



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire 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 Cambridgeshire 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 100 patients who have used transport within the Cambridgeshire 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, 93.3% of respondents who answered the FFT question and had used the Trust's PTS within the Cambridgeshire CCG area during January to March 2022 rated the service received as either 'very good' or 'good'.

83.3% of respondents advised that their call had been answered 'quickly.' Encouragingly, 12 respondents rated the booking system highly as either 'good' (15.4%) or 'very good' (76.9%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (57.1%) or 'early' (35.7%) for their medical appointment. The majority of respondents (84.6%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, 100% of respondents advised that they were 'definitely' treated with dignity and respect. PTS staff attitude was also rated highly with 93.3% of respondents advising either 'good' or 'excellent.' The communication between the PTS staff and the hospital/clinic was also rated as 'good' (26.7%) or 'very good' (53.3%) by respondents.

Positively, PTS staff attitude was rated 93.3% as either 'good' or 'excellent,' with 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' (26.7%) or 'very good' (53.3%) by respondents.

The majority of additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff. However, three patients rated the communication between the hospital / clinic and transport service as either 'poor' or 'very 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, 17 completed survey submissions were received from patients who had used the PTS within the Cambridgeshire CCG area during Quarter 4: January (2), February (6), and March (9). Most respondents (82.4%) 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.

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, 93.3% of respondents who answered the FFT question and had used the Trust's PTS within the Cambridgeshire 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	Happy with the times and drivers, always here in good time.
3	January	EXCELLENT, very grateful always. He was a very nice elderly gentleman from P'boro (Volunteer) and waited outside the MRIS dept while I had my MRI scan and I was home to eat my sandwiches, which I had prepared to eat while waiting for return transport! Thank you very much for this and for all I have received since my Radiotherapy from Wisbech to Abrooks (40 odd miles).
5	February	The driver arrived in plenty of time for me to reach my hospital appointment as scheduled. He was pleasant and exchanged conversation when offered the chance to do so. The car was warm, and clean.
6	February	The driver knew the way, got me there on time.
8	February	I mostly get transported by taxi, they frequently have a problem finding where I live. It has happened that I am kept waiting in the dialysis

		centre because I'm not informed that the taxi is waiting outside. This doesn't happen often thankfully.
Patient number	Month	Comments received
10	February	Your staff are great people. Having travelled a lot this year by Amb transport your staff are kind friendly very helpful and always make sure you arrive on time and get you home safe. God bless them.
7	March	Driver showed every consideration for my welfare.
11	March	No complaints.
13	March	The driver was very helpful and efficient.
14	March	The driver was very good at helping me in and out of the car are and very courteous and well spoken.
17	March	Good going, poor coming back.

Are you the patient?

Overall, 87.5% of respondents who completed the survey advised that they were the patient. Example of respondents who were not the patient included: *'Daughter.'*

How quickly did we answer your call?

10 (83.3%) of respondents who answered the above question advised that their call had been answered 'quickly.' However, two patients (16.7%) advised that it had either taken a long time or that their call had not been 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?

Overall, 93.3% of respondents who answered the above question advised that they were clearly informed of the date and time of their transport booking. However, one respondent (6.7%) answered that they were not clearly informed. The remaining respondents either did not respond or were 'unable to say.'

How would you rate the booking system?

12 respondents answered the above question and rated the booking system as either 'good' (15.4%) or 'very good' (76.9%). One respondent (7.7%) answered 'very poor.' The remaining respondents either did not respond or 'did not know.'

Did the service staff introduce themselves?

12 respondents (92.3%) who answered the above question recalled that the Patient Transport Service staff had introduced themselves upon their arrival. One respondent (7.7%) answered that the staff had not introduced themselves and the remaining respondents did not complete this question or were 'unable to say.'

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

All respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' and 'very good' responses. One respondent 'did not know' and the remaining respondents did not respond.

