



# Patient Transport Service Patient Experience Report

Patient Transport Service  
North East Essex ICB October to December 2022

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# 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 October to December 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

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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 130 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, 73.7% of respondents (14) who answered the FFT question and had used the Trust's PTS within the North East Essex area during October to December 2022, rated the service received as either 'good' or 'very good.'

75.0% of respondents (9) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (75.0%) with the length of time their journey took, with 70.6% of patients (12) arriving 'on time' (23.5%), 'very early' (11.8%) or 'early' (35.3%) for their medical appointment. 84.6% of respondents

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(11) had waited between 0 to 60 minutes for their return transport, with two respondents advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (23.5%) or 'excellent' (70.6%), with the majority of respondents (88.2%) 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 and lateness in arriving to clinic appointments.

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, **24** completed survey submissions were received from patients who had used the PTS within the North East Essex CCG area during Quarter 3 2023: October (9), November (5) and December (10).

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.

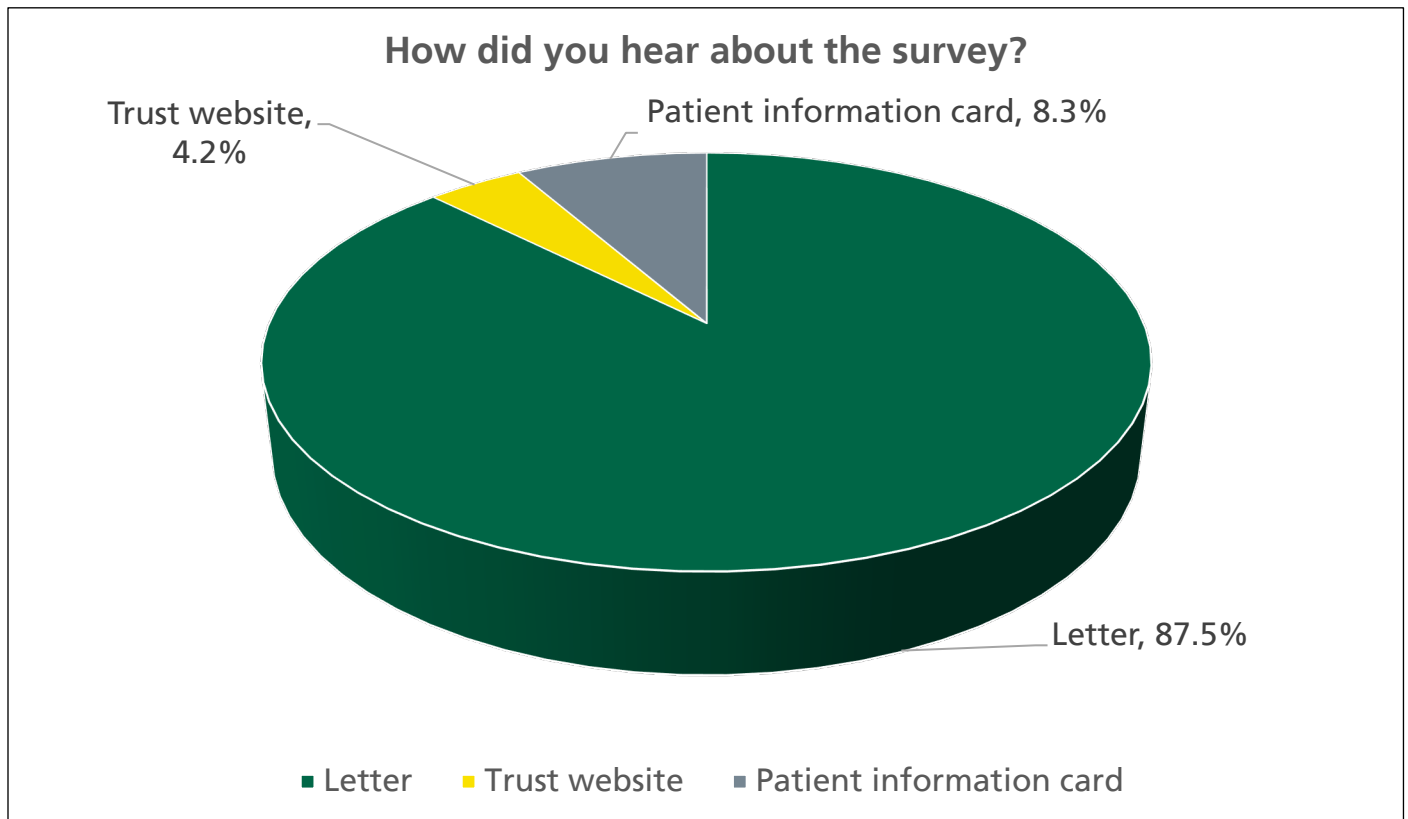
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

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## How did you hear about the survey?



