



# Patient Transport Service Patient Experience Report

Patient Transport Service

West Essex Q1 April to June 2023

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Report Period: April to June 2023

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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 West 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 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 West Essex 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, 22 (91.7%) of the 24 respondents who answered the FFT question and had used the Trust's PTS within the West Essex area during April to June 2023, rated the service received as 'good' or 'very good.'

85.0% of respondents (17) felt their transport booking call had been answered 'quickly,' with 22 respondents (91.7%) satisfied with the length of time their journey took. All patients had arrived either 'on time' (47.8%), 'early' (39.1%) or 'very early' (13.0%) for their medical appointment. The majority of respondents (87.0%) had waited up to between 0 to 60 minutes for their return transport, with three respondents (13.0%) advising that they had waited over one hour.

PTS staff attitude was rated as 'good' (9.1%) or 'excellent' (86.4%), with all 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 to be highlighted from the comments received was in relation to patient journeys and the manoeuvring of patients on and off ambulance vehicles.

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, 26 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 1 2023/24: April (9), May (13) and June (4).

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 low 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?

24 of the 26 (92.3%) respondents who answered this question advised that they had heard about the survey through the invitation to feedback letter. The remaining two respondents advised either 'social media' (3.8%) or 'ambulance service website' (3.8%).

## 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.'

Of the 24 respondents who answered the FFT question, 22 (91.7%) rated the service received as either 'good' (16.7%) or 'very good' (75.0%). Two respondents (8.3%) answered 'neither good nor poor.'

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

Patient number	Month	Comments received
3	April	Drivers always friendly, easy to talk to, helpful.
4	April	Very helpful.
5	April	Because it's the truth. As living by myself I would lost without the ambulance service.
6	May	One of the operatives was very overweight and could not negotiate my two steps with me in a wheelchair. I had to get out of the wheelchair and negotiate the steps.
8	May	Very happy and cheerful person made the journey there and back a joy Very professional and helpful Was a very good driver felt very safe.
9	May	Person was friendly but my mum was transferred from the ambulance via a tail lift that was unstable she should of been taken off in a wheelchair. Also person said my mum is likely to have first signs of dementia which I thought was inappropriate.
10	May	All ambulance crews, single or double, have all been most helpful and considerate, nothing was too much trouble for them. Thanks to all ambulance crews concerned for job they do and the stress it must cause them. Thanks to you all.
12	June	Because they on time also very helpful.
14	June	My husband was transported to St Clare hospice and was treated with great care and assistance.

Patient number	Month	Comments received
17	April	They arrived when they said, were very helpful getting me on the vehicle, didn't have to wait overly long to be picked up, was walked back to my door.
18	April	Friendly, professional, courteous and all round understanding.
19	April	Always on time, very helpful and always good at looking after me.
20	May	The two attendants were excellent. The hospital time was lengthy but they came & found me to take me home. Their manner was pleasant & helpful & relaxed.
21	May	The staff are friendly and helpful, and the waiting times were not too long.
22	May	A valuable much appreciated resource.
23	May	Ambulance staff - very good. Enforced kerbside waiting time during return journey, whilst support team from a second ambulance were called to attend to assist with unloading another patient on board, was less than good.
24	May	Your service has proved to be of great benefit to me and my wife in time of urgent need. We are grateful for the assistance of your staff, their caring, cheerful manner at all times is hard to beat.
25	May	The drivers are always helpful.
26	May	The people were very nice to you and did a brilliant job.

## Are you the patient?

Overall, 19 (82.6%) of the 23 respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included: 'Wife,' 'Daughter' and 'Son.'

## How quickly did we answer your call?



17 of the 20 respondents (85.0%) who answered the above question recalled their telephone call being answered 'quickly.' However, three respondents felt that it took 'a long time' (15.0%). 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 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 did not complete this question.



