



Patient Transport Service Patient Experience Report

Patient Transport Service
Beds & Luton CCG 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 but also to highlight areas for service improvement.

This report summarises the results of the PTS experience survey for patients who used the service in the Beds & Luton CCG area during April to June 2022.

Sample

The PTS online survey is undertaken by way of a self-selected sample and is available to complete via EEAST's public website. A random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the Beds & Luton 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. Any paper survey responses have been included within this report. 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.

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). 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.

Conclusion

Overall, 81.8% of respondents (18) who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during April to June 2022 rated the service received as either 'good' or 'very good.'

12 respondents (75.0%) felt that their transport booking telephone call had been answered 'quickly,' and 77.8% rated the booking system as either 'good' (16.7%) or 'very good' (61.1%). 82.4% of respondents (14) were satisfied with the length of time their journey took, with most patients advising that they were either 'on time' (56.3%), 'early' (18.8%) or 'very early' (12.5%) for their medical appointment. 60.0% of respondents (9) had waited between 0 to 60 minutes for their return transport, however, six patients (40.0%) advised that they had waited over one hour.

Positively, PTS staff were mostly rated as 'good' (29.4%) or 'excellent' (64.7%), with respondents 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. The main area of dissatisfaction was in relation transport delays. One patient also expressed their dissatisfaction in relation to being unable to take their mobility scooter on the PTS vehicle.

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.

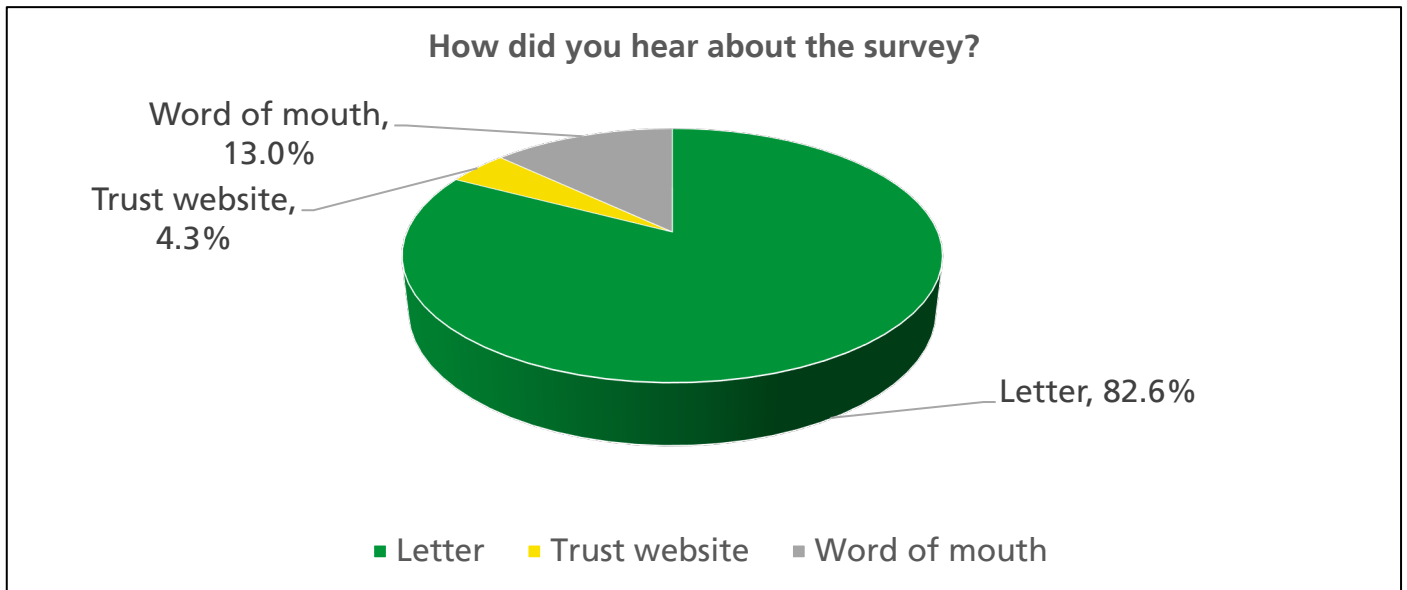
Results

Overall, 23 completed survey submissions were received from patients who had used the PTS within the Beds & Luton CCG area during Quarter 1 2022/23: April (6), May (8) and June (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.