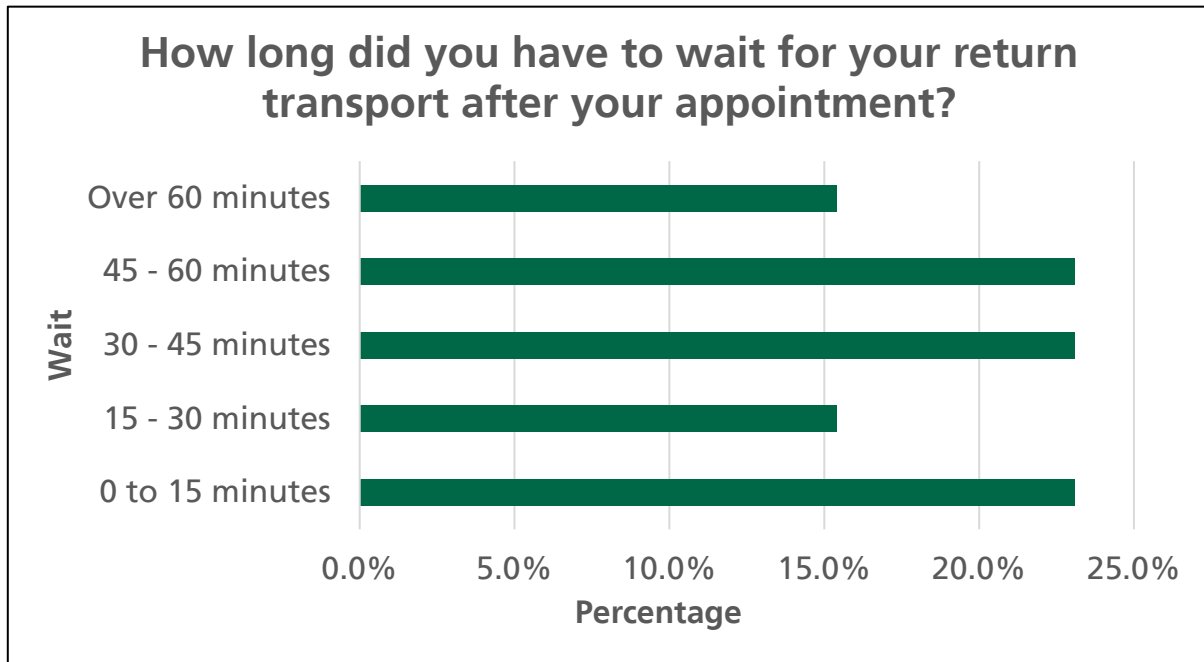
Did you arrive on time for your appointment?

Of the 14 respondents who answered the above question, eight patients (57.1%) had arrived 'on time' for their medical appointment and five patients (35.7%) had arrived 'early.' One respondent (7.1%) advised that they had arrived late. One patient answered that this was 'not applicable' and the remaining patients did not respond.

If we were late, did we contact you?

Of the five respondents who were able to answer this question, two respondents advised that they had been informed by the Patient Transport Service about their transport being delayed. However, three respondents answered that they had not been contacted. The remaining patients 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?

