



Patient Transport Service Patient Experience Report

Patient Transport Service
Herts CCGs Q1 April to June 2022

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Report Period: April to June 2022

Date of Report: October 2022

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 Hertfordshire area during April to June 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 250 patients who have used transport within the Hertfordshire 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, 92.0% of respondents (23) who answered the FFT question and had used the Trust's PTS within the Hertfordshire area during April to June 2022, rated the service received as either 'good' or 'very good.'

Respondents generally felt their transport booking telephone call had been answered 'quickly' (90.5%), with the booking system also rated as either 'good' (23.8%) or 'very good' (76.2%). Respondents were satisfied with the length of time their journey took, with most patients arriving 'on time' (66.7%), 'early' (22.2%) or 'very early' (5.6%) for their medical appointment. 93.8% of respondents (15) had waited between 0 to 60 minutes for their return transport, with one respondent advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (8.3%) or 'excellent' (91.3%), with 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. However, one negative comment was received in relation to parking and subsequent staff attitude and another comment was received in relation to vehicle comfort, with the survey results echoing this.

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.

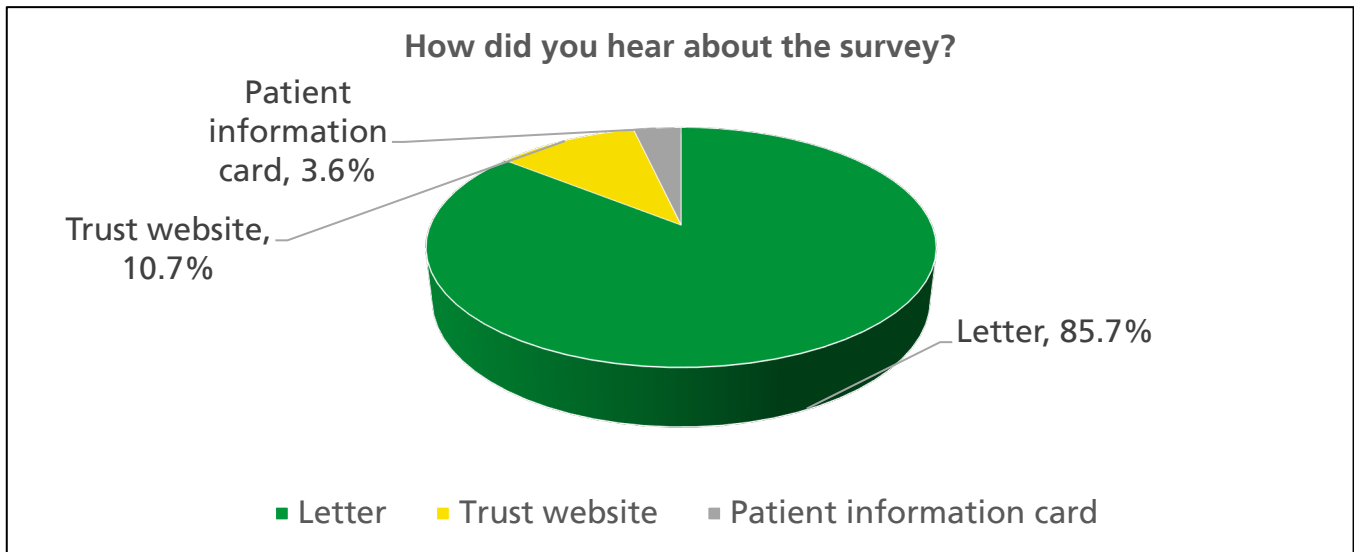
Results

Overall, **28** completed survey submissions were received from patients who had used the PTS within the Hertfordshire area during Quarter 1 2022/23: April (14), May (11) and June (3).

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, 85.7% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'Trust website' (10.7%) and 'patient information card' (3.6%).

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, 23 respondents (92.0%) who answered the FFT question and had used the Trust's PTS within the Hertfordshire area during April to June 2022 rated the service received as either 'good' (8.0%) or 'very good' (84.0%). Two respondents described the service as 'poor' (4.0%) or 'very poor' (4.0%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
2	April	Whenever I have been to hospital, I have always been helped by the service.
3	April	Friendly staff.
4	April	I use patient transport because I have only one family member, who is rarely available, and I find all the ambulance staff to be polite and caring - especially since I have a lifetime tendency to travel sickness. I have used a taxi service in the past but feel much safer and more comfortable in the care of hospital transport - as you may realise, I am an elderly patient.
5	April	Very prompt, polite and efficient.
9	April	I didn't need to worry about getting home. I was a bit wobbly on my feet and the lady ambulance driver supported me to my armchair, many thanks.
10	April	Kindness consideration.
13	April	Because the service was excellent.

