



Patient Transport Service Patient Experience Report

Patient Transport Service
North East Essex ICB April to June 2023

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Report Period: April to June 2023

Date of Report: August 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 North East Essex area during April to June 2023.

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 via EEAST's public website. However, a random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the North East Essex 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, 81.3% of respondents (26) who answered the FFT question and had used the Trust's PTS within the North East Essex area during April to June 2023, rated the service received as either 'good' or 'very good.'

95.5% of respondents (21) felt their transport booking call had been answered 'quickly.' Respondents were generally satisfied (88.9%) with the length of time their journey took, with 90.9% of patients (20) arriving 'on time' (36.4%), 'early' (50.0%) or 'very early' (4.5%) for their medical appointment. 66.7% of respondents (12) had waited between 0 to 60 minutes for their return transport, with six respondents (33.3%) advising that they had waited over one hour.

PTS staff were generally rated as 'good' (7.1%) or 'excellent' (85.7%), with most respondents (92.6%) 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. Areas of dissatisfaction were mixed and generally related to the delays/transport booking, staff attitude and vehicle comfort/mode of transportation.

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.

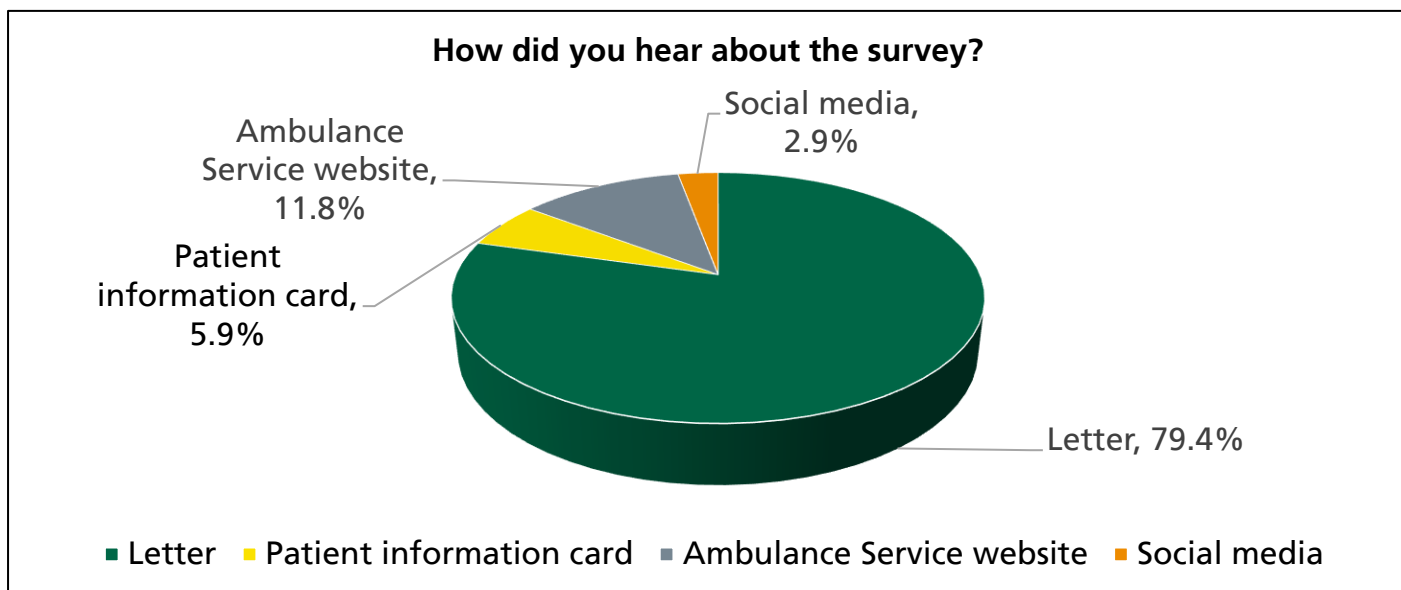
Results

Overall, **34** completed survey submissions were received from patients who had used the PTS within the North East Essex CCG area during Quarter 1 of 2023/24: April (9), May (12) and June (13). 27 (84.4%) out of 32 respondents advised that they were the patient.

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, 27 respondents (79.4%) had heard about the survey through the invitation to feedback letter. Other responses included 'ambulance service website' (11.8%), 'patient information card' (5.9%) and 'social media' (2.9%).

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, 32 respondents who used the Trust's PTS within the North East Essex area answered the FFT question. 26 (81.3%) of these respondents rated the service received as either 'good' (3.1%) or 'very good' (78.1%). Other responses included: 'neither good nor poor' (3.1%), 'poor' (3.1%) and 'very poor' (12.5%).

The remaining respondents did not complete this question.

Please can you tell us why you gave this answer?

Patient	Month	Positive comments received
2	April	The guys looked after me very well and proper. I can't fault them.
3	April	I just want to say how absolutely brilliant your staff are, there wasn't anything they wouldn't do for me. They carried me down 17 stairs very gently and got me into the seat. They sat and talked to everyone who was in the ambulance, which takes your mind off where you are going. They are so thoughtful and considerate; they do such a fantastic job.
4	April	The driver was amazing, waited for me longer than he should have and was very professional and talkative the journey home. All you guys do an amazing job.
5	April	Very happy ride.
8	April	I have them all the time I feel safe with them. I am partially disabled, eyesight, limbs.
9	April	I had to be in hospital by 8am...I had 2 stents put in my heart, I panicked and phoned you for help. A driver picked me up at around 6.40am in a private cab (lovely driver) and another lovely driver (again in private cab) at 4.40pm. I really cannot thank you enough (all concerned).

Patient	Month	Positive comments received
7	May	Family support.
11	May	Friendly driver, nice ride.
12	May	Found your service and staff to be of a high standard.
13	May	Your teams are amazing, very helpful whilst being friendly and professional.
14	May	Drivers good, everything as expected.
15	May	The ambulance was on time and the way the paramedics were was very good, they were very kind and helpful.
17	May	Quick transport - polite staff.
18	May	They were excellent, they came and helped me down to the ambulance, they were very good.
21	May	The service was prompt, efficient and caring.
22	May	Everyone so helpful and kind, not kept waiting too long too. Journey both ways excellent service.
33	May	Absolutely fantastic. Really caring and funny. Highly recommended!
23	June	Helpful, friendly, efficient service.
24	June	Excellent service as always.
29	June	Better than very good. Over the past couple of months, I have used the service several times. Each and every time, either a proper ambulance with a driver and attendant or a minibus the service has been top draw.No problems or complaints, the staff are always very helpful, polite, and caring.
32	June	Driver very friendly, helpful, and gentlemanly throughout.
34	June	No worries about getting to the appointment on time and the return journey. Just a short wait.