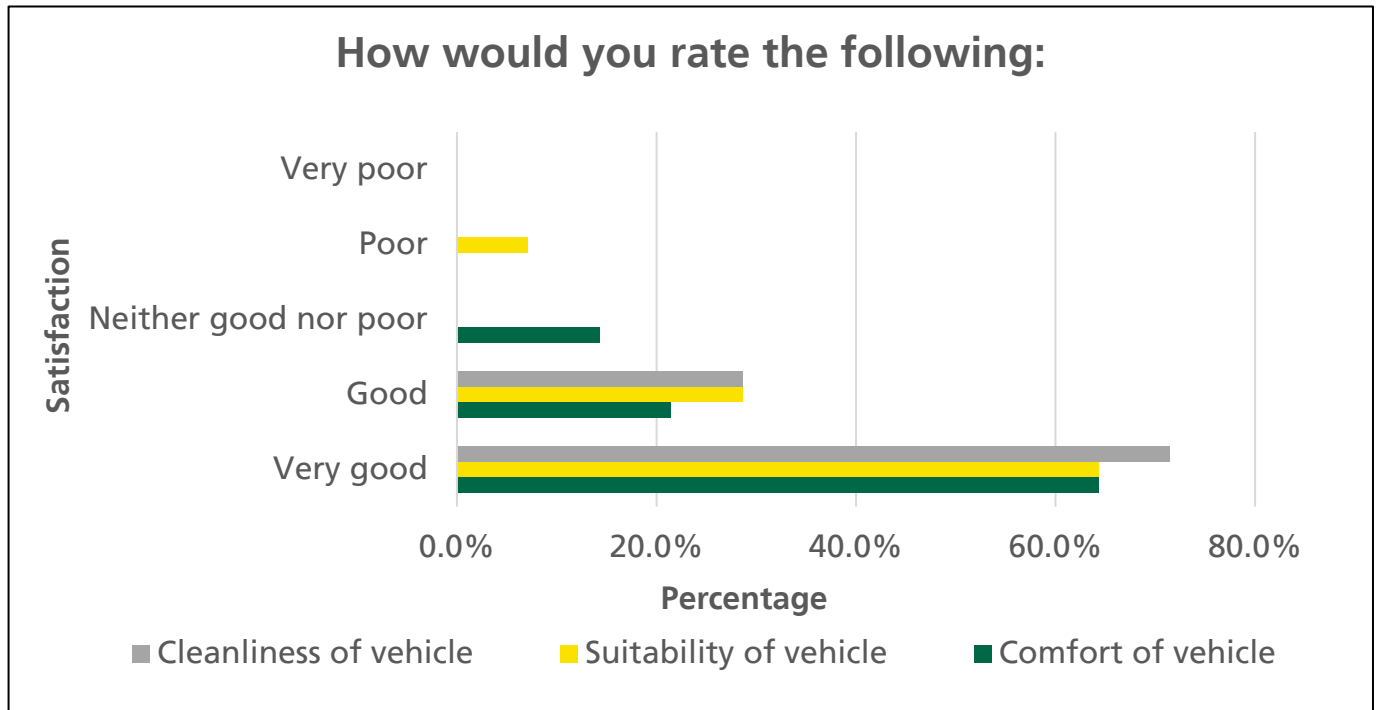


Overall, 84.6% of respondents who answered the above question had waited between 0 to 60 minutes for return transport. However, two patients (15.4%) had waited over one hour following their appointment. The remaining patients either did not respond or answered that this was 'not applicable.'

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

80.0% of respondents who answered the above question rated the communication between the Patient Transport Service staff and the hospital/clinic as being either 'good' (26.7%) or 'very good' (53.3%). However, two respondents (13.3%) answered 'poor' and one respondent (6.7%) answered 'very 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 (**100%**), suitability (**92.9%**) and comfort (**85.7%**) of the Patient Transport Service vehicle. Two patients responded 'neither good nor poor' to the comfort of the vehicle (14.3%) and one patient rated the suitability of the vehicle they travelled in as 'poor.' The remaining respondents did not respond or were 'unable to say.'

