



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire CCG Q2 July to September 2022

Authors: Tessa Medler, Patient Experience Facilitator
Amanda Lewis, Patient Experience Assistant
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 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 Cambridgeshire 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 Cambridgeshire 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, 88.0% of respondents (22) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during July to September 2022, rated the service received as either 'good' or 'very good.'

88.2% of respondents (15) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (82.6%) with the length of time their journey took, with 73.9% of patients (17) arriving 'on time' (47.8%), 'very early' (4.3%) or 'early' (21.7%) for their medical appointment. 73.7% of respondents (14) had waited between 0 to 60 minutes for their return transport, with five respondents advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (26.1%) or 'excellent' (69.6%), with the majority of 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.

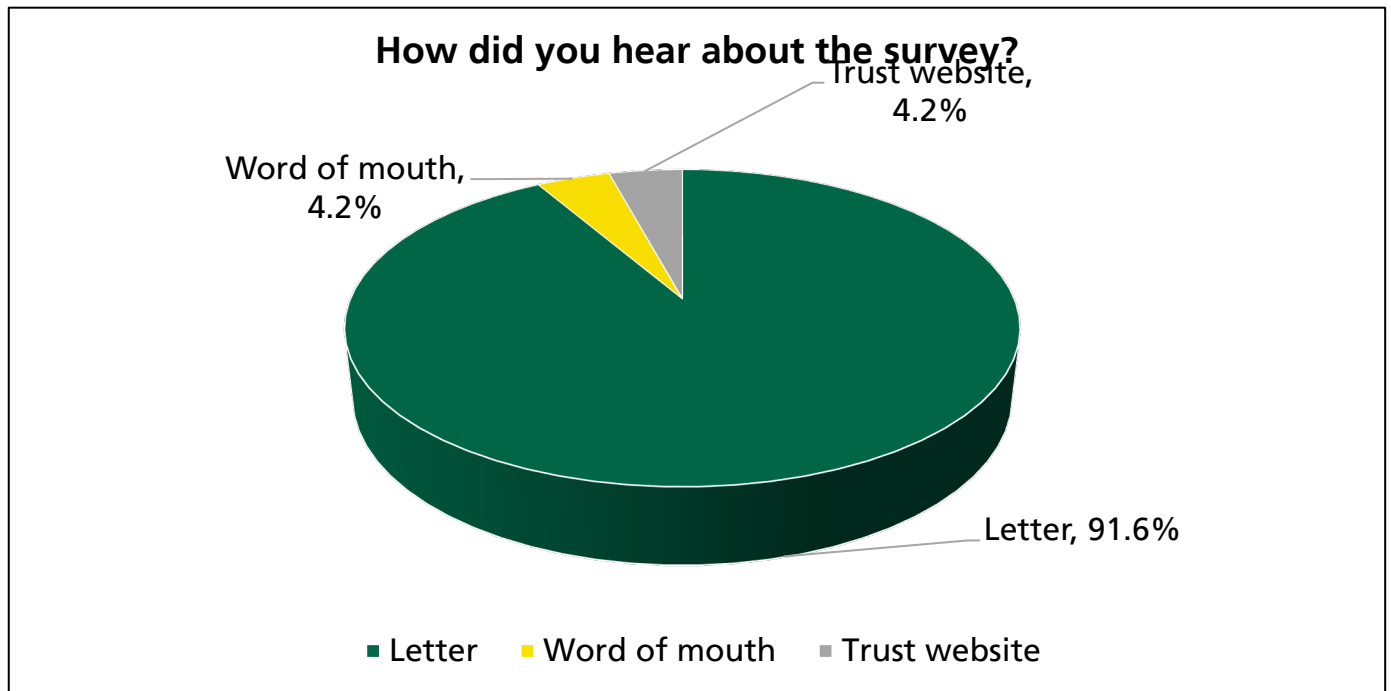
Results

Overall, **25** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 2 2022/23: July (10), August (9) and September (6).

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.

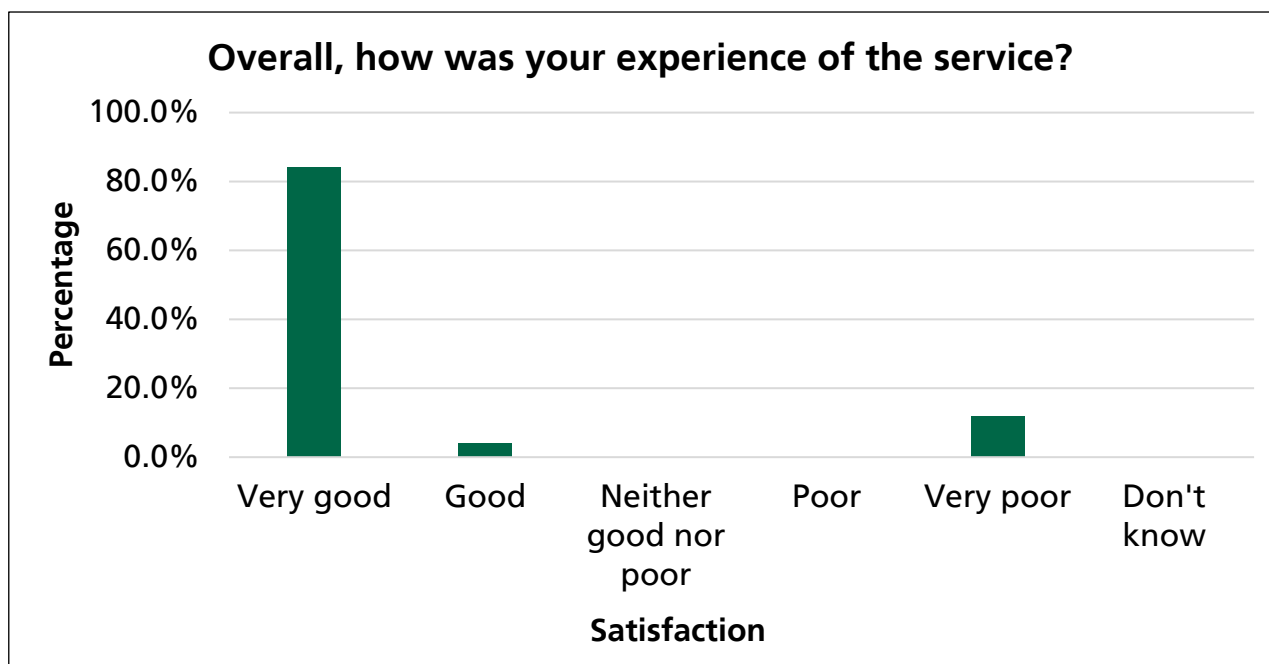
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

