



# Patient Transport Service Patient Experience Report

Patient Transport Service  
North East Essex CCG Q2 July to September 2022

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Report Period: July to September 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 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 North East Essex 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, 95.8% of respondents (23) who answered the FFT question and had used the Trust's PTS within the North East Essex area during July to September 2022, rated the service received as either 'good' or 'very good.'

82.4% of respondents (14) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (94.7%) with the length of time their journey took, with 87.5% of patients (14) arriving 'on time' (62.5%) or 'early' (25.0%) for their medical appointment. 83.3% of respondents (15) had waited between 0 to 60 minutes for their return transport, with three respondents advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (5.0%) or 'excellent' (95.0%), with all 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.

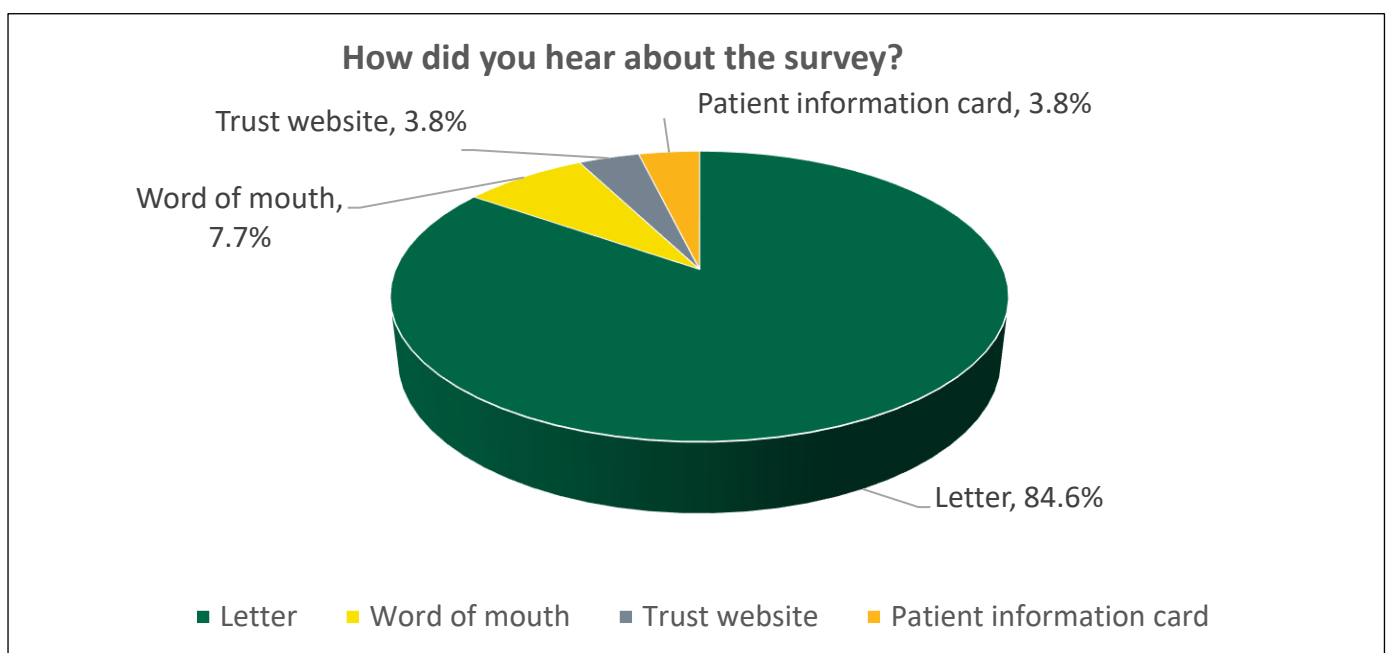
## Results

Overall, **26** completed survey submissions were received from patients who had used the PTS within the North East Essex CCG area during Quarter 2 2022/23: July (11), August (11) 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.

