



Patient Transport Service Patient Experience Report

Patient Transport Service
North East Essex CCG Q1 April to June 2022

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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 North East Essex CCG area during April to June 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 150 patients who have used transport within the North East Essex 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, 89.5% of respondents (17) who answered the FFT question and had used the Trust's PTS within the North East Essex area during April to June 2022, rated the service received as either 'good' or 'very good.'

Respondents (11) generally felt their transport booking call had been answered 'quickly' (73.3%), with the booking system also rated as either 'good' (18.8%) or 'very good' (68.8%). Respondents were mostly satisfied with the length of time their journey took, with most patients arriving 'on time' (53.3%), 'early' (26.7%) or 'very early' (6.7%) for their medical appointment. 85.7% of respondents (12) had waited between 0 to 60 minutes for their return transport, with one respondent advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (11.1%) or 'excellent' (83.3%), with respondents also advising that they had been treated with dignity and respect to at least some extent.

The majority of additional comments received were positive and highlighted the professionalism, kindness and care provided by staff. However, two negative comments were received: one comment in relation to the wait for return transport and one comment in relation to staff attitude.

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.

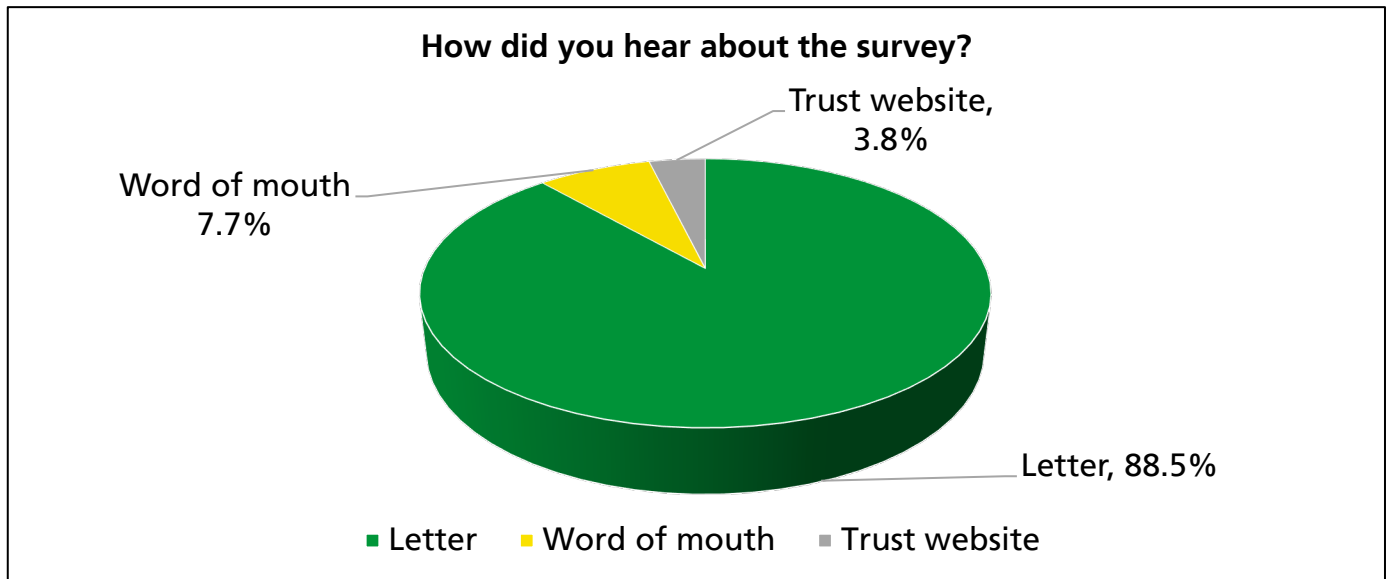
Results

Overall, **26** completed survey submissions were received from patients who had used the PTS within the North East Essex area during Quarter 1 2022/23: April (8), May (13) and June (5).

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, 88.5% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'word of mouth' (7.7%) and 'Trust website' (3.8%).