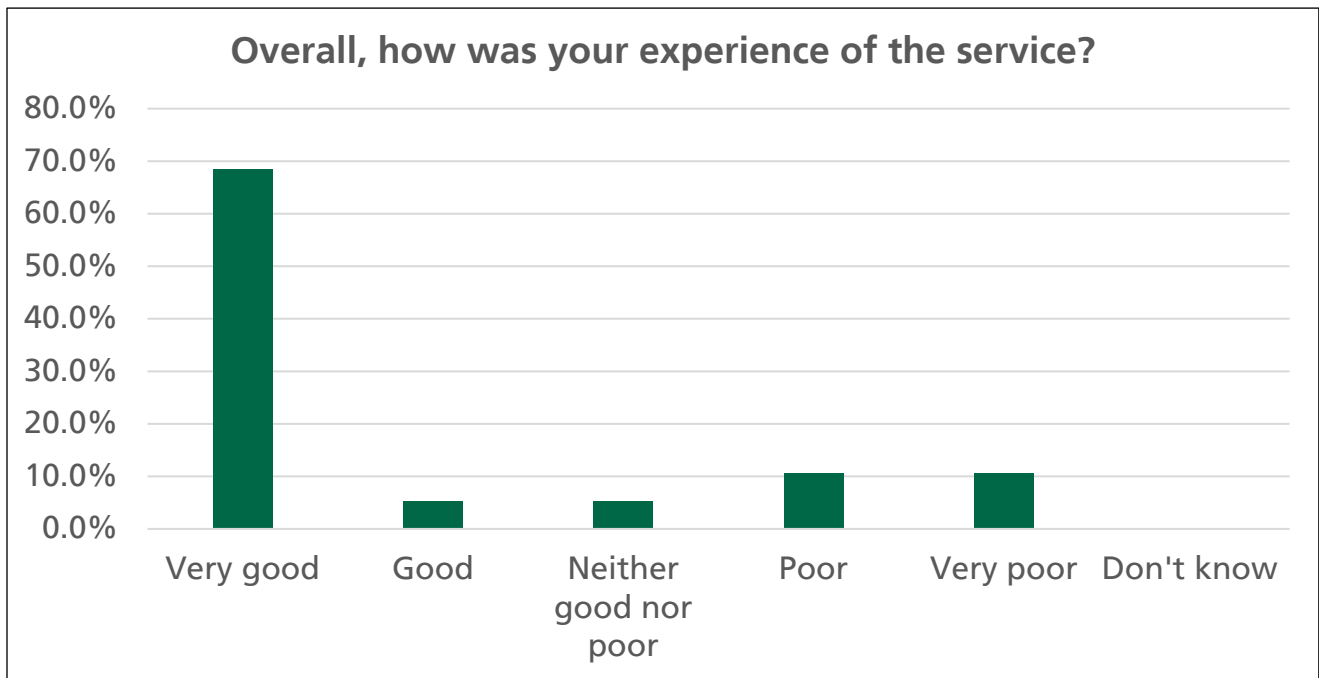
Overall, 87.5% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'Trust website' (4.2%) and 'Patient information card' (8.3%).

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## 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, 19 respondents who used the Trust's PTS within the North East Essex CCG area answered the FFT question. 14 (73.7%) of these respondents rated the service received as either 'good' (5.3%) or 'very good' (68.4%). One respondent (5.3%) rated the service as 'neither good nor poor,' and four respondents rated the service as either 'poor' (10.5%) or 'very poor' (10.5%).

## Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	October	Patient was shown respect, kindness and was relaxed throughout the trip to the hospital.
3	October	Because he did everything to make the journey comfortable and supported where needed.
8	October	Staff were very helpful and caring.
11	November	Needed to get to Addenbrooke Hosp from Colchester at quite short notice. Booking was simple, over the phone with a friendly person arranging the booking. Driver was very friendly and knew exactly where to go in Cambridge and took me to the dept and waited to take me home again. Excellent service, cannot fault it.
20	December	Friendly and very helpful.
21	December	Excellent service. Without transport I would not be able to go to appointments. I appreciate all the help from your crew.
22	December	As a public service I'm grateful to use this. Traveling alone would mean I could not attend without them.
23	December	The ambulance crew were very nice, very helpful and considerate.
24	December	They were prompt, very kind and caring, polite and efficient. Especially as I was in a wheelchair.

Patient number	Month	Mixed/neutral comments received
12	October	No problems.

Patient number	Month	Negative comments received
2	October	I have high anxiety and often am left waiting for over 20 minutes when I call to book. Please install a new booking process via app for those of us who become distressed via the phone. It makes me extremely uncomfortable and distressed waiting with no answer for so long that I often hang up. Please also remove the "we aim to answer 95% of all calls in 2 minutes" as this is never the case.
18	November	My husband is very frail he has a brain tumor and is dying. He needs an escort, but I was unable to go with him. The Doctor wanted us both at the appointment, but I was unable to attend because I was refused transport.
14	December	Ambulance did not turn up in the 2 hours I have to be ready. Ten minutes before my appointment rang patient transport, was told they are having troubles that day and would get to me as soon as possible and would ring hospital and inform them. If they could not get me there in time by the time I got there waited to be seen, waited for transport home it would have been 6/7 o'clock at night. Told them to cancel transport and book me another appointment.



## Are you the patient?

Overall, 14 (73.7%) of the 19 respondents who answered the above question advised that they were the patient. Five respondents answered that they were not the patient and five respondents did not respond.

The below comments were also received:

- *Daughter.” (Patient 7, October)*
- *“Husband” (Patient 12, October)*
- *“Wife.” (Patient 18, November)*

## How quickly did we answer your call?

Of the 12 respondents who answered the above question 9 (75.0%) recalled their call to the PTS as being answered ‘quickly.’ However, two respondents felt that it took ‘a long time’ (16.7%) and one respondent advised that ‘their call was not answered’ (8.3%). 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?

All 16 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.’