Patient number	Month	Positive comments received
27	April	The last time I used the ambulance service I found them very helpful. I was helped to the ambulance. I found both the driver and other lady very good and thoughtful. Please forgive the delay in returning this survey due to my broken hip I am unable to get to the post box.
14	May	Transport arrived promptly and we arrived at the hospital in good time. The driver was friendly and conversed amicably. The journey was enjoyable.
16	May	For the most part from my experience of the service, I believe the service to be very good and the service men and women to be very efficient and very respectful.
17	May	Very helpful.
18	May	Driver very efficient, helpful, and friendly.
20	May	They were punctual and pleasant.
22	May	Very good drivers and clean cars, felt very safe every time.
23	May	The team that arrived were considerate, made me as comfortable and so caring. I could not fault what they did. This was after I had fallen in my garden and broke my hip.
25	May	There is nothing I can think of that I could complain or make an issue with and that's why I put the answer as I did.
24	May	I think the transport service is amazing and I am very grateful to be able to use it.

Patient number	Month	Mixed/neutral comments received
11	April	Trying to get through on the telephone takes far longer than the 2 mins claimed! When through the service is very good. The next point I would like to make, is the suspension on the ambulances is non-existent! I have back problems and travel in my own wheelchair and the rides I have had are most uncomfortable.
15	May	Very pleasant, helpful. Couldn't have been any better. Was late due to traffic, started to panic so phoned to make sure it hadn't been forgotten
28	May	Good and very poor. Please see separate letter.
Patient number	Month	Negative comments received
1	April	<p>We operate a care home that has a private shared access driveway. The care home has a car park and loading bay which for over 30 years has provided an adequate facility for ambulances and other vehicles to park, thereby maintaining full access on the driveway for all other users.</p> <p>Over recent months your ambulances have been using the neighbours' drives for turning and parking in the driveway blocking access to our neighbours. There has been a blanket refusal to move when politely asked to do so. There have been an unacceptable amount of times when my neighbours have been blocked in for a significant amount of time. One of my neighbours is a pilot who cannot be late for shifts. Irrespective, it is unreasonable to expect such a wait when a solution for parking exists.</p>

Are you the patient?

Overall, 95.5% of respondents (18) who responded to the above question advised that they were the patient.

How quickly did we answer your call?

19 (90.5%) of the 21 respondents who answered the above question recalled their call to the PTS as being answered 'quickly.' However, 2 respondents (9.5%) felt that 'it took a long time'. 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 (95.0%) of the 20 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?

All 21 respondents who were able to respond to the above question rated the booking system as either 'good' (23.8%) or 'very good' (76.2%). The remaining respondents either did not complete this question or 'did not know.'

Did the service staff introduce themselves?

22 (95.7%) of the 23 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?

All 23 respondents who were able to answer the above question were satisfied with the length of journey and provided 'good' (30.4%) or 'very good' (69.6%) responses. The remaining respondents either did not complete this question or 'did not know.'