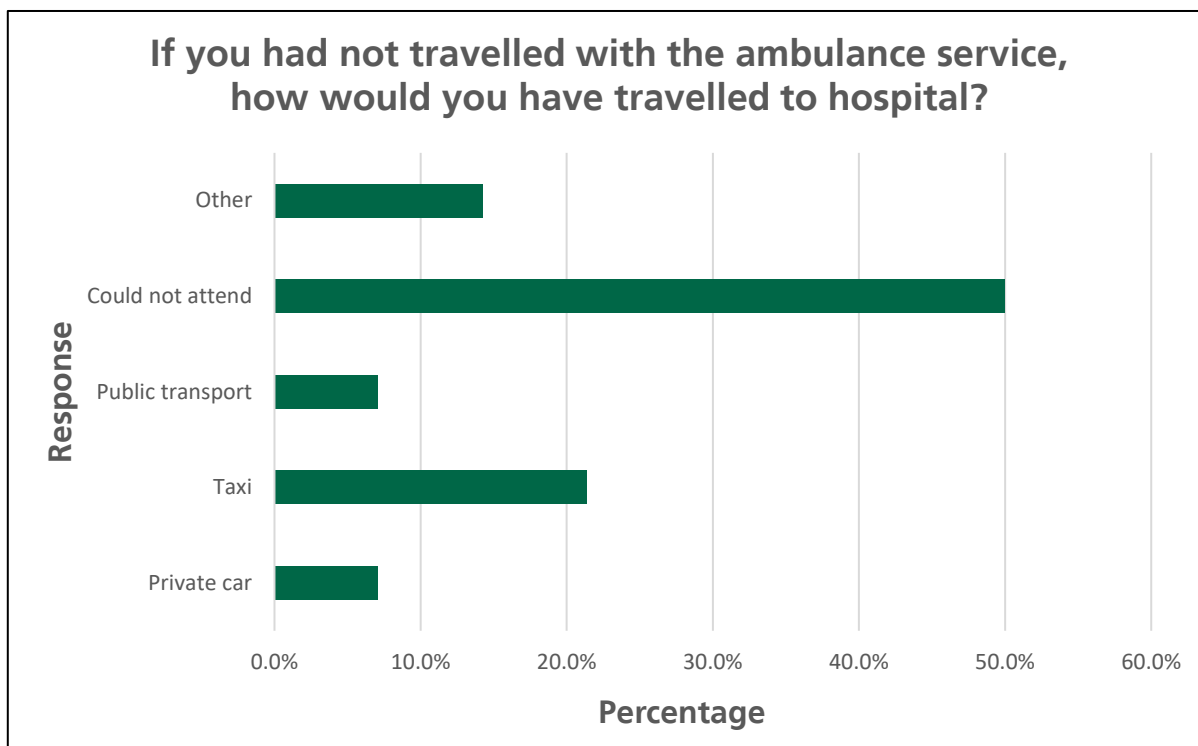
How would you describe the attitude of the staff?

Positively, 93.3% of respondents who answered the above question rated the attitude of staff as 'good' or 'excellent' and one respondent advised 'poor.' 13 respondents (92.9%) also recalled that they were assisted by the Patient Transport Service staff if needed and one respondent advised that 'assistance was not required.' 100% of patients 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 14 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?