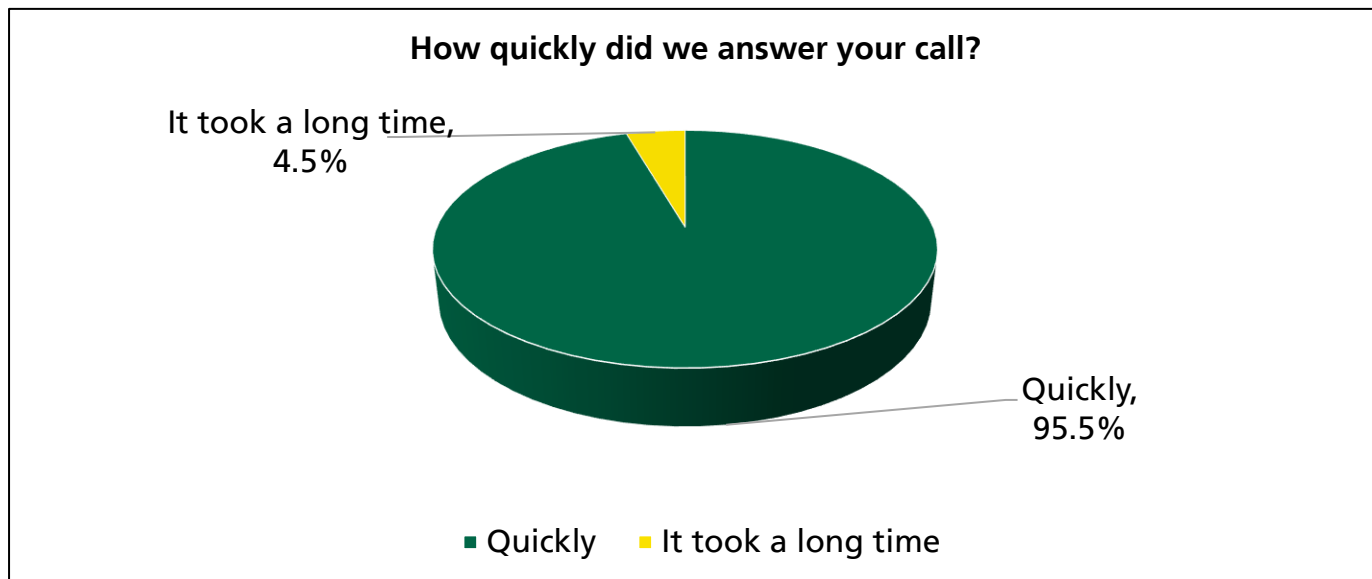
Patient	Month	Mixed/Neutral comments received
27	June	I have had previous ambulances in the last few months and have been very happy but the last time I felt they were rushing me, they were here very quickly but I didn't have anything ready. The young man was fine, the other one was very pushy.
10	June	<p>It's a lottery. Having gone through an assessment and been agreed that I was eligible for a dedicated car due to my severe immune compromise. Some days e.g., 18th May it goes really smoothly, the driver was amazing. Called me before he left. Was compassionate and dedicated to me so I felt safe. He clearly had done it before.</p> <p>But on more than one occasion, today 13th June just being the latest. I have huge amounts of stress. Rudeness and harassment from members of your staff. I feel I would have justification to sue under disability discrimination for compensation for the distress caused. First up the driver did not call so you are worrying if he comes and when he arrives you feel under pressure as you toilet etc and get ready. He refused to back his vehicle onto my drive which I need as I can only walk a few paces and at that point said "because I have other patients on board," and seemed irritated I had delayed them all a bit. I explained I was meant to be on a single patient vehicle.</p>

Patient	Month	Negative comments received
16	June	2.75 hours strapped to stretcher from Colchester dialysis to hospital is not acceptable.
26	June	Because I have to wait up to 2 hours after finishing dialysis before I can get a lift home. No-one ever seems to be able to tell me whose list I might be on. Sometimes they don't turn up at all.
30	June	I was not told you were coming, so my dear friend took a day off work, unpaid, to take me.
31	June	Transported my elderly aunt from hospital to "rehab." She had suffered sacral fractures and spinal cord compression, and you transported her IN A WHEELCHAIR! Bumpy journey SAT IN A WHEELCHAIR!! I am beyond speechless, luckily I work as a ward manager in a London hospice so I know the process to raise a safeguarding issue and report to CQC!

Are you the patient?

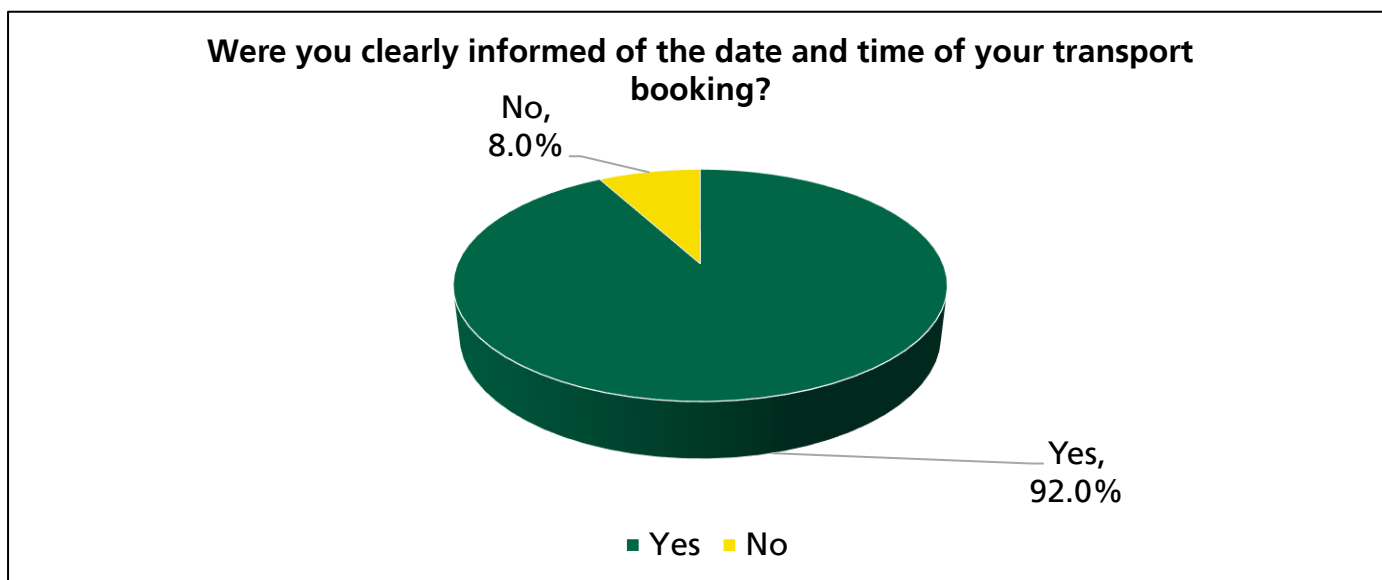
Overall, 27 (84.4%) of the 32 respondents who answered the above question advised that they were the patient. Five respondents (15.6%) advised that they were answering on behalf of the patient. The remaining respondents did not complete this question.