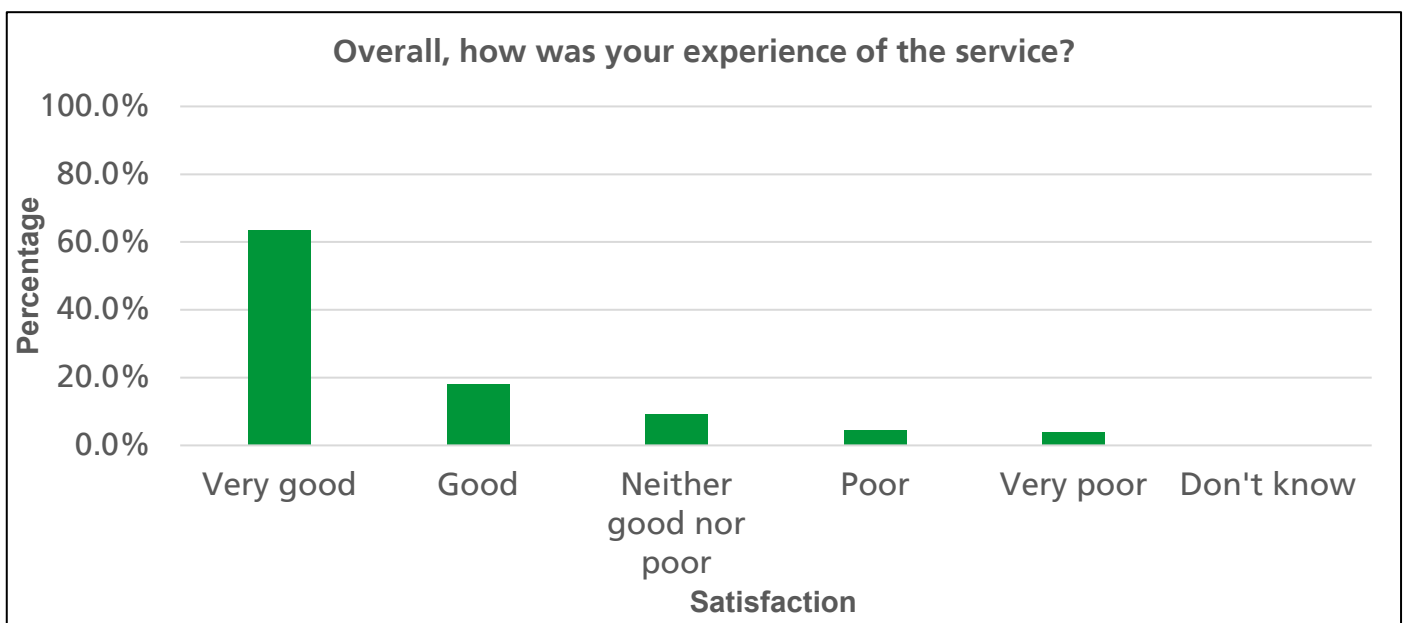
Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

How did you hear about the survey?



Overall, 82.6% of respondents advised that they had heard about the survey through the invitation to feedback letter. Other responses included 'word of mouth' (13.0%) and 'Trust website' (4.3%).

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 (81.8%) who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during April to June 2022 rated the service received as either 'good' (18.2%) or 'very good' (63.6%). Two respondents rated the service as 'neither good nor poor' (9.1%), and two respondents felt the service was 'poor' (4.5%) or 'very poor' (4.5%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
2	April	Driver was very helpful and assisted me right up to the reception area at the hospital.
3	April	Had no problems - arrived on time at house. Arrived Addenbrookes Hospital. Return journey was excellent
4	April	They always collect me and make sure that I attend my dialysis appointment on time.
7	April	Service very good.
1	May	Helpful and friendly.
6	May	The crew was extremely professional and extremely dedicated. These three individuals went above and beyond the call of duty today to assist me get to my appointment. They deserve awards.
9	May	The lady driver was most helpful and considerate, very friendly, and polite.

Patient number	Month	Positive comments received
10	May	Driver helpful.
13	May	The paramedics were polite, efficient and gave me the impression that they know exactly what they were doing. This made me very safe in the ambulance.
14	May	Everyone I spoke to was very polite and helpful.
22	May	Service within a budget.
16	June	They just are. The journey to and from hospital was with lovely people and very caring and helpful could not fault them. I have no complaints whatsoever.
19	June	The ladies were very friendly.
23	June	Driver was both helpful and polite.

Patient number	Month	Mixed/neutral comments received
11	May	There is nothing wrong, I cannot criticise anything but the county council roadworks caused problems for the driver. I was waiting for transport, and it got to 11.30, the time of my appointment, when the driver turned up. He was in a right state and told me that the highways agency were then putting barriers up to close the whole main road.
18	June	Service - Good collection, usually very good. However - home journey is not so good. A lot of waiting about, but I am thankful for this service.

Patient number	Month	Mixed/neutral comments received
21	June	Up until 6-8 weeks ago the service was very good. They have now cut the number of drivers dramatically, putting extra pressure on the remaining drivers (now down to 4 I believe in my area) They did leave me and another lady stranded at one point at hospital, constantly telling us transport was coming but never did.

Patient number	Month	Negative comments received
8	April	Appt Tuesday 5th April to go to medical centre for APAS therapy. Requested transport for appt at 1.30pm. Transport turned up at 1.15pm, driving time to Bedford is 40 mins so I was very late for appt, so it was cut short. I requested pick up at 3.30pm, ambulance turned up at 4.30pm, waited for 1 hour to return.
12	June	Because they refused my mobility scooter which has not happened before. I was left in a hospital wheelchair which I couldn't propel which meant I would have to ask staff for assistance to go to the toilet or get a cup of tea felt this robbed me of my dignity. I also consider this disability discrimination as it took away independence and dignity.
15	June	Return waiting time was ridiculous.