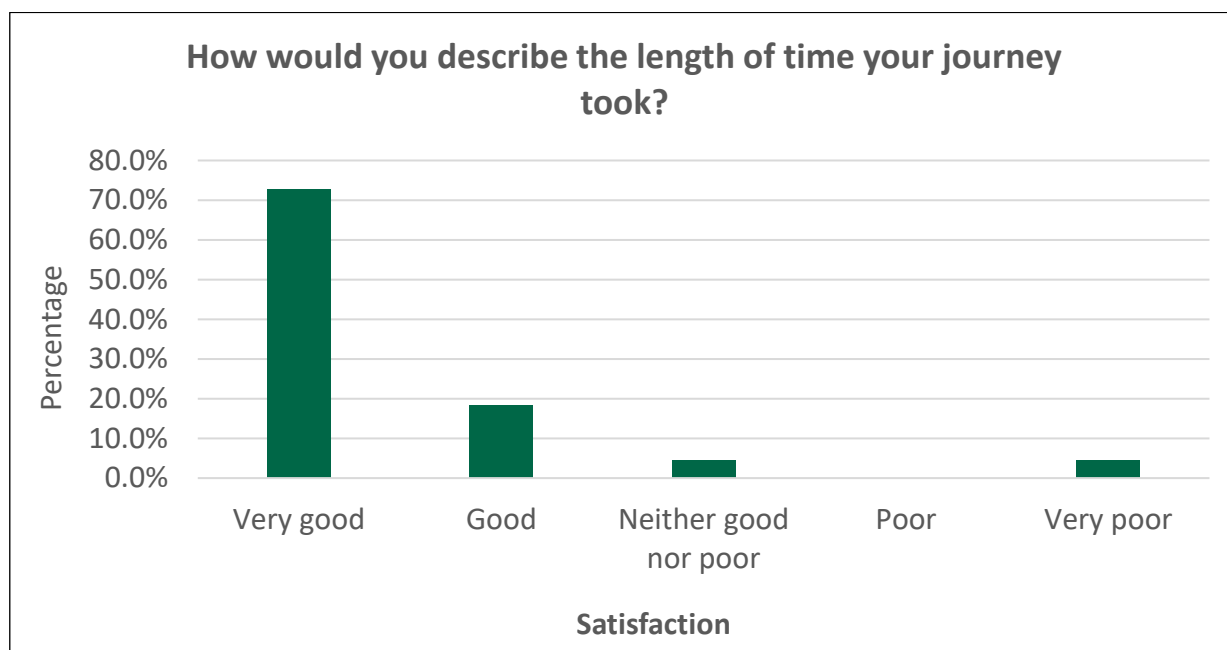
## How would you rate the booking system?

All 22 respondents who answered the above question rated the booking system as either 'good' (18.2%) or 'very good' (81.8%). One respondent was 'unable to say' and the remaining respondents did not complete this question.

## Did the service staff introduce themselves?

20 of the 21 respondents (95.2%) who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. However, one respondent did not recall the staff introducing themselves (4.8%). The remaining respondents either did not complete this question and respondent were 'unable to say.'

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



Overall, 22 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (18.2%) or 'very good' (72.7%) responses. Two respondents (9.1%) answered either 'neither good nor poor' (4.5%) or 'very poor' (4.5%), one respondent were 'unable to say' and the remaining patients either did not complete this question.

