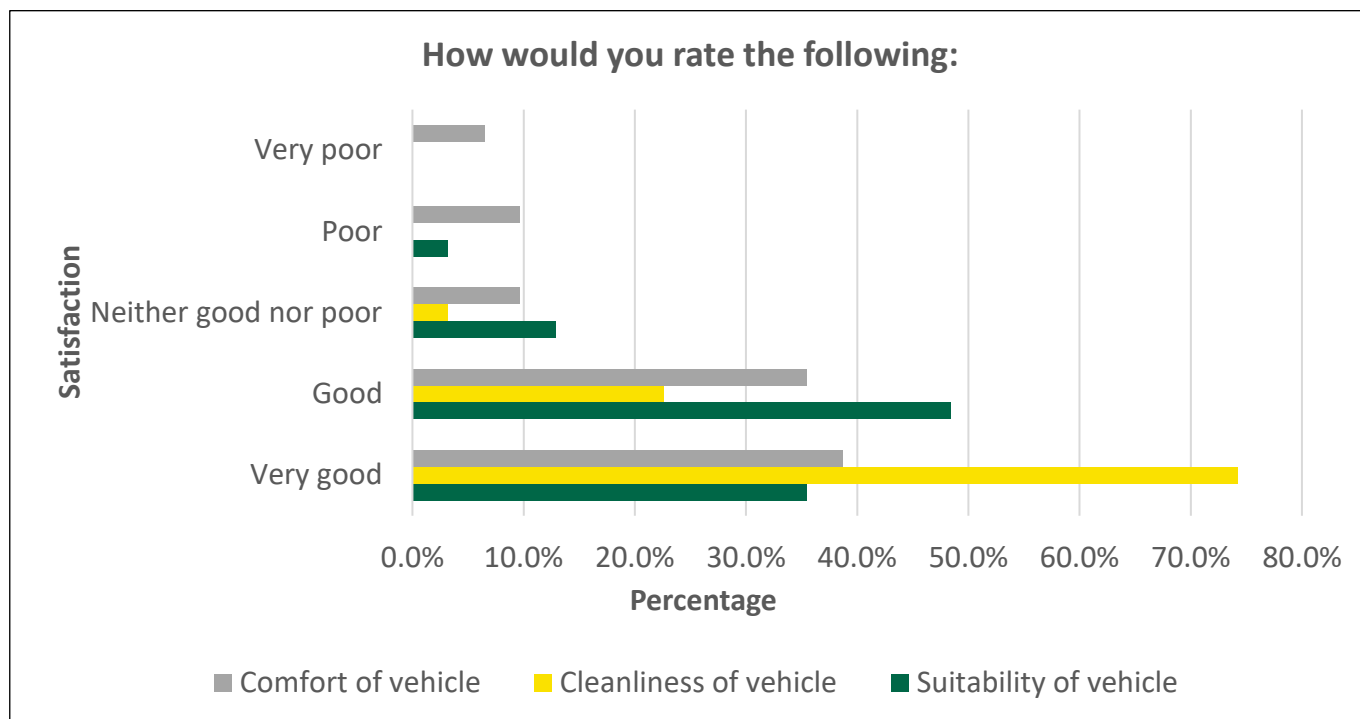
Overall, 66.7% of respondents (18) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (29.6%), 15 to 30 minutes (7.4%), 30 to 45 minutes (18.5%) and 45 to 60 minutes (11.1%). However, nine patients (33.3%) had waited over 60 minutes following their 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, 27 (93.1%) of 29 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (27.6%) or 'very good' (55.2%). One respondent (3.4%) answered 'neither good nor poor' and one respondent rated the communication as 'very poor' (3.4%). 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’ (22.6%) or ‘very good’ (74.2%). One respondent (3.2%) answered ‘neither good nor poor.’

Vehicle suitability was also rated highly by respondents as ‘good’ (48.4%) or ‘very good’ (35.5%), four respondents (12.9%) answered ‘neither good nor poor.’ One respondent (3.2%) rated the vehicle suitability as ‘poor.’

Patients were least satisfied with the vehicle comfort. 23 (74.2%) out of 31 respondents rated the comfort as ‘good’ (35.5%) or ‘very good’ (38.7%), however, three respondents (9.7%) described the comfort as ‘neither good nor poor’ and five respondents (16.1%) rated the vehicle comfort as ‘poor’ (9.7%) or ‘very poor’ (6.5%).