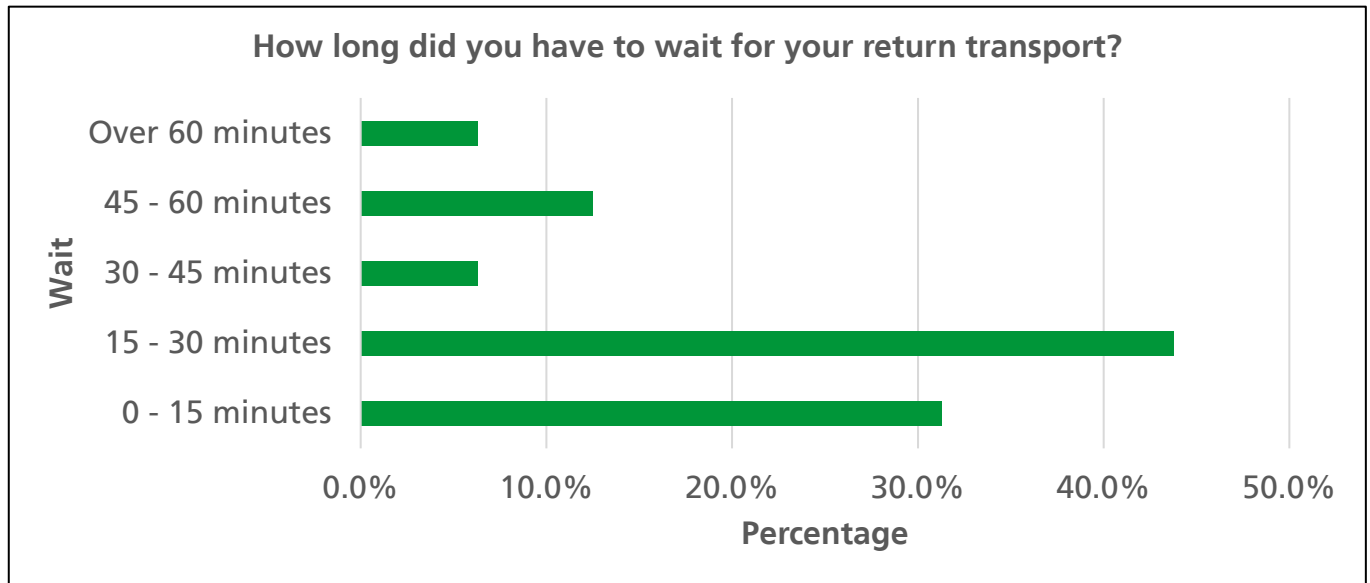
Did you arrive on time for your appointment?

Of the 23 respondents who answered the above question, 94.4% had arrived 'on time' (66.7%), 'early' (22.2%), or 'very early' (5.6%) for their medical appointment. One patient (5.6%) had arrived late at the hospital/clinic. The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

Three respondents 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?



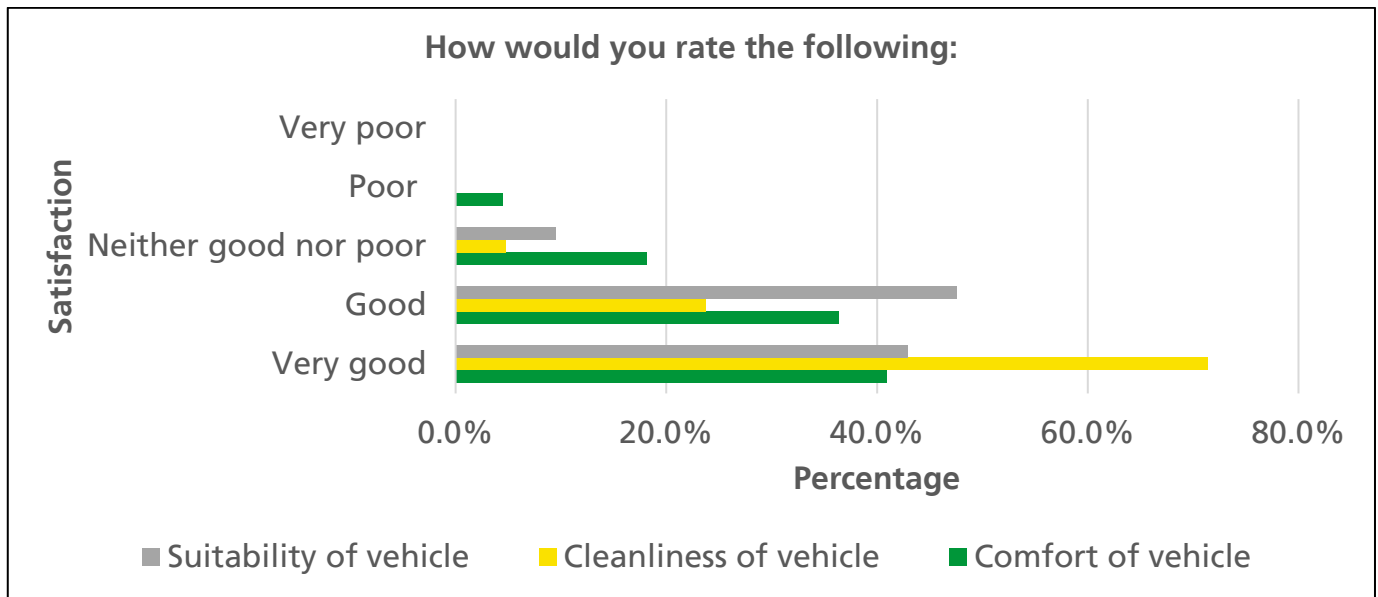
Overall, 93.8% of respondents (15) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (31.3%), 15 to 30 minutes (43.8%), 30 to 45 minutes (6.3%) and 45 to 60 minutes (12.5%). One patient (6.3%) had waited over 60 minutes following their medical appointment.