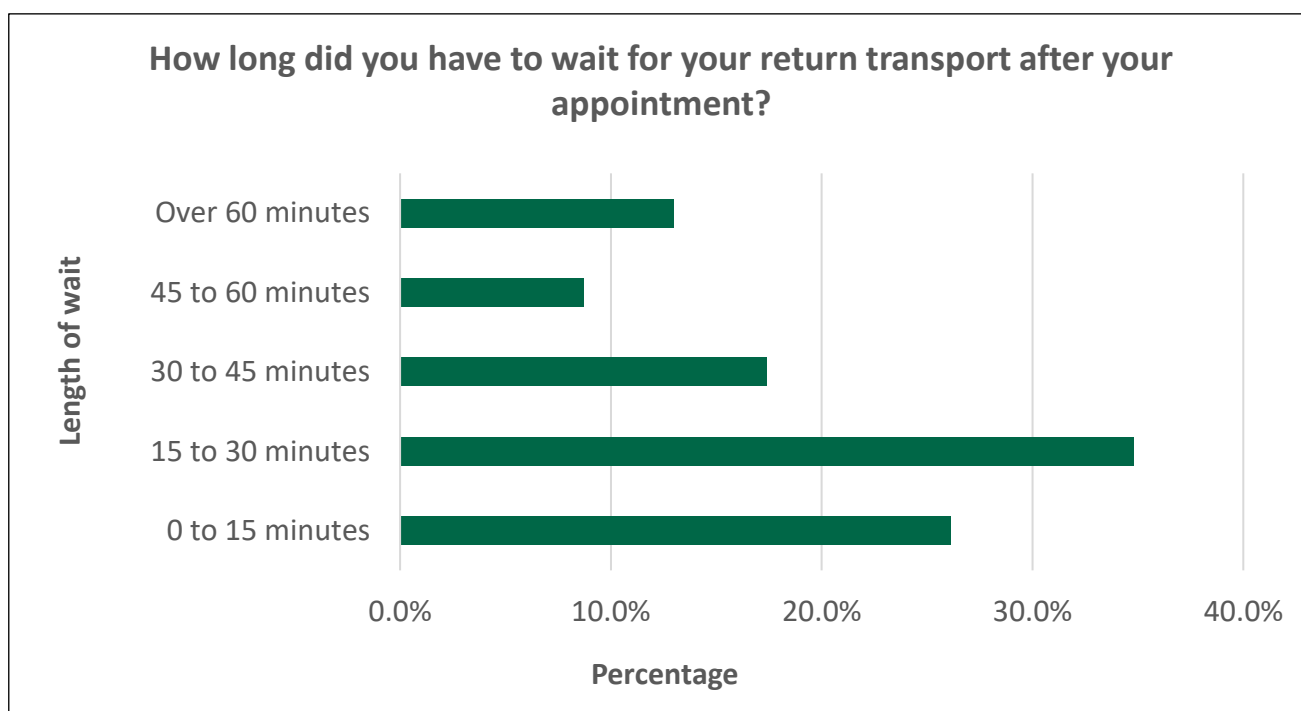
## Did you arrive on time for your appointment?

All 23 respondents who answered the above question had arrived either 'on time' (47.8%), 'early' (39.1%) or 'very early' (13.0%) at the hospital/clinic. No patients had arrived either 'late' or 'very late' for their appointment. Two respondents answered 'not applicable' and the remaining respondents did not complete this question.

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

Eleven respondents advised 'not applicable' and the remaining respondents did not complete this question.