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

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

All 31 respondents who answered the above question rated staff attitude as either 'good' (16.1%) or 'excellent' (83.9%). One respondent answered 'unable to say,' the remaining respondents did not complete this question.

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

28 (90.3%) of the 31 respondents who answered the above question recalled 'definitely' being treated with dignity and respect and three (9.7%) respondents answered 'yes, to some extent'. One respondent answered, 'unable to say' and five patients did not complete this question.

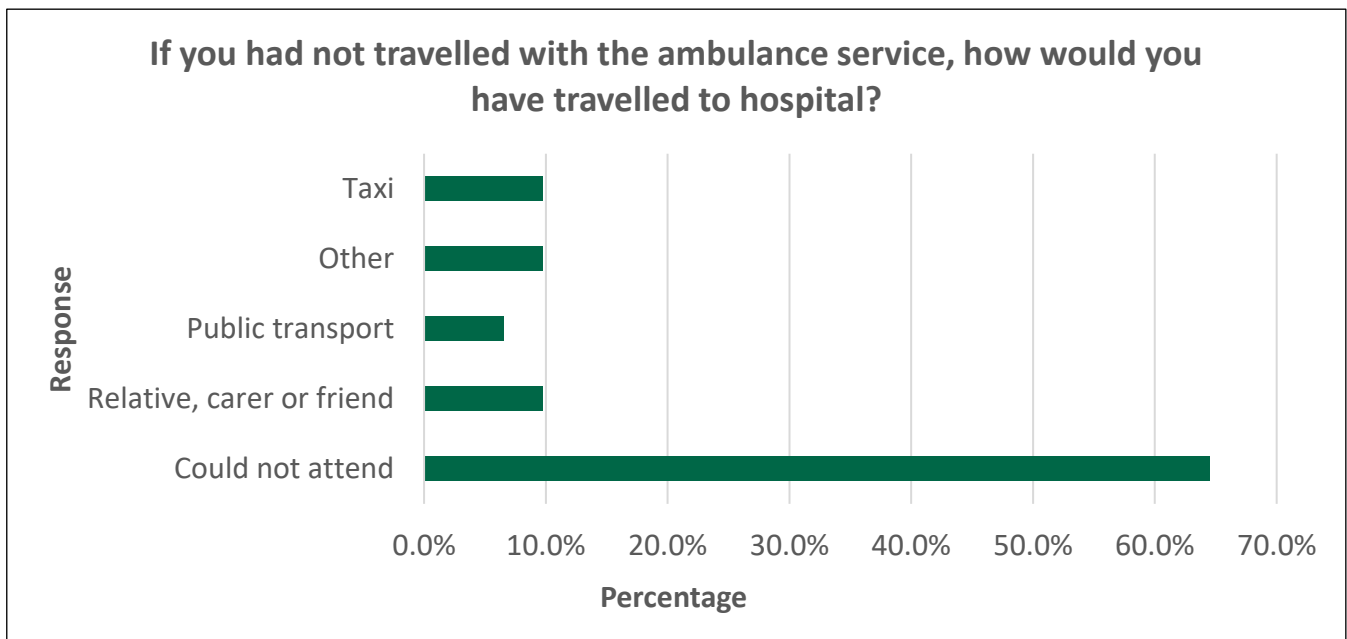
## **Did the service staff drive safely?**

All 30 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?**

27 (96.4%) out of 28 respondents who answered the above question advised that assistance had either been offered. One respondent (3.6%) advised that assistance was not required and two respondents answered 'unable to say'. Seven 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. 20 of the 31 (64.5%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (9.7%), 'public transport' (6.5%), 'other' (9.7%) and 'taxi' (9.7%).