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, 19 respondents who used the Trust's PTS within the North East Essex area answered the FFT question. 17 (89.5%) of these respondents rated the service received as either 'good' (5.3%) or 'very good' (84.2%). One respondent (5.3%) felt the service was 'neither good nor poor' and one respondent (5.3%) rated the service as 'very poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	April	Transport into the hospital was a minicab. Nice clean car, present driver, comfortable uneventful drive.
3	April	Because I found it very good, they picked me up like they should and helped me as and when I needed it as I'm short sighted.
7	April	Staff very patient and persistent in coping with struggles of moving my very heavy bedridden husband to wheelchair and eventually back home to bed.
8	April	Because it was on time and the chap was very friendly.
9	April	Ambulance crew really helpful and considerate, they got me to the hospital on time.
12	May	Always on time, very helpful in all ways very sociable and on time. Very good because I'm disabled, and they take care of me.

Patient number	Month	Positive comments received
14	May	He can't fault it at all. The ambulance people are so kind and help him make sure he is alright, takes him right to the department. We just can't fault it, it's an absolute god send.
15	May	Very efficient and caring staff on both the outward and return journeys.
21	May	Couldn't praise them enough. Very helpful with walking. Polite opened my door.
23	June	Very caring and helpful.
24	June	Actually 'above and beyond'. Totally first class! If this applies to journey from hospital to home, this was done perfectly. Thank you.
75	June	The ambulance drivers were very kind helpful and cheerful
26	June	I think the ambulance service is great. They are always on time; I would recommend the service. The ambulance people all the time, I have always been very happy with the service.
Patient number	Month	Mixed/neutral comments received
11	May	Transferred from hospital to Harwich Hospital.
16	May	Usual transport was great that day after numerous phone calls and being 1 hour late, a lone ambulance driver was sent.

Patient number	Month	Mixed/neutral comments received
19	May	The first time there was a delay in picking me up, but the staff went all out to get me there, even informing the clinic, so a great big thank you.
Patient number	Month	Negative comments received
4	April	Return journey a bit impersonal.
10	May	A booking made by a hospital was not followed up and left a sick vulnerable patient waiting almost 4 hours after the agreed collection time. The pickup only then happened though the patient calling the designated taxi company, who followed up with patient transport out of hours service. There was a 2-hour journey to complete late at night having a knock-on effect afterwards.

Are you the patient?

Overall, 14 (77.8%) of the 18 respondents who answered the above question advised that they were the patient.

How quickly did we answer your call?

11 (73.3%) of the 15 respondents who answered the above question recalled their call to the PTS as being answered 'quickly.' However, three respondents felt that it took 'a long time' (20.0%), with one respondent (6.7%) advising that their call had not been answered. The remaining respondents either did not complete this question or were 'unable to say.'

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

17 (94.4%) of the 18 respondents who answered the above question advised that they had been clearly informed of the date and time of their transport booking. However, one respondent (5.6%) did not feel that they had been informed clearly. The remaining respondents either did not complete this question or were 'unable to say.'

How would you rate the booking system?

14 (87.5%) of the 16 respondents who were able to answer the above question rated the booking system as either 'good' (18.8%) or 'very good' (68.8%). Two respondents (12.5%) rated the system as 'neither good nor poor.' The remaining respondents either did not complete this question or 'did not know.'

Did the service staff introduce themselves?

All 18 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?

15 (83.3%) of the 18 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (11.1%) or 'very good' (72.2%) responses. Three respondents (16.7%) described the journey length as 'neither good nor poor.' The remaining respondents either did not complete this question or 'did not know.'

Did you arrive on time for your appointment?