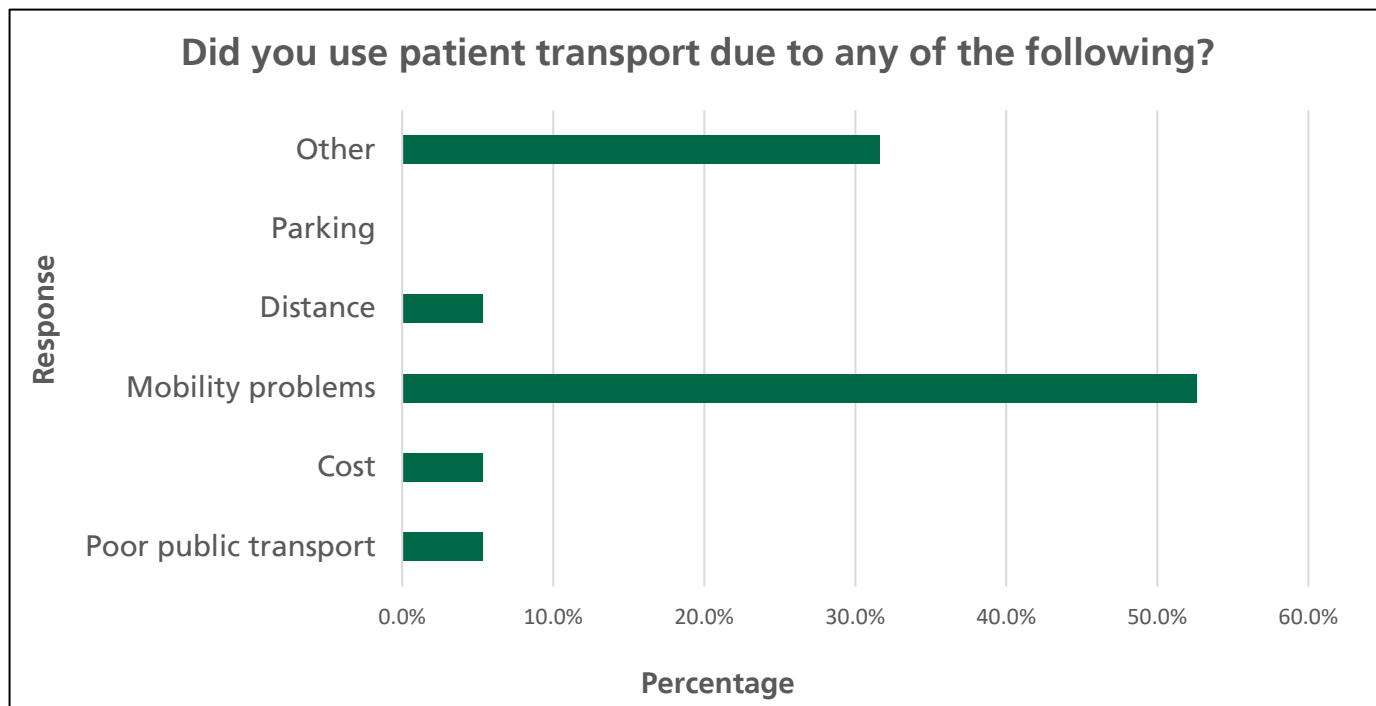


Various responses were provided in relation to how the patient would have travelled to hospital if transport had not been provided, with 50.0% of respondents who answered the above question advising that they **could not** have attended their appointment had it not been for patient transport. Other responses included 'private car' (7.1%), 'taxi' (21.4%), 'public transport' (7.1%) or 'other' (14.3%). The remaining respondents either did not respond or were 'unable to say.'

The below comments were also received:

- *"No other way to travel as housebound." (Patient 2, March)*
- *"40 odd miles, not well and not so young at 84 to cope." (Patient 3, January)*

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



Overall, 52.6% of respondents who answered the above question advised that they had travelled with patient transport due to 'mobility problems.' The remaining respondents (47.4%) answered 'poor public transport,' 'cost,' 'distance,' 'parking' or 'other' as the reason for needing to use patient transport. The remaining respondents did not respond.

The below comments were also received:

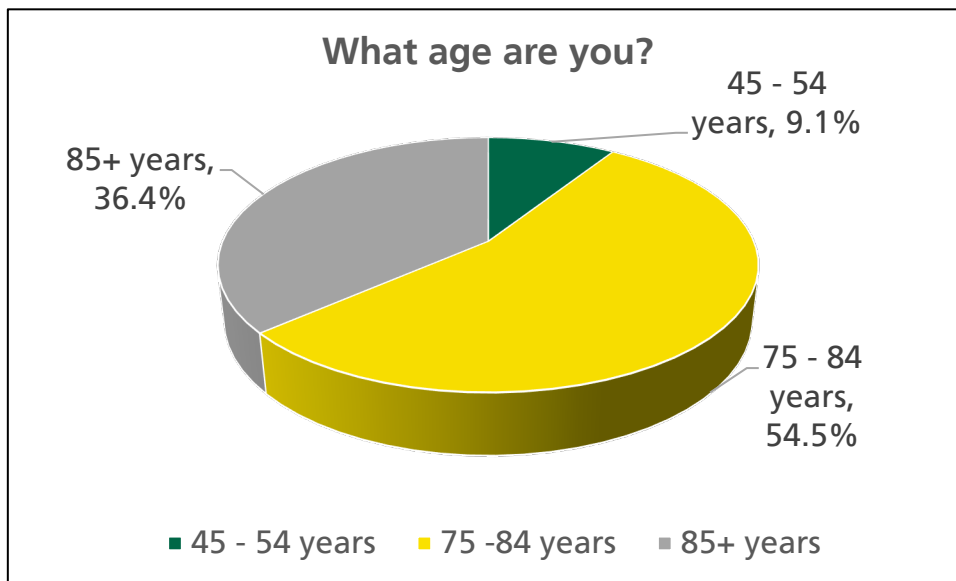
- *"Medical reasons." (Patient 1, January)*
- *"Currently unable to drive with safety." (Patient 8, February)*
- *"Owing hip problem not able to walk properly." (Patient 10, February)*
- *"Carer unavailable." (Patient 17, March)*