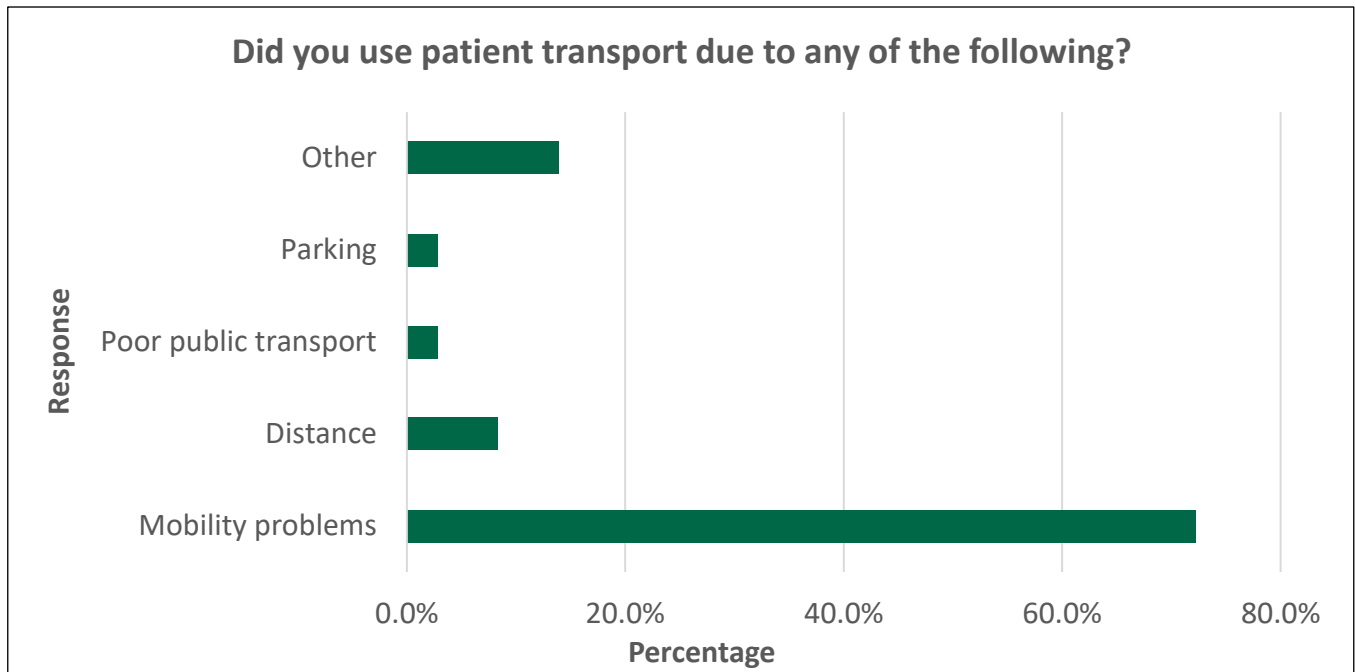
One respondent answered, 'unable to say,' and five patients did not complete this question.

The below comments were also received:

- *"Depends on buses I would have to get three and if my arthritis was good day or bad day so sometimes would have to make another appointment."* (Patient 27, August)
- *"No one, ambulance to pick me up and I would have to arrive about 8.30am at clinic (need to be in school)."* (Patient 32, August)
- *"Hospital transport service."* (Patient 33, September)



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



Overall, 26 (72.2%) of the respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'distance,' (8.3%) 'poor public transport' (2.8%), 'parking' (2.8%) and 'other,' (13.9%). Five patients did not answer the question.

The below comments were also received:

- *"Cost as no money can't pay for any other way to get there and back no money coming in." (Patient 1, July)*
- *"I do not think that anything could have been done that wasn't done already, an overall satisfactory journey." (Patient 7, July)*
- *"Arthritis knees and feet." (Patient 27, August)*
- *"Help after Chemo is very important to me. I do not feel well enough to catch a bus." (Patient 32, August)*
- *"Unable to drive, poor public transport, mobility problems." (Patient 33, September)*
- *"I did not use any other transport." (Patient 35, September)*