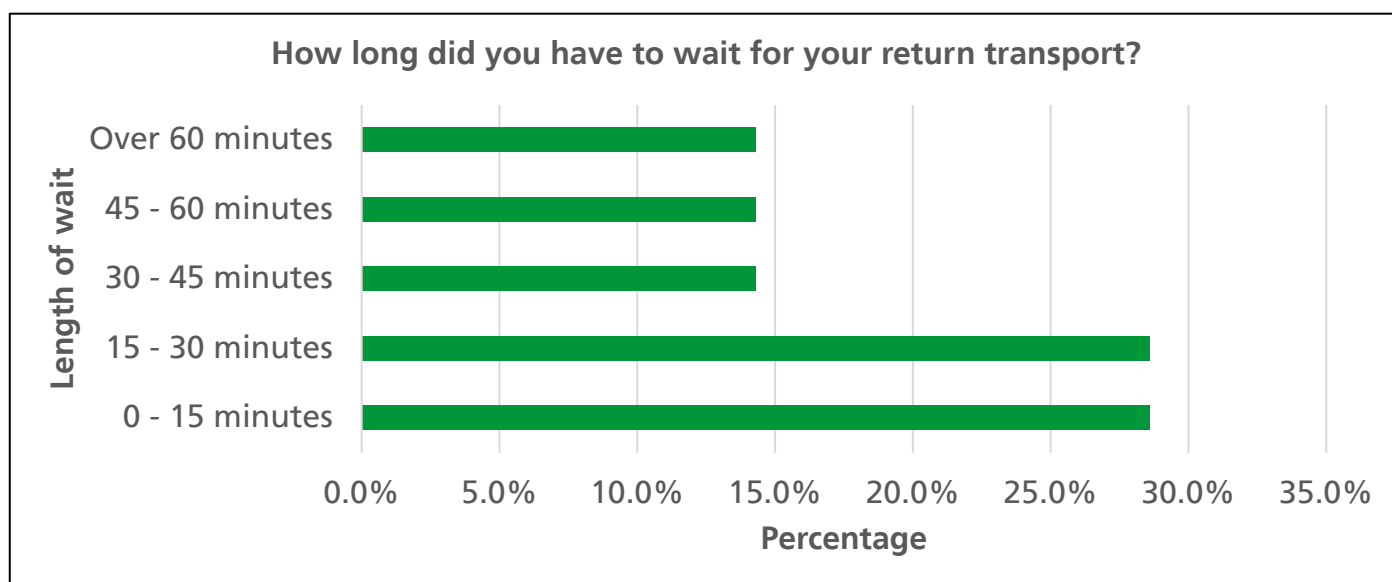
Of the 15 respondents who answered the above question, 86.6% had arrived 'on time' (53.3%), 'early' (26.7%), or 'very early' (6.7%) for their medical

appointment. Two patients (13.3%) had arrived 'late' (6.7%) or 'very late' (6.7%) at the hospital/clinic. The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

Two respondents had not been informed of any transport delay. One respondent 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?

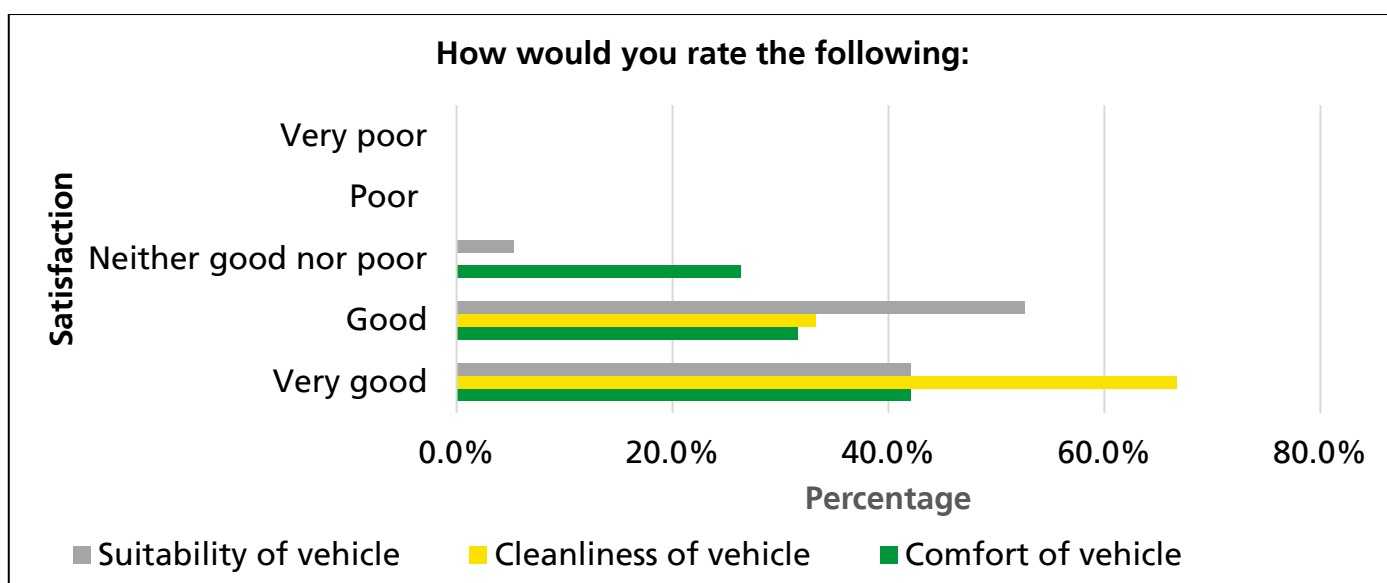


Overall, 12 (85.7%) of the 14 respondents who answered the above question had to wait up to one hour for their return transport: 0 to 15 minutes (28.6%), 15 to 30 minutes (28.6%), 30 to 45 minutes (14.3%) and 45 to 60 minutes (14.3%). Two patients (14.3%) had waited over 60 minutes following their medical appointment. The remaining respondents either did not complete this question or responded, 'not applicable.'

