



Patient Transport Service Patient Experience Report

Patient Transport Service
Beds & Luton CCG January to March 2022

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Summary

Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has ceased the routine undertaking of patient experience postal surveys. However, the Patient Transport Service (PTS) survey has remained available on the Trust's public website, enabling patients to feedback on their experiences 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 January to March 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 have also been completed by patients who found the survey through alternative means.

Methodology

The survey is available on the Trust's public website for patients to complete at any time and has been promoted using various methods, such as via 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, and any deceased patients are removed from the sample. The invitation letter provides a unique reference number for the patient to enter upon completion of the survey, this 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, 100% of respondents who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during January to March 2022 rated the service received as either 'very good' or 'good'.

20 (72.7%) of respondents advised that their call had been answered 'quickly.' Encouragingly, 21 respondents rated the booking system highly as either 'good' (33.3%) or 'very good' (61.9%). 100% of respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (55.6%) or 'early' (44.4%) for their medical appointment. 14 of the respondents (77.8%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, PTS staff attitude was rated 100% as either 'good' or 'excellent,' and 100% of respondents also advising that they were 'definitely' treated with dignity and respect. The communication between the PTS staff and the hospital/clinic was also rated as 'good' (37.5%) or 'very good' (50.0%) by respondents.

The majority of additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff. However, one patient advised that the ambulance that had transported them was not comfortable and the communication between the patient transport and hospital was poor.

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.

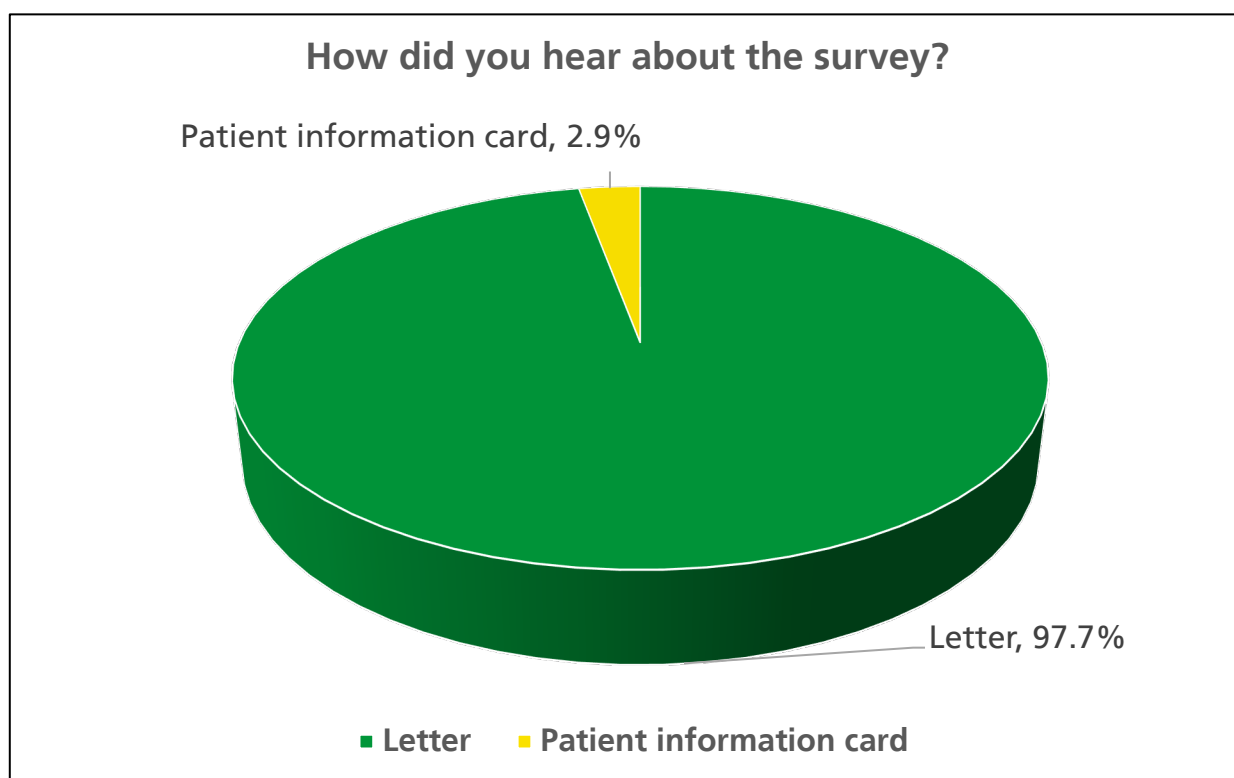
Results

Overall, 27 completed survey submissions were received from patients who had used the PTS within the Beds & Luton CCG area during Quarter 4: January (12), February (7), and March (8). Most respondents (88.9%) advised that they had been signposted to the survey through the invitation to feedback letter.

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, 88.9% of respondents advised that they had heard about the survey through the invitation to feedback letter. One patient (3.7%) had been signposted to the survey via a patient information card and two (7.4%) patients had been signposted to the survey through word of mouth.

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, 100% of respondents who answered the FFT question and had used the Trust's PTS within the Beds & Luton CCG area during January to March 2022 rated the service received as either 'very good' or 'good'.

