



# Patient Transport Service Patient Experience Report

Patient Transport Service  
Beds & Luton CCG July to September 2022

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Report Period: July to September 2022

Date of Report: January 2023

# 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 July to September 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, 78.9% of respondents (30) who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during July to September 2022 rated the service received as either 'good' or 'very good.'

26 respondents (72.2%) felt that their transport booking telephone call had been answered 'quickly,' and 83.3% rated the booking system as either 'good' (26.7%) or 'very good' (56.7%). 81.8% of respondents (27) were satisfied with the length of time their journey took, with most patients advising that they were either 'on time' (41.4%) or 'early' (34.5%) for their medical appointment. 60.0% of respondents (18) had waited between 0 to 60 minutes for their return transport, however, 12 patients (40.0%) advised that they had waited over one hour.

Positively, PTS staff were rated as 'good' (17.1%) or 'excellent' (82.9%), with all 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. The main area of dissatisfaction was in relation to return 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.

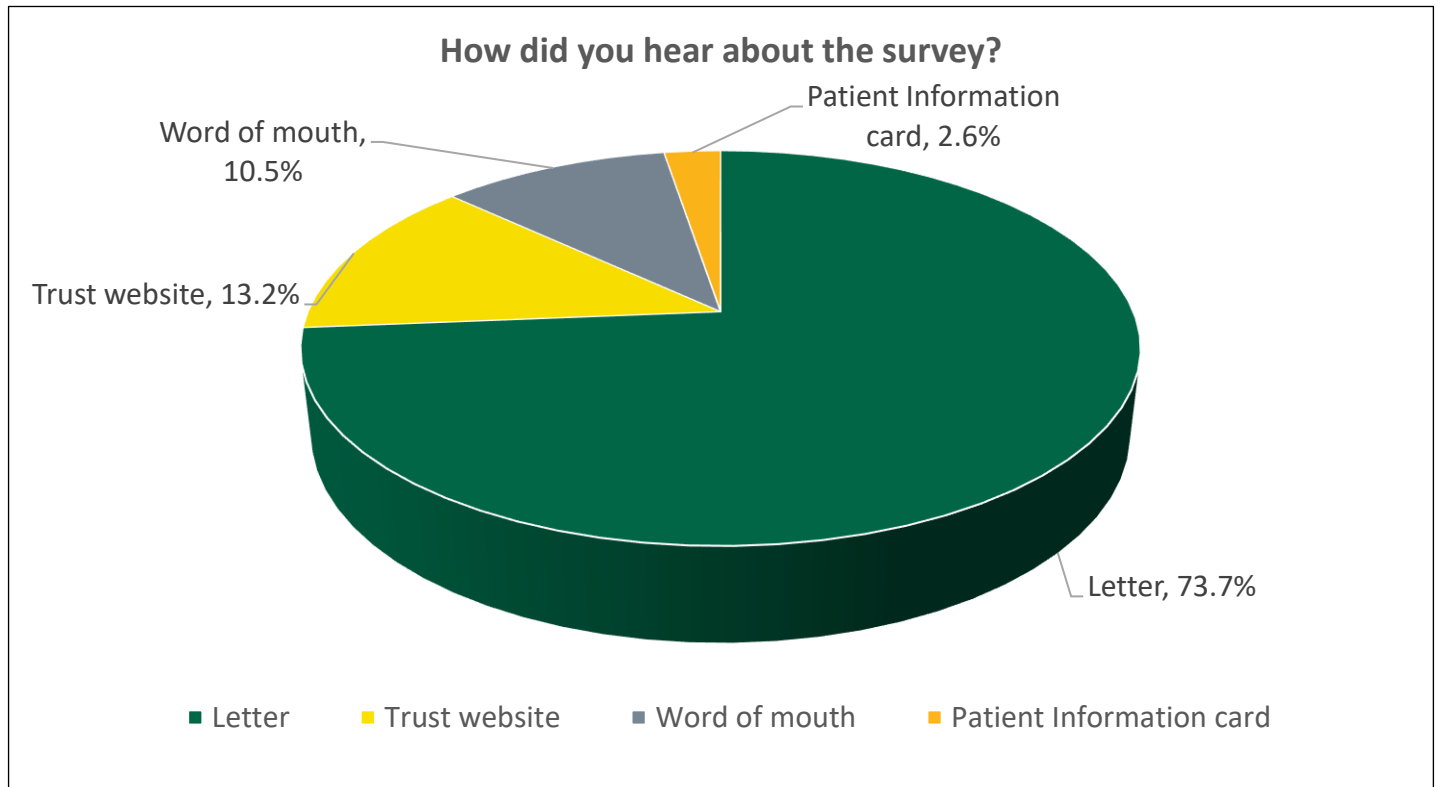
## Results

Overall, **39** completed survey submissions were received from patients who had used the PTS within the Beds & Luton CCG area during Quarter 2 2022/23: July (15), August (16) and September (8).

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, 73.7% of respondents advised that they had heard about the survey through the invitation to feedback letter. Other responses included 'Trust website' (13.2%) and 'word of mouth' (10.5%).

## 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, 30 respondents (78.9%) who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during July and September 2022 rated the service received as either 'good' (21.1%) or 'very good' (57.9%). Two respondents rated the service as 'neither good nor poor' (5.3%), and six respondents felt the service was 'poor' (2.6%) or 'very poor' (13.2%).