How did you hear about the survey?



Overall, 91.6% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'word of mouth' (4.2%) and 'Trust website' (4.2%).

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, 25 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. 22 (88.0%) of these respondents rated the service received as either 'good' (4.0%) or 'very good' (84.0%). Three respondents (12.0%) rated the service as 'very poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
4	July	Very efficient made me feel very welcome. Made good time. Well done.
5	July	Very helpful and extremely nice.

Patient number	Month	Positive comments received
7	July	Everyone concerned were really helpful and professional which made for a comfortable journey home.
8	July	I have always found everyone very helpful from the phone conversation to the hospital visits where I have been helped to arrive at the right place.
9	July	Both very good, could not have done better.
10	August	Could not find fault if I tried - excellent service.
11	August	Arrived in good time to get to my appointment.
13	August	Staff are very good and polite.
15	August	Very helpful.
17	August	The Ambulance Crew arrived on time going and at pick up. They delivered me to the clinic which in my case was a long way from the entrance, they also collected me from the clinic when I was discharged. They were also very polite, cheerful & very helpful with my disabilities.
21	August	I have used your service on many occasions this last few years. I have never had a bad journey or driver on any occasion. They are caring polite and never make you feel you are a burden in your old age.
23	September	The driver was on time and was very concerned to give good service.
24	September	They were just great they put me indoors made sure I was okay.

Patient number	Month	Positive comments received
19	September	This is an excellent service and we're incredibly grateful for it. My parents can technically use video consults with help, but it just doesn't work with my mum's medical condition. The people on the phone line are really patient and helpful, even with complex situations and multiple journeys needing to be booked. The ambulance crew were fantastic: very understanding, patient, kind and reassuring with me and my parents. This was the first time we'd used the service, the first time my mum had left home (except on a stretcher) since becoming immobile, and it gave her more confidence to use her wheelchair, as well as getting her to the clinic in person. She asked me to say thank you very much indeed!

Patient number	Month	Mixed/neutral comments received
18	July	I have no complaint about the service. I have used the service on so many occasions.

Patient number	Month	Negative comments received
20	September	Ambulance turned up twice, never stopped each time. Numerous phone calls including "will be with you in ONE minute". 45 minutes later, 30 minutes after appointment at PCH, last call to advise me no ambulance and too late to go to PCH. Last of some six or seven calls to confirm booking. Not even second time this has happened. Totally dependent on Patient Transport to/from hospitals etc.

Patient number	Month	Negative comments received
2	July	<p>After several experiences where (by no fault of the ambulance drivers themselves) I arrived extremely late for hospital appointments, I was this morning contacted thirty minutes after my scheduled pick-up time. The operator blithely informed me that I would not be transported today as they had "insufficient capacity". He spoke in casual tones as if he were cancelling a trip to the shops, not an extremely important pre-operative appointment. As I have severe mental health issues, I became extremely distressed. My husband had to restrain me from hitting my head on the wall during the call. The operator seemed unconcerned about the impact his announcement was having upon me. Although he did say "I'm sorry", there was no feeling in it and I got the distinct impression that the words were followed by a silent 'whatevs, yeah?' No attempt was made to try to help me mitigate the situation by offering to try to find a taxi or provide a supervisor or manager to call me back, even though I asked to speak with one. They were apparently all too busy to come to the phone with a distressed and frightened patient who had just had their surgery effectively cancelled with no rhyme or reason. I would like to know what the criteria is for that. How does one person get to their appointment, and another doesn't when the ambulance service knows nothing more than appointment time and clinic. Was this done because I have a wheelchair? Perhaps it is because I require a two-person team? Either way, having had the manners to contact the service and request assistance well in advance, I am disgusted to have been treated this way and effectively 'dumped' from the list after I should have been collected.</p>

Are you the patient?

Overall, 20 (83.3%) of the 24 respondents who answered the above question advised that they were the patient.

How quickly did we answer your call?

Of the 17 respondents who answered the above question 15 (88.2%) recalled their call to the PTS as being answered 'quickly.' However, two respondents felt that it took 'a long time' (11.8%). 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?

19 (82.6%) of the 23 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.'