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?

All 18 respondents who answered the above question rated the communication between the Patient Transport Service and the hospital/clinic as either 'good' (27.8%) or 'very good' (72.2%). 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 cleanliness was rated most highly by 95.2% of respondents who described the cleanliness as 'good' (23.8%) or 'very good' (71.4%). One 'neither good nor poor' (4.8%) rating was also received.

Respondents were also generally satisfied with the suitability of the PTS vehicle, which was rated by most respondents as 'good' (47.6%) or 'very good' (42.9%). However, two respondents provided 'neither good nor poor' responses in respect to the suitability.

Patients were least satisfied with the vehicle comfort. Approximately three quarters of respondents (77.3%) who answered this question rated the comfort as 'good' (36.4%) or 'very good' (40.9%). Four respondents (18.2%) described the comfort as 'neither good nor poor' and one respondent rated the comfort was 'poor' (4.5%).

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

How would you describe the attitude of the staff?

Overall, 23 (95.8%) of the 24 respondents who answered the above question rated staff attitude as either 'good' (8.3%) or 'excellent' (91.3%). One respondent (4.2%) described the staff attitude as 'poor.' The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 23 respondents who were able to answer the above question responded that they had been treated with dignity and respect. The remaining respondents did not complete this question.

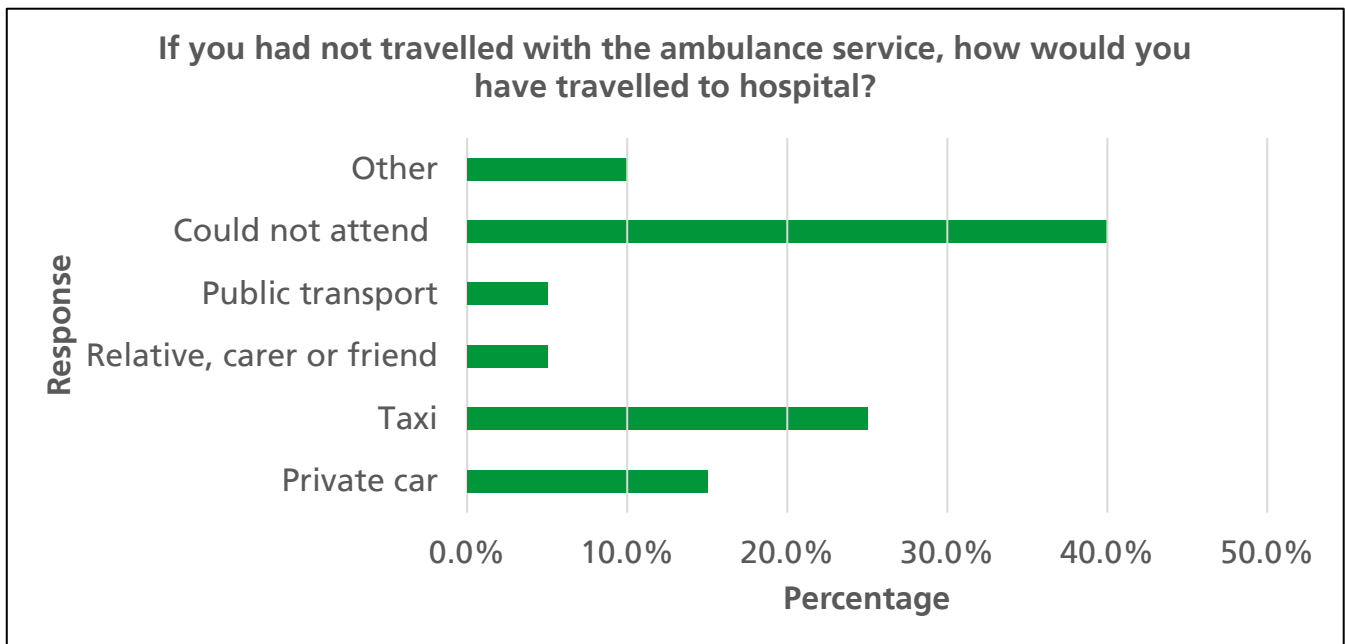
Did the service staff drive safely?