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	January	There were two attendants on the vehicle, both ladies, they were both very friendly, it was a joy to be with them.
2	January	My journey to and home from Lister Hospital was very good.
4	January	The drivers were thoughtful, kind, helpful and patient.
8	January	Very good and helpful driver.
9	January	Courteous and friendly.
10	January	Very helpful kind.
12	January	The driver was attentive to his driving, concerned for my welfare and helpful when we arrived at Addenbrookes on getting me to my destination, without his help I may never have got there.
13	February	Staff were polite friendly and helpful.
14	February	The driver assisted me in every way including lifting me bodily into my front porch.
15	February	My Ambulance driver went above and beyond to make sure that I did not have to wait outside in cold and rainy weather for my scan.

Patient number	Month	Comments received
16	February	Driver was helpful and polite.
17	February	At your request by letter. As a result of sensible, excellent representations made to Leighton Buzzard Health Clinic, the clinic retracted on requirement to visit clinic for appointments and podiatrists and nurses now see me at home.
18	February	The driver arrived on time, he was very pleasant and on checking with his manager he explained he would be waiting for the return journey back. I was quite nervous about going to the hospital and he was very reassuring.
19	February	The service was pre-booked day on day (notified) of pick-up evening before the next day. Dropped off at Addenbrookes Hospital punctually and waited for return home. Drivers were special (I prefer to call them chauffeur's), comfortable cars. Provided comfort stops. All above refers to the Primrose Transport Service, Oncology dept Bedford South Wing Hospital.
20	March	The paramedic arrived quickly and gave excellent treatment. Although ambulance arrived later I could not fault the services received.
21	March	Lovely ladies Turned up on time.
22	March	Arrived on time and was very considerate and made me comfortable.

Are you the patient?

Overall, 88.9% of respondents who completed the survey advised that they were the patient. Example of respondents who were not the patient included: *'Wife', 'Husband' and 'Daughter.'*

How quickly did we answer your call?

20 (72.7%) of respondents who answered the above question advised that their call had been answered 'quickly.' Six (27.3%) respondents advised that 'it took a long time' for their call to be answered. The remaining respondents either did not respond or were 'unable to say.'

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

19 (95.0%) respondents who answered the above question advised that they had been clearly informed of the date and time of their transport booking and one respondent (5.0%) answered 'no' they were not clearly informed of the date and time of their transport booking. The remaining respondents either did not respond or were 'unable to say.'

How would you rate the booking system?

21 respondents answered the above question and rated the booking system as either 'good' (33.3%) or 'very good' (61.9%) and one respondent (4.8%) answered 'neither good nor poor.' The remaining respondents either did not respond or 'did not know.'

Did the service staff introduce themselves?

22 respondents who answered the above question recalled that the Patient Transport Service staff had introduced themselves upon their arrival. The remaining respondents did not complete this question or were 'unable to say.'

How would you describe the length of time your journey took?

Positively, 100% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' and 'very good' responses. The remaining respondents either did not respond or 'did not know.'

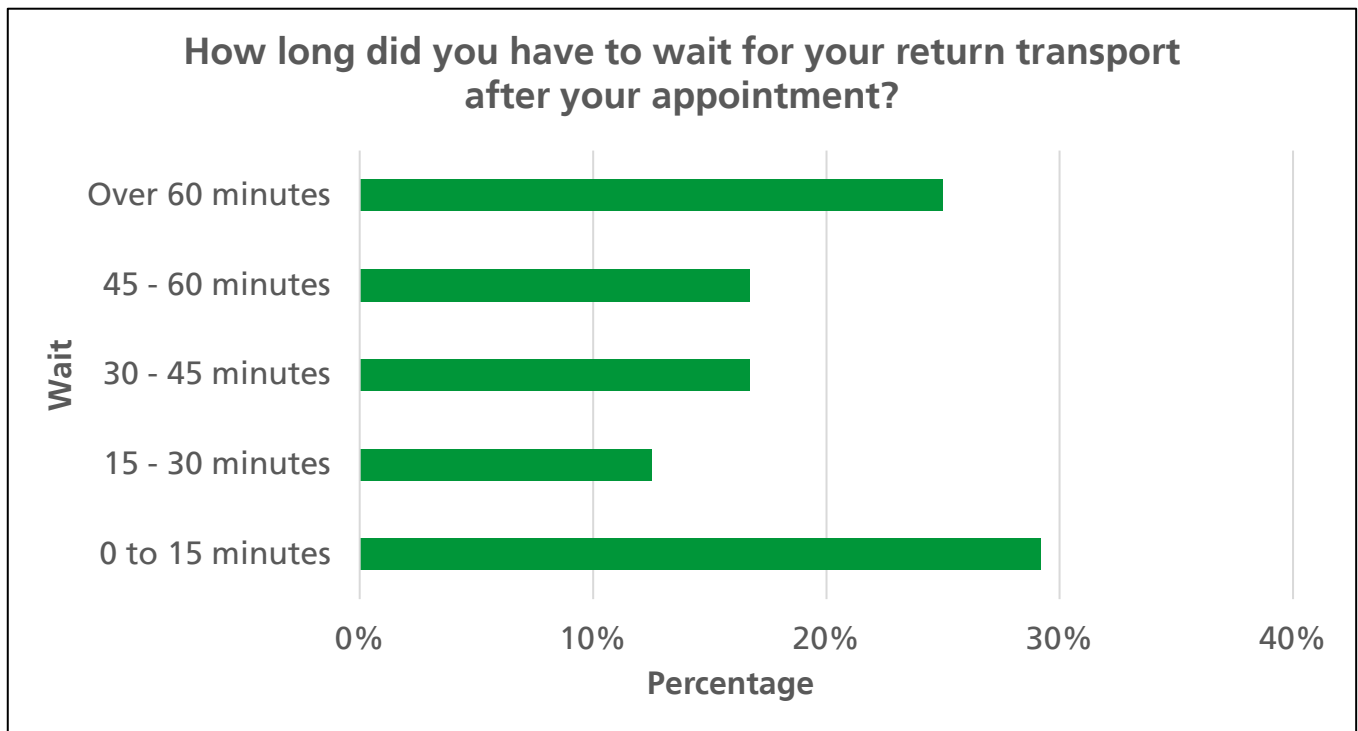
Did you arrive on time for your appointment?