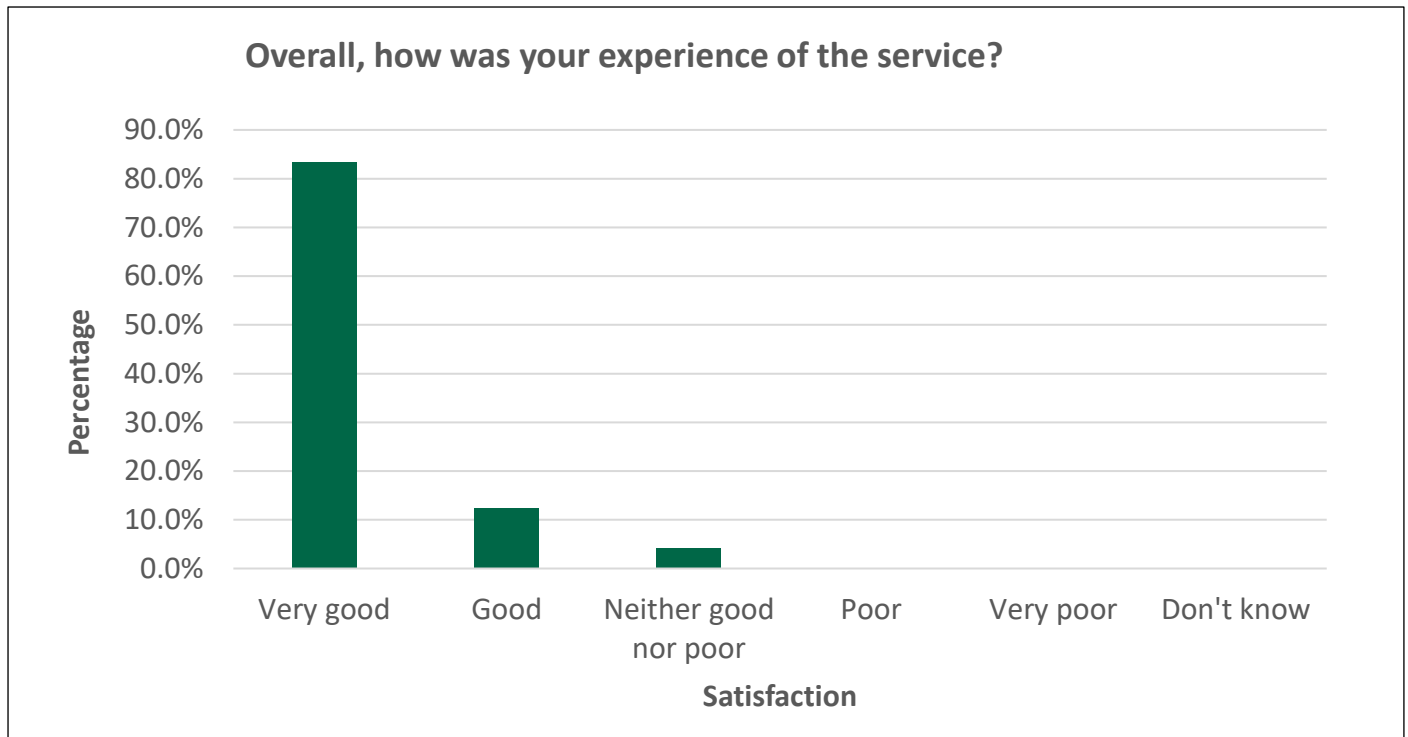
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

### How did you hear about the survey?



Overall, 84.6% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'word of mouth' (7.7%), 'Trust website' (3.8%) and 'Patient information card' (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, 24 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. 23 (95.8%) of these respondents rated the service received as either 'good' (12.5%) or 'very good' (83.3%). One respondent (4.2%) rated the service as 'neither good nor poor.'

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

Patient number	Month	Positive comments received
4	July	Very helpful, kind and very supportive.
6	July	The driver was on time very helpful.
7	July	Impressed in all respects.
9	July	Because they help you in any way whatsoever and they talk to you on the journey.
10	July	They provided an excellent service. Nothing was too much trouble.
15	August	No problem with booking and transport good.
16	August	Excellent service, kind and helpful. Thank you to you all, you all work so hard.
19	August	Things went smoothly on time and were conducted by two very efficient and supportive crew.
21	August	Always very helpful and friendly and polite at all times.
22	August	It was prompt and kind and patient.
23	August	You always provide a first class service.
24	September	I gave this answer because the service I received was excellent. No complaints. Bearing in mind, it was transport to a physio appointment and then returned home. I do not mind taking part in a discovery interview. Bearing in mind no technology whatsoever.
25	September	The date given was kept to. The driver was very sociable & pleasant to be driven by him. The timing was spot on and the journey back home was more than satisfactory.
26	September	Drivers were on time polite and helpful.

Patient number	Month	Mixed/neutral comments received
1	July	On the 8th July was very good, on the 14th the taxi picked me up and didn't stop outside the main entrance of Colchester hospital he went round the corner and stopped somewhere different. I got out and didn't know where I was or where to go so I asked the taxi driver and he said over there and wound his window up and drove off. As I can't see very well someone did come to help me eventually and took me to the eye department, coming home was fine as it was in an ambulance. On the 31st of July the taxi was late picking me up I had to ring and I think the taxi firm hadn't passed the booking to the driver, he made up for time on the way in and I was only a few minutes late for my appointment. Coming home again was good. Thank you.
3	July	This was for discharge from hospital, we were told to expect her to be collected at 10 am, however I assume this was later as she arrived home at approximately 14.30.
8	July	I have explained on page 5 as I have had 6 different appointments, 1 each of the week as had hydrotherapy.

## Are you the patient?

Overall, 20 (87.0%) of the 23 respondents who answered the above question advised that they were the patient. Three respondents answered that they were not the patient and three respondents did not respond.