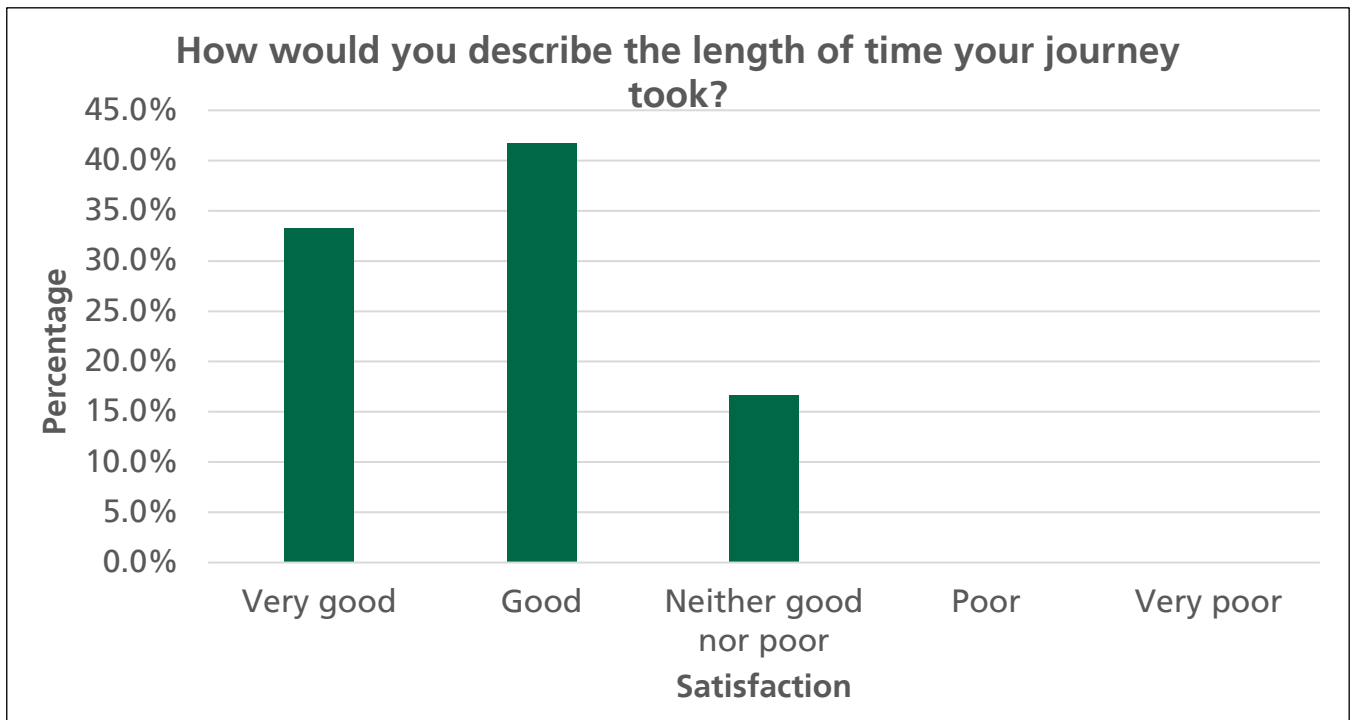
## How would you rate the booking system?

Of the 16 respondents who were able to answer the above question 11 (68.8%) rated the booking system as either ‘good’ (18.8%) or ‘very good’ (50.0%). Three respondents (18.8%) rated the booking system as ‘neither good nor poor’ and two respondents (12.5%) rated the system as ‘very poor.’ The remaining respondents either did not complete this question or ‘did not know.’

## Did the service staff introduce themselves?

11 (84.6%) out of 13 respondents recalled the PTS staff as having introduced themselves upon their arrival. However, two respondents (15.4%) 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, 9 (75.0%) of the 12 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (41.7%) or 'very good' (33.3%) and three respondents answered 'neither good nor poor' (16.7%). The remaining respondents either did not complete this question or were 'unable to say.'