Of the 18 respondents who answered the above question, 10 respondents (55.6%) had arrived 'on time' for their medical appointment and eight respondents (44.4%) had arrived 'early.' The remaining respondents either did not respond or answered that this was 'not applicable.'

If we were late, did we contact you?

One respondent answered this question and advised that they had not been informed by the Patient Transport Service about their transport being delayed. The remaining respondents either did not respond or answered that this was 'not applicable.'

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



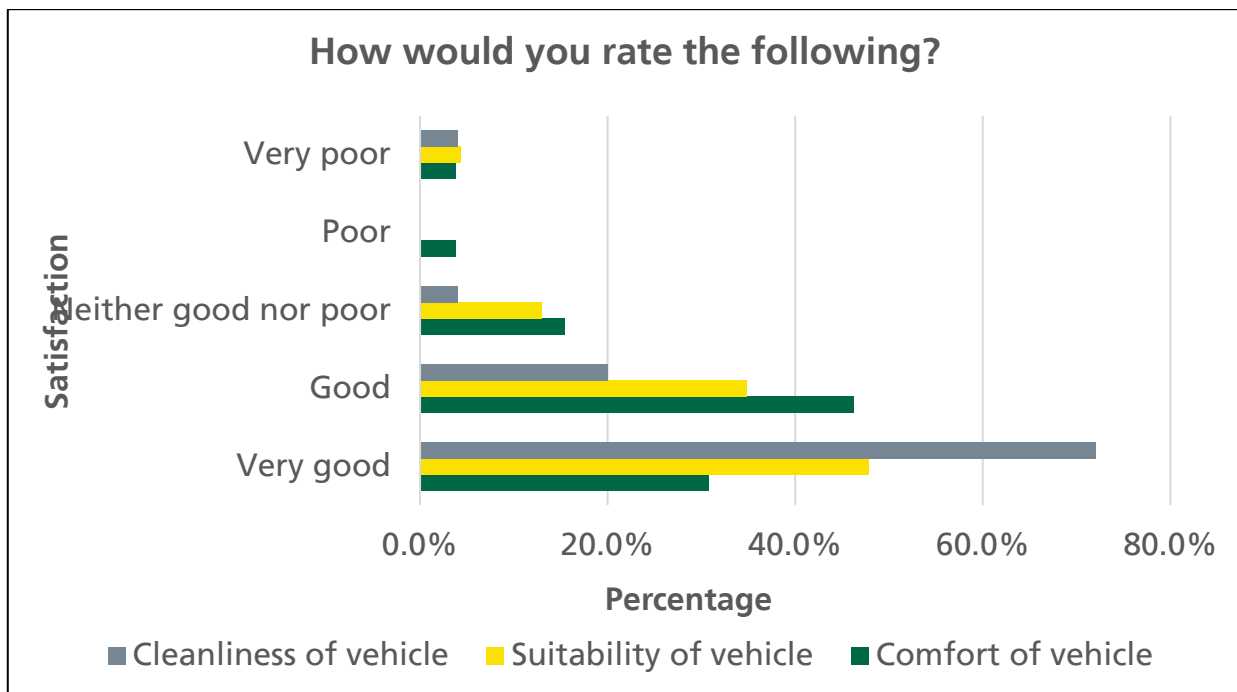
Overall, 77.8% of respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (16.7%), 15 to 30 minutes (22.2%), 30 to 45 minutes (27.8%) and 45 to 60 minutes (11.1%). Four Patients (22.2%) had to wait over 60 minutes following their medical appointment. The remaining respondents either did not respond or answered, 'not applicable.'

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

Positively, 14 respondents (87.5%) who were able to provide a response to the above question rated the communication between the Patient Transport Service staff and the hospital/clinic as being either 'good' (37.5%) or 'very good' (50.0%). One respondent (6.3%) answered 'neither good nor poor' and one respondent

(6.3%) answered 'poor.' The remaining respondents either did not respond or were 'unable to say.'