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

Patient number	Month	Positive comments received
2	July	Excellent - better than very good. Superb driver. Polite and caring.
4	July	Very helpful ambulance staff.
6	July	Very efficient and caring.
9	July	The driver and attendant were extremely kind and helpful in transporting me back home from hospital after having a hip replacement, even taking me from ambulance into my home, excellent service from both people concerned.
11	July	On time and considerate.
12	July	Because of sight loss I have needed this service many times in recent months. The staff have always been very helpful and kind and have led me to the various departments and collected me for the return journey.
13	July	Good service overall.
14	July	The drivers ring the evening before to let you know what time they are going to pick you up. They are on time, polite, courteous and friendly and the cars are kept immaculately.
16	July	The staff are always understanding and very caring. Their driving is excellent!
17	July	I am looked after very well, they are on time. Being disabled, every care is made sure that I am safe, nothing is ever too much for them.

Patient number	Month	Positive comments received
19	August	Journey to appointment excellent, homeward journey very delayed. Both times the personnel were very helpful and considerate.
24	August	The service provided was excellent, the staff were so kind and helpful.
25	August	All of the staff are first class and I am happy to have your staff. First class all of them.
26	August	I have used patient transport for many years and found both drivers well dressed and helpful, as I am in a wheelchair and nothing is too much trouble, only wish I would remember their names. So could thank them personally.
28	August	Everyone was so helpful and caring.
30	August	Pleasant phone manner & very nice teams going both ways.
31	September	I do not like going out on my own but your driver was very friendly and caring, made sure I was strapped in and put me at my ease. Helped me out into the wheelchair and took me to the department I needed. All done so smoothly I never even thought about my problems.
33	September	Marvellous service.
36	September	The driver was very helpful.
37	September	I am so grateful for this wonderful service, without which I would find it difficult to find alternative transport. Thank you so much.



Patient number	Month	Mixed/neutral comments received
10	August	Have already completed survey and spoken to (name) re transport for my father (name) 14/10/37 on Monday 8th August. (name) said she would email me some forms but I have not received them. This happens regularly, usually because my name has been spelt incorrectly.

Patient number	Month	Negative comments received
15	August	Have written a complaint before on this website, was advised a reply within 25 days, still waiting I never know the time of my transport, either to or from stoke Manderville hospital. I have terminal cancer, need medication at set times, if I am late home, this makes it very difficult. Quite often waiting at least 2 hours sometimes longer after my renal dialysis.
29	August	Not enough staff. Poor driver running around like a headless chicken. Another person on the ambulance was already 1hr late for appt. I arrived about 10mins late. Surely pick ups could be better arranged.
34	August	The service could better. There is a lot of waiting around and I feel that because I'm old my time isn't considered important. This is accentuated by the fact that the vehicle isn't comfortable. There were bits of metal sticking into my lower limbs and this wasn't rectified. I had to sit for 30 mins before the vehicle started moving. This was not satisfactory.

Patient number	Month	Negative comments received
35	September	I was on edge going as it was getting late. I was waiting from 7.30am. Pleasant spoken to all the way until I arrived at the hospital, when they realised I was going too late, the doctors was waiting see page 5. I couldn't fault the driver coming back.
38	September	Ambulance arrived with 3 other patients who were delivered to Bedford hospital first. I was therefore delivered late to Lister hospital. Driver contacted Lister and I was seen immediately.
39	September	The crew arrived to pick me up 20 mins after my appointment time making me late for the check in time & didn't give me any explanation of why. I was anxious enough about the forthcoming surgery without that happening. I was booked in but because I was late I'd missed my slot in theatre so I was put to the bottom of the list. What I don't understand is why you say be ready to leave 2 hours before your appointment time when they can't even turn up on time. Surely the rota for the pick-ups is repaired at least the day before so you know what patients are to be picked up from where & what time their appointment time is so why can the rota not be organised so a patient is given a approximate time when they will be picked up not to have to be ready to go 2 hours before. In my case my appointment time was 07.30am & I live 25mins away from the hospital so even on a bad journey if they had picked me up at 06.45am that would have got me there in plenty of time. I was the only person they had to pick.

Patient number	Month	Negative comments received
1	July	The return from Stoke Mandeville booked for 4.30 did not turn up for collection still no collection 6.30 so had to arrange to pick him up by private car. A 93 year gentleman that lives in the Same village rang his son to pick them both up!
3	July	My father was due to be picked up for a long overdue appointment about his spine at addenbrookes which is making him unable to walk. The driver arrived two hours late, my dad was asked if he still wanted to go, obviously he "wanted to show willing" so was then driven to the hospital and was too late to be seen, will now have to wait for another appointment and was then driven back. He has felt obliged to ring and apologise to the trust when it's not his fault. EoEA should be the ones apologising to Addenbrookes and getting his appointment rebooked ASAP. This is just unacceptable and a huge waste of NHS funds on a DNA appointment and an unnecessary journey that could have been avoided if there was any communication at all between EoEA and Addenbrookes.
8	August	Collection from L&D due at 4. Actually collected 7.25pm. My dad is seriously disabled, deaf, diabetic and has Alzheimer's. Quite distressing for him to have to wait more than three hours. Several hospital staff and I called for an update, meanwhile the wait was getting longer. We couldn't use a taxi because they don't take manual wheelchairs. Wonder how the trip planners would feel if that happened to their parent/ grandparent. Have used this service several times previously with no issues. Today was dreadful. My negative comments relate purely to this return journey, or rather, collection.