The below comments were also received:

- *“Daughter.” (Patient 3, July)*
- *“Wife.” (Patient 20, August)*

## How quickly did we answer your call?

Of the 17 respondents who answered the above question 14 (82.4%) recalled their call to the PTS as being answered ‘quickly.’ However, three respondents felt that it took ‘a long time’ (17.6%). 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 18 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?

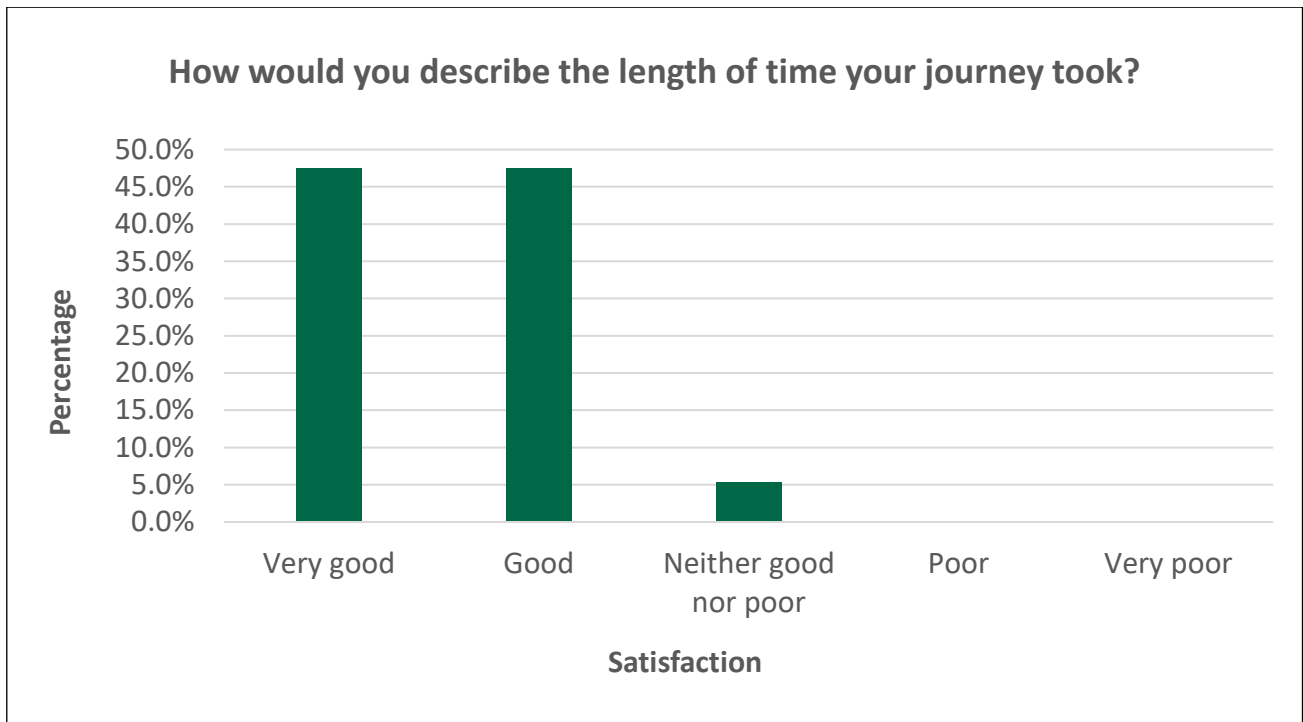
Of the 17 respondents who were able to answer the above question 16 (94.1%) rated the booking system as either ‘good’ (23.5%) or ‘very good’ (70.6%). One respondent (5.9%) rated the system as ‘very poor.’ The remaining respondents either did not complete this question or ‘did not know.’



## Did the service staff introduce themselves?

19 (95.0%) out of 20 respondents recalled the PTS staff as having introduced themselves upon their arrival. However, one respondent (5.0%) 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, 18 (94.7%) of the 19 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (47.4%) or 'very good' (47.4%) responses. Other responses included: 'neither good nor poor' (5.3%). The remaining respondents either did not complete this question or answered, 'unable to say.'