How quickly did we answer your call?



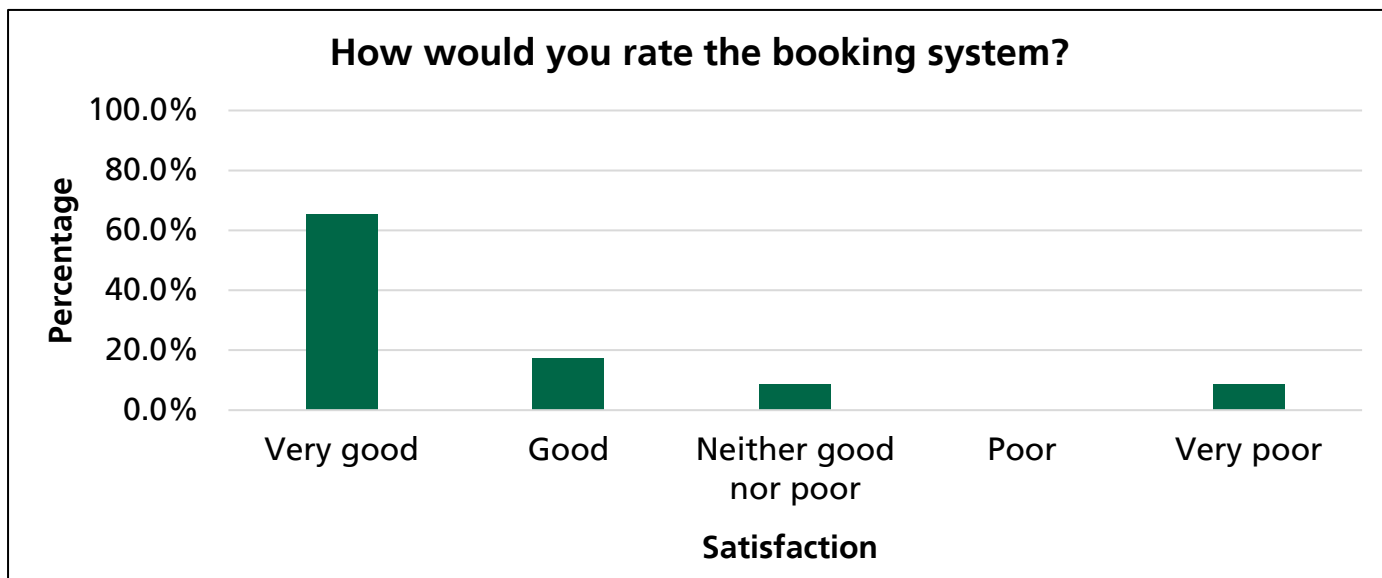
Of the 22 respondents who answered the above question, 21 (95.5%) recalled their call to the PTS as being answered 'quickly.' However, one respondent (4.5%) felt that it took 'a long time' for their call to be answered. The remaining respondents either did not complete this question or were 'unable to say'.

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



Of the 25 respondents who answered the above question, 23 (92.0%) advised that they had been clearly informed of the date and time of their transport booking. Two respondents (8.0%) did not remember being informed. The remaining respondents either did not complete this question or were 'unable to say.'

How would you rate the booking system?



Of the 23 respondents who answered the above question, 19 (82.6%) rated the booking system as either 'good' (17.4%) or 'very good' (65.2%). Other responses included 'neither good nor poor' (4.3%) and 'very poor' (4.3%). The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

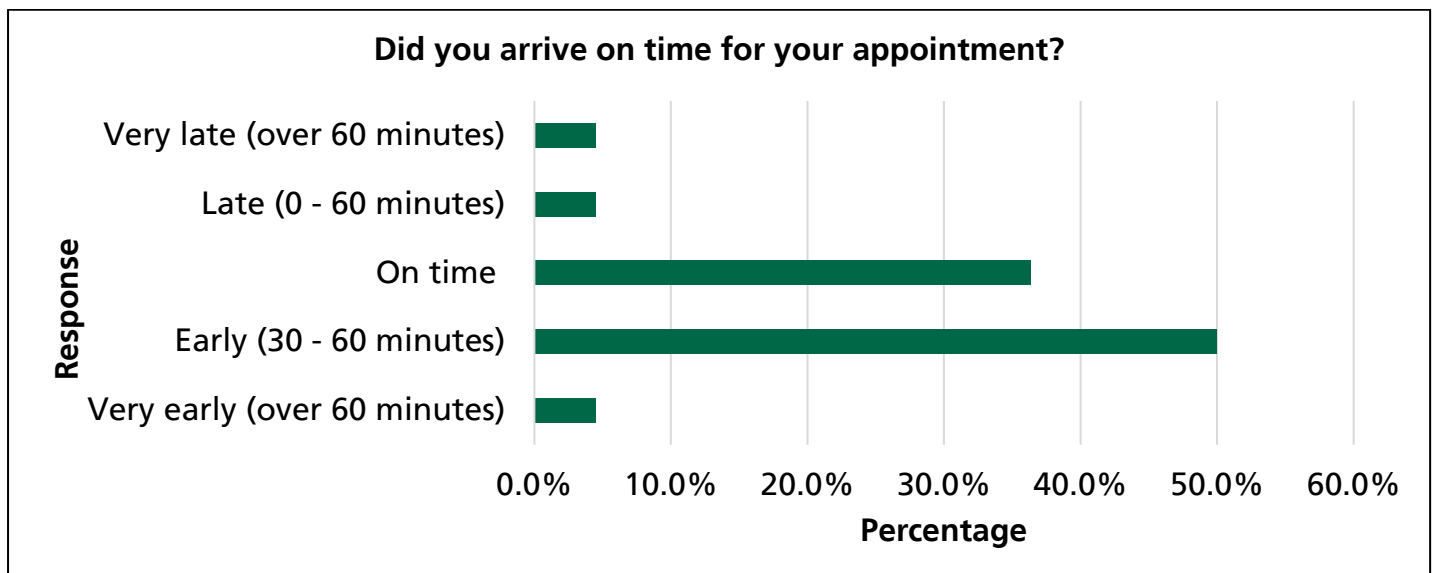
24 (92.3%) out of 26 respondents recalled the PTS staff as having introduced themselves upon their arrival. Two respondents (7.7%) did not remember receiving an introduction. The remaining respondents either did not complete this question or were 'unable to say.'