## Did you arrive on time for your appointment?

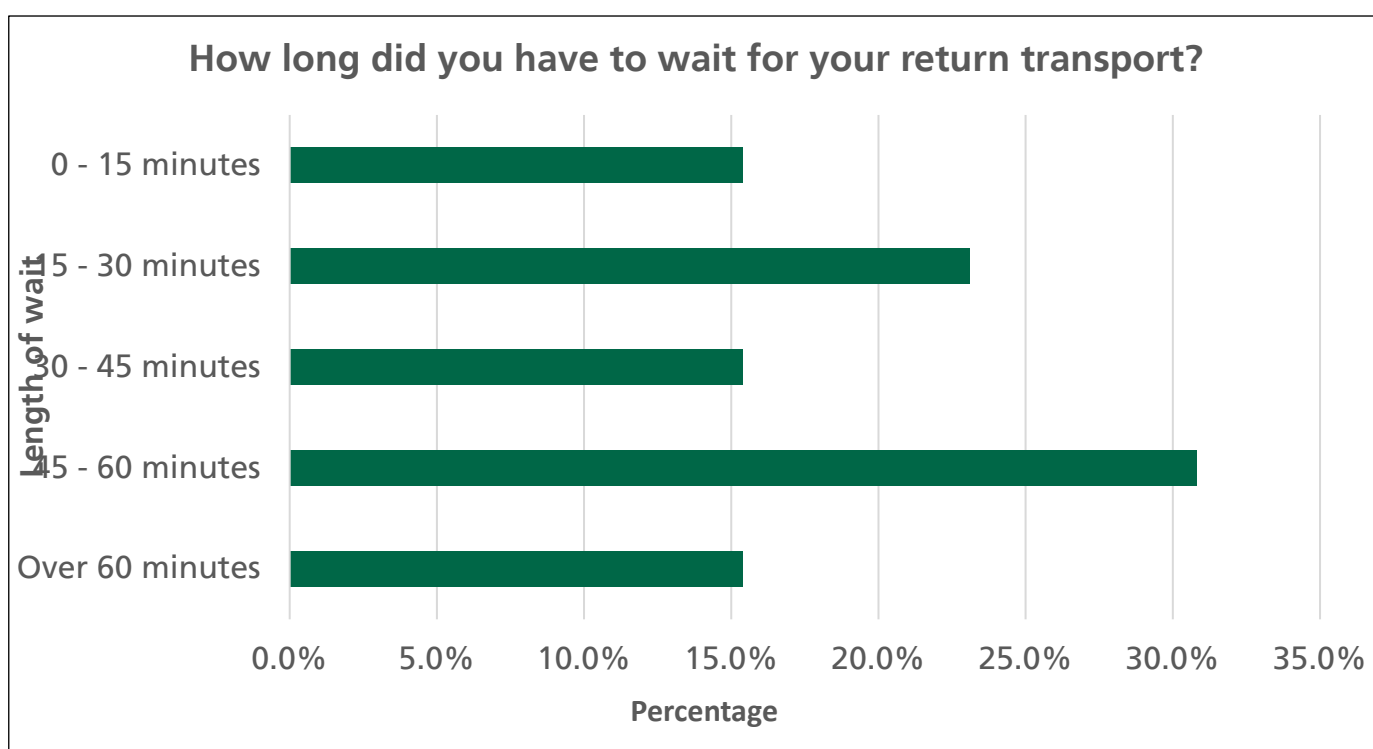
Of the 17 respondents who answered the above question, 12 (70.6%) had arrived either 'on time' (23.5%), 'early' (35.3%) or 'Very early' (11.8%) at the hospital/clinic. Five respondents answered they arrived either 'late'(17.6%) or 'very late' (11.8%) for their medical appointment.

The remaining respondents either did not complete this question or answered, 'not applicable.'

### If we were late, did we contact you?

Four 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?



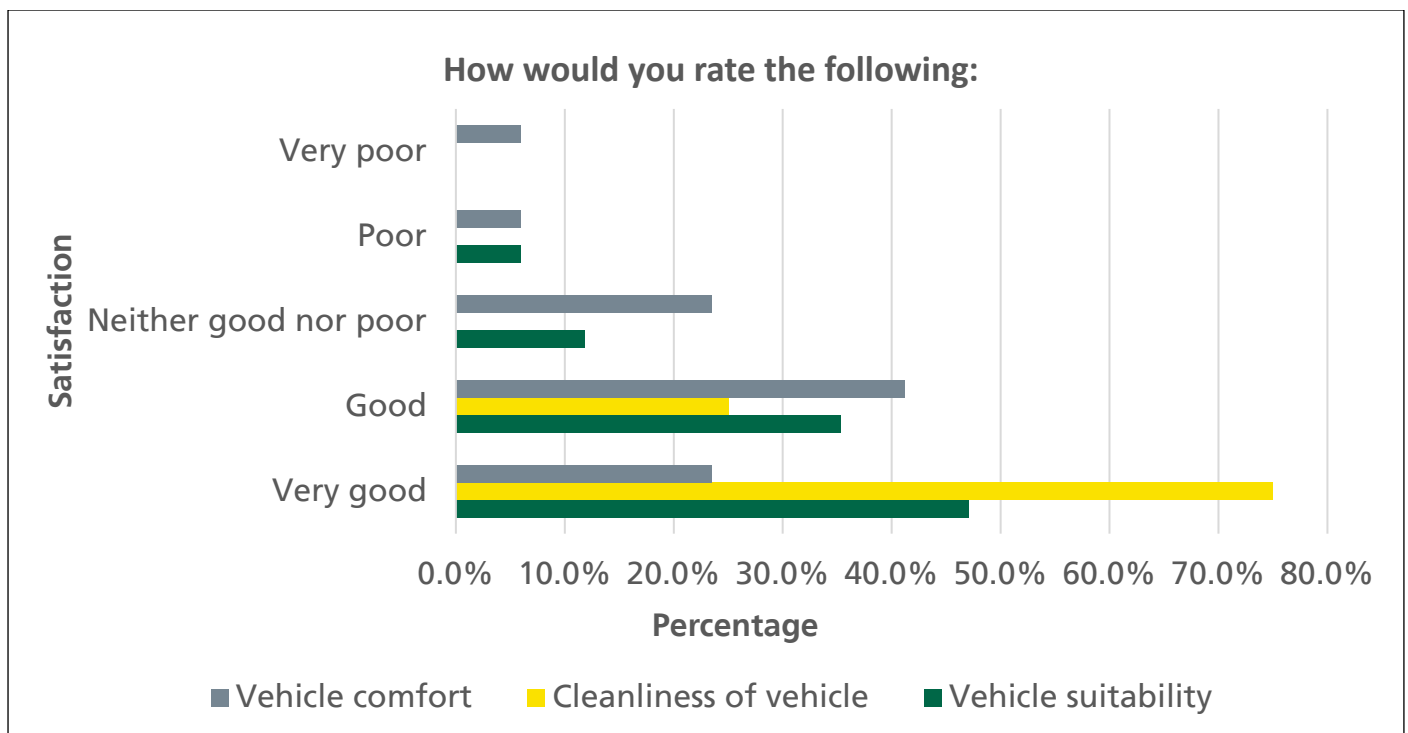
Overall, 84.6% of respondents (11) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (15.4%), 15 to 30 minutes (23.1%), 30 to 45 minutes (15.4%) and 45 to 60 minutes (30.8%). However, two patients (15.4%) had waited over 60 minutes following their 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, 12 (80.0%) of 15 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (46.7%) or 'very good' (33.3%). However, one respondent rated the communication as 'very poor' (6.7%). 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 highly by respondents as 'good' (25.0%) or 'very good' (75.0%).