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

Overall, 12 (80.0%) of 15 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (13.3%) or 'very good' (66.7%). Two respondents (13.3%) felt the communication was 'neither good nor poor.' 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 most highly by respondents as 'good' (31.6%) or 'very good' (42.1%).

Respondents were also generally satisfied with the PTS vehicle suitability, which was rated by most respondents as 'good' (52.6%) or 'very good' (42.1%). Two respondents (5.3%) felt the suitability was 'neither good nor poor.'

Patients were least satisfied with the vehicle comfort. 14 (73.7%) out of 19 respondents rated the comfort as 'good' (31.6%) or 'very good' (42.1%),

however, five respondents (26.3%) described the comfort as 'neither good nor 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, 17 (94.4%) of the 18 respondents who answered the above question rated staff attitude as either 'good' (11.1%) or 'excellent' (83.3%). One respondent (5.6%) described the staff attitude as 'poor.' The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 18 respondents who answered the above question recalled being treated with dignity and respect. The remaining respondents did not complete this question.

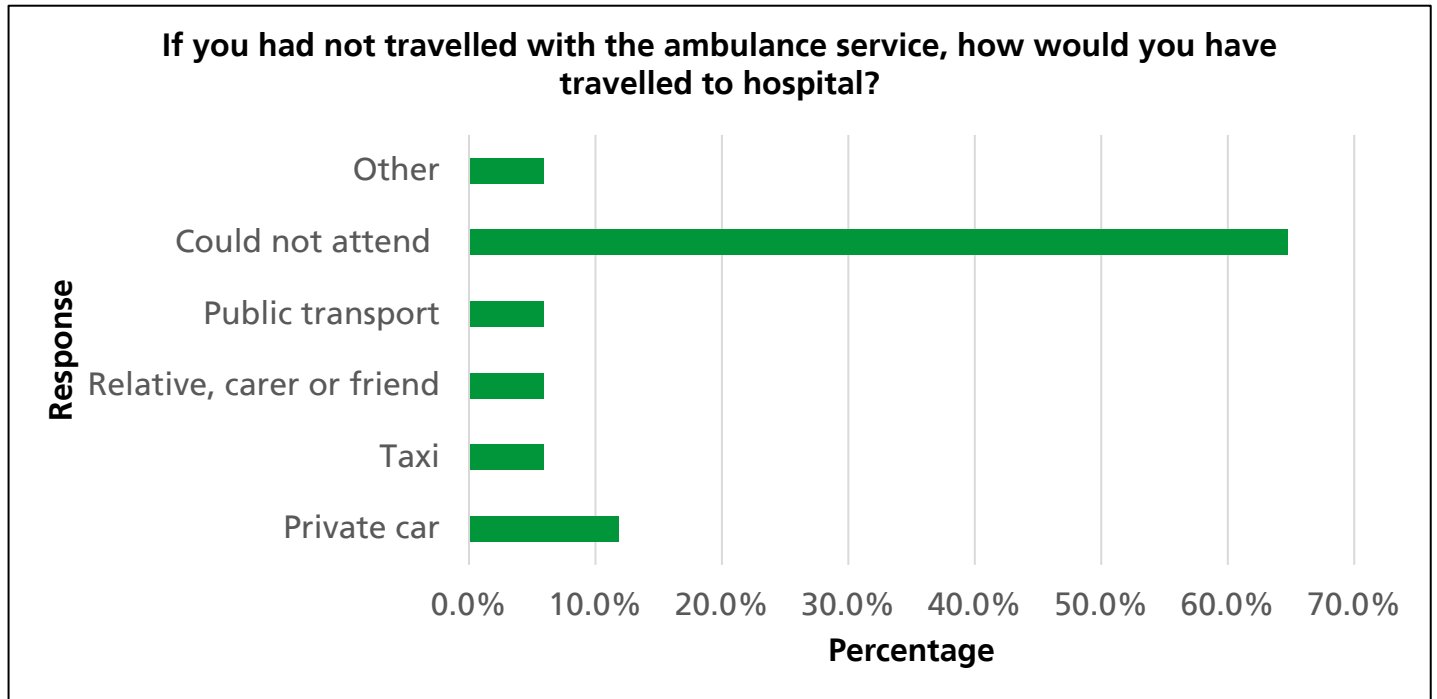
Did the service staff drive safely?