Are you the patient?

Overall, 95.2% of respondents (20) who responded to the above question advised that they were the patient.

How quickly did we answer your call?

12 (75.0%) out of 16 patients recalled their call to the PTS as being answered 'quickly.' However, four respondents (25.0%) felt that 'it took a long time' for their call to have 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?

All 17 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 18 respondents who answered the above question, 77.8% rated the booking system as either 'good' (16.7%) or 'very good' (61.1%). Other responses included 'neither good nor poor' (11.1%) and 'poor' (11.1%).

The remaining respondents either did not complete this question or 'did not know.'

Did the service staff introduce themselves?

17 (94.4%) of the 18 respondents who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. One respondent 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?

82.4% of respondents (14) who answered the above question were satisfied with the length of journey and provided 'good' (29.4%) and 'very good' (52.9%) responses. Three respondents described the journey length as 'neither good nor poor' (17.6%).

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

Did you arrive on time for your appointment?

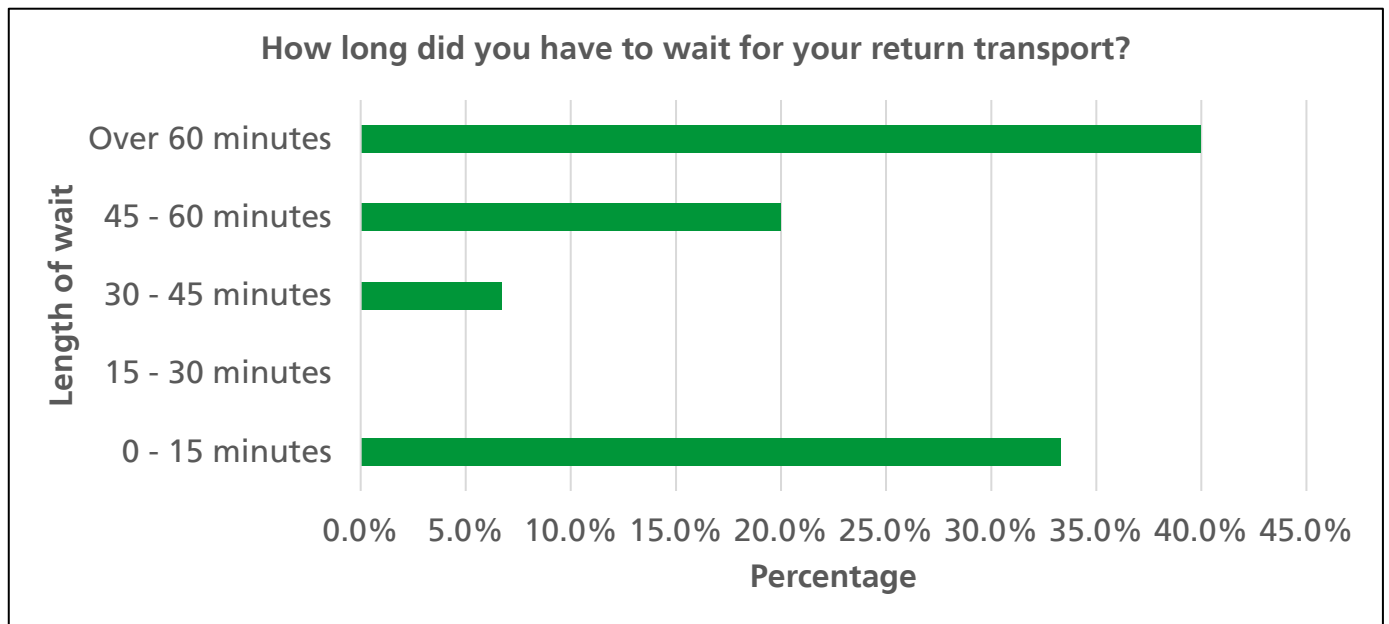
Of the 16 respondents who answered the above question, 14 (87.5%) had arrived 'on time' (56.3%), 'early' (18.8%), or 'very early' (12.5%) for their medical appointment. Two patients (12.5%) had arrived late at the hospital/clinic.

The remaining respondents either did not complete this question or answered that this was 'not applicable.'

If we were late, did we contact you?

Three respondents had not been informed that their transport had been delayed. The remaining respondents either did not complete this question or answered that this was 'not applicable.'

How long did you have to wait for your return transport after your appointment?