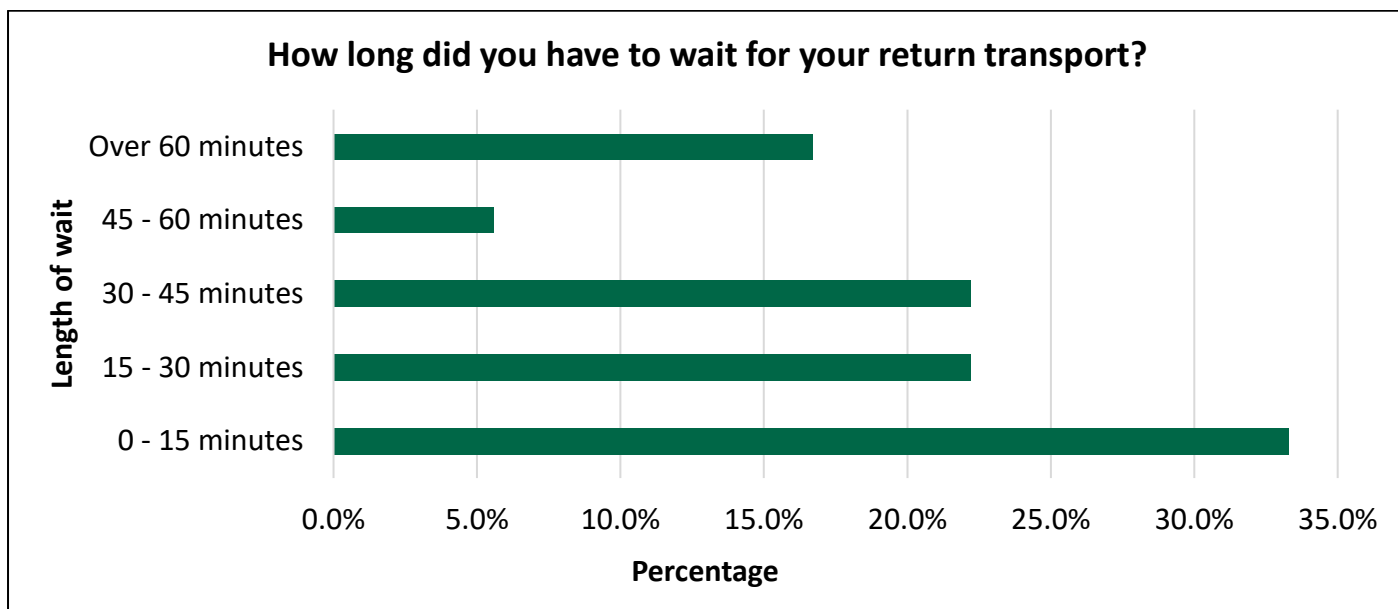
## Did you arrive on time for your appointment?

Of the 16 respondents who answered the above question, 14 (87.5%) had arrived either 'on time' (62.5%) or 'early' (25.0%) at the hospital/clinic. Two respondents answered they arrived '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?

Five respondents 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?



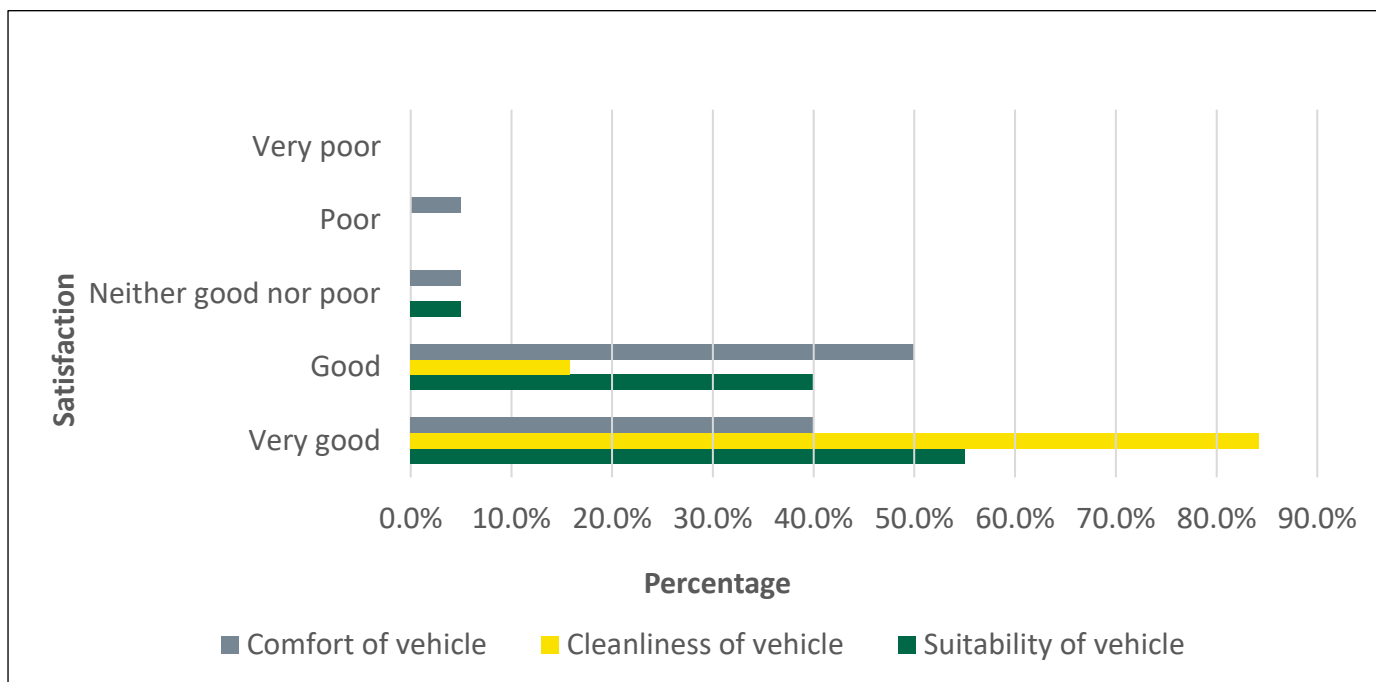
Overall, 83.3% of respondents (15) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (33.3%), 15 to 30 minutes (22.2%), 30 to 45 minutes (22.2%) and 45 to 60 minutes (5.6%). However, three patients (16.7%) had waited over 60 minutes following their 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?