All 17 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' how the vehicle had been driven.

Did the staff offer assistance if required?

All 18 respondents who answered the above question advised that assistance had either been offered if required. The remaining respondents did not complete this question.

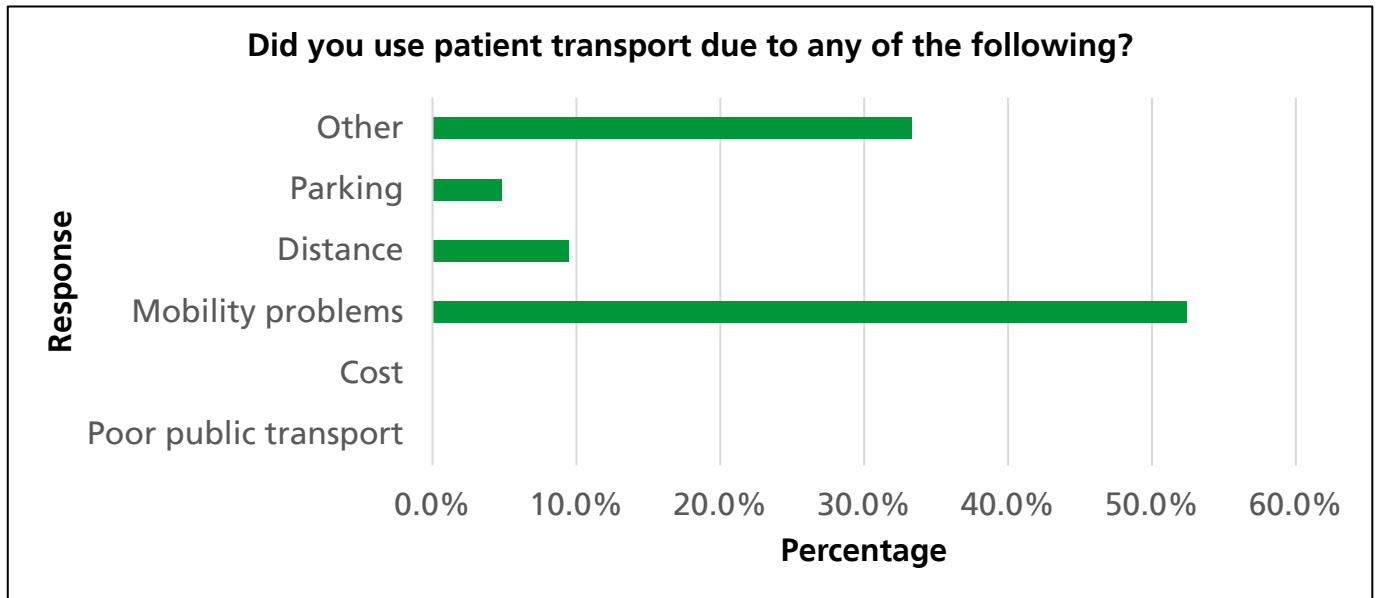
If you had not travelled with the ambulance service, how would you have travelled to hospital?



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 11 (64.7%) out of 17 respondents advised that they **could not** have attended their appointment. Other responses included: 'private car' (11.8%), 'taxi' (5.9%), 'relative, carer or friend' (5.9%), 'public transport' (5.9%) and 'other' (5.9%).

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, 11 (52.4%) of the 21 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (33.3%), 'distance' (9.5%) and 'parking' (4.8%). The remaining respondents did not complete this question.