How would you rate the following?



Overall, the majority of respondents who responded to the above question provided 'good' or 'very good' responses in relation to the cleanliness (95.8%), suitability (95.5%) and comfort (75%) of the Patient Transport Service vehicle. However, six patients rated the comfort of the vehicle they travelled in as 'poor' or 'neither good nor poor,' one patient rated the suitability of the vehicle as 'Neither good nor poor' and one respondent rated the cleanliness of the vehicle as 'neither good nor poor.' The remaining respondents either did not respond or were 'unable to say.'

How would you describe the attitude of the staff?

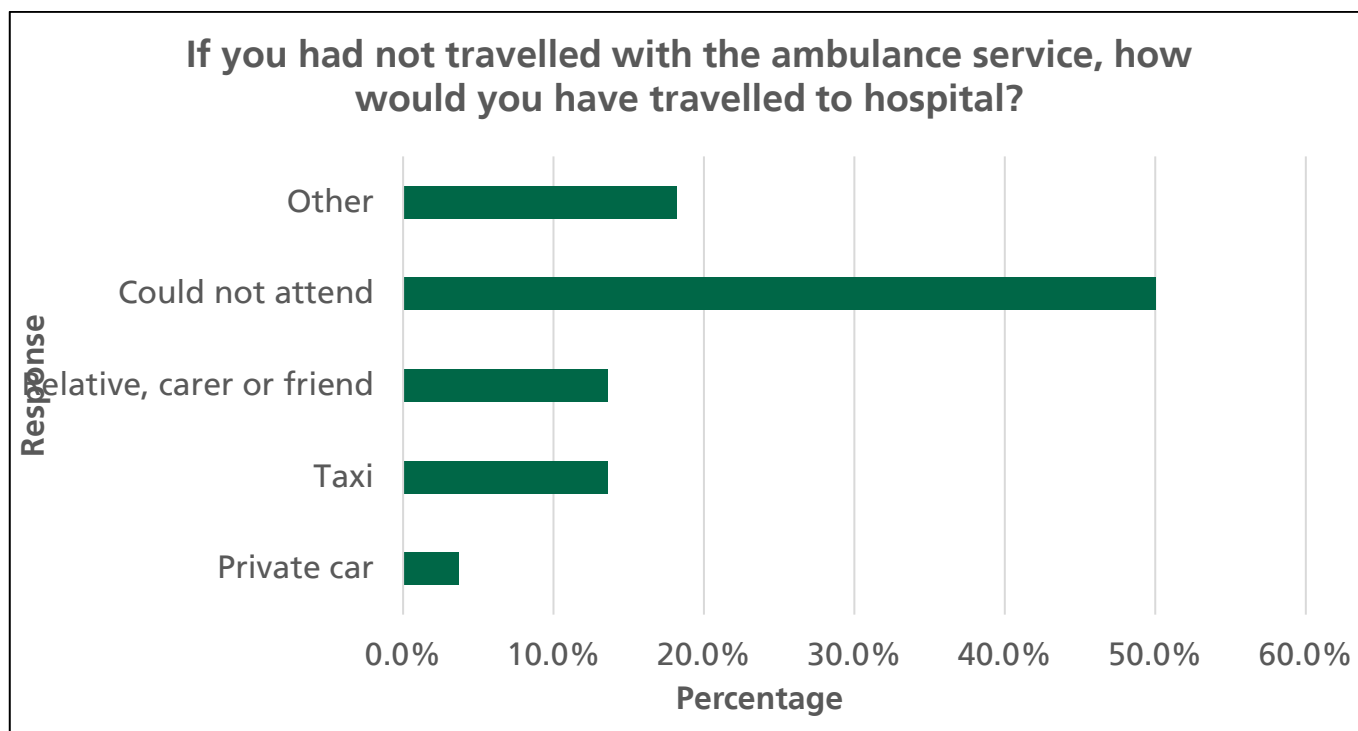
Positively, 100% of respondents who answered the above question rated the attitude of staff as 'good' or 'excellent' and also recalled that they were assisted by the Patient Transport Service staff if needed. 100% of patients also advised

that they were 'definitely' treated with dignity and respect. The remaining respondents either did not respond or were 'unable to say.'

Did the service staff drive safely?

All 21 respondents who answered the above question advised that the service staff drove safely. The remaining respondents either did not respond or were 'unable to say' how the vehicle was driven.