Respondents were also satisfied with the suitability of the vehicle, which was rated by most respondents as 'very good' (47.1%) or 'good' (35.3%), however, two respondents rated the suitability as 'neither good nor poor' and one respondent rated the suitability as 'poor' (5.9%).

Respondents were least satisfied with the vehicle comfort. 11 (64.7%) out of 17 respondents rated the comfort as 'good' (41.2%) or 'very good' (23.5%), however, four respondents (23.5%) described the comfort as 'neither good nor poor' and two respondents (11.8%) rated the vehicle comfort as either 'poor' (5.9%) or 'very poor' (5.9%).

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

### **How would you describe the attitude of the staff?**

Overall, 16 (94.1%) of the 17 respondents who answered the above question rated staff attitude as either 'good' (23.5%) or 'excellent' (70.6%). One respondent (5.9%) described the staff attitude as 'poor.' One respondent answered 'unable to say' and six respondents did not complete this question.

### **Did the staff treat you with dignity and respect?**

15 (88.2%) of the 17 respondents who answered the above question recalled 'definitely' being treated with dignity and respect. One (5.9%) respondent answered 'yes, to some extent'. However, one respondent (5.9%) did not feel as though they were treated with dignity and respect by the PTS staff they encountered. One respondent answered, 'unable to say' and six respondents did not complete this question.

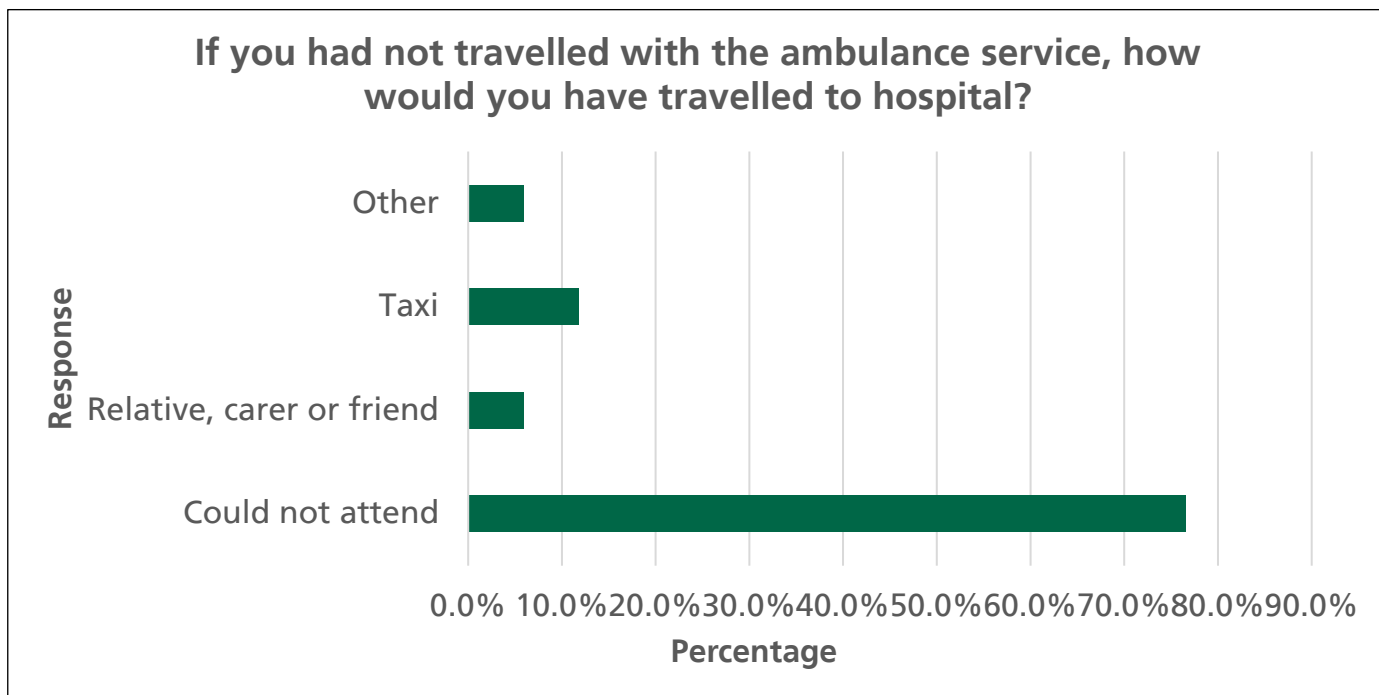
### **Did the service staff drive safely?**

16 of the 17 respondents who answered the above question advised that the PTS staff had driven safely but one respondent (5.9%) advised that they felt they were not driven safely. One respondent were 'unable to say' how the vehicle had been driven and six patients did not complete this question.