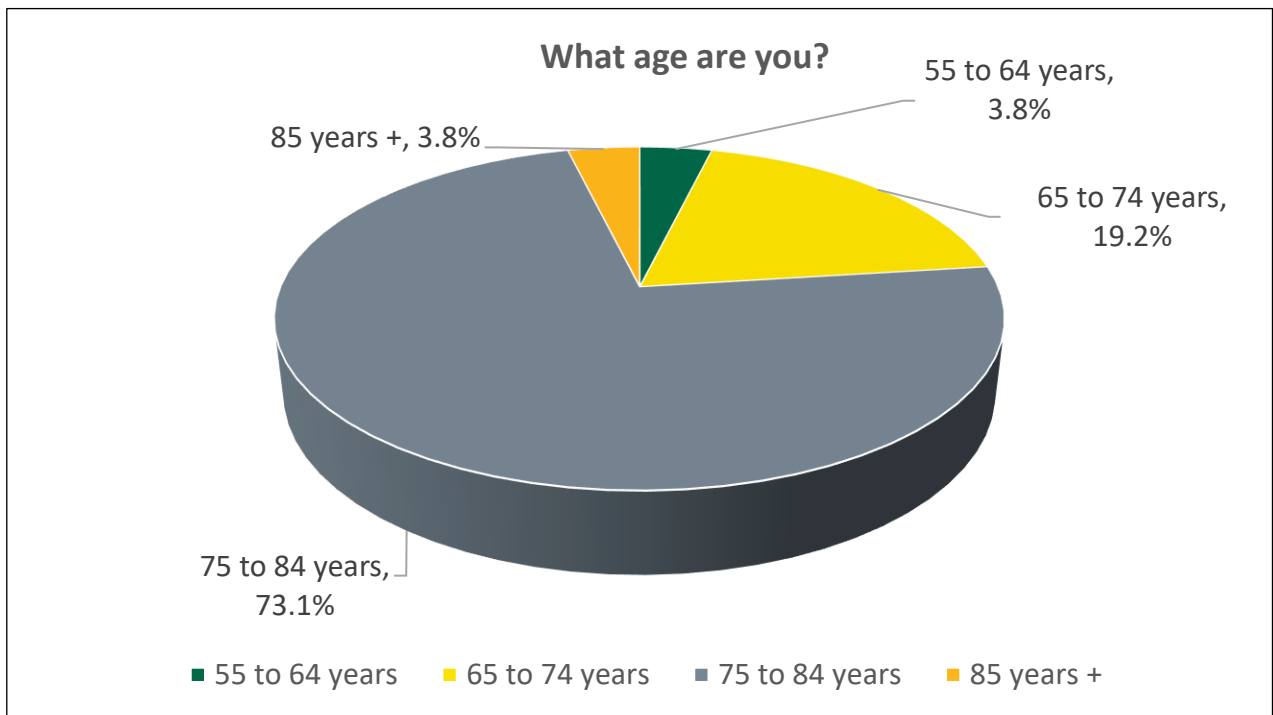
**Please tell us about anything that we could have done better:**

Patient number	Month	Comments received
1	July	Well I have complains to hospital transport and all I want to know is I used hospital transport for both these clinics last year 2021 between June and September and everything was fine now I need to get there because of infection been told due to road works everywhere I can't have transport to get there as I say no money coming in so taxis out volunteer transport out so what I'm I supposed to do WALK, so you tell me how do I get to these appointments ? And why suddenly now am I not entitled to hospital transport? I have no other way of getting to these appointments and both amputation and infection could become life threatening so u tell me with no money how I get there?
2	July	Under the present circumstances, no !!!
3	July	The service was excellent you could not have done better.
7	July	I do not think that anything could have been done that wasn't done already , an overall satisfactory journey.
9	July	Could have waited for me. I only had a blood test that only took 5 minutes then sat in my wheelchair for 4 hours. Appointment was 11 o clock I got home at 3.15.
10	July	Quicker return home.
12	July	The ambulances make alot of noise.
16	August	I can't think of anything. I would like to thank all of the staff but especially (name) my driver she made the journey so pleasant with her friendly nature and good taste in music.
18	August	Just sort the vehicle suspension.
19	August	Overall an excellent service.