## **Are you the patient?**

Overall, 70.3% of respondents (26) who responded to the above question advised that they were the patient.

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

26 (72.2%) out of 36 patients recalled their call to the PTS as being answered 'quickly.' However, three respondents (8.3%) felt that 'it took a long time' for their call to have been answered and three respondents (8.3%) 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?**

32 (97.0%) out of 33 patients who answered the above question advised that they had been clearly informed of the date and time of their transport booking. One patient (3.0%) advised 'no,' that they had not 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 30 respondents who answered the above question, 83.3% rated the booking system as either 'good' (26.7%) or 'very good' (56.7%). Other responses included 'neither good nor poor' (3.3%), 'poor' (3.3%) and 'very poor' (10.0%).

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

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

29 (96.7%) of the 30 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?

81.8% of respondents (27) who answered the above question were satisfied with the length of journey and provided 'good' (33.3%) and 'very good' (48.5%) responses. Six respondents described the journey length as 'neither good nor poor' (3.0%), 'very poor,' (3.0%) or 'poor' (12.1%).

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

## Did you arrive on time for your appointment?

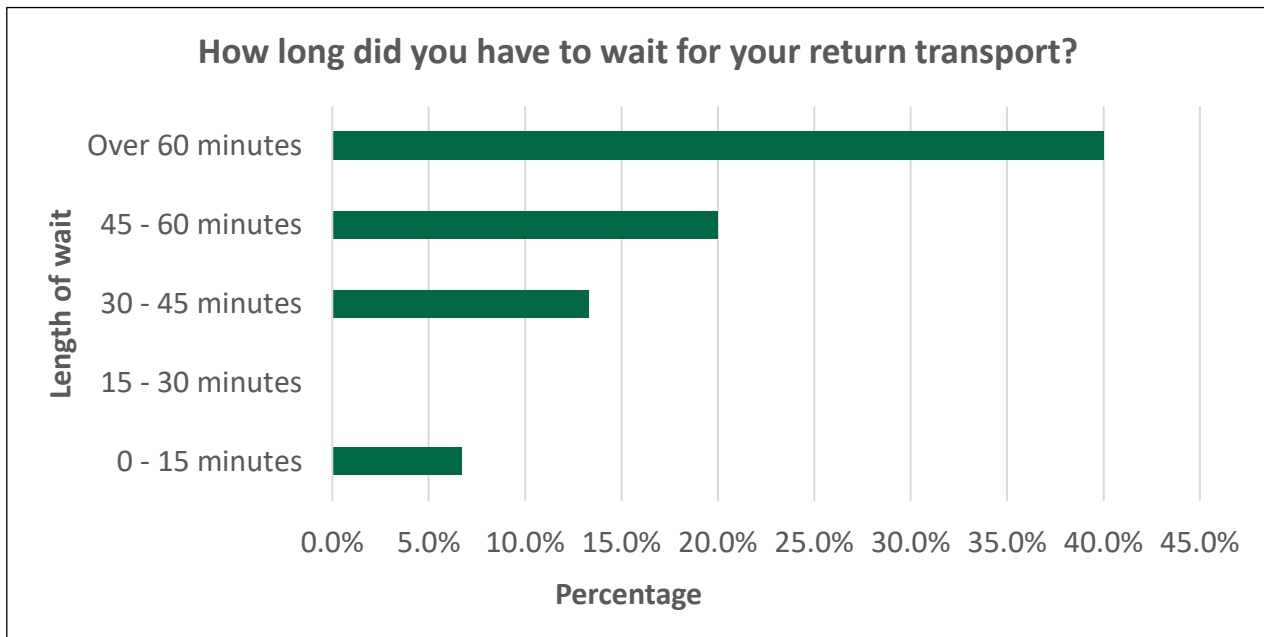
Of the 29 respondents who answered the above question, 12 (41.4%) had arrived 'on time' or 'early' (34.5%) for their medical appointment. Seven patients had arrived either 'late' (20.7%) or 'very late' (3.4%) at the hospital/clinic.

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

## If we were late, did we contact you?

Four respondents were informed that their transport had been delayed and eight respondents were not informed. 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?