## How long did you have to wait for your return transport after your appointment?



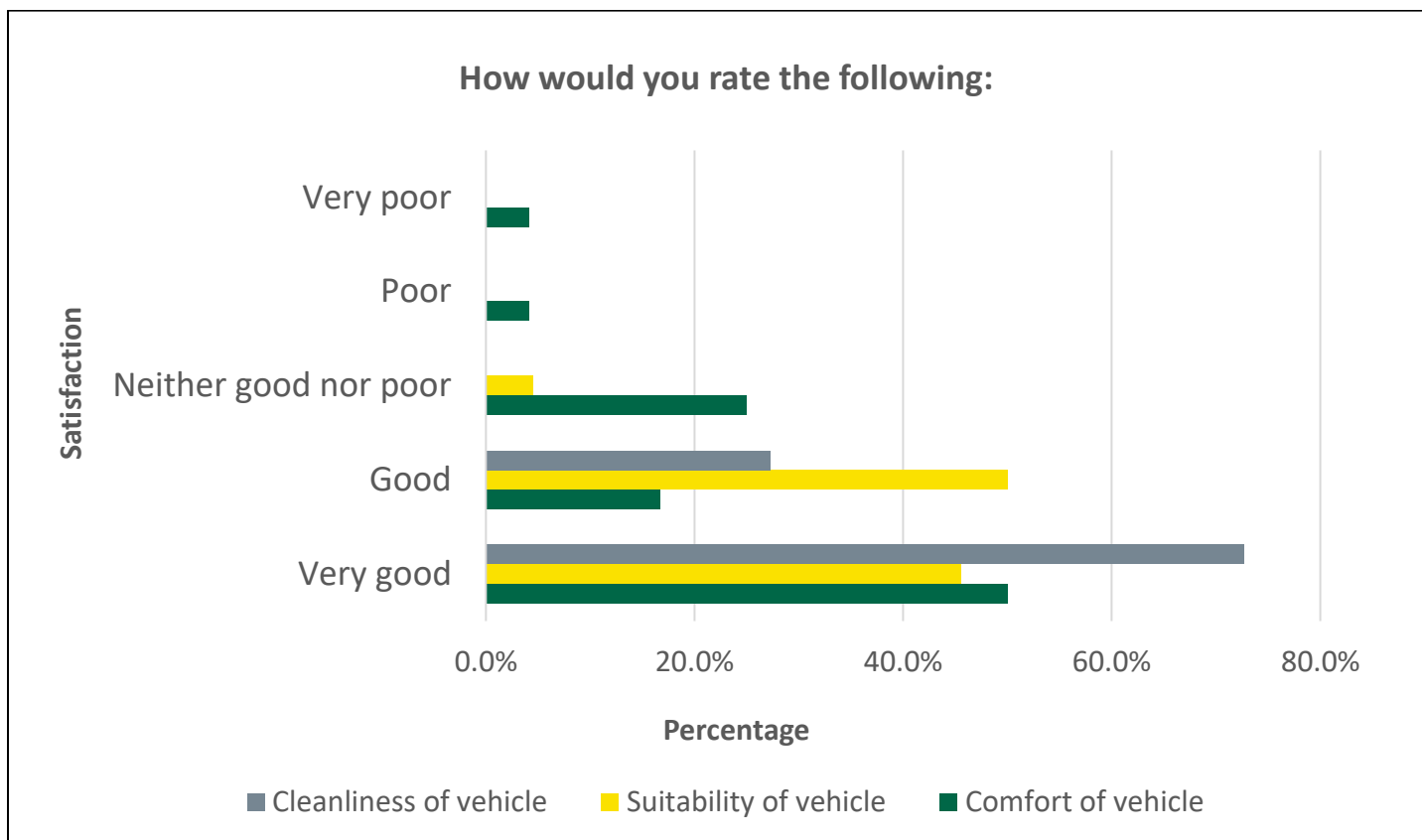
20 (87.0%) of the 23 respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (26.1%), 15 to 30 minutes (34.8%), 30 to 45 minutes (17.4%) and 45 to 60 minutes (8.7%). Three patients (13.0%) had waited over one

hour following their appointment. Three respondents answered 'not applicable' and the remaining respondents did not complete this question.

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

Overall, 17 (94.4%) of the 18 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as 'good' (29.4%) or 'very good' (70.6%). However, one respondent (5.6%) rated the communication as 'very poor.' Four respondents answered 'not applicable' and the remaining respondents did not complete this question.

### How would you rate the following?



Cleanliness of the vehicle was rated the most highly by respondents as either 'good' (27.3%) or 'very good' (72.7%).

21 (95.5%) out of 22 respondents rated the suitability of the vehicle as either 'good' (50.0%) or 'very good' (45.5%). However, one 'neither good nor poor' (4.5%) rating was also received.

Patients were least satisfied with the vehicle comfort. 16 (66.7%) out of 24 respondents described the comfort as 'good' (16.7%) or 'very good' (50.0%). Other responses included: 'neither good nor poor' (25.0%) 'poor' (4.2%) and 'very poor' (4.2%).

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

Of the 22 respondents who answered the above question 21 rated staff attitude as either 'good' (9.1%) or 'excellent' (86.4%). One respondent (4.5%) rated the staff attitude as 'poor' and the remaining respondents did not complete this question.