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

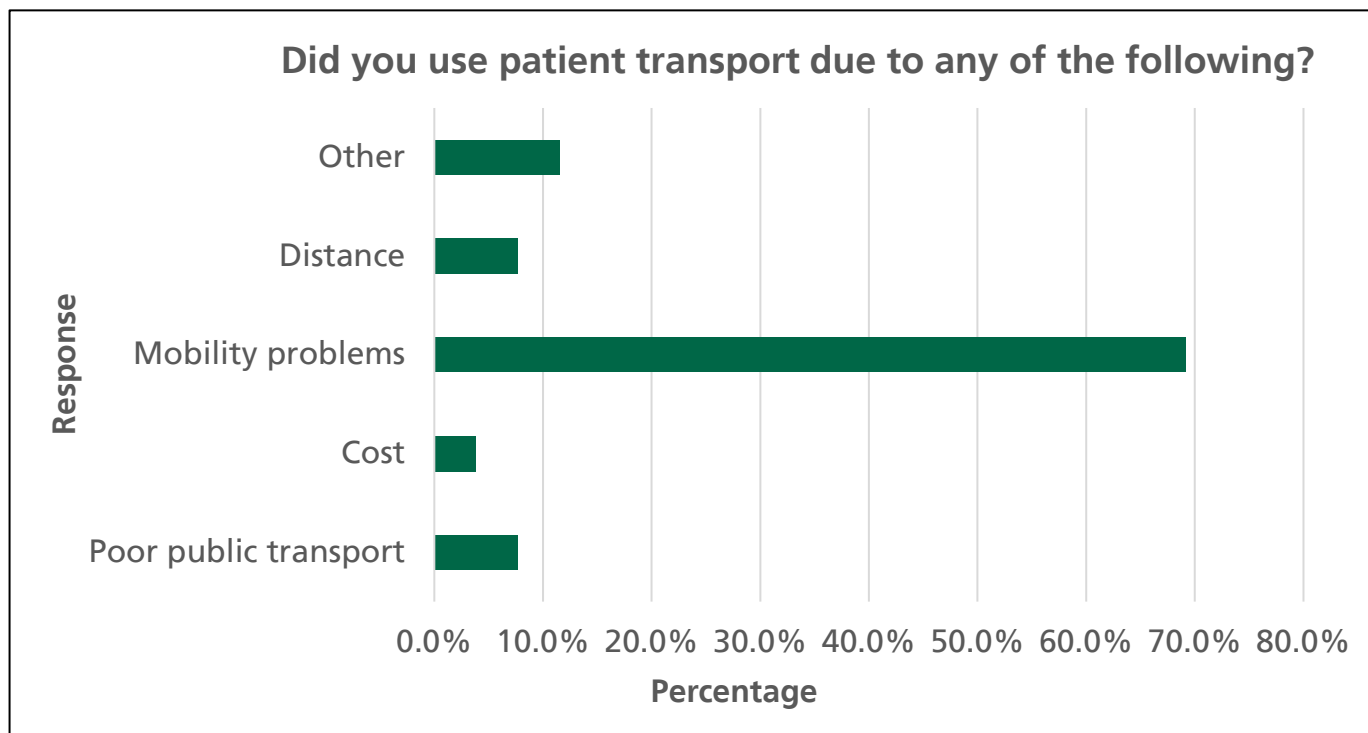


Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 52.9% of respondents who answered the above question advising that they **could not** have attended their appointment had it not been for patient transport. Other responses included 'private car' (11.8%), 'taxi' (17.6%), 'relative, carer or friend' (11.8%) or 'other' (5.9%).

The below comments were also received:

- *"This was a transfer between hospitals." (January)*
- *"Too far away and I don't drive." (Patient 120, January)*
- *"Unable to walk bed ridden." (Patient 16, February)*
- *"Taxi." (Patient 51, March)*

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



Overall, 78.3% of respondents who answered the above question advised that they had travelled with patient transport due to 'mobility problems.' The remaining respondents (21.7%) answered 'distance' (4.3%) or 'other' (17.4%).

The below comments were also received:

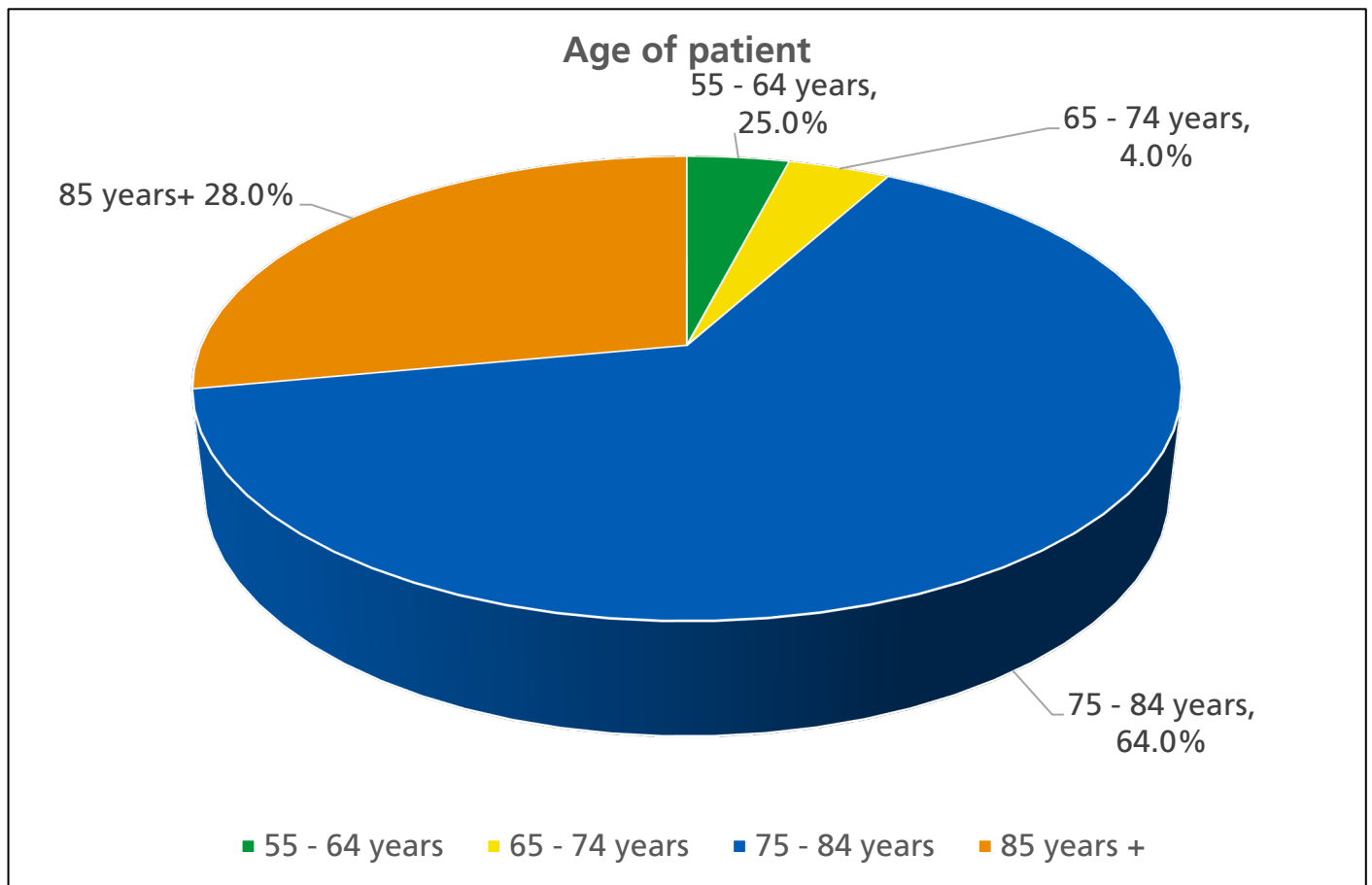
- *"Following operation for heart problems, I was transferred to Bedford for further rehab." (Patient 1, January)*
- *"Poor eyesight, unable to drive myself." (Patient 17, February)*
- *"Health Problems." (Patient 18, February)*
- *"Transport was installed and offered to me direct." (Patient 19, February)*

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

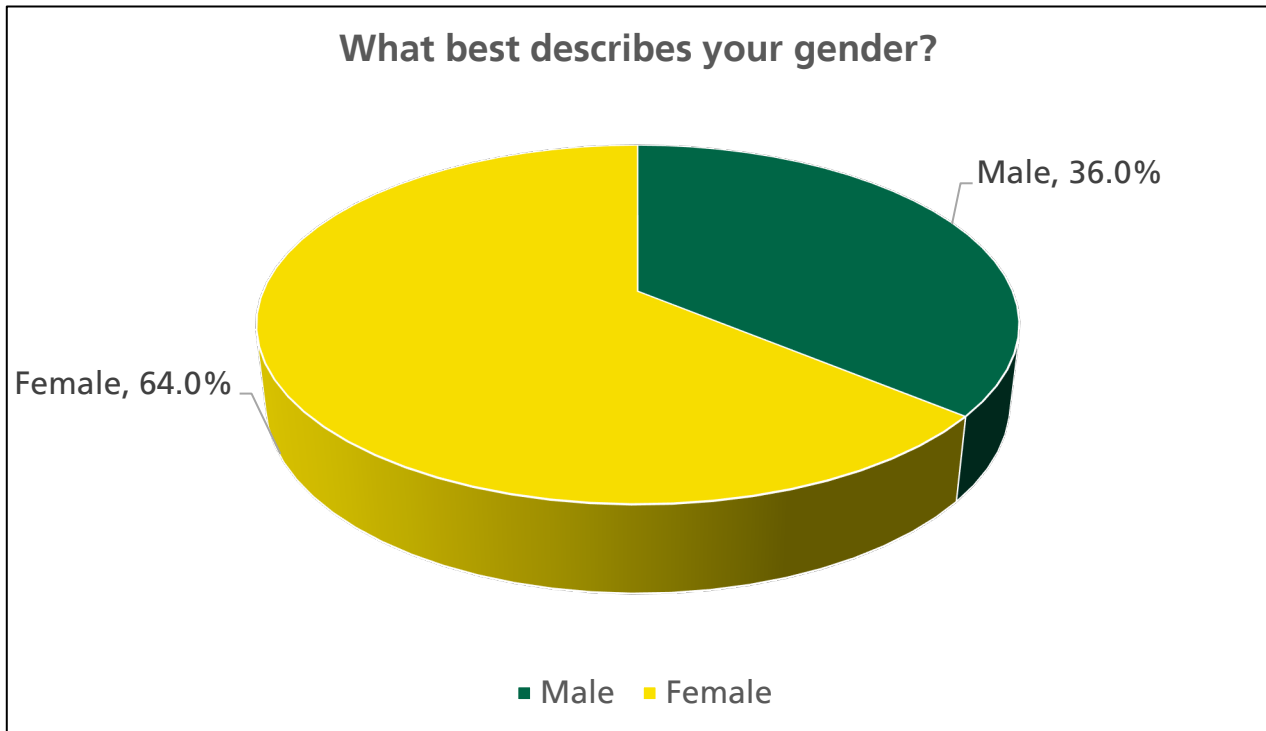
Patient number	Month	Comments received
10	January	Ambulance that took me was not very comfortable ride to hospital.
16	February	Very satisfied with service.
17	February	Nothing better, excellent service.
18	February	This service met my needs and had I experienced problems with my health prior to the driver arriving my care support would have been able to accompany me.
19	February	There was absolutely nothing more that the service could offer me (faultless).
21	March	Very pleased with the service. We are so lucky with the NHS and what they offer