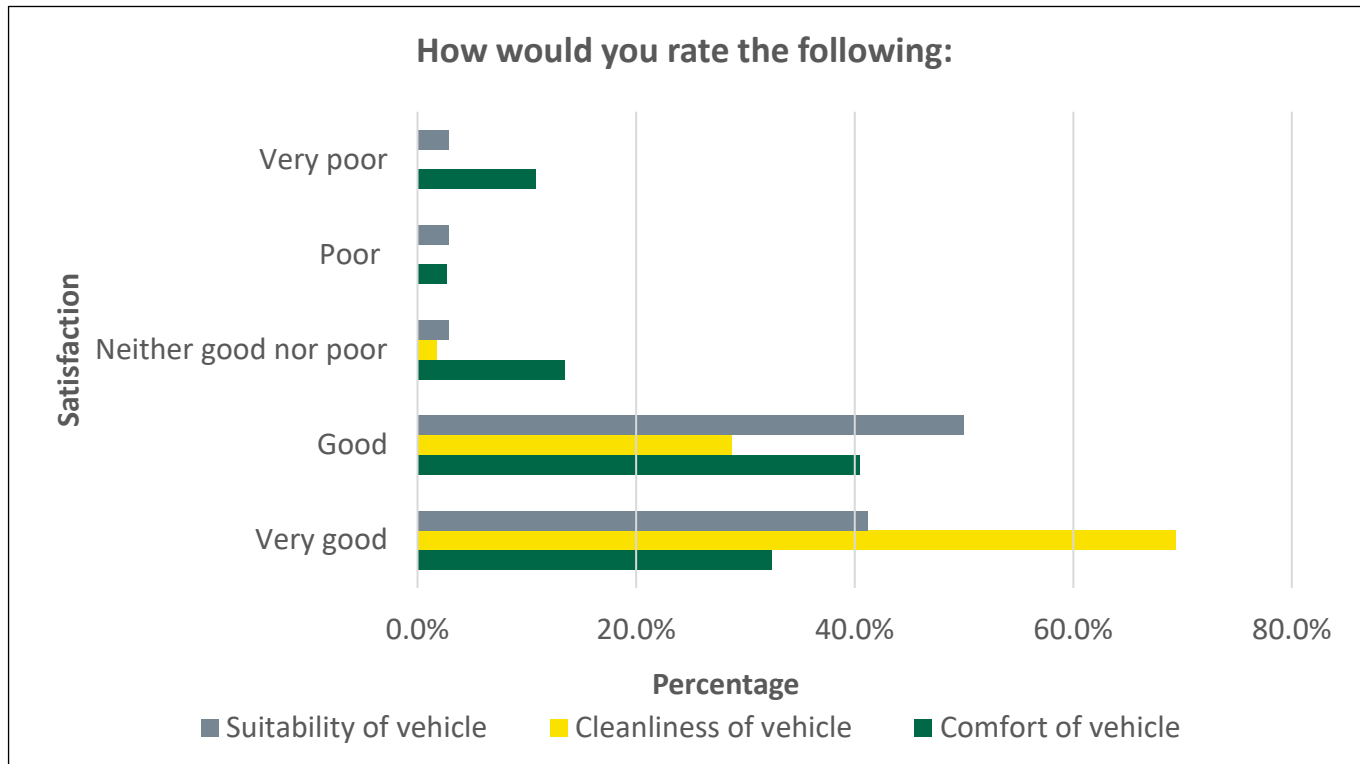


Overall, 60.0% of respondents (18) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (6.7%), 30 to 45 minutes (13.3%) and 45 to 60 minutes (20.0%). 12 patients (40.0%) had waited over 60 minutes following their medical appointment. The remaining 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?

22 (68.8%) out of 32 respondents rated the communication between the Patient Transport Service and the hospital/clinic as either 'good' (28.1%) or 'very good' (40.6%). Other responses included 'neither good nor poor' (12.5%), 'poor' (6.3%) or 'very poor' (12.5%). The remaining respondents either did not complete this question or were 'unable to say.'

## How would you rate the following?



Of the respondents who answered the above question 97.2% rated the vehicle cleanliness as 'good' (28.8%) or 'very good' (69.4%) and one respondent rated the vehicle cleanliness as 'neither good nor poor.'

91.2% of respondents rated the vehicle suitability as 'good' (50.0%) or 'very good' (41.2%), with 2.9% of respondents recalling the suitability of the vehicle as 'neither good nor poor' and two respondents rated the suitability of the vehicle as 'poor' (2.9%) or 'very poor' (2.9%)

Overall, 27 patients rated the vehicle comfort as either 'good' (40.5%) or 'very good' (32.4%). 13.5% of respondents rated vehicle comfort as 'neither good nor poor' and 13.5% rated the comfort as 'poor' (2.7%) or 'very poor' (10.8%).

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

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

All 35 respondents who answered the above question rated the staff attitude as either 'good' (17.1%) or 'excellent' (82.9%). The remaining respondents either did not complete this question or were 'unable to say.'

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

All 36 respondents who answered the above question responded that they had either definitely been treated with dignity and respect (94.4%), or that they had been treated with dignity and respect to 'some extent' (5.6%). The remaining respondents did not complete this question or were 'unable to say'.