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



Overall, 24 (88.9%) out of 27 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (22.2%) or 'very good' (66.7%) responses. However, three respondents (11.1%) described the journey length as 'very poor.' The remaining respondents either did not complete this question or were 'unable to say.'

Did you arrive on time for your appointment?

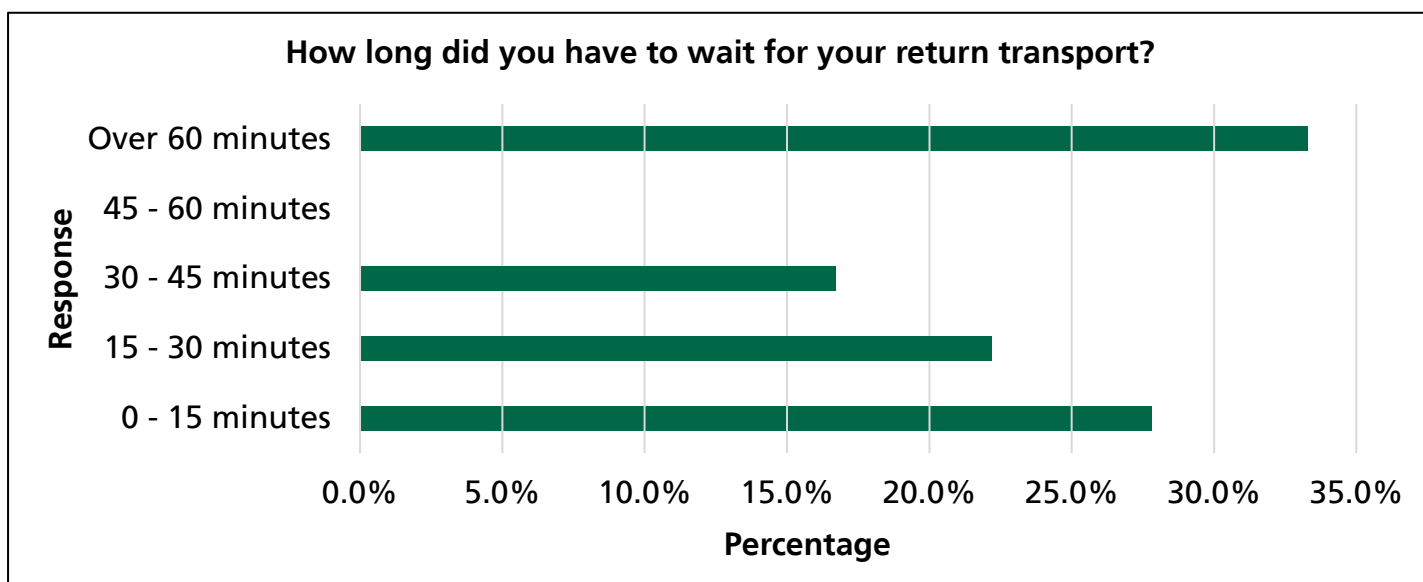


Of the 22 respondents who answered the above question, 20 (90.9%) had arrived either 'on time' (36.4%), 'early' (50.0%) or 'very early' (4.5%) at the hospital/clinic. Two patients had arrived either 'late' (4.5%) or 'very late' (4.5%) for their medical appointment. The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

One respondent advised that they had not been informed of any transport delay. 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?

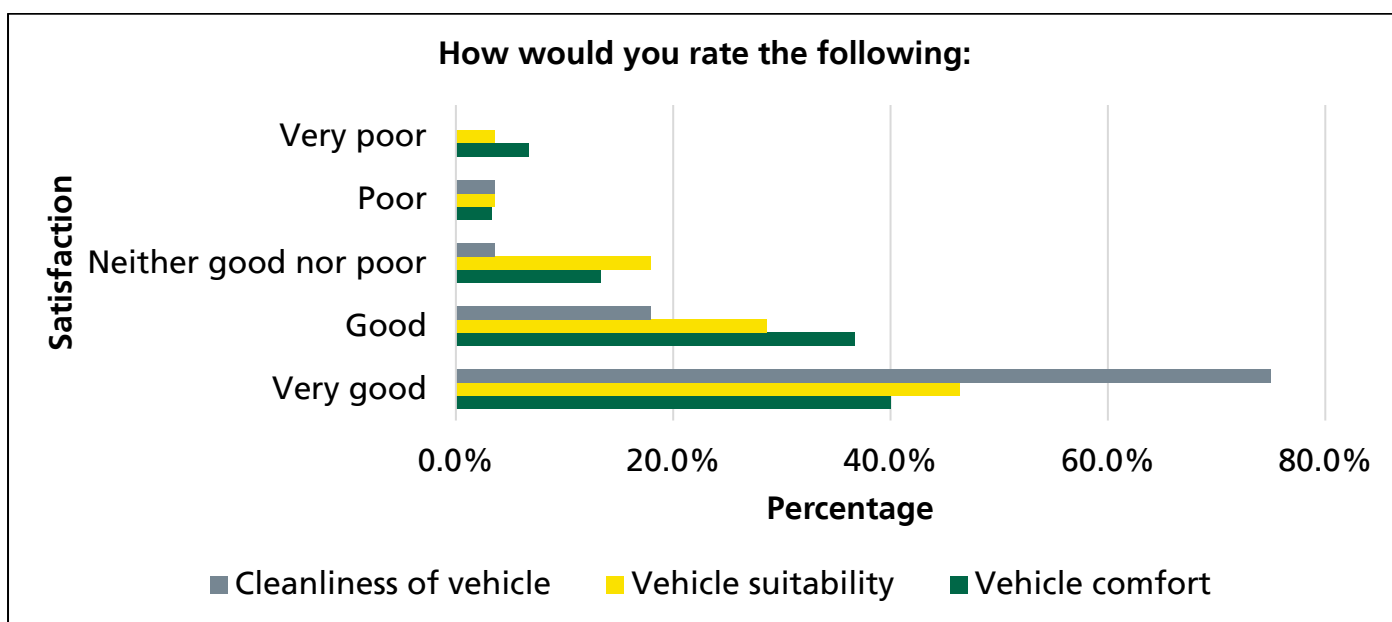


Overall, 66.7% of respondents (12) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (27.8%), 15 to 30 minutes (22.2%) and 30 to 45 minutes (16.7%). Six patients (33.3%) had waited over 60 minutes following their medical appointment. The remaining 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, 21 (91.3%) out of 23 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (30.4%) or 'very good' (60.9%). Two respondents (8.7%) felt the communication was 'poor.' 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. Respondents were most satisfied and provided 'good' and 'very good' responses in relation to vehicle cleanliness (92.9%), with three quarters (75.0%) of these respondents rating the cleanliness as 'very good.' Vehicle comfort (76.7%) and vehicle suitability (75.0%) were rated less favourably.