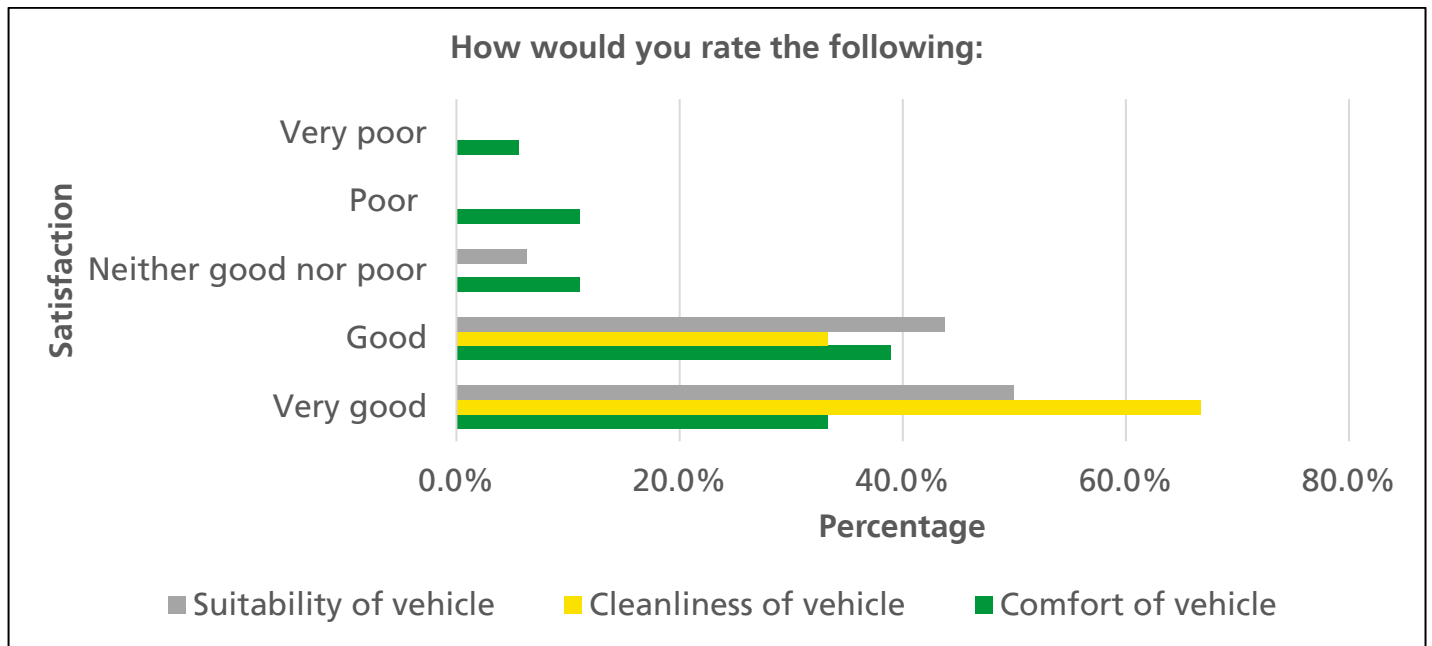


Overall, 60.0% of respondents (9) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (33.3%), 30 to 45 minutes (6.7%) and 45 to 60 minutes (20.0%). Six patients (40.0%) had waited over 60 minutes following their medical appointment. The remaining 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?

Nine (75.0%) out of 12 respondents rated the communication between the Patient Transport Service and the hospital/clinic as either 'good' (41.7%) or 'very good' (33.3%). Other responses included 'neither good nor poor' (16.7%) and 'poor' (8.3%). The remaining respondents either did not complete this question or were 'unable to say.'

How would you rate the following?



All respondents who answered the above question rated the vehicle cleanliness as 'good' (33.3%) or 'very good' (66.7%).

93.8% of respondents rated the vehicle suitability as 'good' (43.8%) or 'very good' (50.0%), with 6.3% of respondents recalling the suitability of the vehicle as 'neither good nor poor.'

Patients were least satisfied with the vehicle comfort, with fewer than three quarters of respondents (72.2%) providing 'good' (38.9%) or 'very good' (33.3%) responses. 11.1% of respondents rated vehicle comfort as 'neither good nor poor' and 16.7% rated the comfort as 'poor' (11.1%) or 'very poor' (5.6%).

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

How would you describe the attitude of the staff?

Overall, 16 (94.1%) of the 17 respondents who responded to the above question rated staff attitude as either 'good' (29.4%) or 'excellent' (64.7%). One respondent (5.9%) described 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 responded that they had either definitely been treated with dignity and respect (83.3%), or that they had been treated with dignity and respect to 'some extent' (16.7%). The remaining respondents did not complete this question.