All 22 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?

23 respondents (95.8%) who answered the above question advised that assistance had either been offered or that it had not been required. One respondent (4.2%) did not recall assistance being offered. The remaining respondents did not complete this question.

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



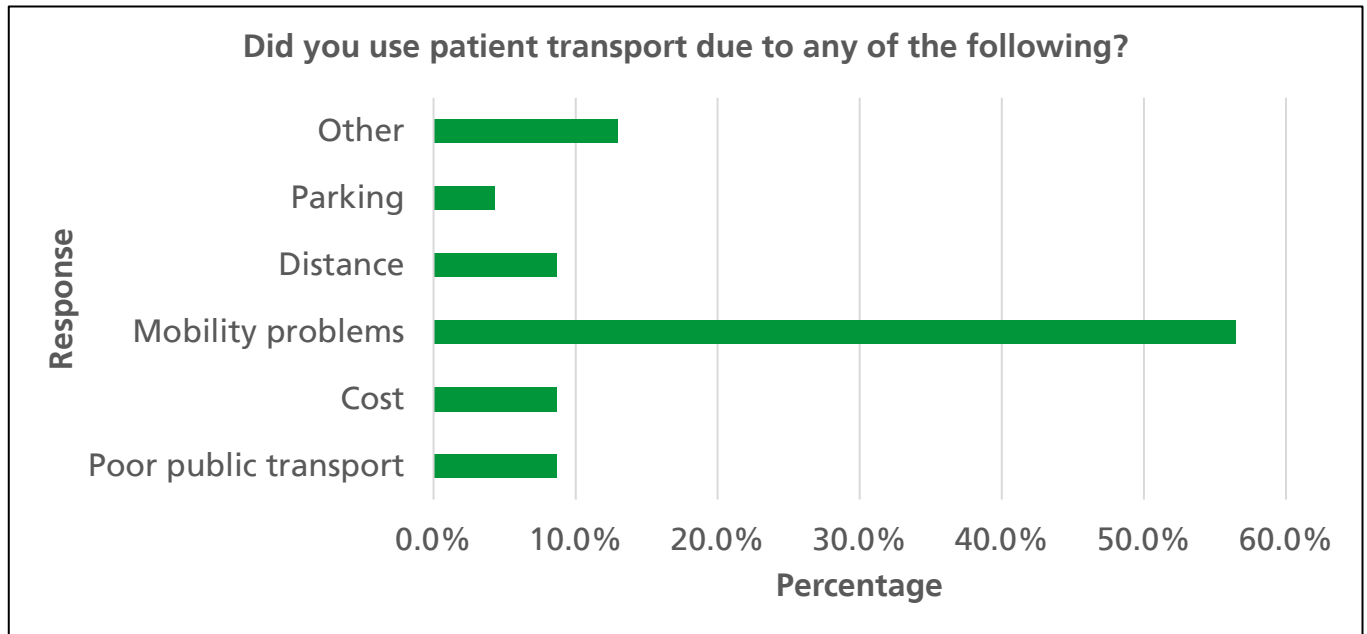
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Eight (40.0%) of the 20 respondents who answered this question advised that they **could not** have attended their appointment. Other responses included 'taxi' (20.0%), 'private car' (15.0%), 'other' (10.0%), 'relative, carer or friend' (5.0%) and 'public transport' (5.0%).

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

The below comments were also received:

- *"Harpenden Helping Hand." (Patient 4)*
- *"Or I might not have been able to go." (Patient 20)*
- *"Only by ambulance." (Patient 23)*

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



13 (56.5%) of the 23 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (13.0%), 'distance' (8.7%), 'cost' (8.7%), 'poor public transport' (8.7%) and 'parking' (4.3%). The remaining respondents did not complete this question.