All 18 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as either 'good' (27.8%) or 'very good' (72.2%).' 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 suitability was rated highly by respondents as ‘good’ (40.0%) or ‘very good’ (55.0%). One respondent (5.0%) rated the vehicle suitability as ‘neither good nor poor.’

Respondents were also satisfied with the cleanliness of the vehicle, which was rated by most respondents as ‘very good’ (84.2%) or ‘good’ (15.8%).

Patients were least satisfied with the vehicle comfort. 18 (90.0%) out of 20 respondents rated the comfort as ‘good’ (50.0%) or ‘very good’ (40.0%), however, one respondent (5.0%) described the comfort as ‘neither good nor poor’ and one respondent (5.0%) 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?**

All 20 respondents who answered the above question rated staff attitude as either 'good' (5.0%) or 'excellent' (95.0%). The remaining respondents did not complete this question.

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

All 20 respondents who answered the above question recalled 'definitely' being treated with dignity and respect. The remaining respondents did not complete this question.

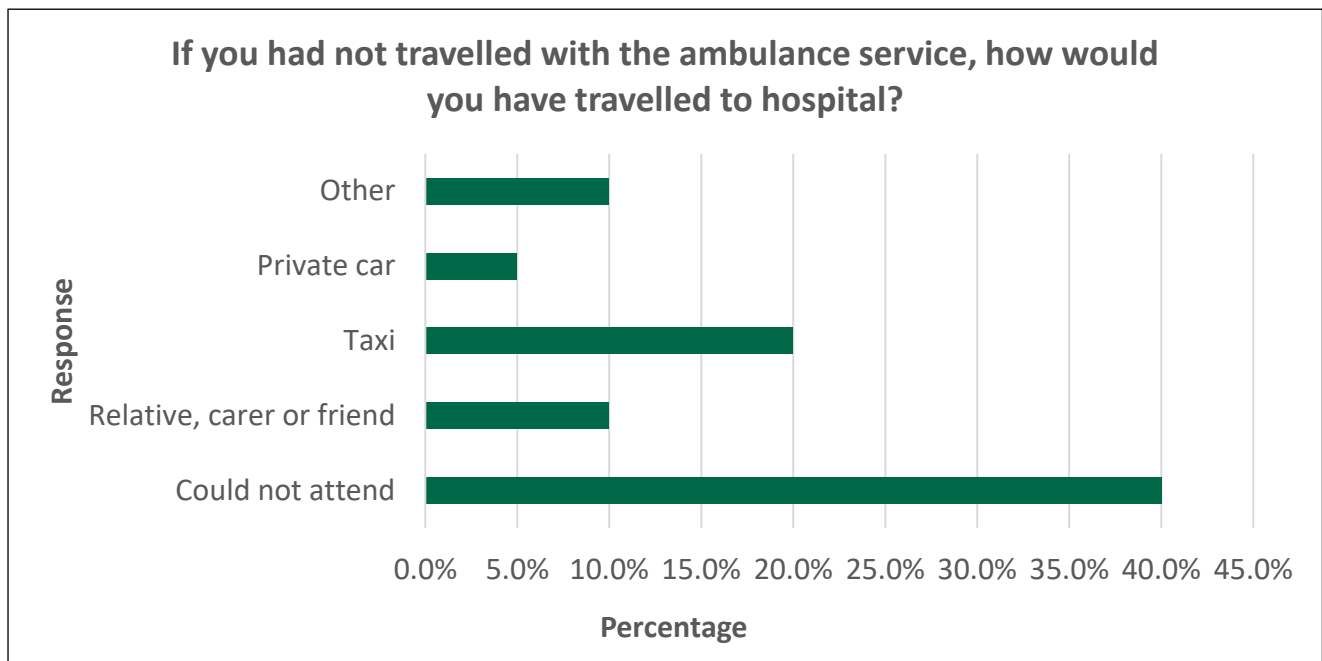
## **Did the service staff drive safely?**

19 respondents who answered the above question advised that the PTS staff had driven safely. One respondent answered 'unable to say' how the vehicle had been driven and the remaining respondents did not complete this question.