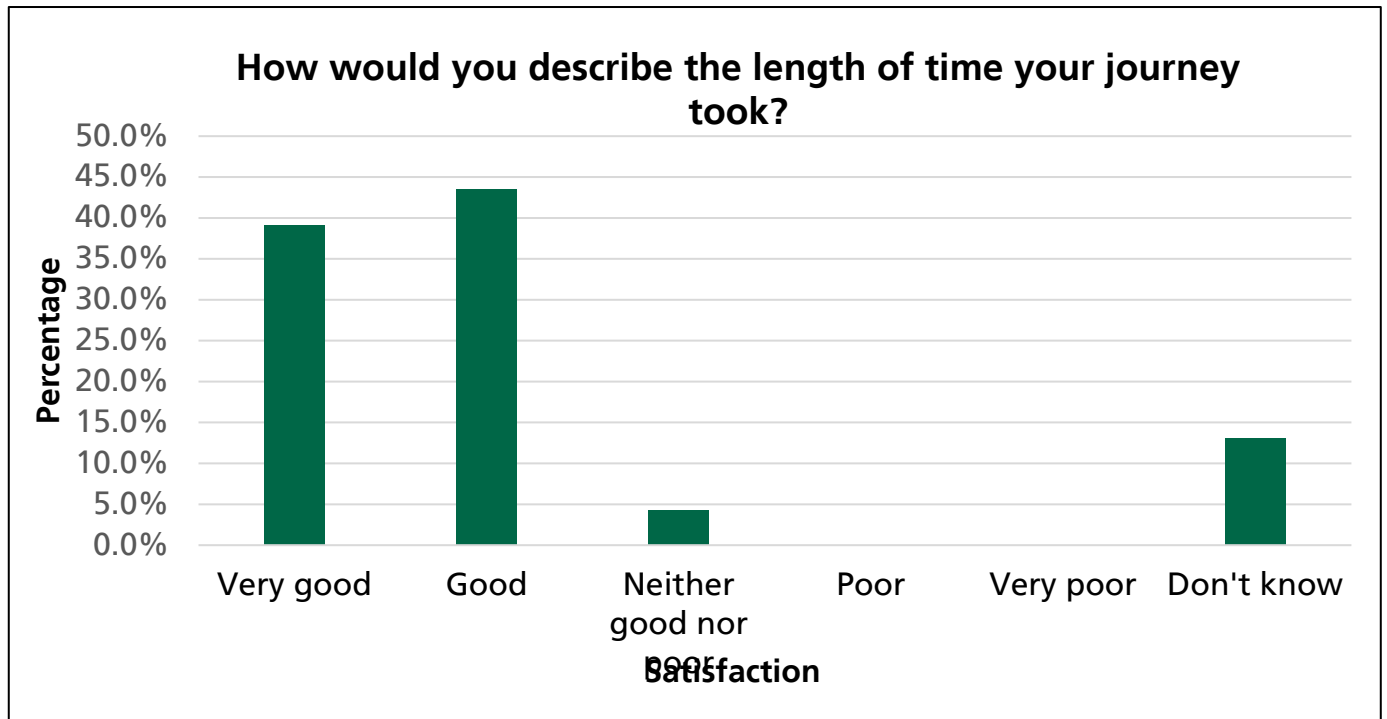
How would you rate the booking system?

Of the 19 respondents who were able to answer the above question 16 (84.2%) rated the booking system as either 'good' (5.3%) or 'very good' (78.9%). One respondent (5.3%) rated the system as 'neither good nor poor' and two respondents felt the system was 'very poor' (10.5%). The remaining respondents either did not complete this question or 'did not know.'

Did the service staff introduce themselves?

18 (75%) out of 24 respondents recalled the PTS staff as having introduced themselves upon their arrival. However, one respondent (4.2%) 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, 19 (82.6%) of the 23 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (43.5%) or 'very good' (39.1%) responses. Other responses included: 'neither good nor poor' (4.3%), Don't know (13.1%). Two respondents did not complete this question.

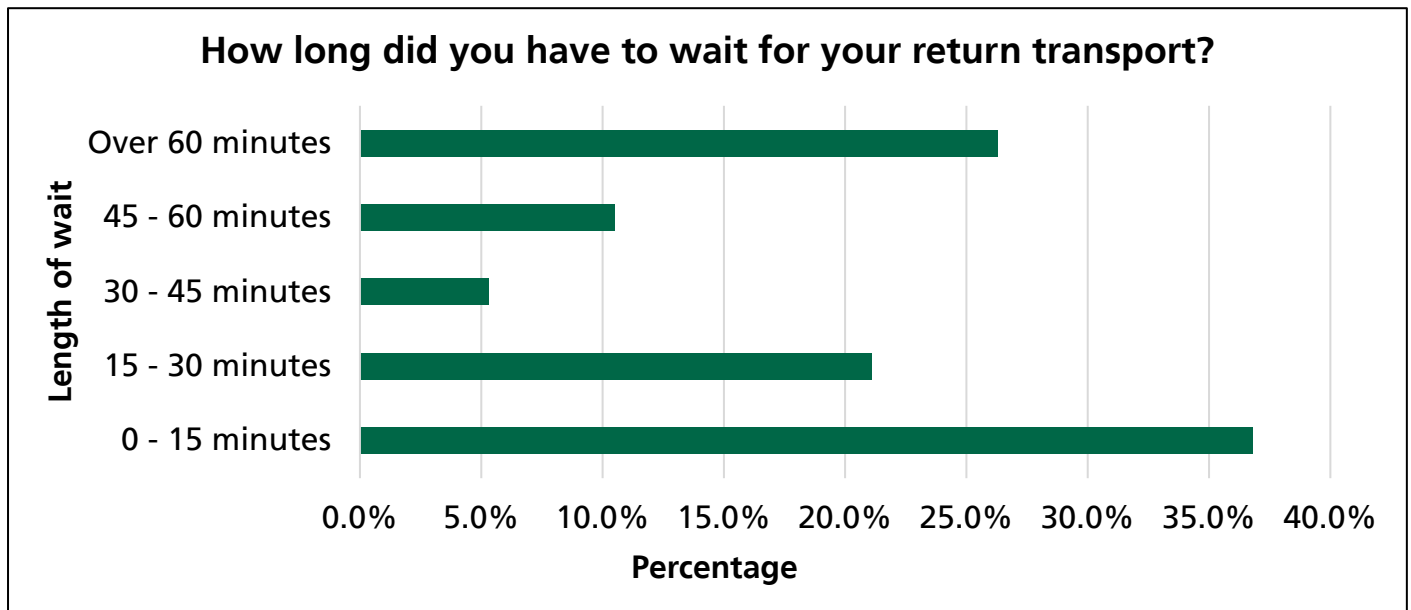
Did you arrive on time for your appointment?