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

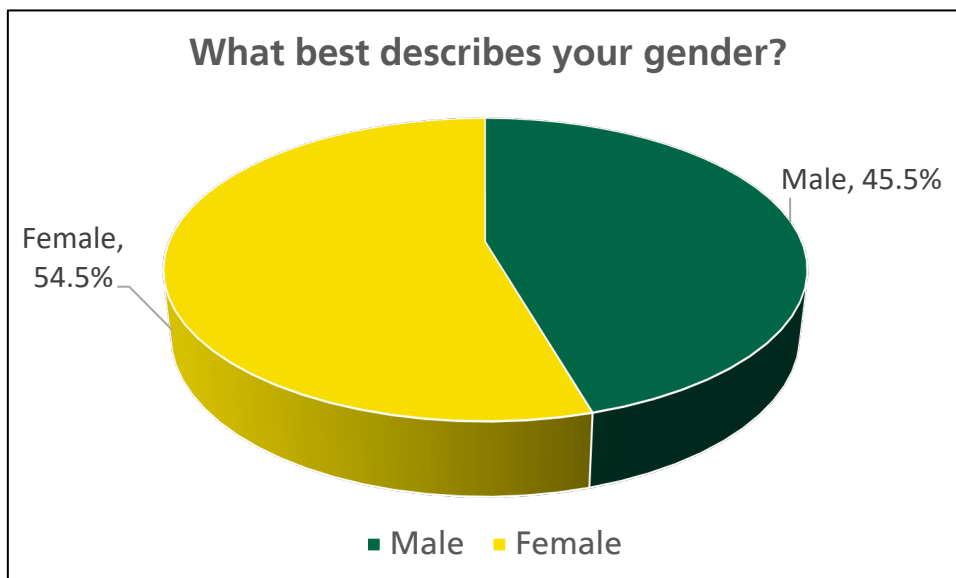
Patient number	Month	Comments received
1	January	Not really.
3	January	Nothing.
5	February	None that I'm aware of.
6	February	Nothing.
8	February	The taxi drivers frequently complain that they are not given enough notice to enable them to pick me up in good time - it is about a half hour drive from central Cambridge (where (name) Taxis are based)) to my home. They also complain that they are often not given my full address.
7	March	The service exactly fitted my requirements and could not have been made better.
10	February	The only problem for me was the waiting time for going home as most of the time I was in a wheelchair.
13	March	I was very pleased with the service.
14	March	Nothing the journey on service was fine thank you.
17	March	Going was fine, ambulance had a lift to get me into the vehicle. Coming back - no lift, slope too steep for me to walk up. Therefore, steps to climb. I am disabled, one lady in front pulling me up and one behind shoving me with her shoulder, I am not small. To disembark, jammed into a small wheelchair and with one in front and one behind, they got me down the slope. It's lucky there was lots of time. After this journey they cancelled my other appointments, however the ambulance still turned up every day. A complete waste of time and money.

Equality and Diversity Information

What age are you?