Equality and Diversity Information

What age are you?



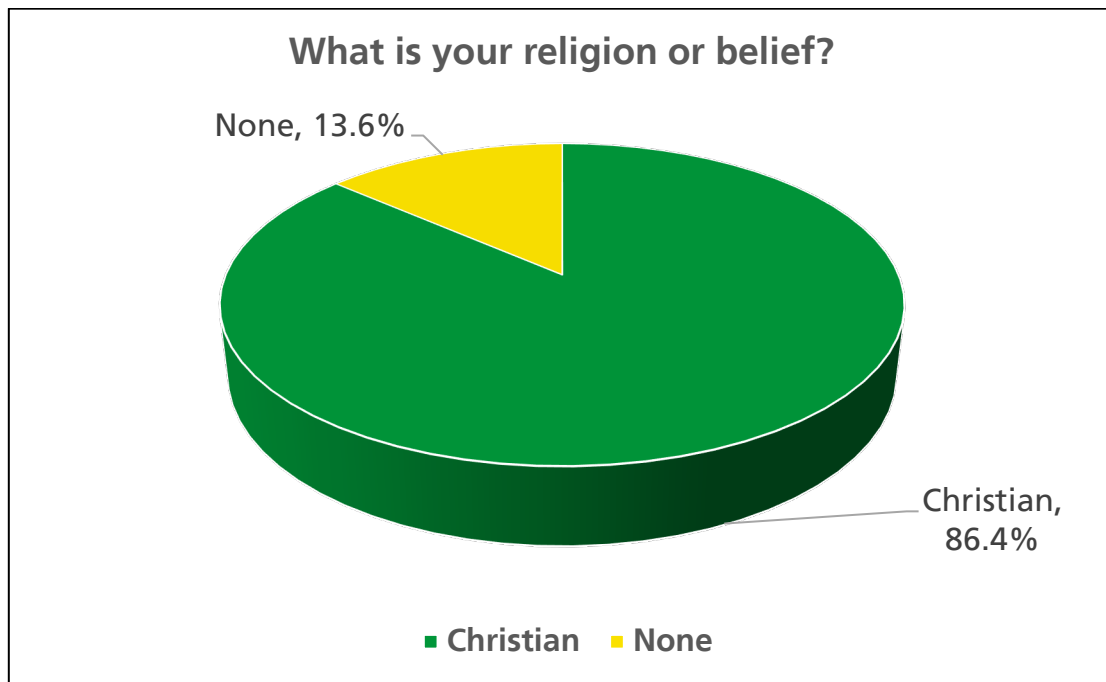
What best describes your gender?



What is your ethnic group?

24 patients who answered this question advised that their ethnic group was 'white,' and one person answered they were 'mixed/multiple ethnic groups.'