Of the 23 respondents who answered the above question, 17 (73.9%) had arrived either 'on time' (47.8%) or 'Very early' (4.3%) or 'early' (21.7%) at the hospital/clinic. One respondent answered they arrived 'very late' (4.3%) 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?

Two respondents advised they had not been informed of any transport delay. One respondent advised that they had been contacted by the PTS. 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?



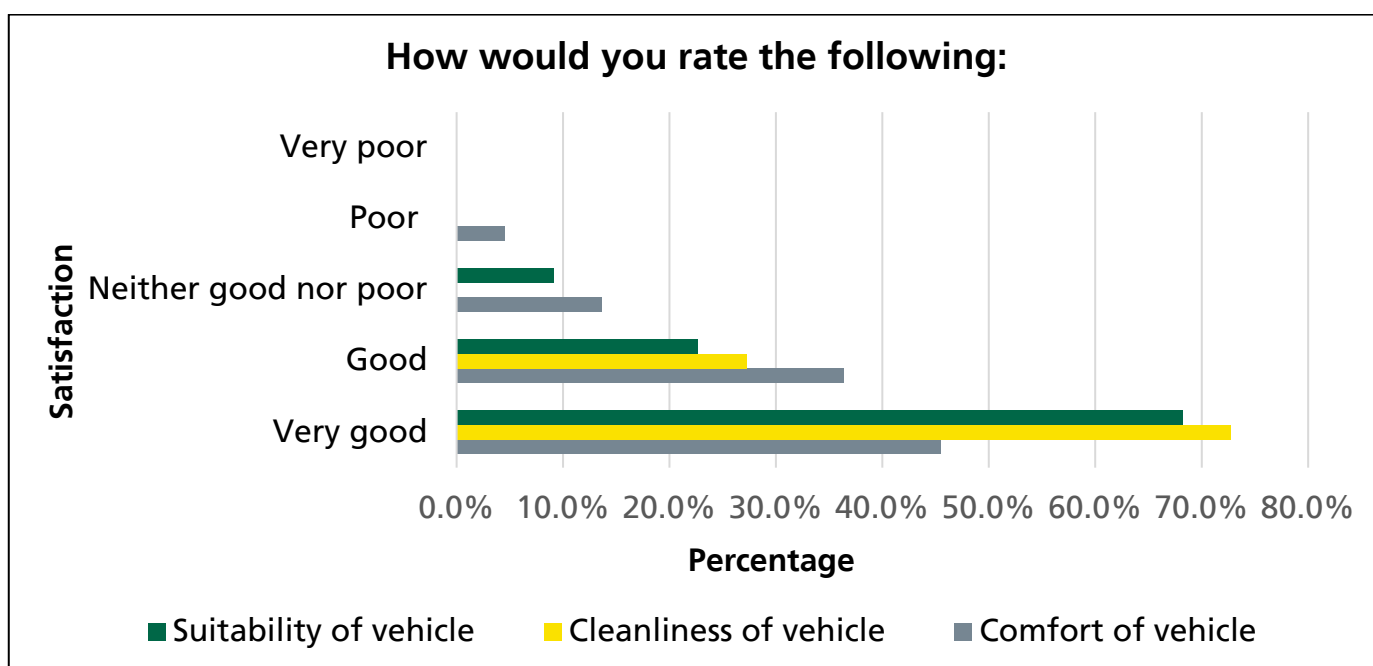
Overall, 73.7% of respondents (14) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (36.8%), 15 to 30 minutes (21.1%), 30 to 45 minutes (5.3%) and 45 to 60 minutes (10.5%). However, five patients (26.3%) had waited over 60 minutes following their 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?

Overall, 18 (78.3%) of 23 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (52.2%) or 'very good' (26.1%). However, one respondent rated the communication as 'very poor' (4.3%). 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' (22.7%) or 'very good' (68.2%).

Respondents were also satisfied with the cleanliness of the vehicle, which was rated by most respondents as 'very good' (72.7%) or 'good' (27.3%).

Patients were least satisfied with the vehicle comfort. 18 (81.8%) out of 22 respondents rated the comfort as 'good' (36.4%) or 'very good' (45.5%),

however, three respondents (13.6%) described the comfort as 'neither good nor poor' and one respondent (4.5%) 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?

Overall, 22 (95.7%) of the 23 respondents who answered the above question rated staff attitude as either 'good' (26.1%) or 'excellent' (69.6%). One respondent (4.2%) described the staff attitude as 'poor.' Two respondents answered 'unable to say' or did not complete this question.

Did the staff treat you with dignity and respect?

21 (91.3%) of the 23 respondents who answered the above question recalled 'definitely' being treated with dignity and respect. One (4.4%) respondent answered 'yes, to some extent'. However, one respondent (4.4%) did not feel as though they were treated with dignity and respect by the PTS staff they encountered. Two respondents answered, 'unable to say'. One patient did not complete this question.