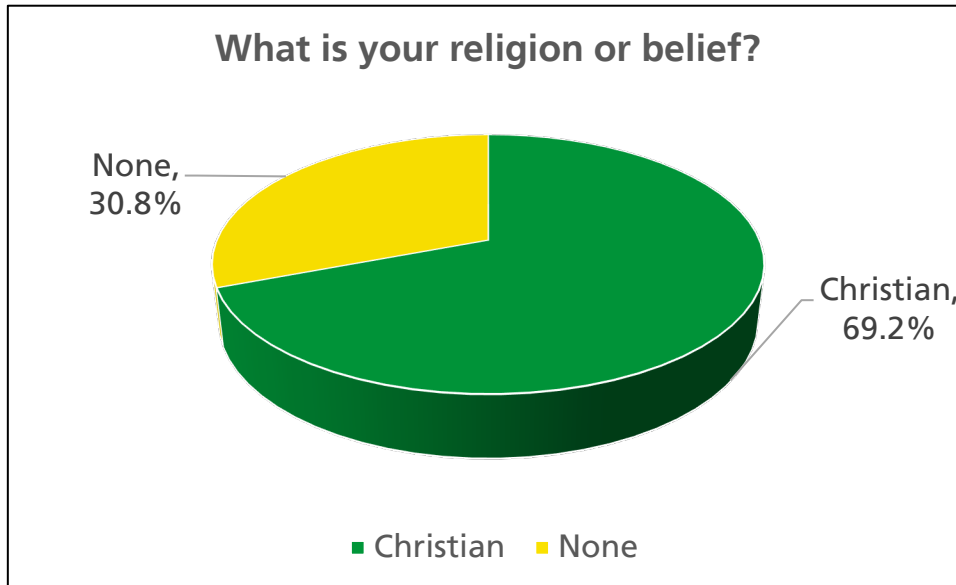
What best describes your gender?



What is your ethnic group?

Of the 11 patients who answered this question; all patients advised that their ethnic group was 'White.' The remaining respondents did not respond.

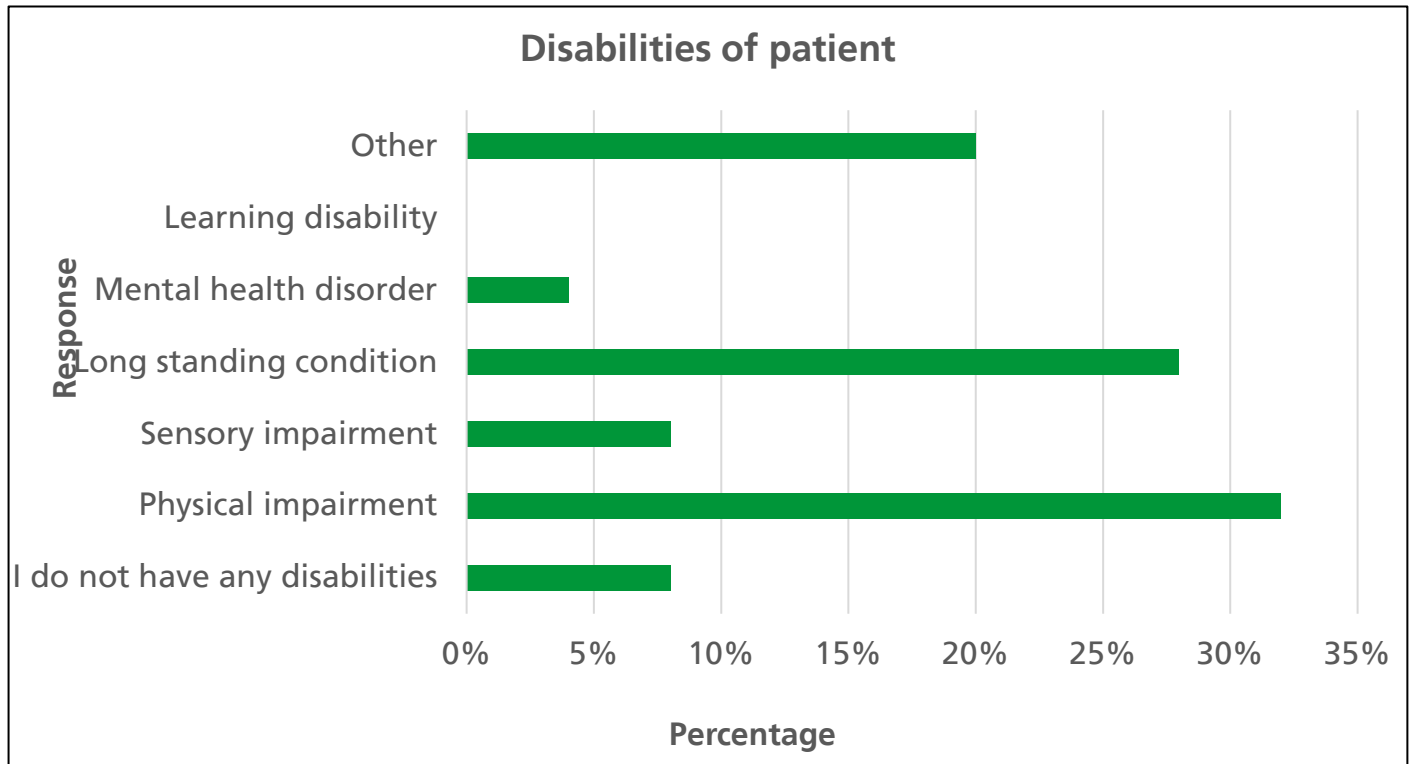
What is your religion or belief?