## **Did the staff offer assistance if required?**

19 (95.0%) out of 20 respondents who answered the above question advised that assistance had either been offered. One respondent (5.0%) advised that assistance had not been offered. The remaining respondents did not complete this question.

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



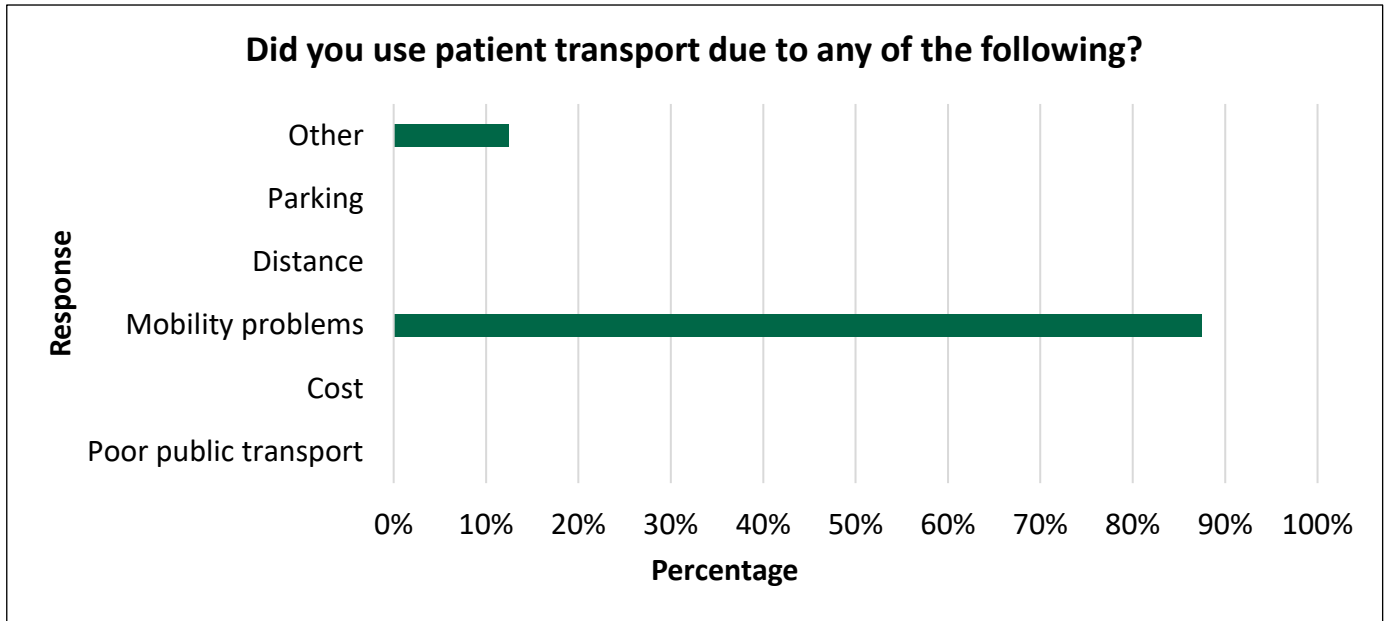
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Eight of the 20 (40.0%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (10.0%), 'other' (10.0%), 'private car' (5.0%) and 'taxi' (20.0%).

Four respondents answered, 'unable to say,' and six patients did not complete this question.

The below comments were also received:

- *"Walk with crutches & need help." (Patient 8, July)*
- *"Not applicable. Was travelling between two hospitals as an inpatient." (Patient 19, August)*

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



Overall, 16 (72.7%) of the 22 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'distance,' (4.5%), 'cost,' (4.5%) and 'other' (18.2%). Six patients did not answer the question.

The below comments were also received:

- *"Unable to see as losing my sight." (Patient 1, July)*
- *"Travelling from one hospital (Colchester) to another (Basildon) for treatment, then return." (Patient 19, August)*
- *"Husband is blind and deaf." (Patient 20, August)*