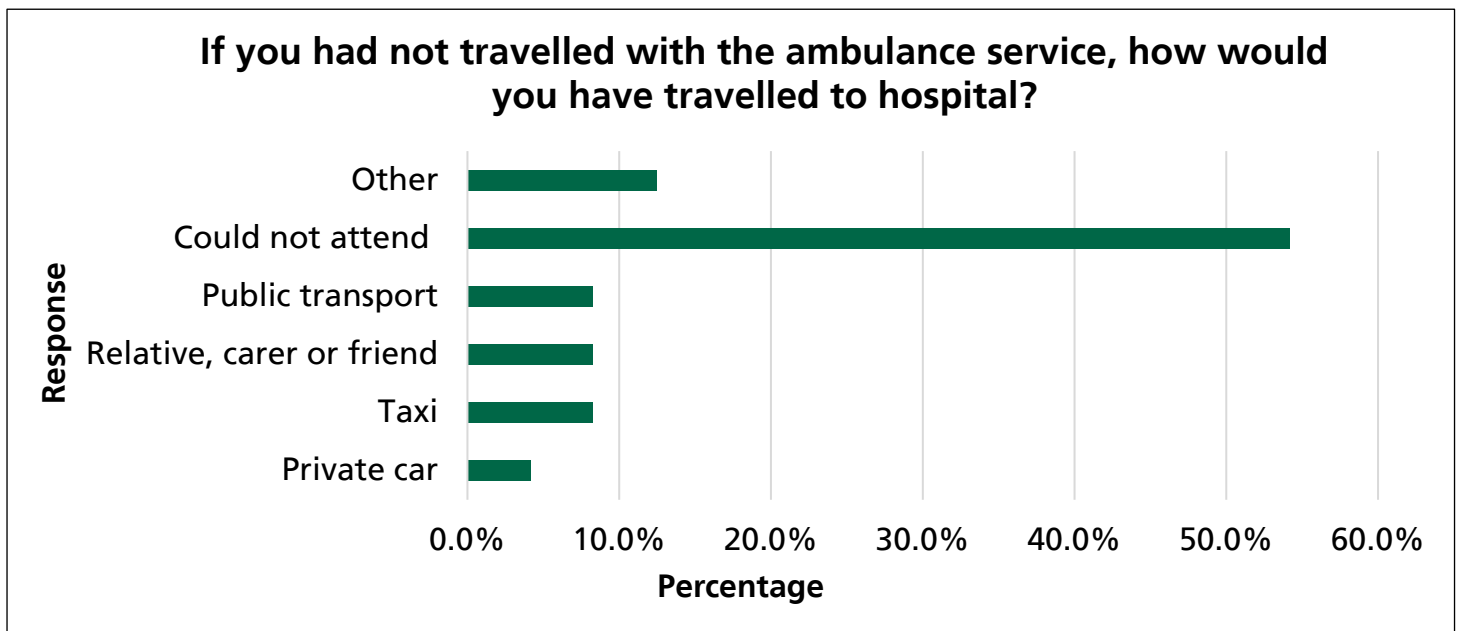
Did the service staff drive safely?

22 of the 24 respondents who answered the above question advised that the PTS staff had driven safely. Two respondents were 'unable to say' how the vehicle had been driven. One patient did not complete this question.

Did the staff offer assistance if required?

22 (91.7%) out of 24 respondents who answered the above question advised that assistance had either been offered. One respondent (4.2%) advised that assistance had not been offered and one respondent (4.2%) answered 'unable to say'. One patient did not complete this question.

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



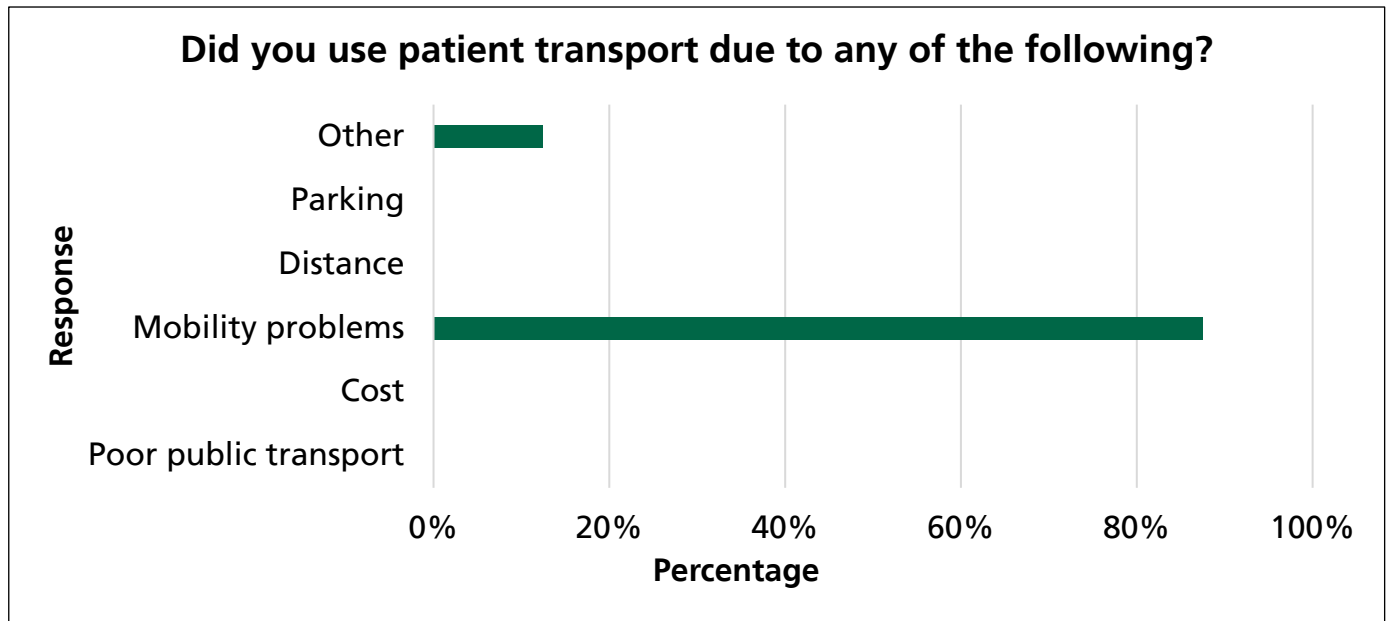
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 13 of the 24 (54.2%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (8.3%), 'public transport' (8.3%), 'other' (12.5%), 'private car' (4.2%) and 'taxi' (8.3%).