The below comments were also received:

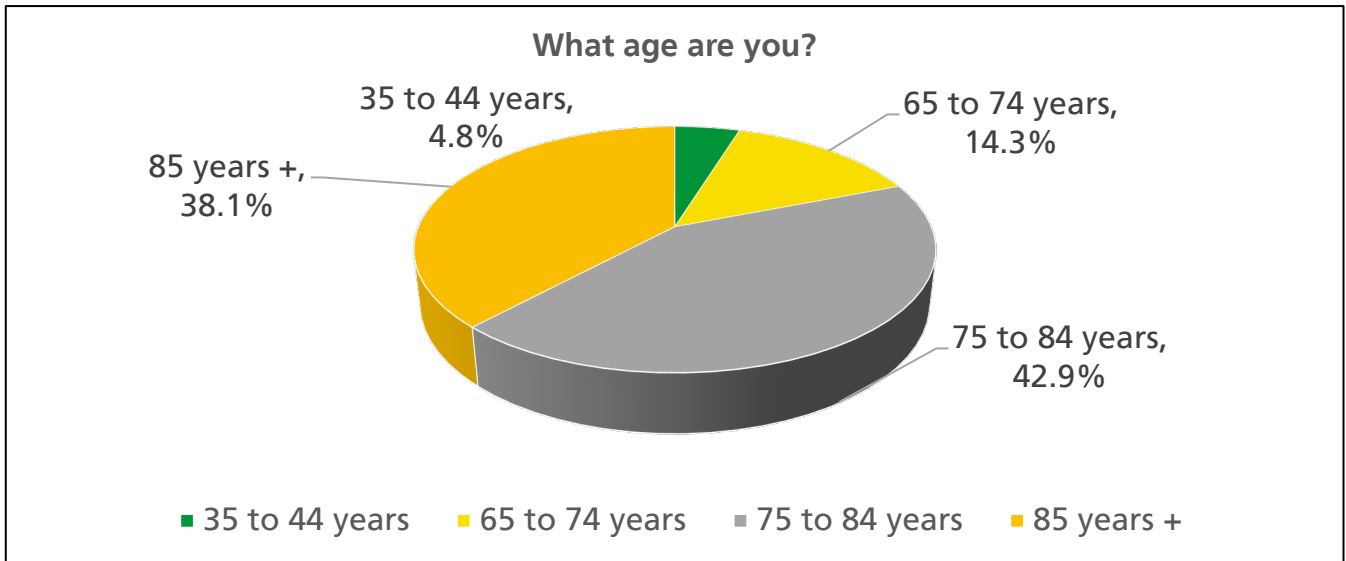
- *"Request to examine and potentially take a resident from the home to hospital." (Patient 1)*
- *"There are two reasons, one is poor public transport as well as my mobility problems." (Patient 4)*
- *"My son was on holiday; he booked the trip from hospital." (Patient 9)*
- *"Cost, distance, mobility problems, poor public transport." (Patient 20)*
- *"I found taxis unreliable." (Patient 27)*