How would you describe the attitude of the staff?

Overall, 26 (92.9%) of the 28 respondents who answered the above question rated staff attitude as either 'good' (7.1%) or 'excellent' (85.7%). Two respondents (7.1%) rated staff attitude as 'poor.' The remaining respondents either did not complete this question or were 'unable to say.'

Did the staff treat you with dignity and respect?

25 (92.6%) of the 27 respondents who answered the above question recalled being treated with dignity and respect. Two respondents (7.4%) did not feel they were treated respectfully or with dignity. The remaining respondents did not complete this question or were 'unable to say.'

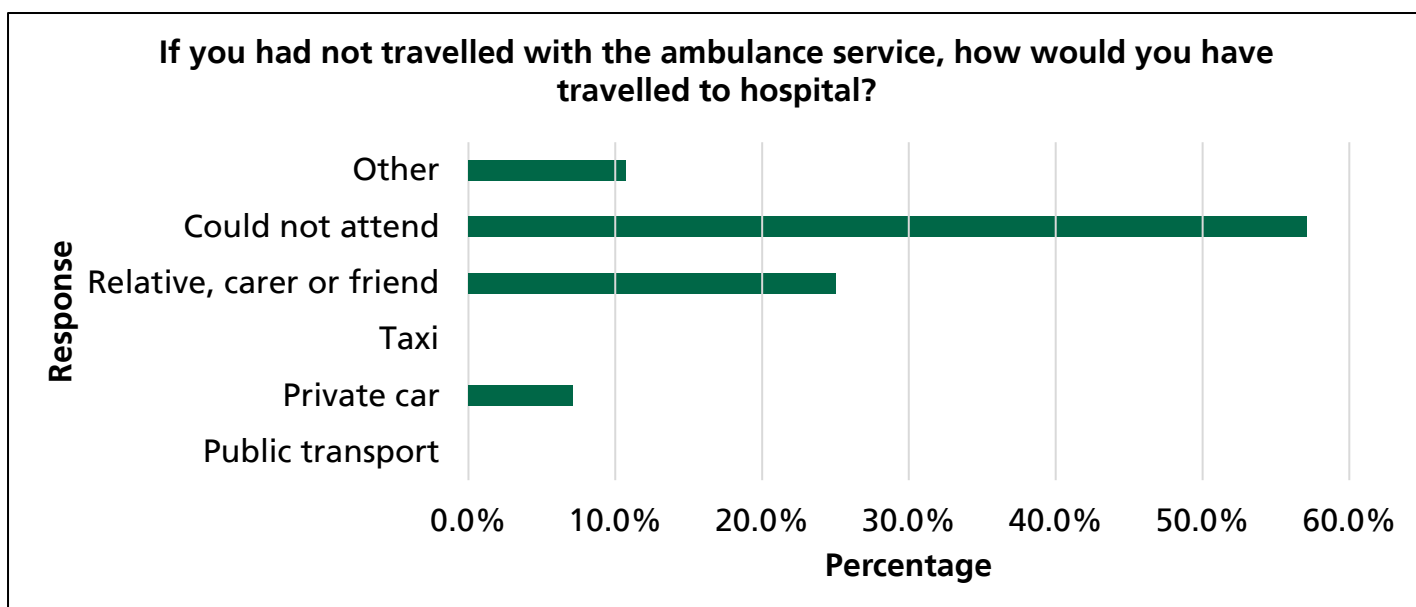
Did the service staff drive safely?

All 27 respondents who were able to answer 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.'

Did the staff offer assistance if required?

Overall, 26 (92.9%) out of the 28 respondents who answered the above question advised that assistance had been offered as and when required. However, two respondents (7.1%) did not recall the offer of any assistance. The remaining respondents either did not complete this question or were 'unable to say.'

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

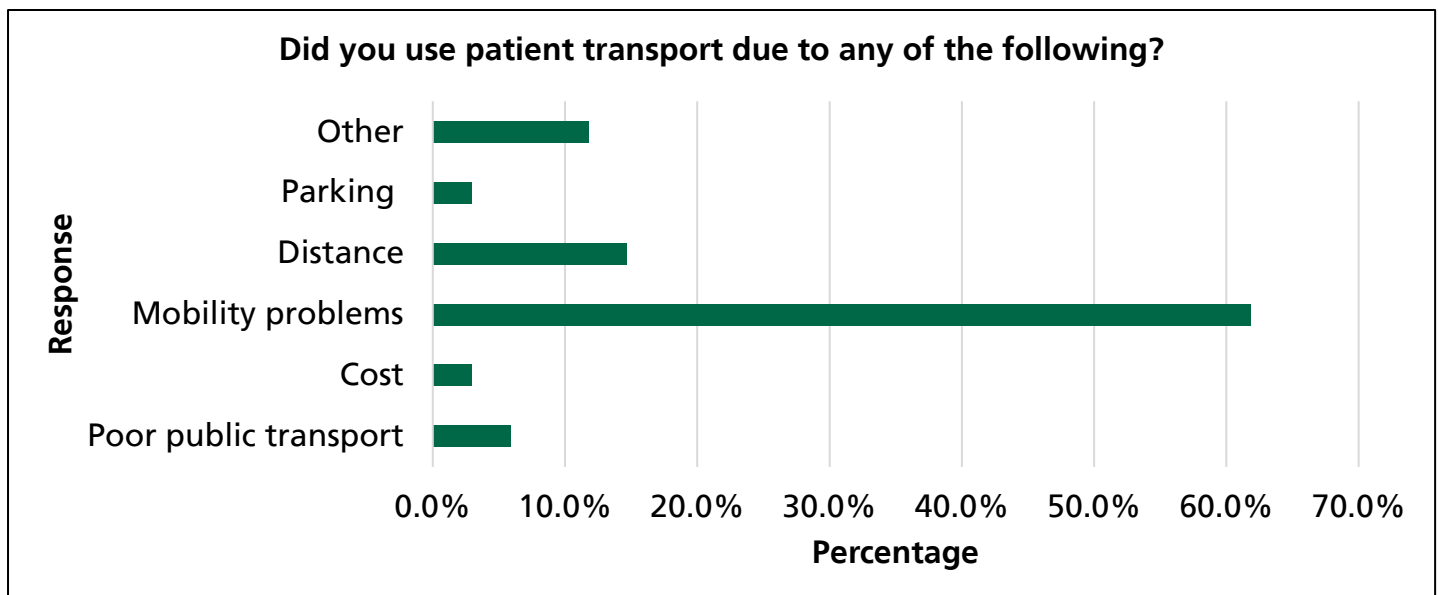


Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 16 (57.1%) out of 28 respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (25.0%), 'other' (10.7%) and 'private car' (7.1%). The remaining respondents did not complete this question.