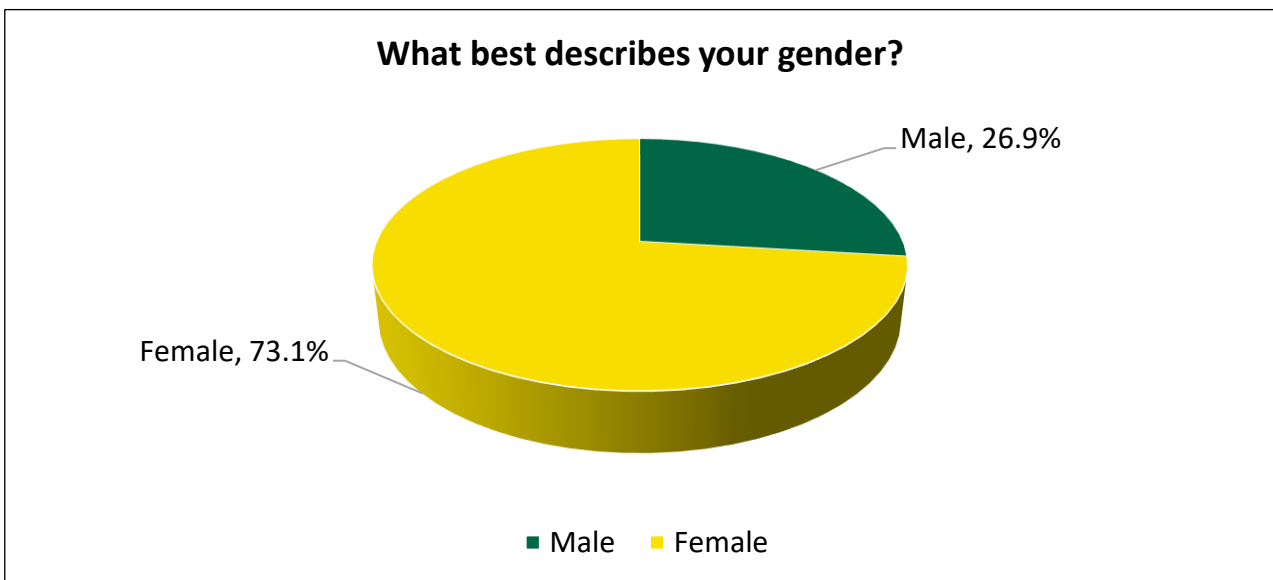
Patient number	Month	Comments received
21	August	A lot of this doesn't apply to me as they came to hospital to pick me up to return me home after 3 months in hospital it was nothing to do with appointments. I was very satisfied all the same couldn't have been treated better.
27	August	Nothing so far the transport has been extremely good I really appreciate the service. I think you do a wonderful job and you have always been courteous on the phone.
28	August	Have always been satisfied with staff who are very considerate and helpful.
30	August	Every time I have travelled with the ambulance crews I have been treated very well and given every assistance if needed. Every crew that I have had has been excellent and I have never had any problems They all deserve a big thank you and a lot of praise.
33	September	Arrive on time and answer the phone more quickly when notifying you of non-arrival (30 mins to answer).
36	September	Nothing, the total service could not have been better. I regret I do not have the names of the crews.

# Equality and Diversity Information

## What age are you?



## What best describes your gender?



## **What is your ethnic group?**

25 (96.2%) respondents who answered the above question advised that they were of a 'White' ethnic group. One respondent answered, 'Irish' (3.8%). The remaining patients did not complete this question.

## **What is your religion or belief?**

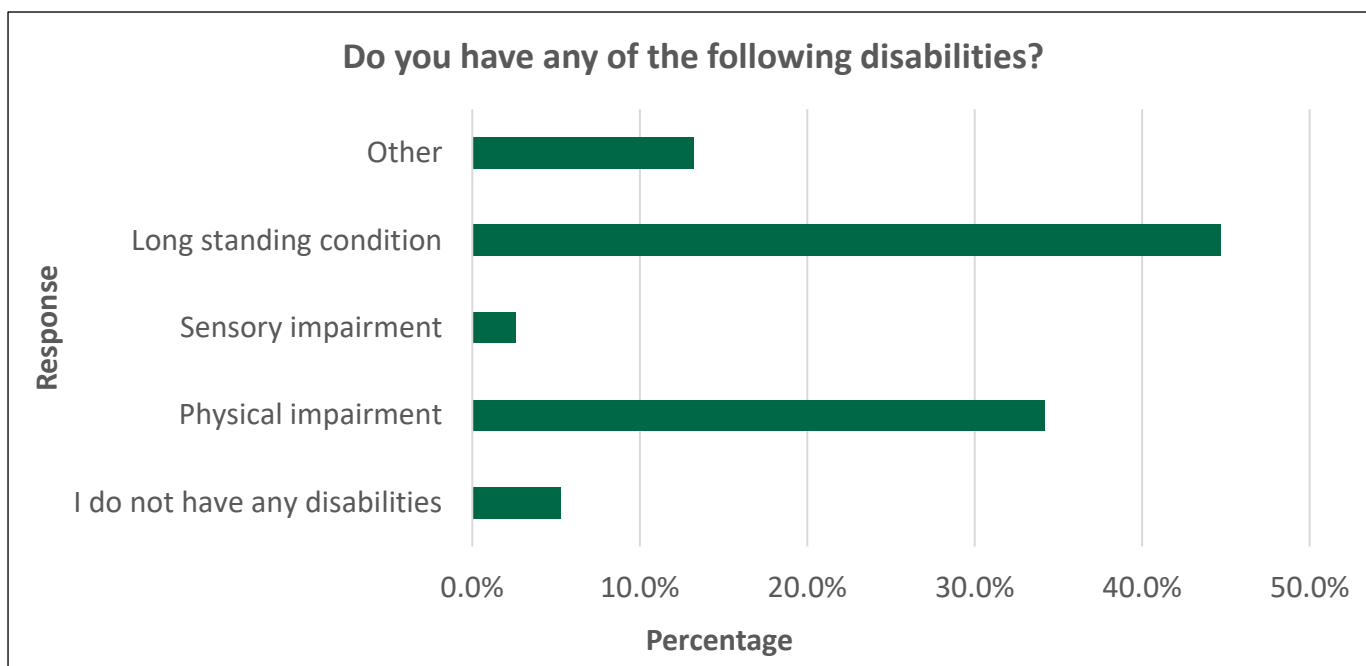
24 (92.3%) of the 26 respondents who answered the above question advised that they held a Christian religion or belief. One respondent (3.8%) advised they held a Buddhist religion or belief, one respondent (3.8%) advised they had no religion or belief.