## Did the staff offer assistance if required?

All 16 respondents who answered the above question advised that assistance had been offered. Two respondents answered 'unable to say' and six 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. 13 of the 17 (76.5%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (5.9%), 'other' (5.9%) and 'taxi' (11.8%).

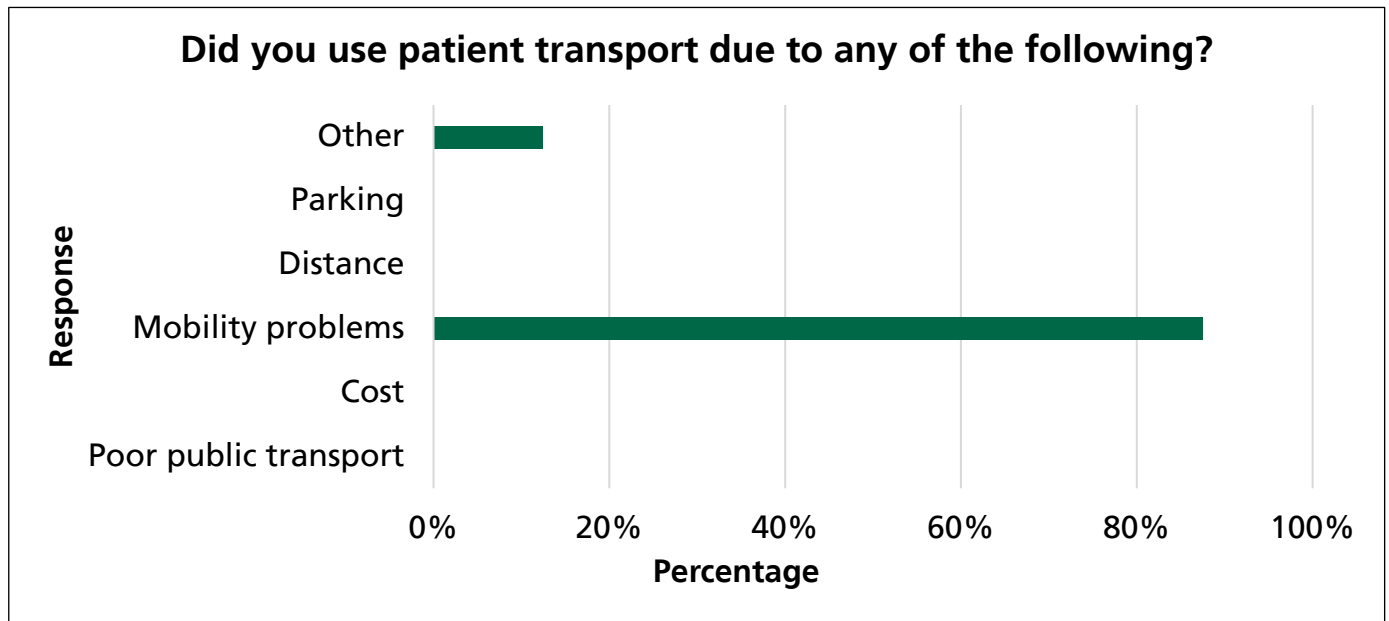
Two respondents answered, 'unable to say,' and six respondents did not complete this question.

The below comment was also received:

- *"Unable to get downstairs. Ambulance crew a necessity for me." (Patient 1, October)*

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



Overall, 16 (80.0%) of the 20 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport' (5.0%), 'cost' (5.0%) and 'other' (5.0%). Six patients did not answer the question.

The below comment was also received:

- *"No one to take me." (Patient 5, October)*

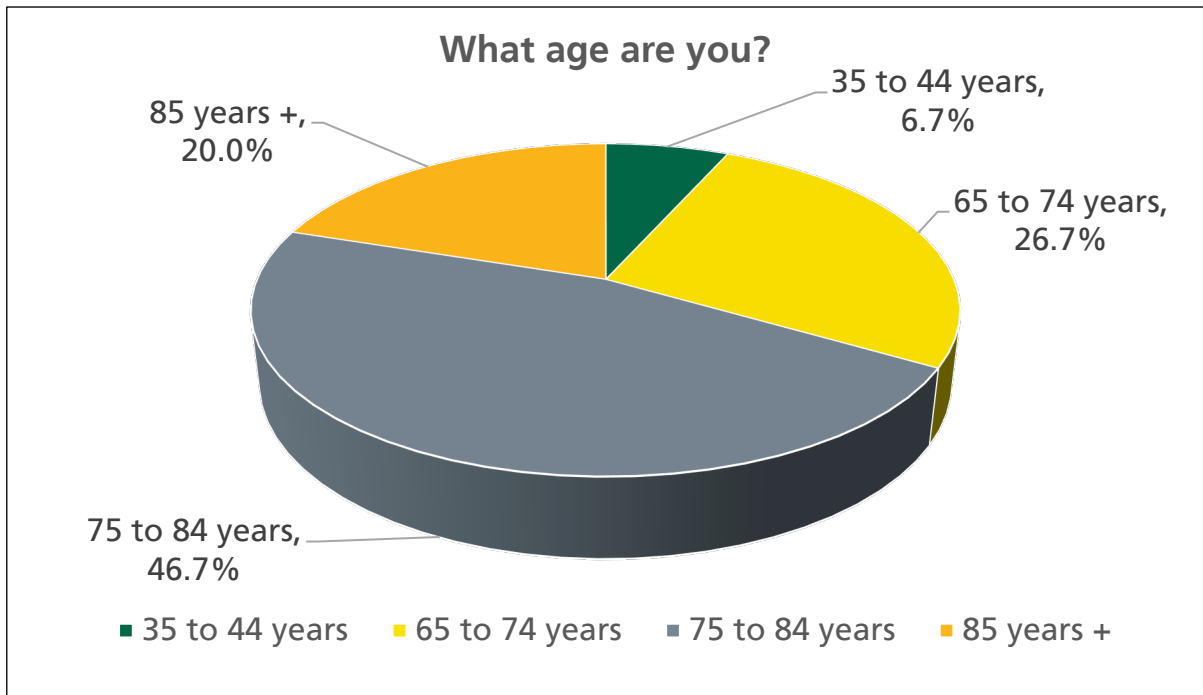
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
1	October	Aided chairs to get downstairs, unfair for staff to manage chair and patient by lifting. The crew, (name & name) during the return trip, had to assist another crew had to get another person on a chair down 34 stairs. Breaks very short, when I asked when they are able to have one. It can't be an easy task to recruit staff so I would imagine an uphill task.
3	October	Nothing.
11	November	Nothing you could have done better but I was amazed that nobody at my GP surgery knew how to book transport or even had the phone number. It was the clinician at Cambridge who found the phone number for me!!!
14	December	Turn up would have been good or inform me of what was happening.
18	November	The hospital staff expected me to accompany my husband but I was refused transport. The taxi was empty apart from my husband so why was I not allowed to go with him?
21	December	Excellent all around.
22	December	I understand how busy you are. so I have to except the time I had to wait or the early pick-up going.
24	December	The service you provide was exceptional from start to finish.

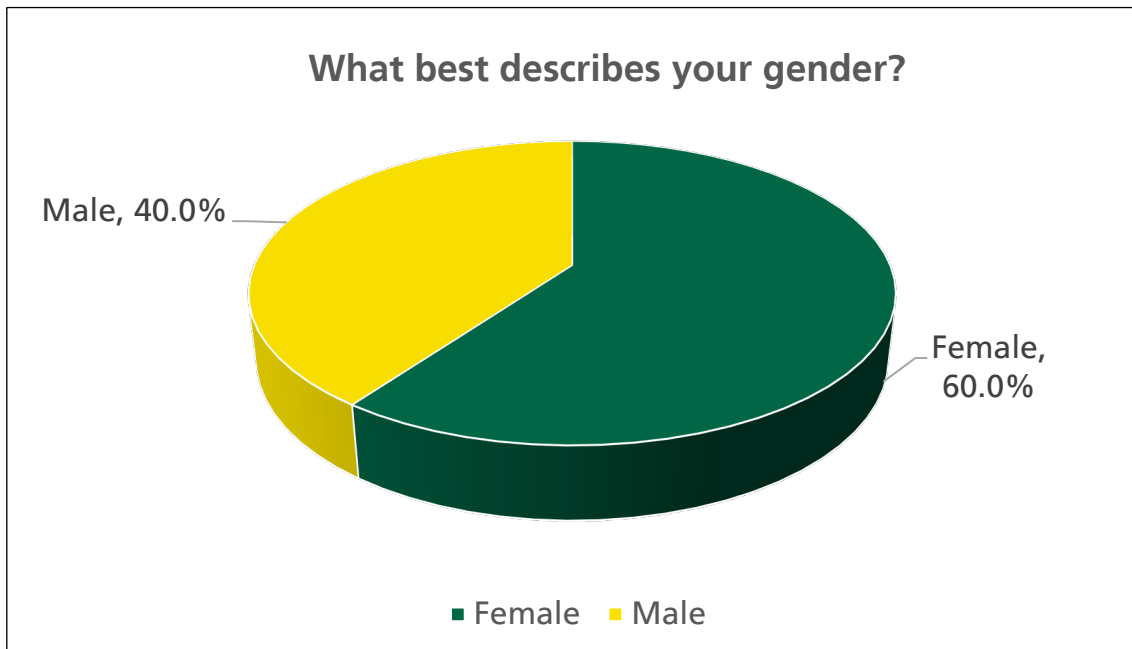


# Equality and Diversity Information

## What age are you?



## What best describes your gender?



## What is your ethnic group?

All 14 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining patients did not complete this question.