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

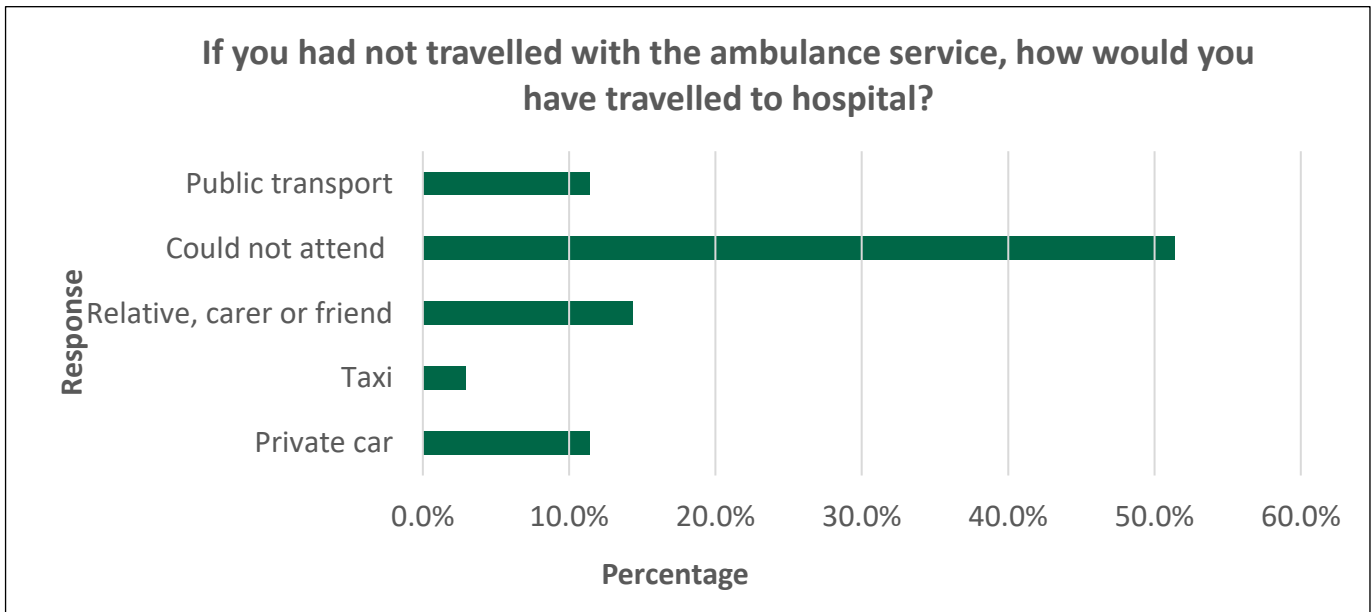
All 36 respondents who answered the above question advised that the PTS staff had driven safely. The remaining respondents either did not complete this question or were 'unable to say' how the vehicle was driven.

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

35 respondents who answered the above question advised that assistance had been offered if required and one respondent advised that assistance was 'not required'. The remaining respondents did not complete this question or were 'unable to say' if assistance had been offered.



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



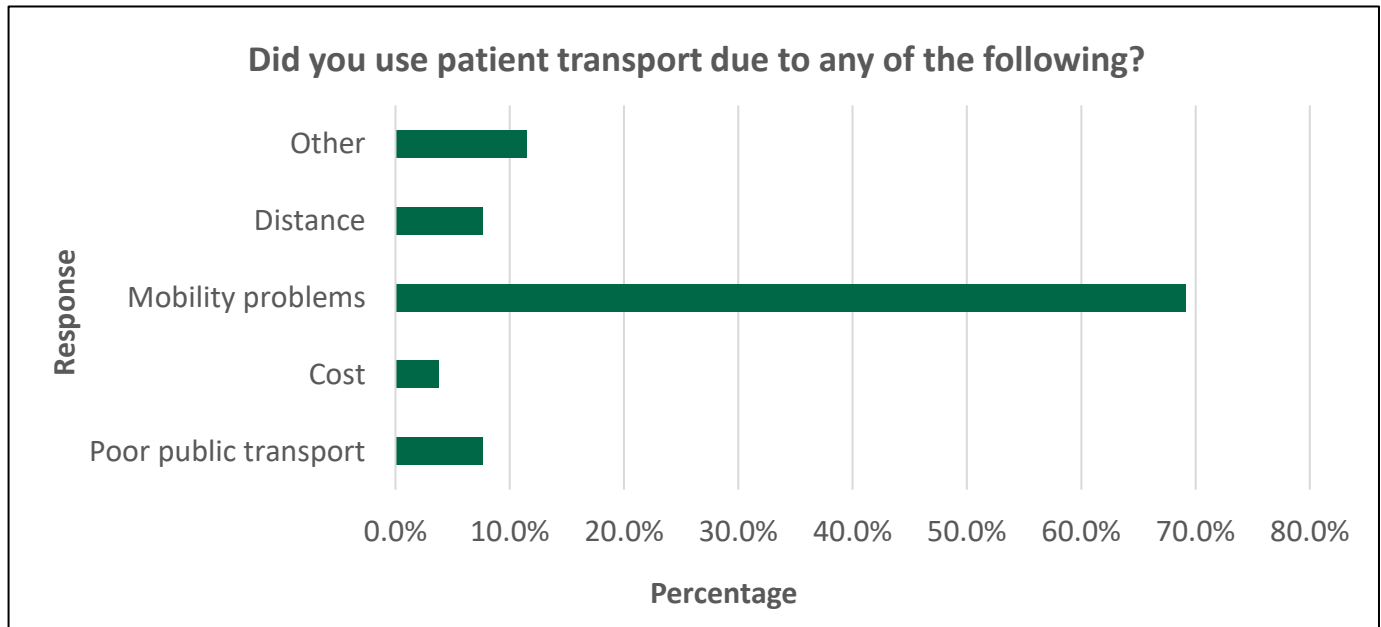
Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 51.4% of respondents (18) advising that they **could not** have attended their appointment had it not been for the PTS. Five respondents (14.3%) advised 'relative, carer or friend,' other responses included 'taxi' (2.9%), 'private car' (11.4%) or 'public transport' (11.4%).

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

The below comments were also received:

- "No car." (Patient 1, July)
- "Would not have been able to, requires wheelchair assistance and a vehicle capable of transporting a wheelchair, neither are." (Patient 3, July)
- "Travel was from hospital. not to hospital." Patient 4, July)
- "Most all friend busy, also family." (Patient 17, July)

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



29 (70.7%) out of 41 respondents advised that they had travelled with patient transport due to 'mobility problems.' Five respondents (12.2%) advised that the PTS had been used due to 'distance' and six respondents (14.6%) advised 'other.' The remaining respondents did not complete this question.