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

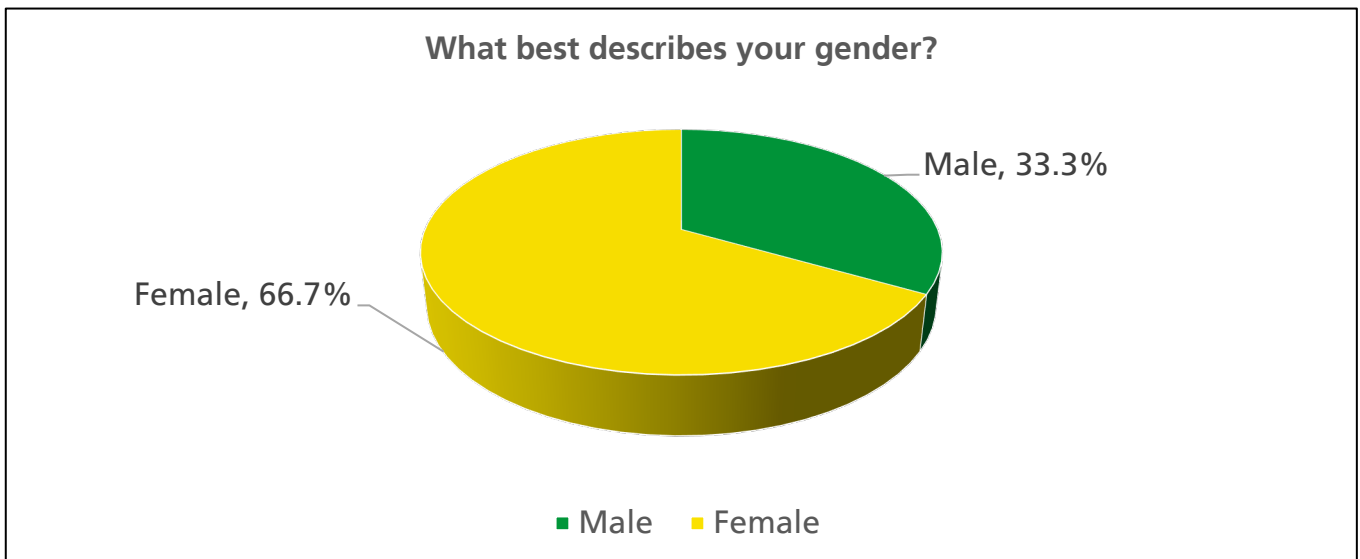
Patient number	Month	Comments received
1	April	Communication from the driver/colleague was poor. They were not prepared to allow passage of the neighbours until the ambulance was ready to go. They did not use the parking facility available. There was no concern about the predicament of others being inconvenienced. I would like to meet on site with the Transport Manager of the Ambulance Service to look at the access situation that has worked adequately for 30 years to see if any adjustments can be made to ensure future smooth running during an ambulance visit.
2	April	Whenever I have used the service, I am very grateful for the care I have been given.
4	April	Nothing I can think of - your staff are very observant and caring and I appreciate any help I am offered. I was escorted into the building and directed to the clinic for which I am very grateful.
11	April	Provide comfortable ambulances with much better suspension.
13	April	It was all very good and helpful.
14	May	Everything was fine.
15	May	I was very happy with your service. I would have liked to have been informed that they were running late. I have used your ambulance service 3 times and they have been very good.
16	June	None that I can think of !!!

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 21 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining respondents did not complete this question.

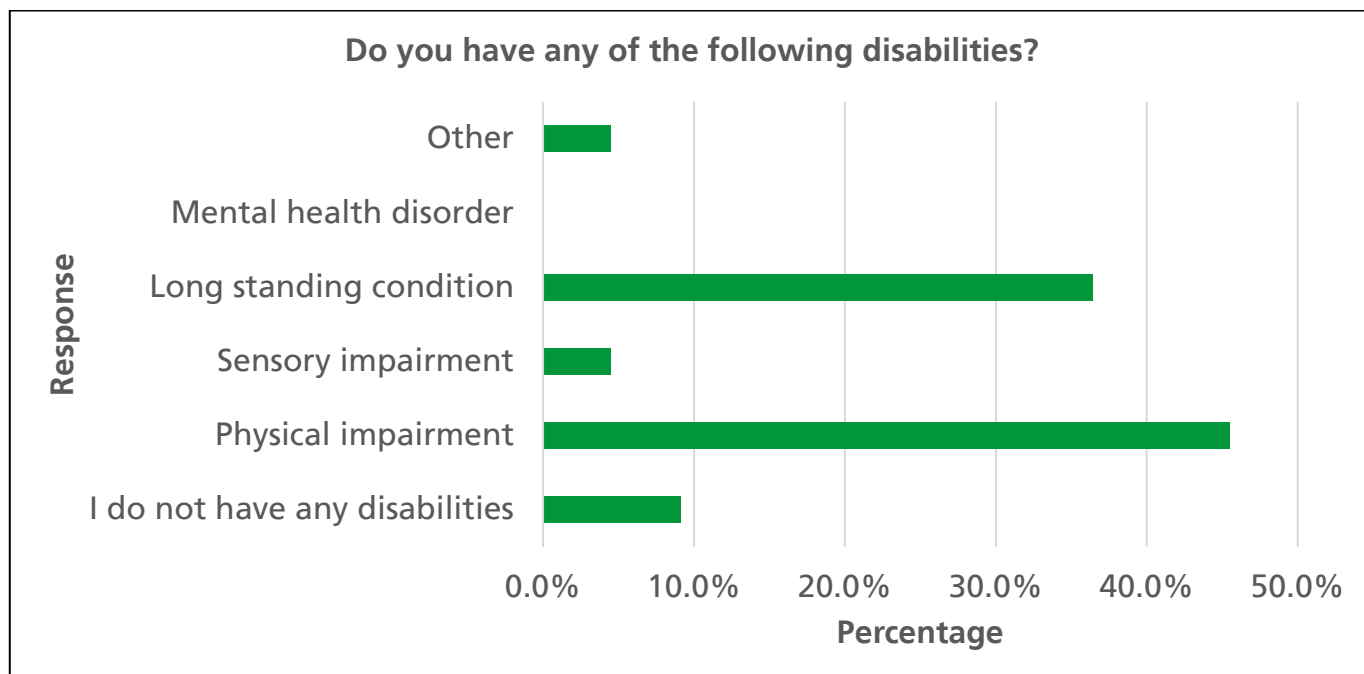
What is your religion or belief?