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

All 21 respondents who answered the above question responded that they were 'definitely' treated with dignity and respect by the PTS staff. One respondent was 'unable to say' and the remaining respondents did not complete this question.

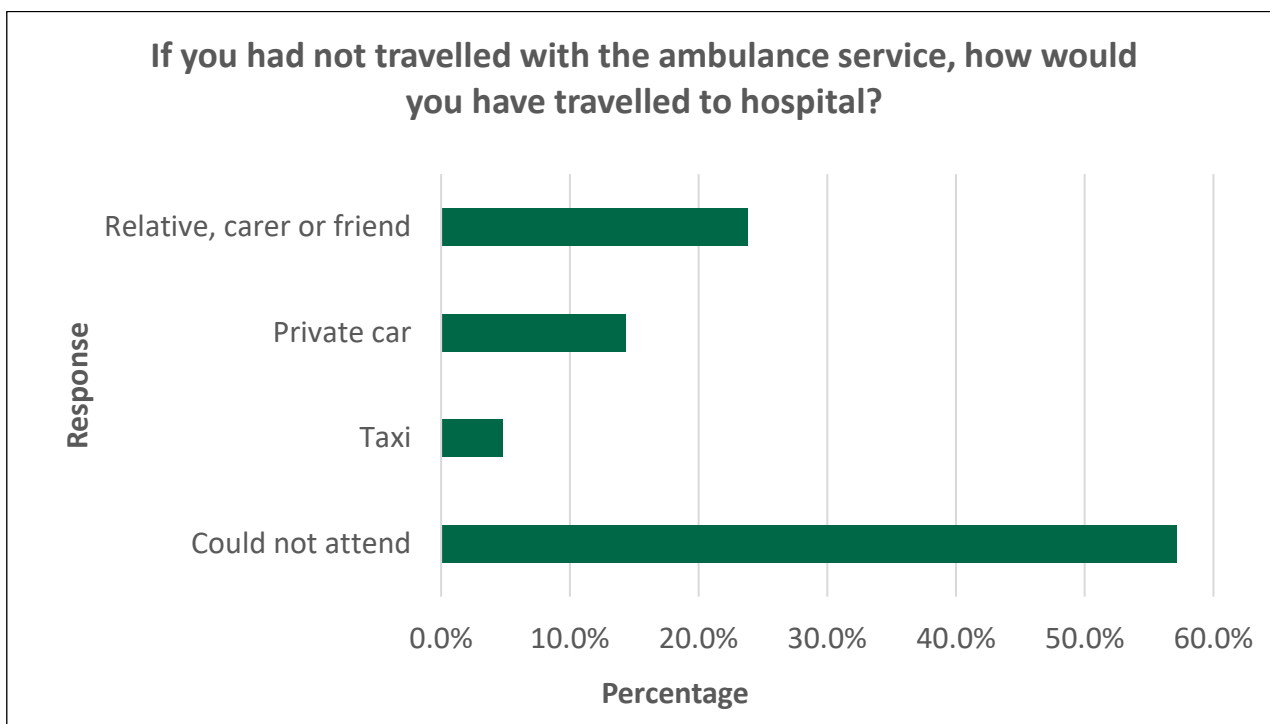
### **Did the service staff drive safely?**

Of the 21 respondents who answered the above question, 18 (85.7%) responded that the PTS vehicle had been driven safely, however, three respondents (14.3%) felt that the PTS vehicle had not been driven safely. One respondent was 'unable to say' and the remaining respondents did not complete this question.

### **Did the staff offer assistance if required?**

Of the 21 respondents who answered the above question, 18 (85.7%) advised that assistance had been offered if required, however, three respondents (14.3%) answered that assistance was not offered. One respondent was 'unable to say' and 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. 12 of the 21 respondents (57.1%) advised that they **could not** have attended their appointment. Other responses included: 'taxi' (4.8%), 'private car' (14.3%) or 'relative, carer or friend' (23.8%).