The below comments were also received:

- *"Taken in by ambulance so needed transport home." (Patient 7, July)*
- *"Unable to walk unaided due to a heart related eye problem, causing double vision." (Patient 12, July)*
- *"Family work fulltime and were unable to take me to Addenbrookes every day for three weeks." (Patient 14, July)*
- *"Returning from rehabilitation centre." (Patient 20, August)*
- *"Returning home after being admitted by paramedics the previous evening." (Patient 33, September)*
- *"Give specific times to the patient of pick up times. I understand things can go wrong loading up a patient but people need to know when the transport is due to arrive. All other services can supply this so why do you make it so difficult." (Patient 39, September)*

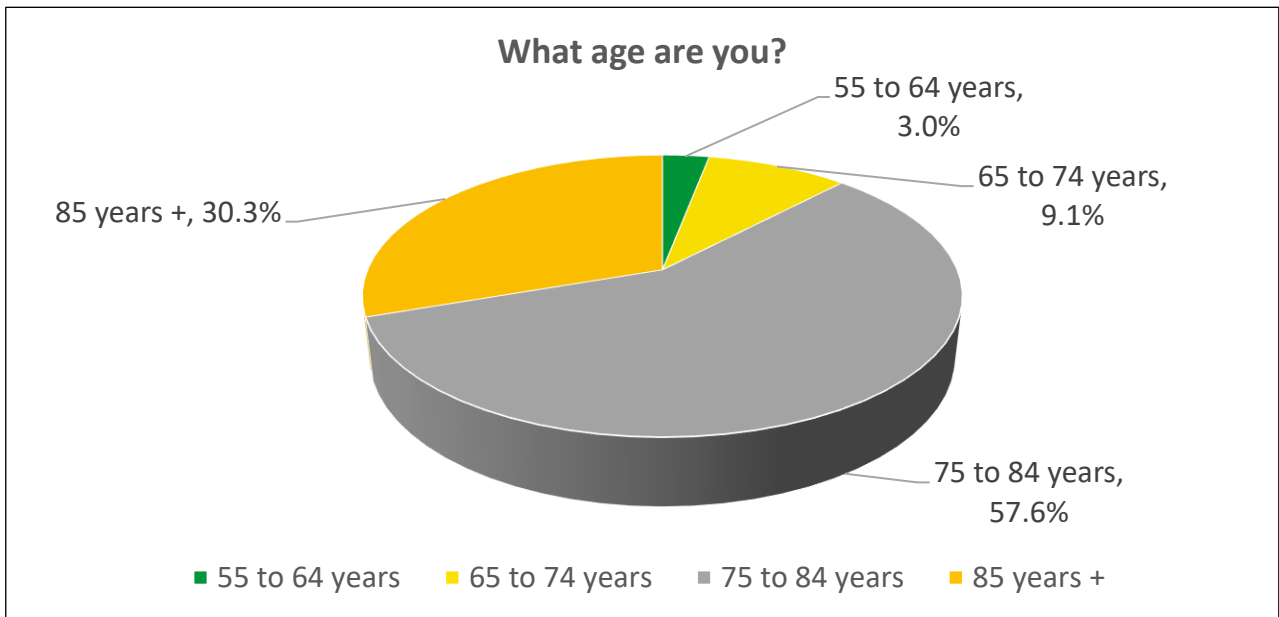
**Please tell us about anything that we could have done better:**

Patient number	Month	Comments received
2	July	You could not improve upon the service I received today. Yes, there was a delay and longer waiting to return but that was all dealt with and I was kept informed. Thank you to everyone from the person who originally booked my transport through to the driver who delivered me safely home. Superb.
3	July	Almost everything. And now he is concerned about how he will get there if the appointment gets rebooked. He is considering having to pay for a private ambulance which will no doubt cost a huge amount just to ensure he doesn't miss another crucial appointment.
6	July	Keep doing what you do. Brilliant and thank you.
8	August	Send return transport (roughly) on time. Up to 30 minutes wait is acceptable. Don't change the transport ETA every 40 minutes. Contact the patient or patient's carer with information. Don't leave elderly patients sitting for hours with no accurate idea of when they might see their wife, have dinner, or be put to bed by their carers.
10	August	As said to (name), my complaint relates only to the return journey collection on Monday 8th August. Every other journey has been superb. But I still need you to look into this as it is not fair to leave an 84year old with several serious conditions waiting for more than three hours for a pre-arranged collection.
12	July	Nothing as all the staff were very helpful and supportive.
15	August	Communication, I never know what time I am being collected. Or coming home.