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

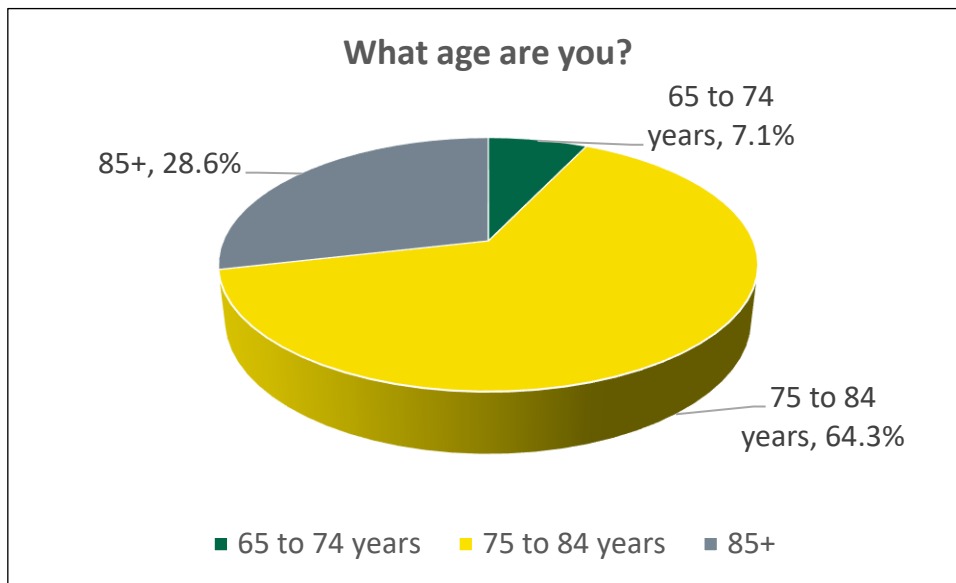
Patient number	Month	Comments received
1	July	No nothing at all. Everything was as good or better than I expected.
5	July	No nothing it was top class thank you.
7	July	Not Appreciate.
8	July	As I've had 6 weekly pickups for hydrotherapy on week 4 ambulance picked me up 11.20 for 12.30 appointment but we had to pick 2 other patients I mean my address otherwise approx 8-9 miles away, so I was late for my appointment by 15mins and I was told by physio I couldn't have my full time in the pool was not given extra time all I had was 15 mins, only then I had to undress with swimming costume & then after dress myself. Then I had to wait approx 45mins for transport. All for only 15 mins of my treatment was hardly worth it. I've no complaints for driver & helper.
9	July	No, they did all they could for me.
10	July	Service was excellent, can't think of anything that could have been better.
15	August	I need a bariatric wheelchair and this was very low which gave me the feeling of falling but not a major problem as staff were with me to support me.
20	August	No nothing.
21	August	I feel that all the staff that took me to and from my hospital appointment, were all very helpful and polite at all times.
22	August	The time waiting on phone to book. despite a voice message saying we aim to answer 95% of all calls in 2 minutes, 2 hours is nearer the mark.

Patient number	Month	Comments received
23	August	Return transport waiting time could be improved, maybe out of your control.
25	August	The whole experience was very good & could not have been better. The only improvement possible is the waiting time for the return being taken home. The waiting was somewhat long time waiting. However, I was so pleased to be taken back home that the wait for the journey back home was worth the wait.