The remaining respondents did not complete this question.

## **What is your sexual orientation?**

20 (95.2%) of the 21 respondents who answered the above question advised that they were of a 'heterosexual/straight' and one respondent advised they were of a 'gay' sexual orientation. The remaining respondents did not complete this question or 'preferred not to say.'

## Do you have any of the following disabilities?

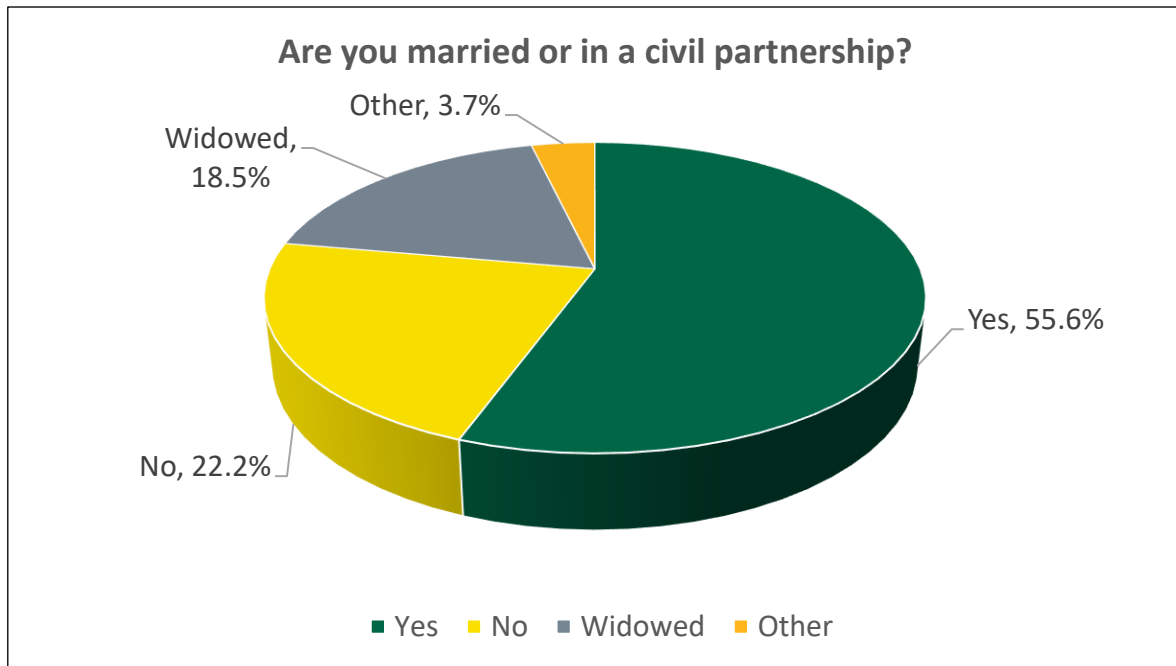


Overall, 13 (34.2%) respondents advised that they had a 'physical impairment.' Other responses included: 'Sensory Impairment' (2.6%), 'long standing condition' (44.7%) and 'other' (13.2%). Two respondents (5.3%) advised that they did not have a disability. The remaining respondents did not complete this question.

The below comments were also received:

- "Lower right leg amputation." (Patient 1, July)
- "Arthritic knees." (Patient 7, July)
- "Polymyositis." (Patient 9, July)
- "Myostis." (Patient 17, August)
- "Cancer." (Patient 18, August)

## Are you married or in a civil partnership?



The below comment was also received:

- *“Separated.” (Patient 30, August)*

## 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.