One respondent answered, 'unable to say,' and one patient did not complete this question.

The below comments were also received:

- *"It would be impossible." (Patient 2)*
- *"I was returning home from hospital." (Patient 7)*
- *"Had covid so could not use public transport" (Patient 10)*

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



Overall, 21 (87.5%) of the 24 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (12.5%). One patient did not answer the question.

The below comments were also received:

- *"As this is the first time, I've had to use this service via the hospital, I can't really comment."* (Patient 7)
- *"The NHS doctor I spoke to arranged transport as apart from public transport I could not go."* (Patient 10)
- *"In wheelchair."* (Patient 13)
- *"No one to take me and had sedation."* (Patient 22)

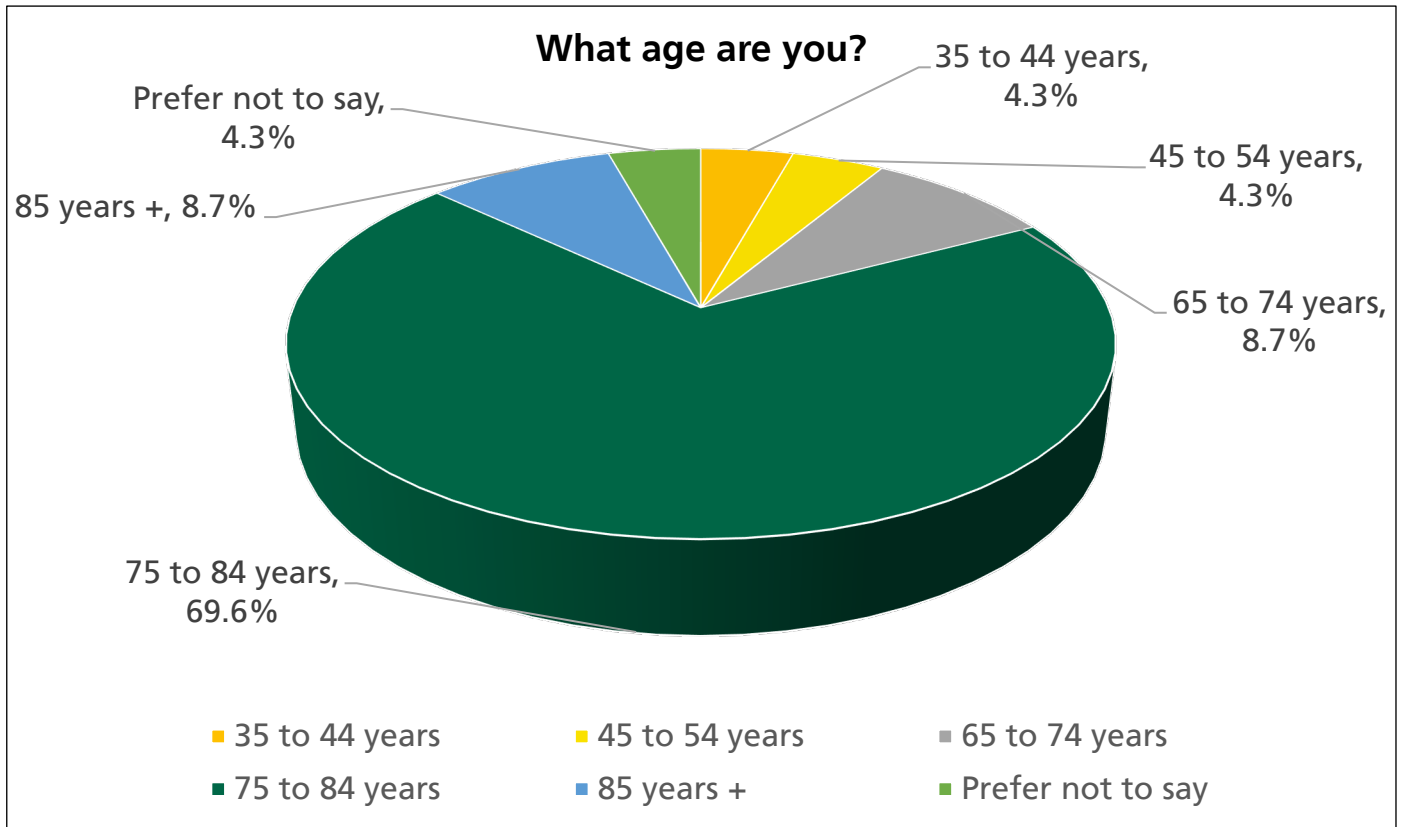
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
2	July	It is ridiculous to leave a patient thinking that they have safely established a way to get to their appointment only to tell them AFTER the 11th hour that their booking is cancelled and that there is no adequate reason for it. Why do you not know how much 'capacity' you have before bookings are made? You cannot leave people ill and in pain hanging like this. Before long someone will literally be hanging.
4	July	Can't think of anything.
7	July	Again, I was being transported home from the hospital and cannot honestly answer this question.
8	July	I think you all do the best that you can under the circumstances you have to work with. I fully appreciate the service that I have received from you.
10	August	Nothing - impeccable service.
15	August	Nothing as everything was good.
17	August	A fantastic service which I have now used twice and have would have no hesitation in using again should the need arise; I cannot think of how it could be improved.
20	September	Communicate. Comments in boxes relate to most ambulance journeys. This one did NOT happen. I have written letters of commendation as to the excellent service provided by E of E crews.
21	August	Nothing you could have done better. I am extremely grateful to you.