The below comments were also received:

- *"No public transport." (Patient 1)*
- *"I am unable to travel on public transport as I am short sighted." (Patient 3)*
- *"Relative unable to take on this occasion." (Patient 9)*
- *"Clinical vulnerability." (Patient 10)*
- *"Cognitive and dual sensory impairments." (Patient 15)*
- *"I now use 2 sticks." (Patient 21)*
- *"I use a wheelchair." (Patient 26)*

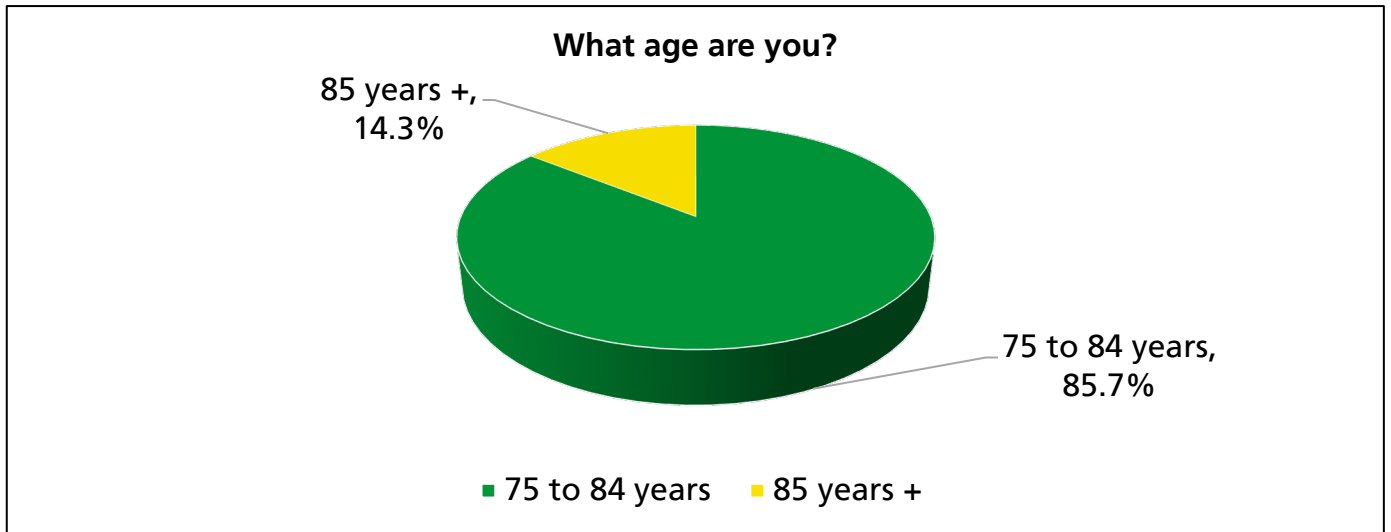
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
1	April	The use of a minicab was ideal, but to use an ambulance to return me home was exciting but a bit excessive.
3	April	No nothing at all.
7	April	A pity that patients have to be ready for collection 2 hours before appointment time. On the 2 occasions we have used the service, collection has taken place 30 minutes before appointment time, all that is needed currently, with limits on number of patients using ambulance at same time.
9	April	Can't fault the service I had for this particular appointment at hospital.
10	May	<p>Ward at hospital called PTS at 4.30pm and were told patient collection would be 6.25pm. When no-one had arrived at 7.30pm the ward called PTS, whose lines were closed. Fortunately, the patient knew the number of the taxi company used by PTS (all the 8's) so called them to check if they had the booking which they said they didn't. The call handler offered to call the PTS out of hours number with the booking reference to get the patient an update on pick-up.</p> <p>All the 8's called the patient back at 7.50pm to say when PTS called them at around 4.30pm to make a booking they didn't have a car available, PTS didn't request one for a later time, therefore no car was ever on its way to the patient. At 7.50pm All the 8's then offered to send a car, but PTS said they had an ambulance available in Clacton so would send that instead, the driver arrived with the patient at 10pm. The journey back took over 2 hours resulting in the patient being dropped off home just after midnight.</p>