The below comments were also received:

- *"Walton community transport."* (Patient 5)
- *"I really don't know how I would have got to the hospital."* (Patient 9)
- *"Maybe community coach?"* (Patient 34)

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



Various responses were given in relation to the reason for using patient transport. 21 (61.8%) of the 34 responses received related to 'mobility problems.' Other responses included: 'distance' (14.7%), 'other' (11.8%), 'poor public transport' (5.9%), 'parking' (2.9%) and 'cost' (2.9%). The remaining respondents did not complete this question.

The below comments were also received:

- *"Family support."* (Patient 7)
- *"Due to my eyes."* (Patient 18)
- *"Doctor arranged."* (Patient 27) 18

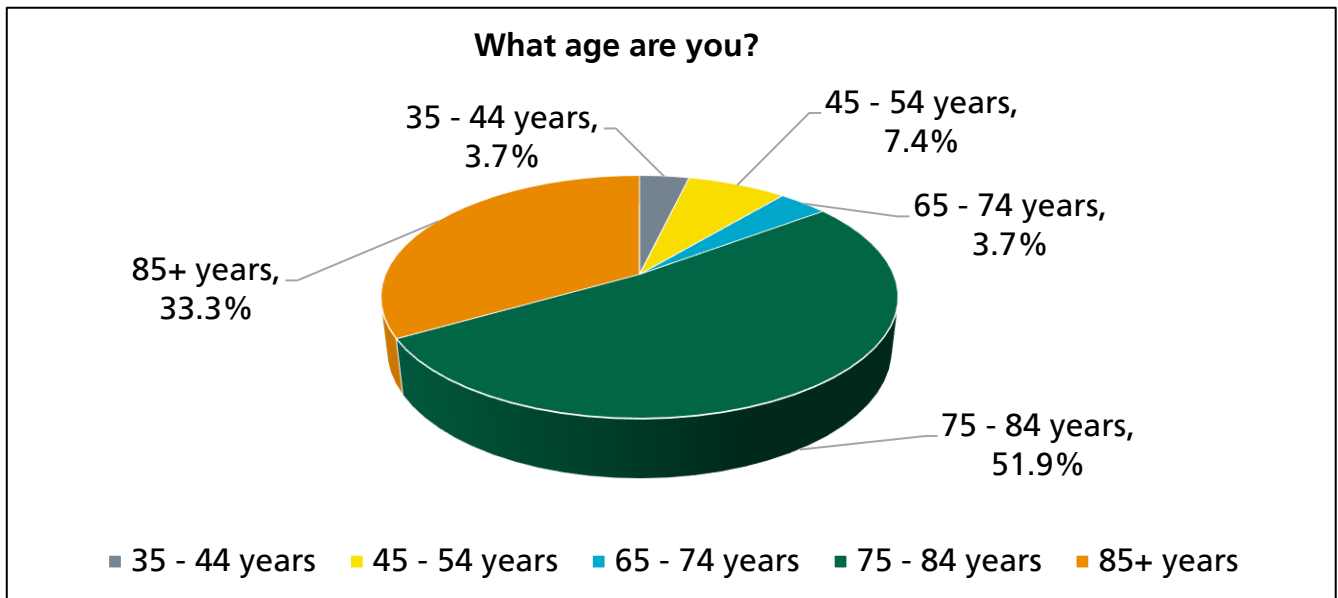
Please tell us about anything that we could have done better:

Patient	Month	Comments received
4	April	Nothing you do an amazing job
5	April	Perfect
8	April	There's nothing at all and I appreciate very much the help I get.
9	April	Nothing at all. Thank you to all of you
7	May	None
11	May	Everything first class.
17	May	Nothing
22	May	Everything perfect no complaints
23	June	Nothing that would have been in your control
24	June	Just keep doing your excellent service
29	June	Everything was as good as it could be.
Patient number	Month	Suggested improvements
13	May	The flats have two entrances, the main one has a concrete path whilst the other one means parking in next doors car park pushing the wheelchair across gravel. The entrance with the gravel is furthest from my flat door so I hobble in pain to walk to the door to meet your team. The entrance with the concrete path is right next to my flat door requiring me to walk three steps to meet your team. Unfortunately, on this occasion I was collected from the gravel entrance causing me a lot of pain. Team did not collect me but did drop me off thankfully using the concrete path.
15	May	Lessening the wait after my appointment