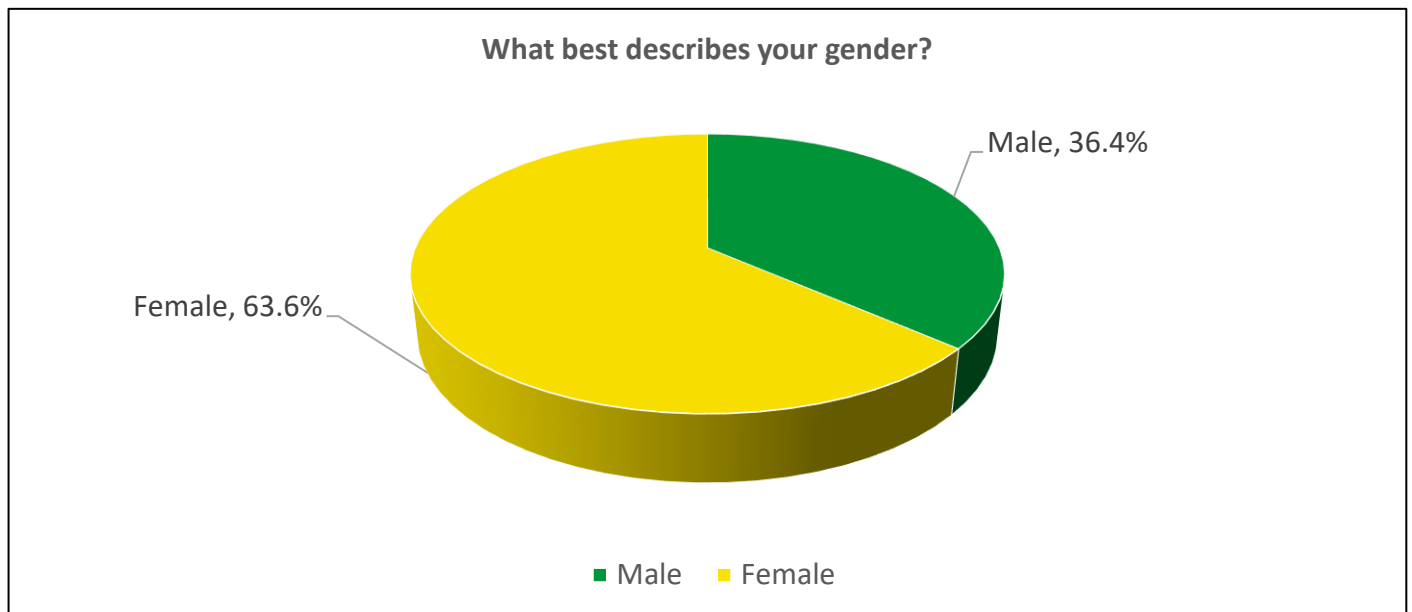
Patient number	Month	Comments received
17	July	Perfectly no problem. Best of care, would like a car on longer drives, but on the whole very good for care and attention.
25	August	I am very happy with all you have done for me, good luck and God bless you all.
26	August	As I have said I think the transport work very well and all drivers I have had meet my needs very well. As I am in a wheelchair I have yet to understand why people have to grumble.
29	August	A complaint has already been lodged, no communication. It's about 2 no shows for X-ray on different days. Also about 3/4hr late for CT scan. No phone calls, had to ring myself to see what had happened. COMMUNICATION.
30	August	Nothing everyone was brilliant.
31	September	Could have put a cushion on the seat apart from that all was fine, thanks. thanks to all involved. I think you all do a very caring and wonderful job. we would certainly be lost without you. God bless you all.
33	September	Very good service.
34	August	I think it was unacceptable that I had to wait 2 hours for my return journey from hospital.
35	September	I didn't know I had to book two hours before my appointment, that is why the doctor was waiting for me I was ready 7.30am "sorry it was my fault". I know now.
39	September	The crew where professional & caring.

# Equality and Diversity Information

## What age are you?



## What best describes your gender?



## What is your ethnic group?

33 (97.1%) out of 34 respondents advised that they were of a 'White' ethnic group. One respondent (2.9%) answered 'prefer not to say,' and the remaining respondents did not reply.

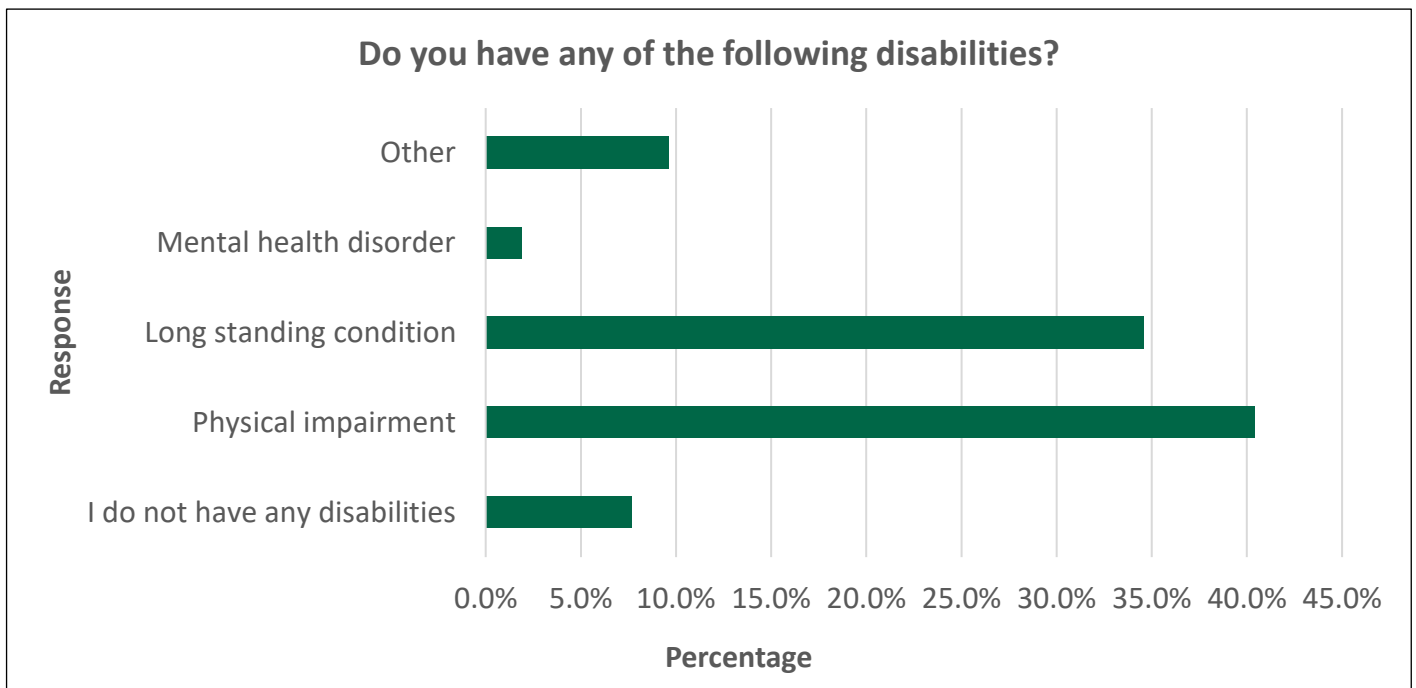
## What is your religion or belief?