14 (77.8%) of the 18 respondents who answered the above question advised that they held a Christian religion or belief. Four respondents (22.2%) answered that they did not hold a religion or belief. The remaining respondents either did not complete this question or 'preferred not to say.'

What is your sexual orientation?

18 (94.7%) of the 19 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation. One respondent (5.3%) answered that they were of a 'bisexual' sexual orientation. The remaining respondents either did not complete this question or 'preferred not to say.'

Do you have any of the following disabilities?

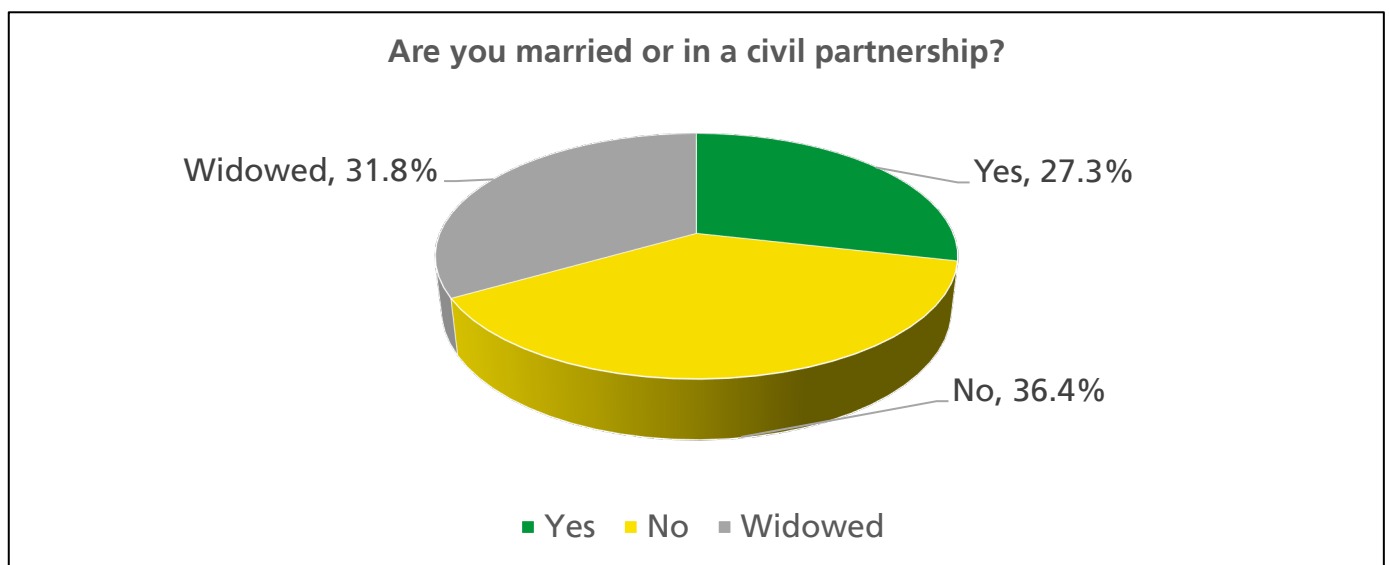


Ten (45.5%) of the 22 respondents who answered the above question advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (36.4%), 'sensory impairment' (4.5%) and 'other' (4.5%). Two patients (9.1%) advised that they did not have a disability.

The below comments were also received:

- "And age – 92." (Patient 20)
- "Speech difficulties." (Patient 25)

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.