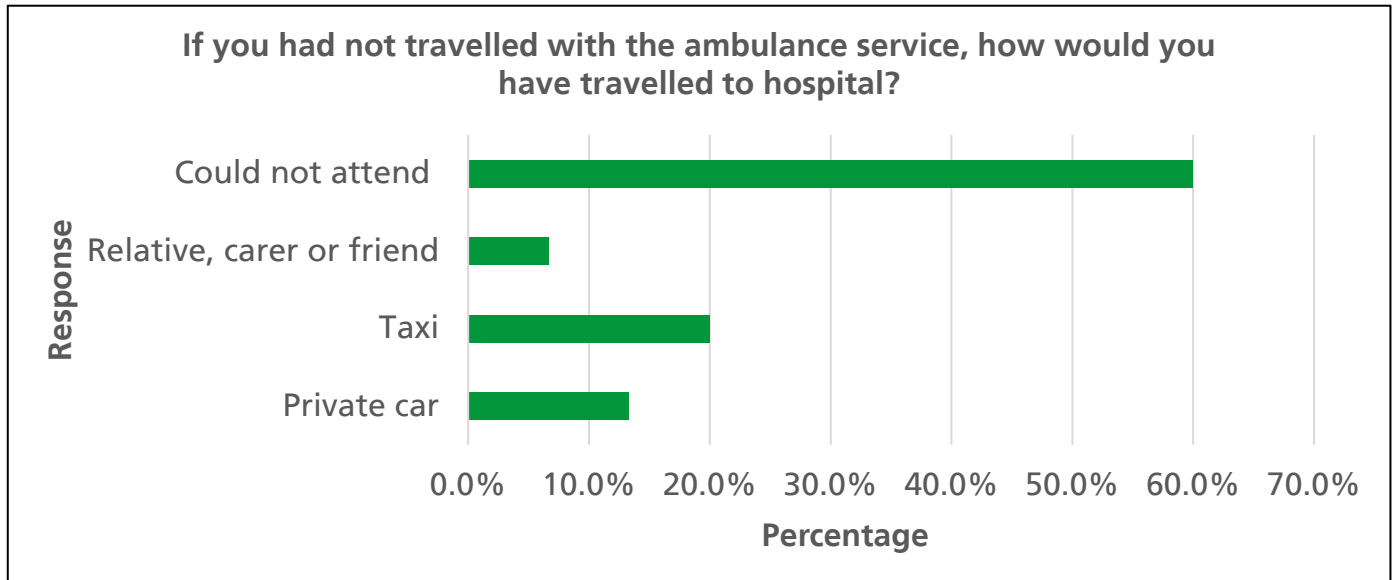
Did the service staff drive safely?

All 16 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 was driven.

Did the staff offer assistance if required?

All respondents who answered the above question advised that assistance had been offered if required.

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



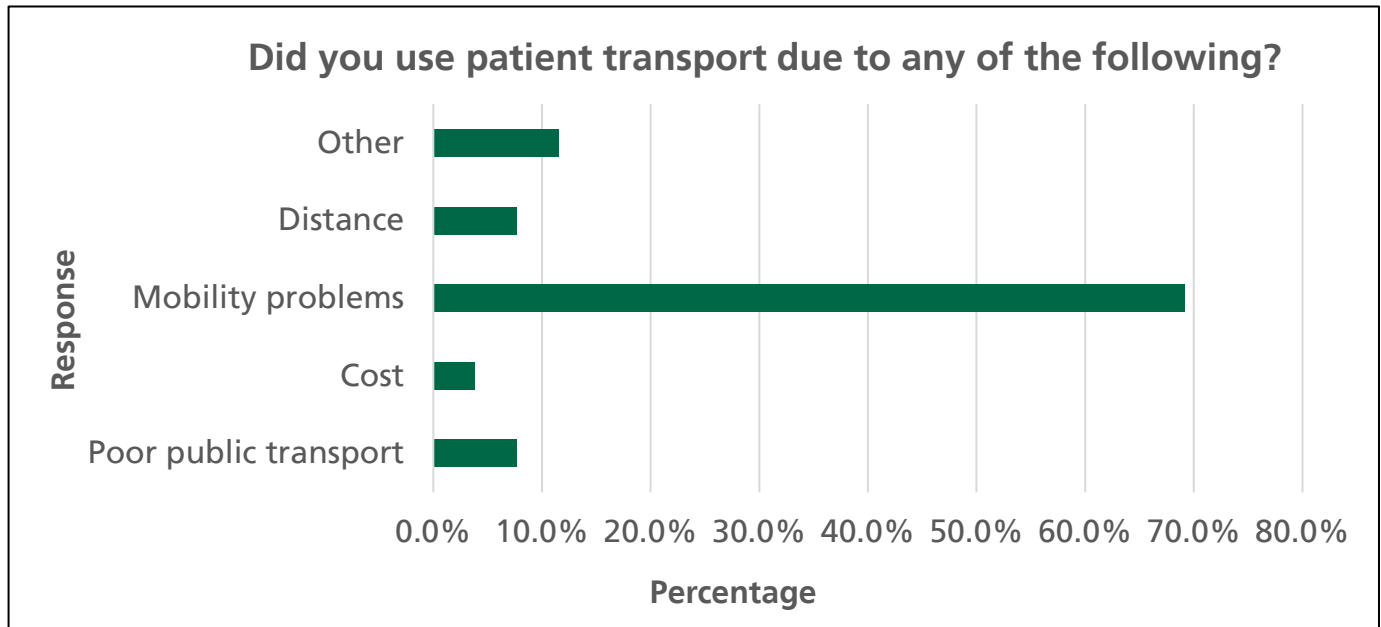
Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 60.0% of respondents (9) advising that they **could not** have attended their appointment had it not been for the PTS. Other responses included 'taxi' (20.0%), 'private car' (13.3%) or 'relative, carer or friend' (6.7%).