25 (73.5%) out of 34 respondents advised that they were Christian. Three respondents (8.8%) answered that they did not hold a religion or belief. Three respondents (8.8%) advised 'other' and three respondents (8.8%) answered 'prefer not to say,' the remaining respondents did not reply.

## What is your sexual orientation?

24 (88.9%) out of 27 respondents advised that they were of a 'heterosexual/straight' sexual orientation. One respondent (3.7%) answered that they were of a 'gay' sexual orientation. Two respondents (7.4%) answered 'prefer not to say' and the remaining respondents did not reply.

## Do you have any of the following disabilities?

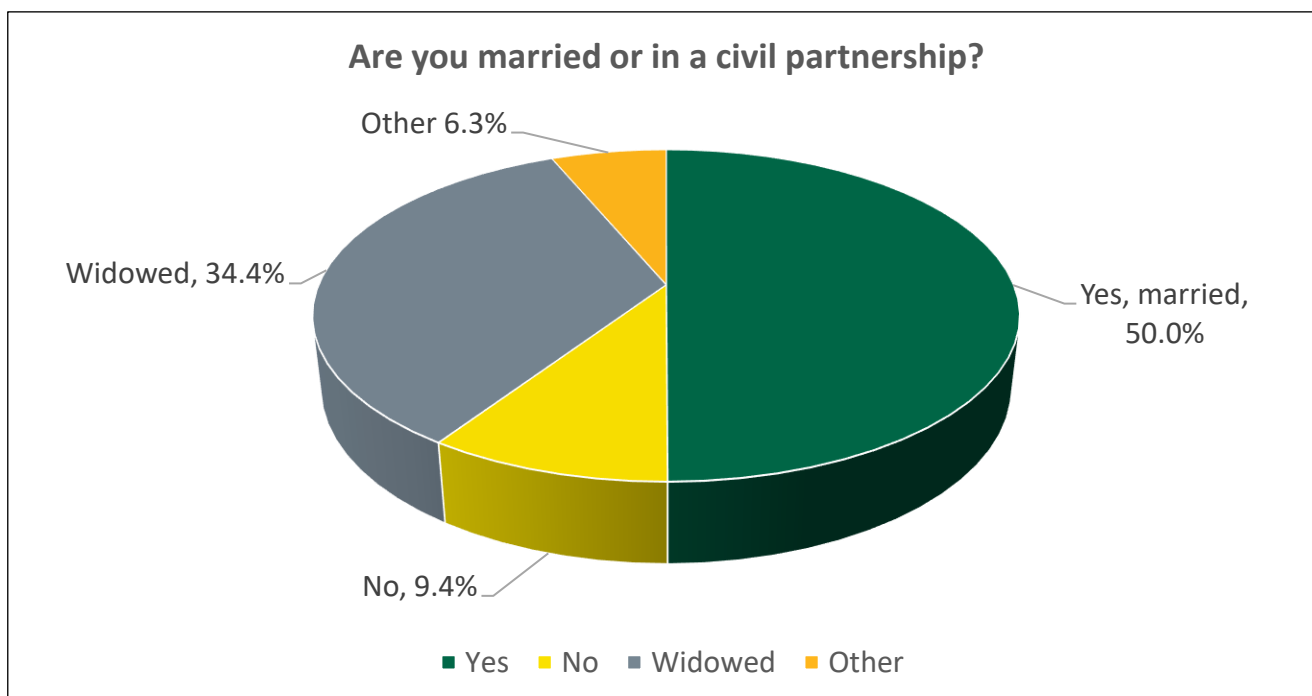


21 (40.4%) out of 52 respondents who answered the above question advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (34.6%), 'mental health disorder' (1.9%) and 'other' (9.6%). Four patients (7.7%) did not have a disability. The remaining respondents did not reply.

The below comments were also received:

- "Terminal lung cancer." (Patient 1, July)
- "Deafness, diabetes, Alzheimer's." (Patient 8, August)
- "Did not understand question." (Patient 26, August)
- "Parkinsons." (Patient 27, 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.