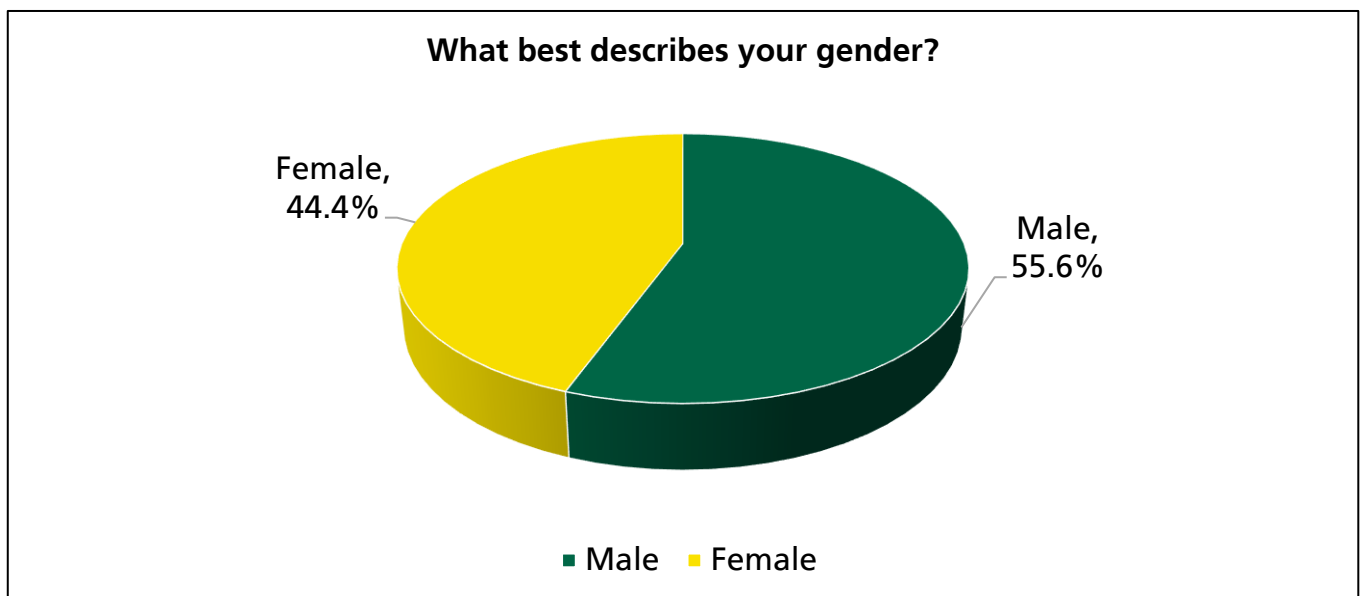
Patient	Month	Suggested improvements
18	May	No, I don't think so. Other than just change some of your booking line questions.
33	May	Vehicle is a bit uncomfortable but that was the least of my worries. Experience was fantastic!
10	June	The comment on dignity and respect refers to (name) who rang me back and made me feel demeaned, devalued and like he didn't care if I lived or dies. How dare I have a disability that means my needs can only be met by dedicated transport? How dare I be scared, frightened and angry? How dare I not want to talk about government policies that according to him have removed any chance for any patient to be transported to hospital free from the fear of death from catching an infectious disease. He did not show me any respect despite my repeated requests to find a way to fix this and I would like a formal complaint raised against him for harassment and discrimination against me causing me intense distress on a vulnerable day. Eventually a taxi driver was arranged for me which is far from ideal. Why couldn't I have had the same service booked for me as I had last month all along?
16	June	Take condition of patient into account, this has probably made my condition worse.
26	June	After finishing 4 hours on dialysis, it would be nice to know your transport is going to turn up. Instead, you just sit and wait till someone arrives and calls your name. This can be up to 2 - 2½ hours not knowing what's happening and whether you will actually get transport home. It's pretty depressing everyone you speak to has an excuse.
30	June	Tell me it had been organised.
31	June	Take into account the reason for booking and diagnosis and maybe transport the patient in a manner that will not cause major discomfort, or potential paralysis!!

Equality and Diversity Information

What age are you?



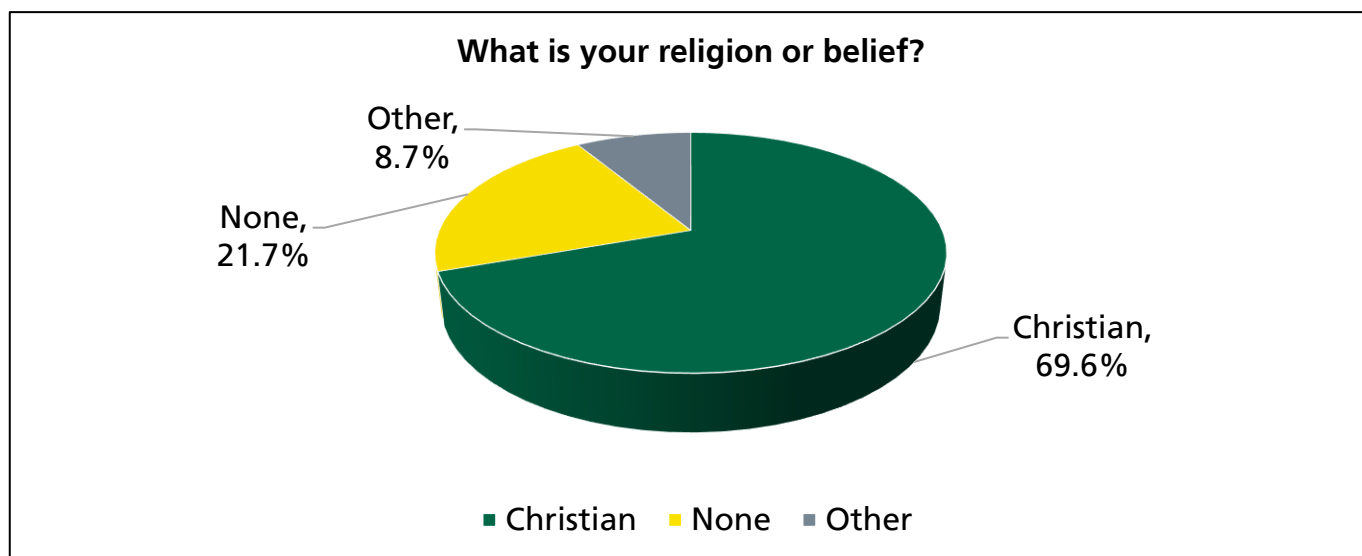
What best describes your gender?



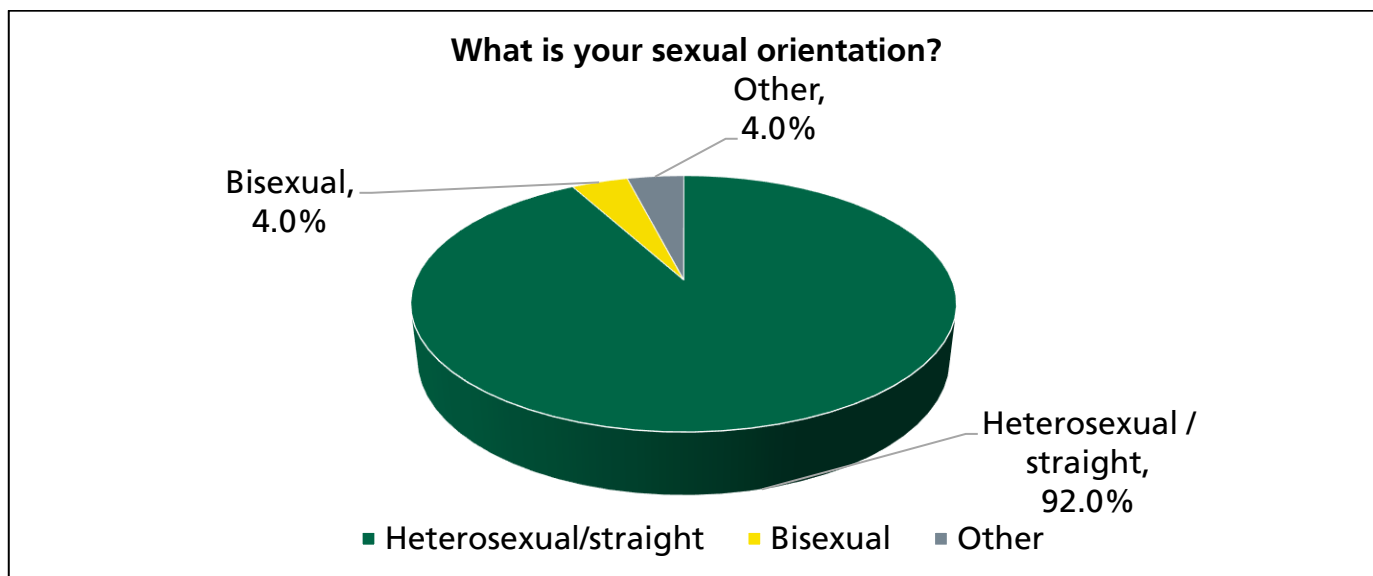
What is your ethnic group?