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

The below comment was also received:

- *"Daughter broken shoulder can't drive."* (Patient 7, April)

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



17 (94.4%) out of 18 respondents advised that they had travelled with patient transport due to 'mobility problems.' One respondent (5.6%) advised that the PTS had been used due to 'distance.' The remaining respondents did not complete this question.

The below comment was also received:

- Need wheelchair assistance (Patient 18, June)

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

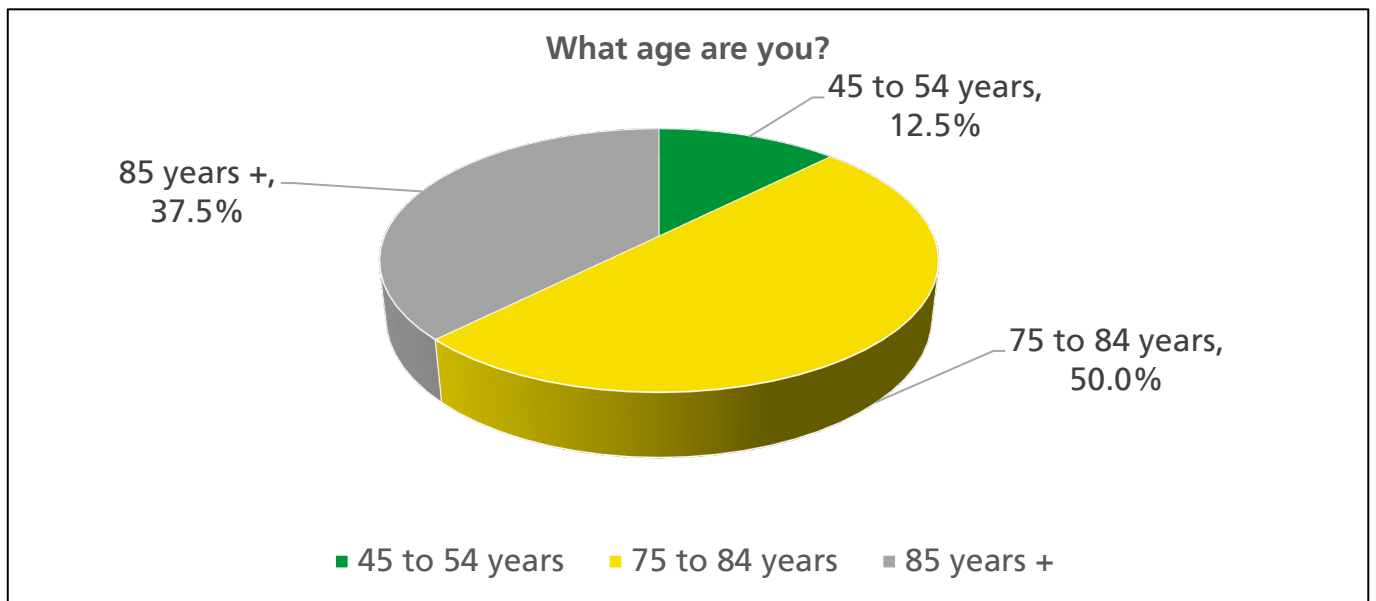
Patient number	Month	Comments received
3	April	Everything was just fine.
4	April	Believe the East of England Ambulance Service provide an excellent service. There is nothing that I feel that they need to do better.

Patient number	Month	Comments received
8	April	Timing - I missed out on a lot of my appt as very late pick up. Also waited a long time for transport home.
9	May	Much better than a couple of years ago when I had to go to Moorfields and my eyes dilated. Going was fine but waiting for transport home after over 2 hours and my eyes had cleared a little, I decided to get 2 buses home which took ages to Biggleswade. What a great improvement on then. Thank you.
13	May	As far as I am enclosed, from my experience, there is nothing that could have been improved on. I had to use PTS twice in 4 months and the service I received was 100%.
14	May	It was not the fault of the driver, but I was collected first and then had to pick up a patient from care home and was kept waiting for well over 30 minutes. It is always the coming home which is the difficulty. The last time I was 'dumped' in a long corridor, and I had no idea when I would be collected.
12	June	You could change the ridiculous policy of not taking mobility scooters. I had no problems until today when I got a call telling me I couldn't use my mobility scooter, when I had no problems before. My scooter can be secured safely. When I called later, the person in charge gave me various reasons and excuses which at some points was contradictory. I shall be contacting various organisations and individuals including the CEO of the health authority, my mayor and local MP amongst others. I feel this should be sorted and I won't stop till it is. I also consider this to be discrimination under the 2010 Equality act as I feel this taken away my independence and my dignity.