## What is your religion or belief?

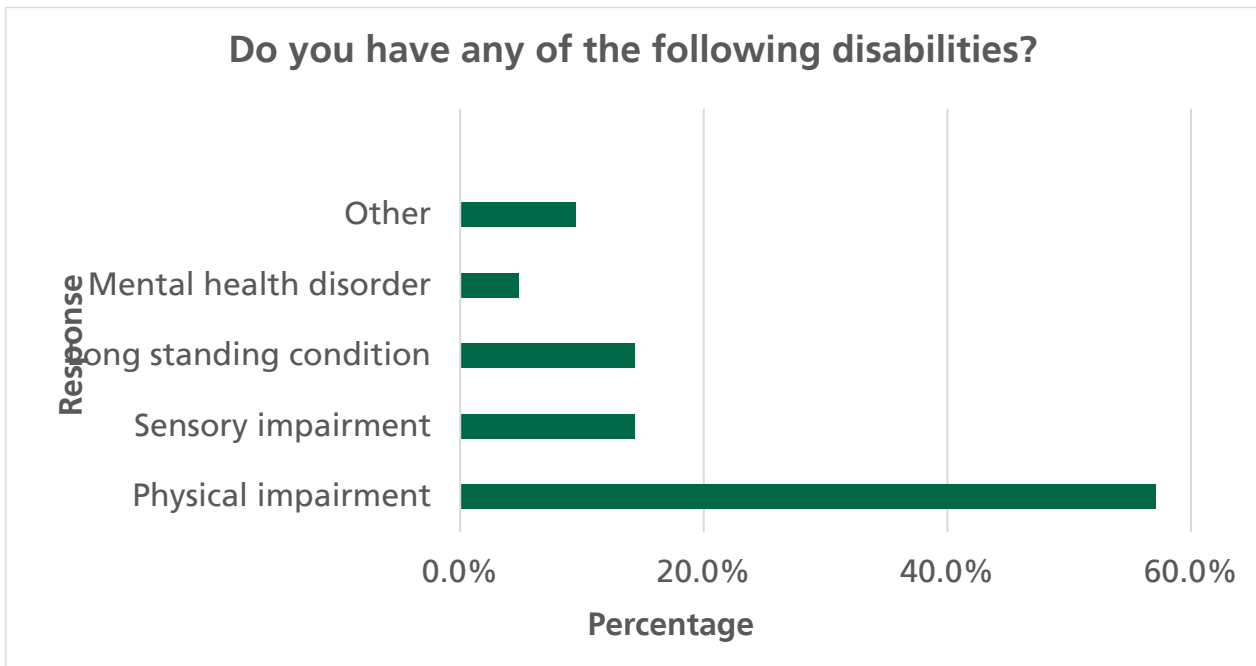
Nine (69.2%) of the 13 respondents who answered the above question advised that they held a Christian religion or belief and four respondents (30.8%) advised they had no religion or belief.

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

## What is your sexual orientation?

All 13 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?

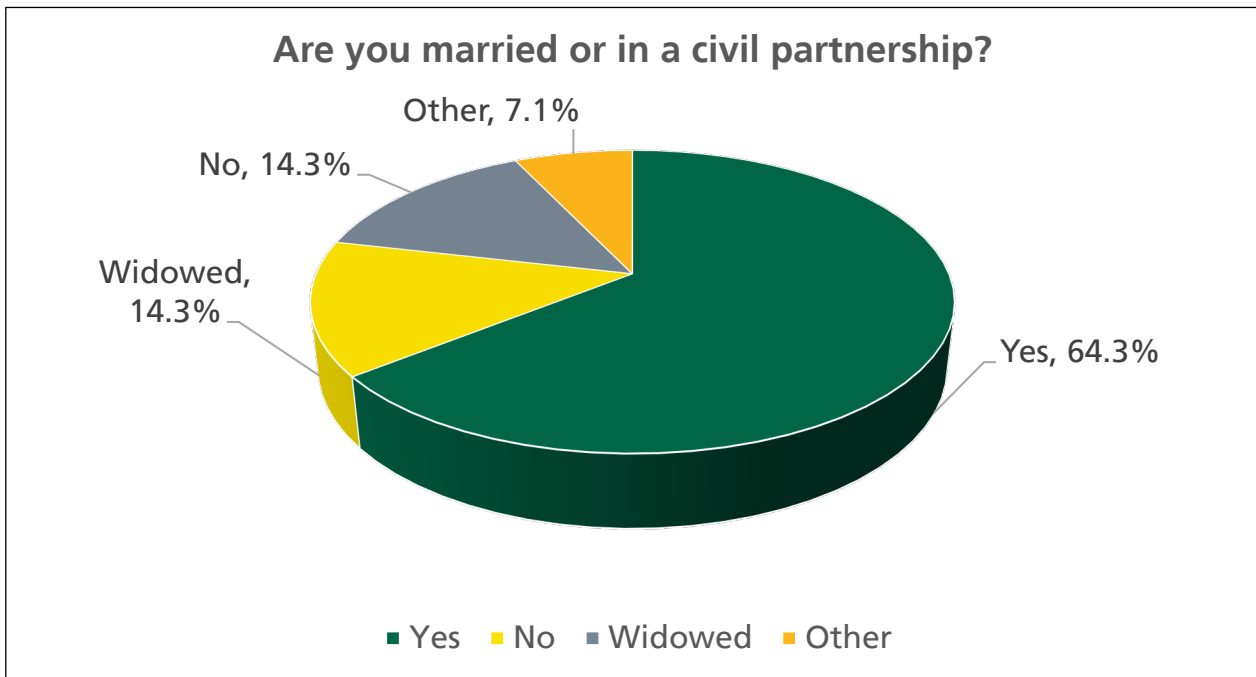


Overall, 12 (57.1%) respondents advised that they had a 'physical impairment.' Other responses included: 'Sensory Impairment' (14.3%), 'long standing condition' (14.3%) and 'mental health disorder' (4.8%). Two respondents answered 'other' (9.5%), no respondents advised that they did not have a disability.

The below comments were also received:

- *"Have difficulty standing and walking." (Patient 23, December)*
- *"Osteoarthritis." (Patient 24, December)*
- *"Walking, moving about due to stroke and damaged hip and leg." (Patient 1, October)*

## 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.