What is your sexual orientation?

All respondents who answered this question advised that their sexual orientation was 'heterosexual/straight.' One respondent 'preferred not to say' and the remaining respondents did not respond.

Do you have any of the following disabilities?

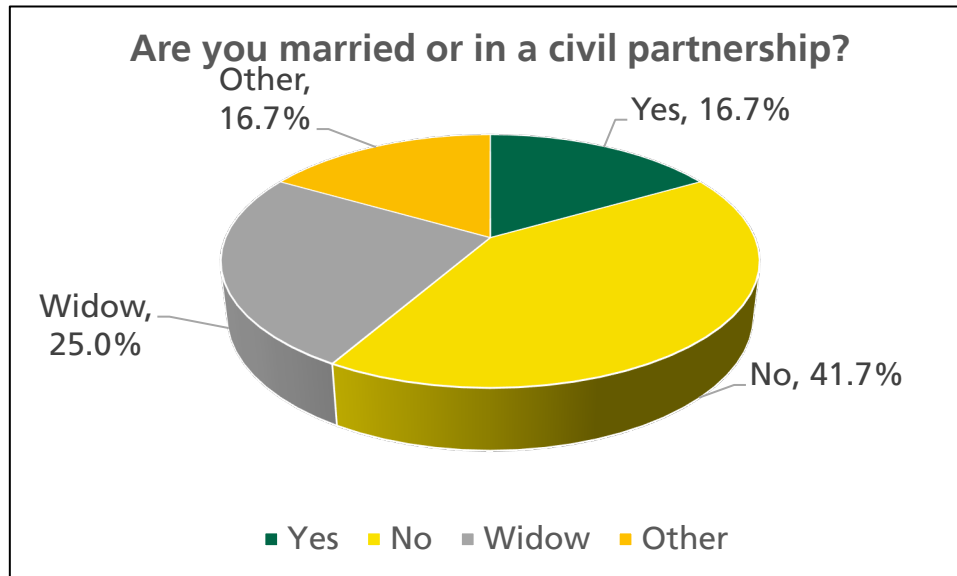


Of the 14 respondents who answered the above question, seven respondents (50.0%) advised that they either had a 'physical impairment' and five respondents (35.7%) advised that they had a 'long standing condition.' Two respondents answered 'other' (14.3%) and the remaining respondents did not respond.

The below comment was also received:

- *"Need hip op."* (Patient 10, February)

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, one respondent advised that they had a child under 12 months old. The remaining respondents either responded 'not applicable' or did not respond

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.