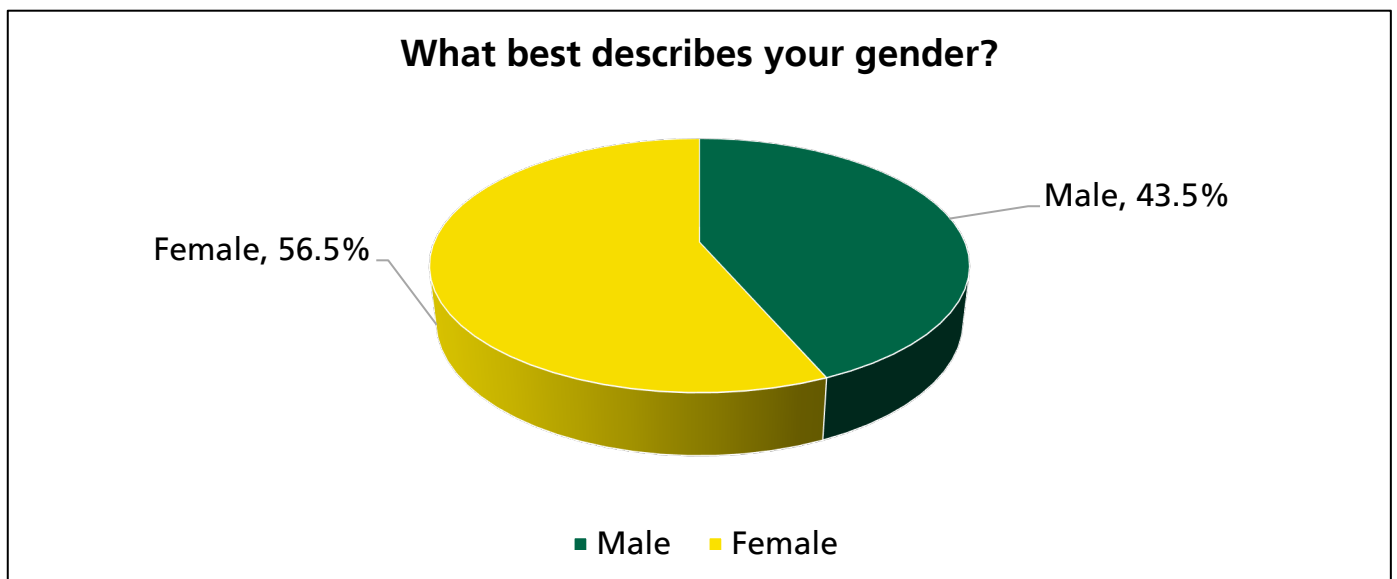
24	September	Nothing.
----	-----------	----------

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

22 respondents who answered the above question advised that they were of a 'White' ethnic group. One respondent answered, 'prefer not to say'. The remaining patients did not complete this question.

What is your religion or belief?