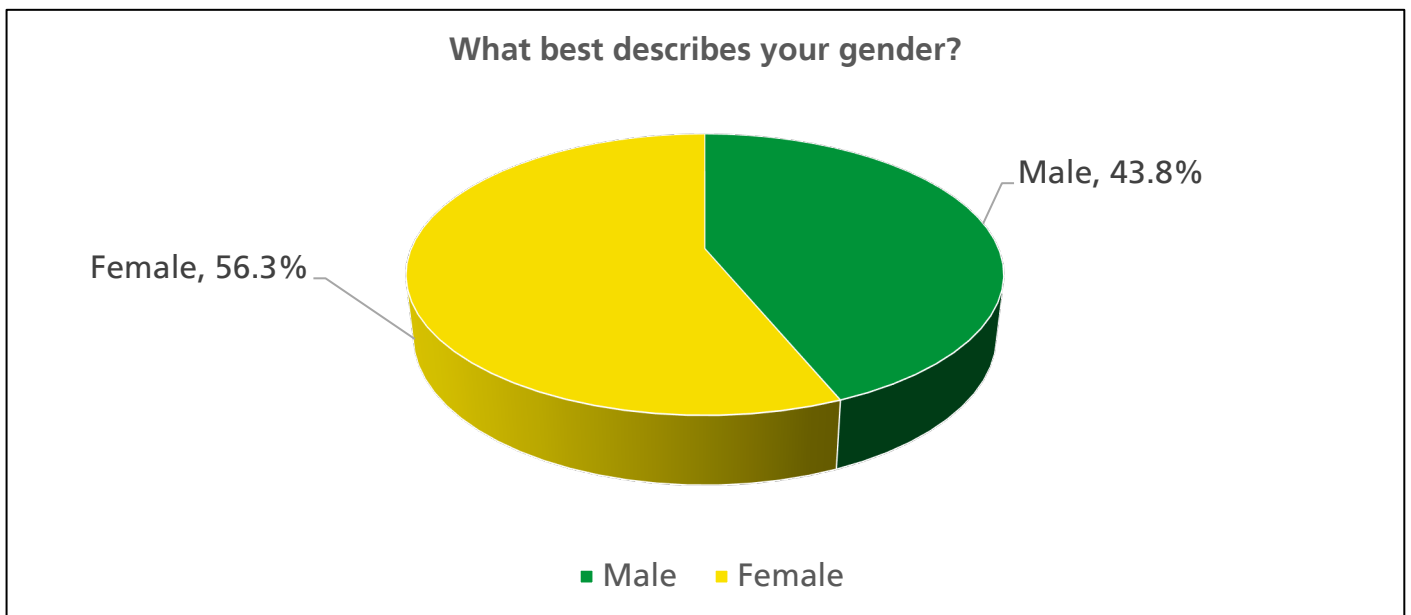
Patient number	Month	Comments received
15	June	<p>On arrival at our home, we were asked if we wanted to take our wheelchair or use yours. I asked if it mattered, and we were told no. When we got to hospital we were taken to the clinic and then had to move Mum from wheelchair to chair as they wouldn't leave wheelchair with us. Then hospital had to supply a wheelchair. If they had told us this, we would have taken our own. Communication could have been better; my Mum had a broken shoulder and hip so moving her was not easy. Wait to go home was about two hours. The receptionist kept ringing and was told there were no double crews available. So, what should have been a two hour round trip took four hours. I know it's free, but had I been able to get my Mum in a car I would have. We had a new ambulance coming back which I think they forgot to install suspension on. Very uncomfortable for people who are in pain already.</p>
16	June	No nothing.
23	June	Everything was ok.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

15 (93.8%) out of 16 respondents advised that they were of a 'White' ethnic group. One respondent (6.3%) answered that they were of a 'Black/African/Caribbean/Black British' ethnic group.'

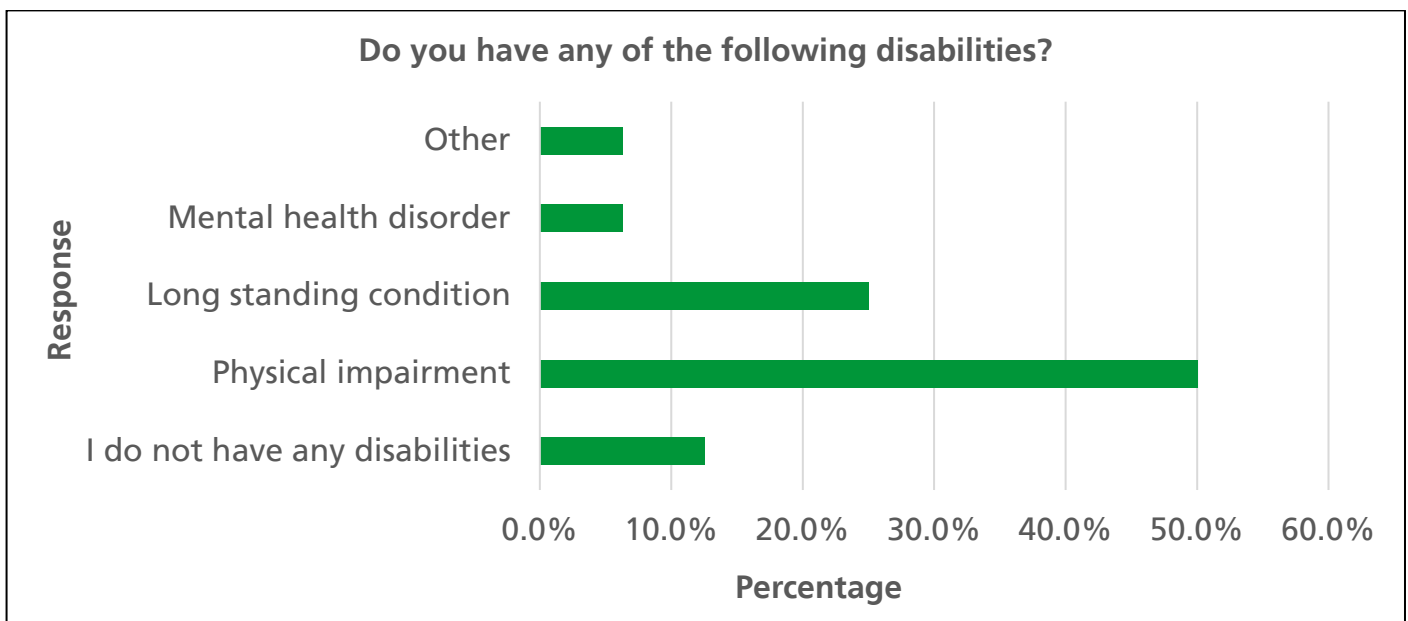
What is your religion or belief?