All 26 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining patients either did not complete this question or 'preferred not to say.'

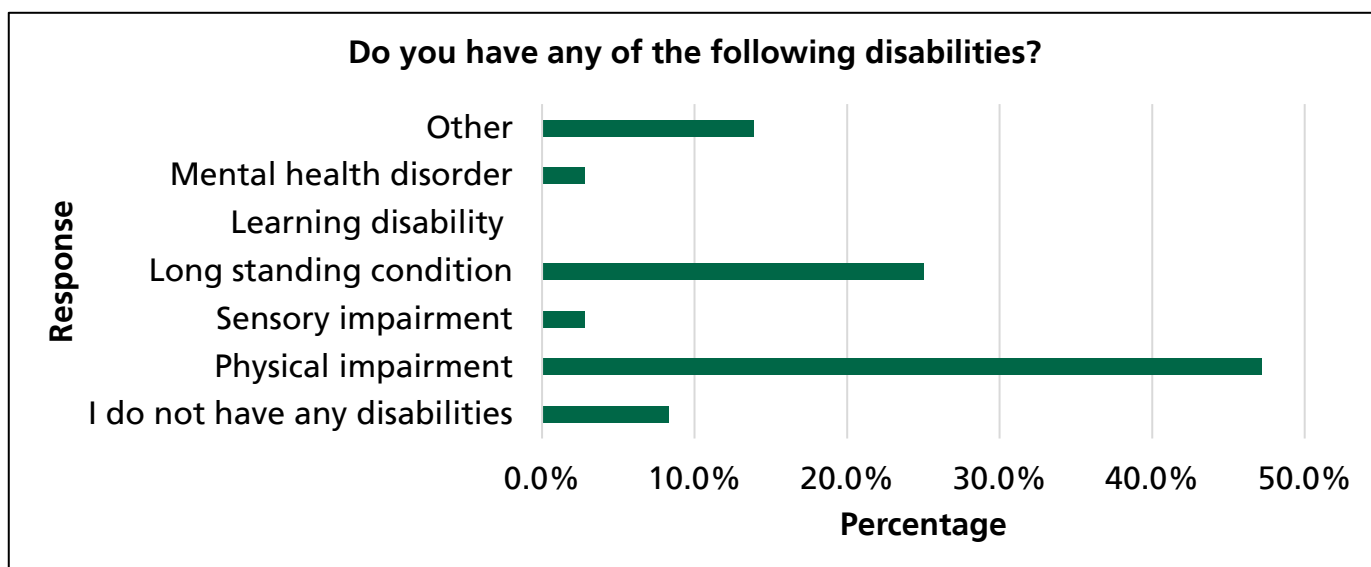
What is your religion or belief?



What is your sexual orientation?



Do you have any of the following disabilities? (All answer types are listed, some multiple answers)

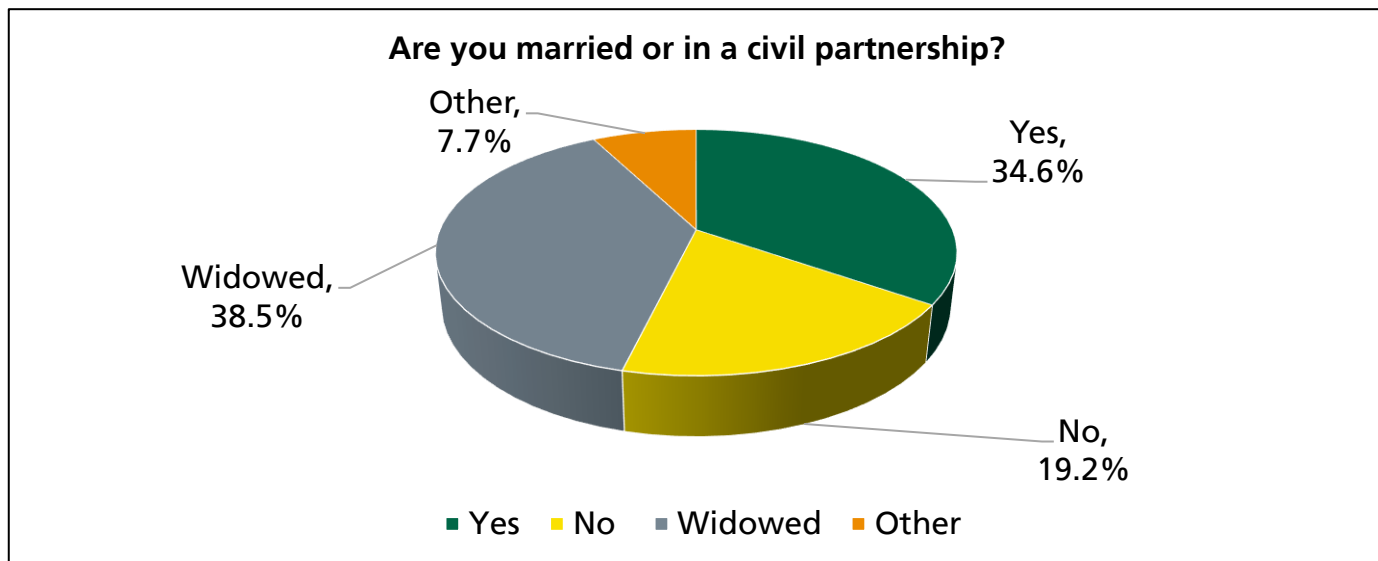


Overall, 17 (47.2%) respondents advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (25.0%), 'other' (13.9%), 'sensory impairment' (2.8%) and 'mental health disorder' (2.8%). Three respondents (8.3%) advised that they did not have a disability. The remaining respondents did not complete this question.

The below comments were also received:

- *"Leukaemia and breathlessness." (Patient 7)*
- *"Osteoarthritis, fibromyalgia, pulmonary lung." (Patient 8)*
- *"Breathing and spine problems." (Patient 9)*
- *"Severe immune compromise which has led to social isolation for three years and fear being around people." (Patient 10)*
- *"Bladder cancer for 13 years. Prostate cancer has been cured." (Patient 29)*
- *"Legs and arms (shoulders not working properly)." (Patient 34)*

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 either 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.