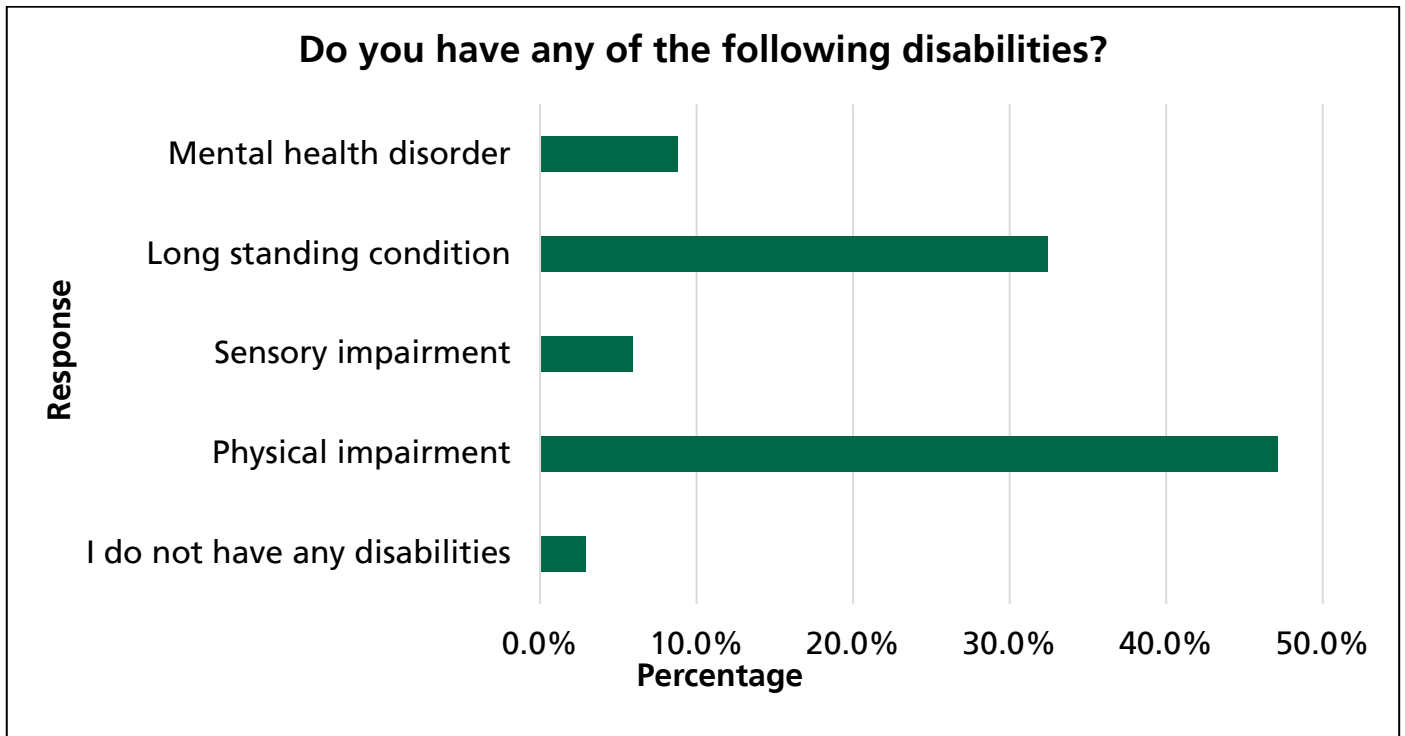
19 (82.6%) of the 23 respondents who answered the above question advised that they held a Christian religion or belief. One respondent (4.3%) advised they held a Jewish religion or belief, one respondent (4.3%) advised they had no religion and one respondent (4.3%) answered 'other' stating 'Pagan' as their religion or belief.

The remaining respondents did not complete this question or 'preferred not to say.'

What is your sexual orientation?

20 (90.9%) of the 22 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation. The remaining respondents did not complete this question or 'preferred not to say.'

Do you have any of the following disabilities?

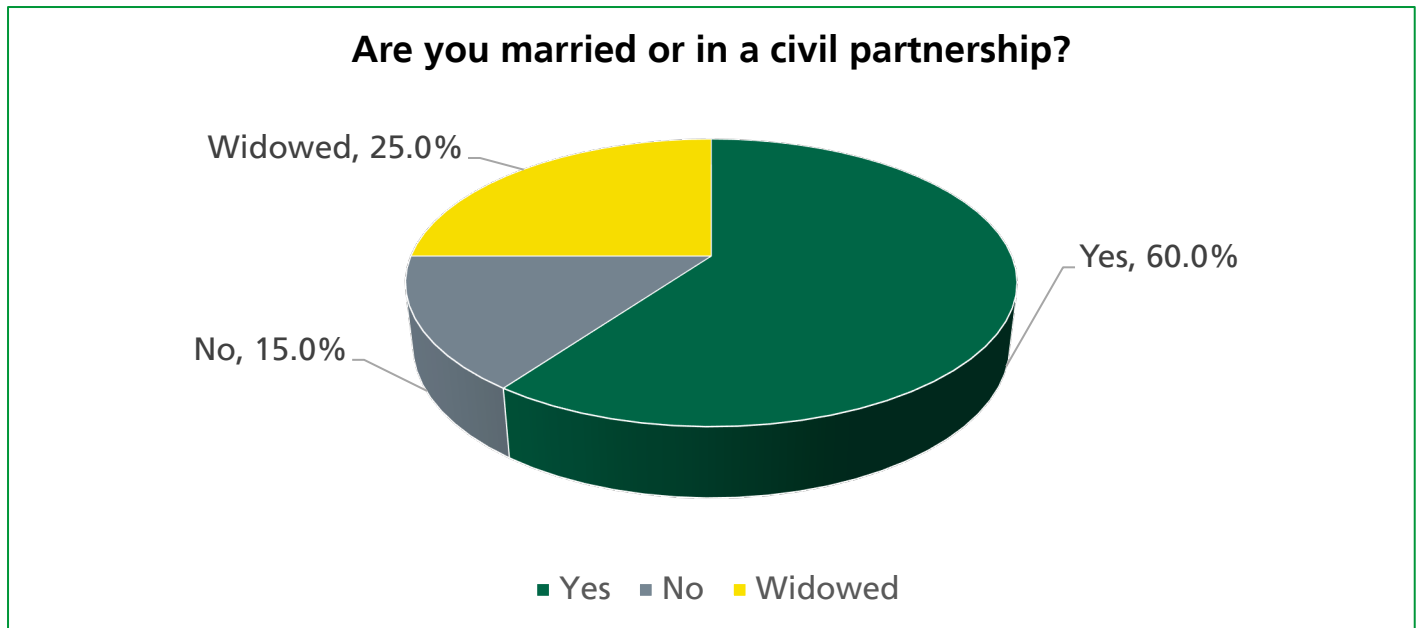


Overall, 16 (47.1%) respondents advised that they had a 'physical impairment.' Other responses included: 'Sensory Impairment' (5.9%), 'long standing condition' (32.4%) and 'mental health disorder' (8.8%). One respondent answered 'other' (2.9%) and one respondent (2.9%) advised that they did not have a disability.

The below comment was also received:

- *"Mobility problems due to osteoarthritis." (Patient 7)*

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.