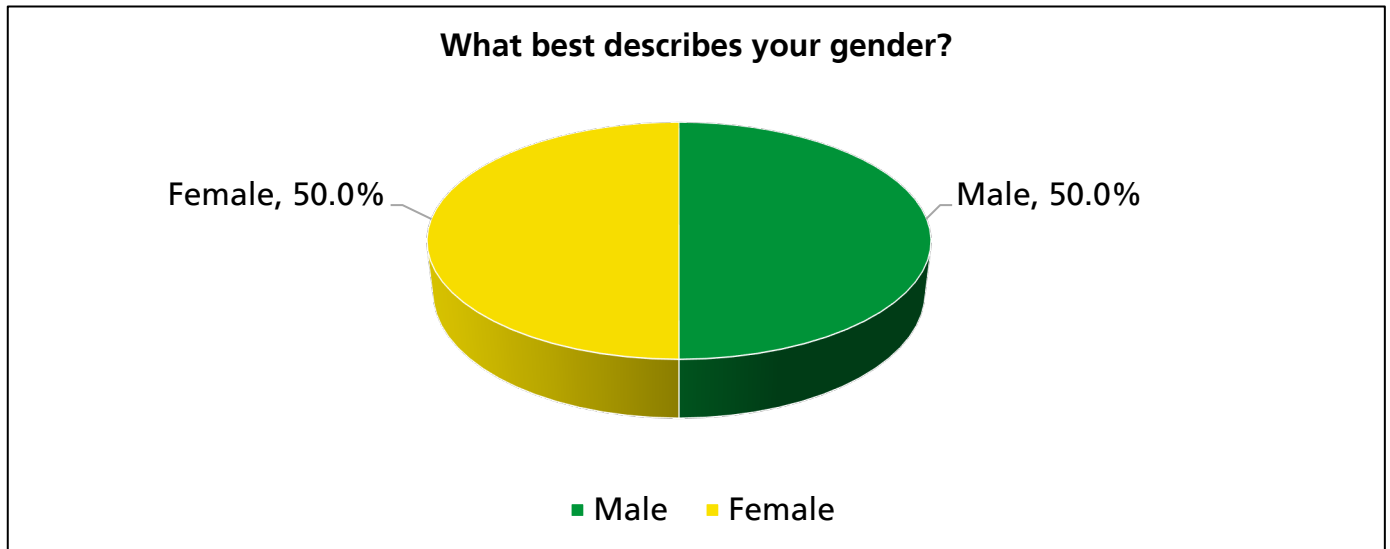
Patient number	Month	Comments received
11	May	All excellent.
12	May	Excellent service.
14	May	No nothing, I can't think of anything. It's all excellent.
15	May	N/A brilliant service.
19	May	For me personally your service was excellent, the staff both courteous and helpful, so for me you have ticked all the boxes.
21	May	I've only had 1 or 2 experience since 2012 traveling to and from (hospital). But things have got better, but then again it has never been bad. Thank you all for the service you have given me.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 14 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining respondents did not complete this question.

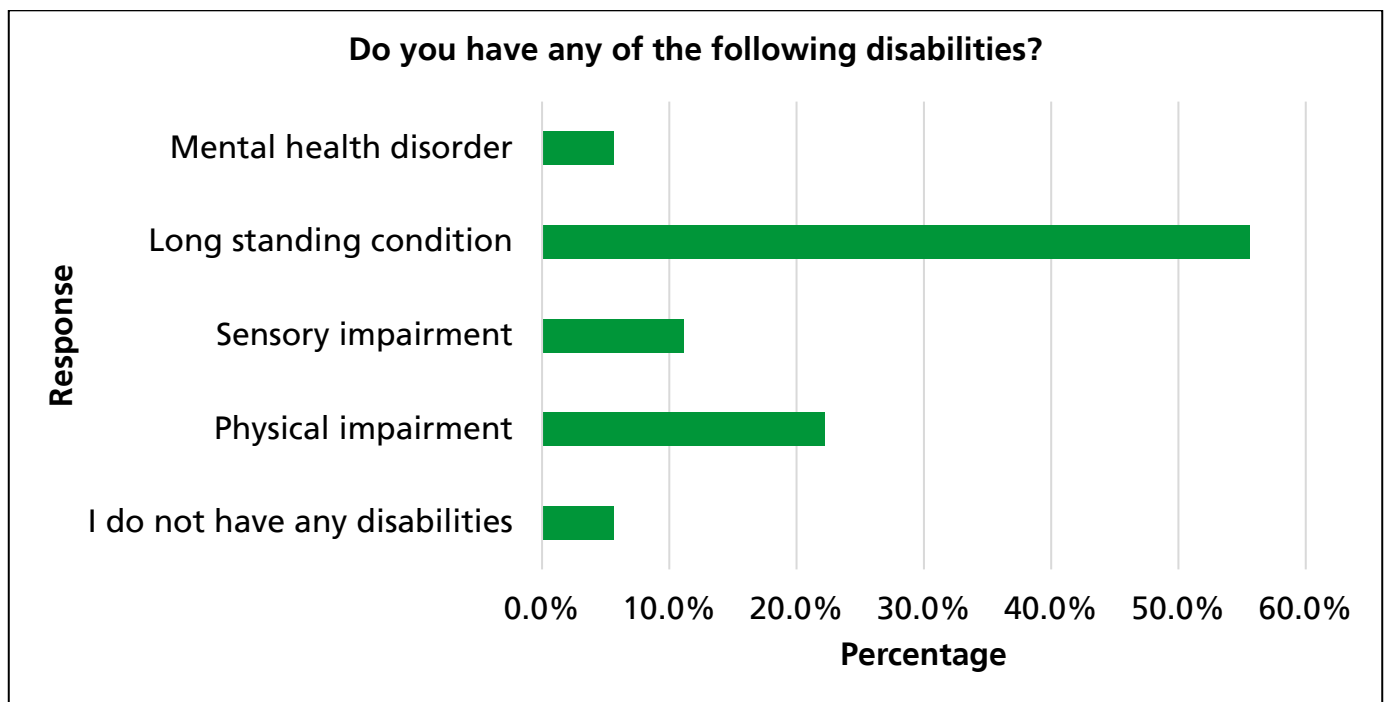
What is your religion or belief?