14 (87.5%) out of 16 respondents advised that they were Christian. Two respondents (12.5%) answered that they did not hold a religion or belief.

What is your sexual orientation?

15 (93.8%) out of 16 respondents advised that they were of a 'heterosexual/straight' sexual orientation. One respondent (6.3%) answered that they were of a 'bisexual' sexual orientation.

Do you have any of the following disabilities?



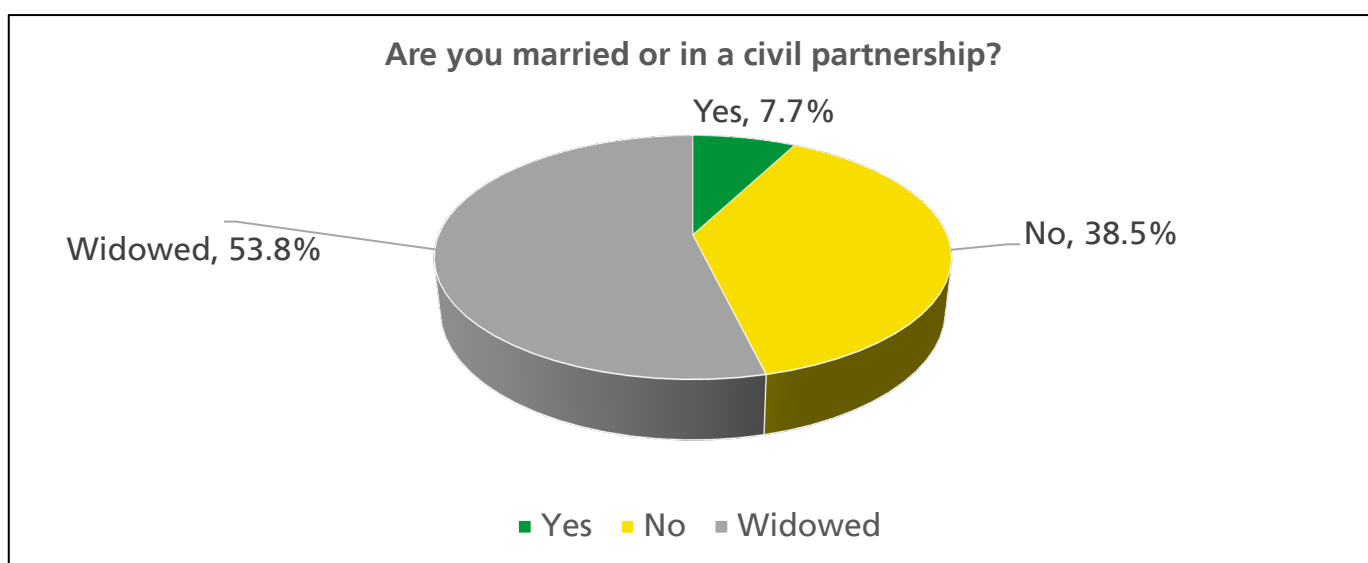
Eight (50.0%) out of 16 respondents who answered the above question advised that they had a 'physical impairment.' Other responses included: 'long standing

condition' (25.0%), 'mental health disorder' (6.3%) and 'other' (6.3%). Two patients (12.5%) did not have a disability.

The below comments were also received:

- *"Hope to be mobile since I had my brain tumour removed." (Patient 3, April)*
- *"Type 1 diabetic." (Patient 7, April)*
- *"Macular degeneration." (Patient 8, April)*
- *"Heart failure." (Patient 9, May)*
- *"Several medical conditions." (Patient 18, June)*

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.