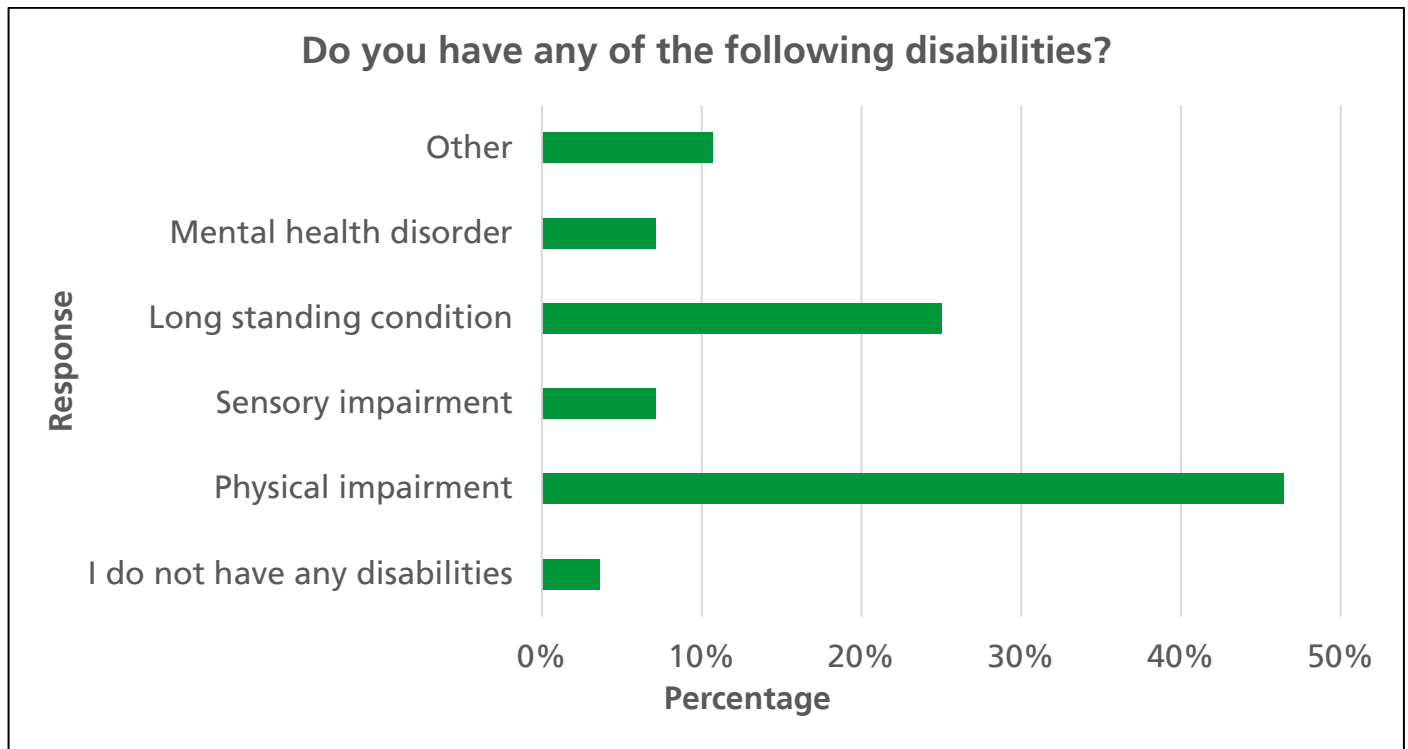
What is your religion or belief?



What is your sexual orientation?

All 21 patients who answered this question advised that their sexual orientation was 'heterosexual/straight.'

Do you have any of the following disabilities?

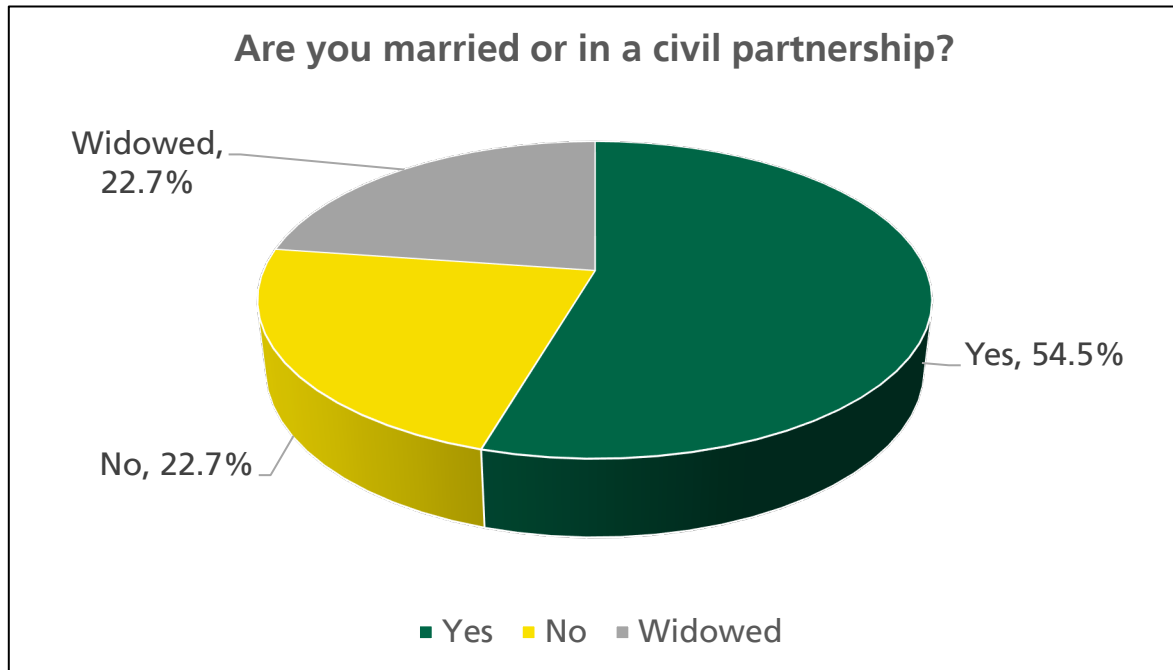


Of the 26 respondents who answered the above question, 13 respondents (50.0%) advised that they had a 'physical impairment,' 'long standing condition' (26.9%) 'mental health disorder' (7.7%) or no disability (3.8%). Other responses included 'other' (11.5%).

The below comments were also received:

- *"Mobility due to age." (Patient 88, January)*
- *"Diabetic since 1/1974." (Patient 89, February)*
- *"Partially sighted. Lewy Body Dementia." (Patient 21, March)*

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.