Ten (83.3%) of the 12 respondents who answered the above question advised that they held a Christian religion or belief. Two respondents (16.7%) did not hold a religion or belief. The remaining respondents did not complete this question.

What is your sexual orientation?

All 11 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation. The remaining respondents either did not complete this question or 'preferred not to say.'

Do you have any of the following disabilities?

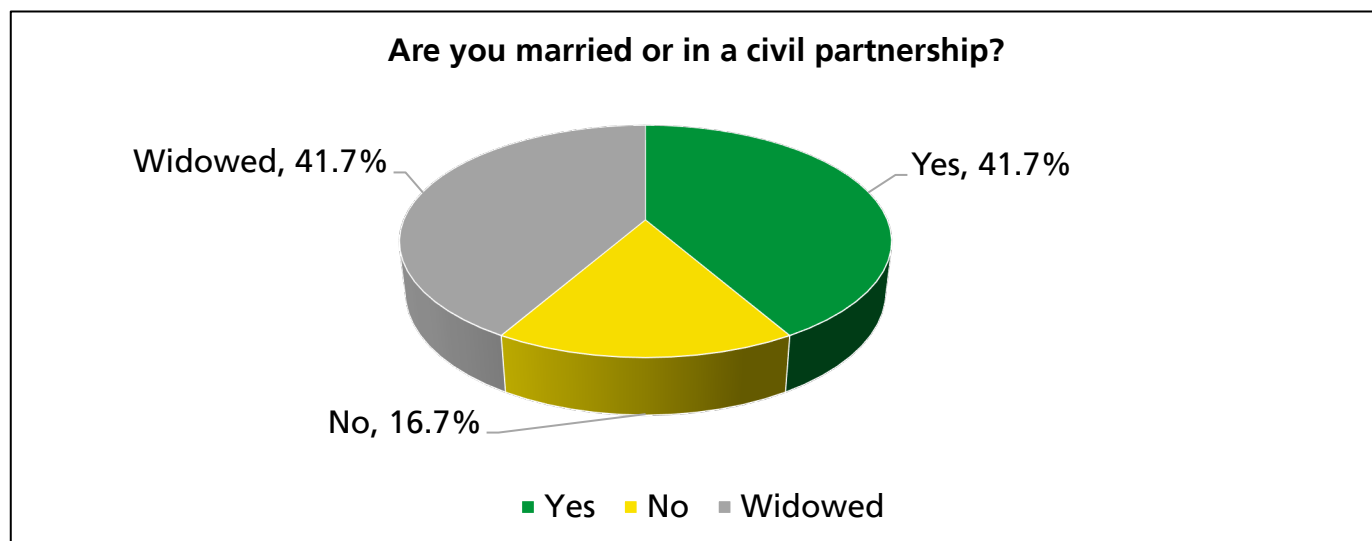


Overall, 10 (55.6%) of the 18 respondents who answered the above question advised that they had a 'long term condition.' Other responses included: 'physical impairment' (22.2%), 'sensory impairment' (11.1%) and 'mental health disorder' (5.6%). One respondent (5.6%) advised that they did not have a disability.

The below comment was also received:

- *"Osteoarthritis, use a stick." (Patient 19)*

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.