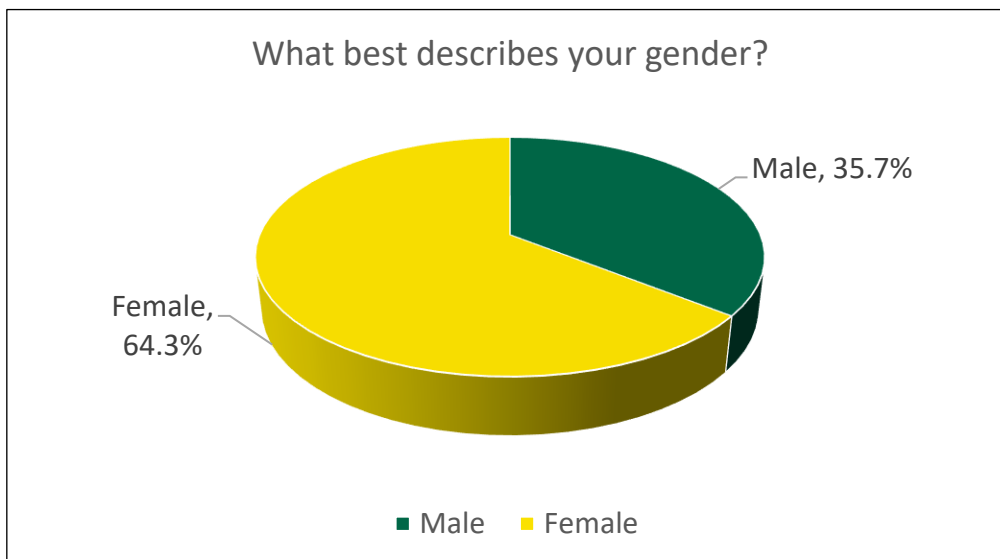


# Equality and Diversity Information

## 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 patients did not complete this question.

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

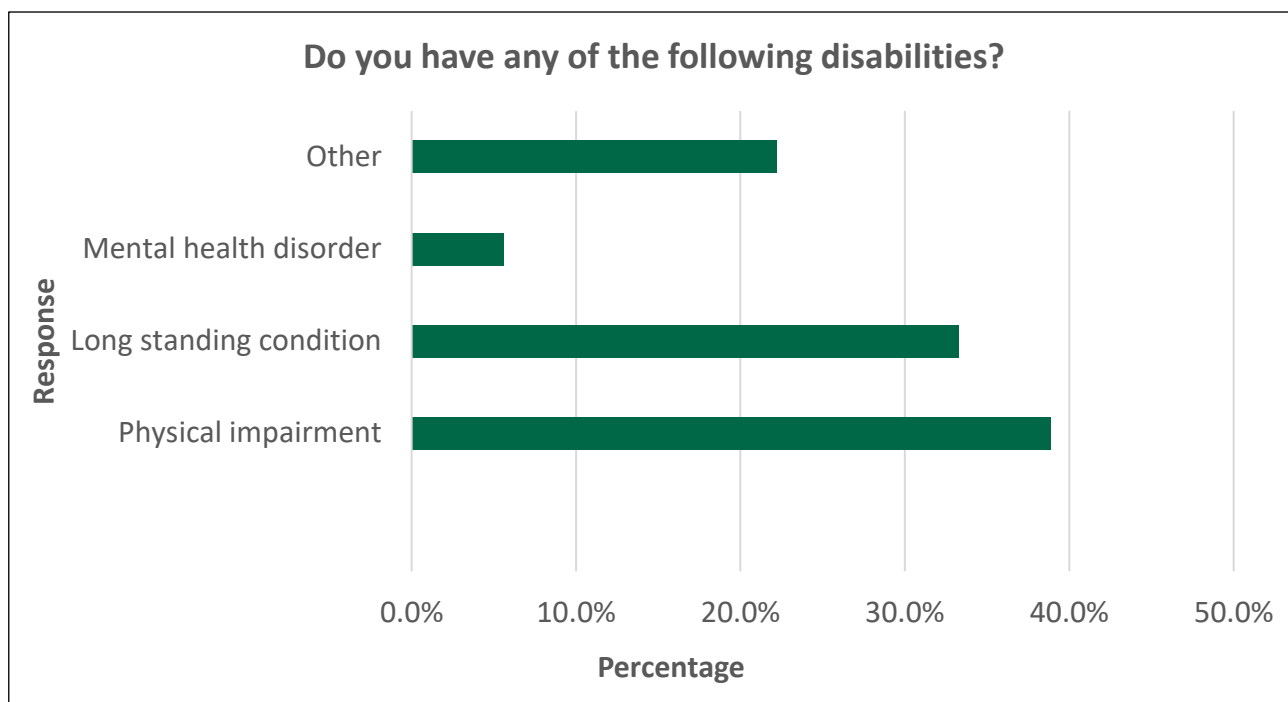
All 12 respondents who answered the above question advised that they held a Christian religion or belief.

The remaining respondents did not complete this question and one respondent answered, 'preferred not to say.'

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

All nine respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation. The remaining respondents did not complete this question and one respondent answered, 'preferred not to say.'

## Do you have any of the following disabilities?

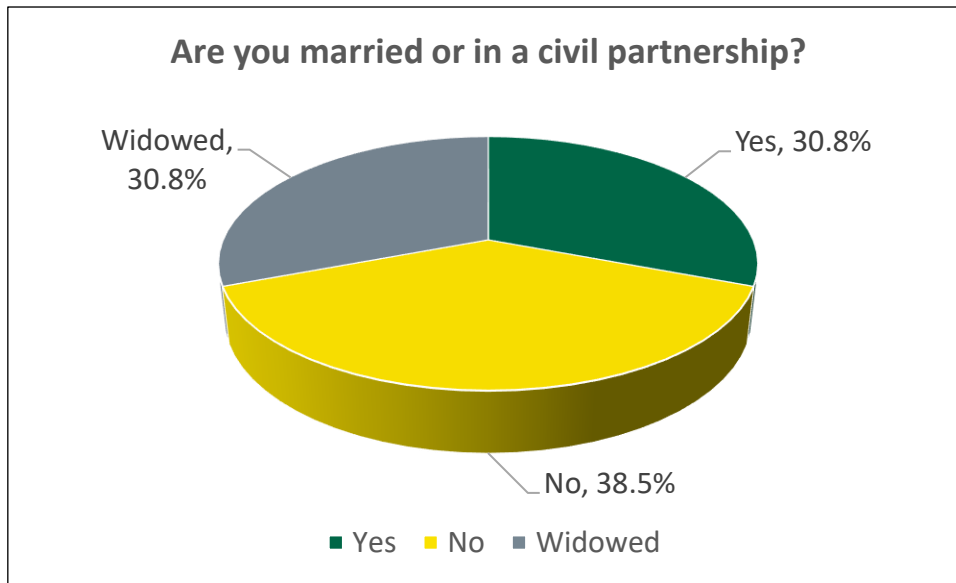


Overall, seven (38.9%) respondents advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (33.3%), 'mental health disorder' (5.6%) and four respondents answered 'other' (22.2%).

The below comments were also received:

- *"Need help with walking as on crutches." (Patient 8, July)*
- *"Military PTSD." (Patient 11, September)*
- *"Parkinsons." (Patient 22, August)*
- *"Cancer, multiple myeloma, Amyloidosis." (Patient 23, August)*

## 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.