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

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

Overall, 21 (87.5%) out of 24 respondents had travelled with the PTS due to 'mobility problems,' two respondents answered either 'distance' (4.2%) or 'parking' (4.2%) and one respondent (4.2%) answered 'other.' Four respondents did not complete this question.

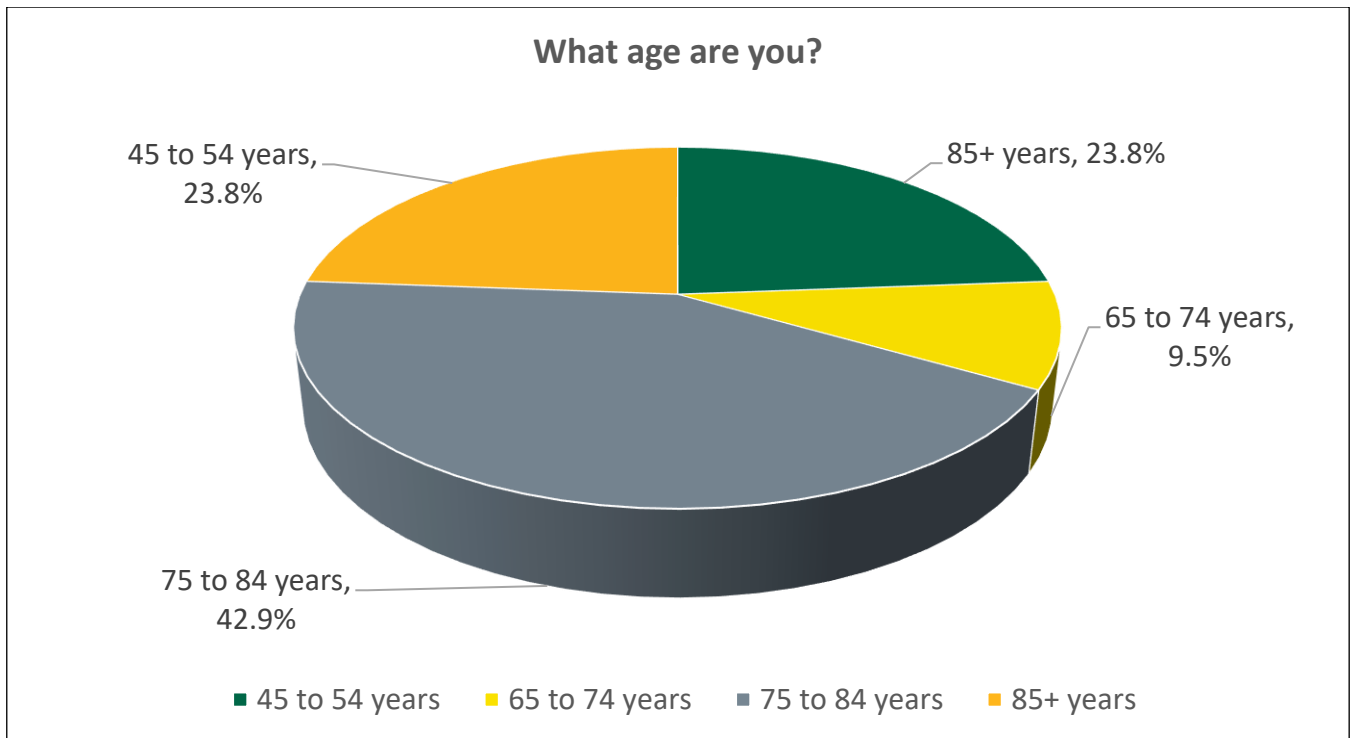
## Please tell us about anything that we could have done better:

Patient number	Month	Comments received
17	April	Can't think of anything. Very pleased with the whole experience.
18	April	None, it is really good.
19	April	Carry on please as you a very good service, without you I would not be alive.
20	May	I can't think of anything they could have done better.
21	May	Arrived a little earlier to give enough time to get to appointment as I had trouble finding the department so was a little late.
24	May	Nothing comes to mind at this time. Completely satisfied with everything.

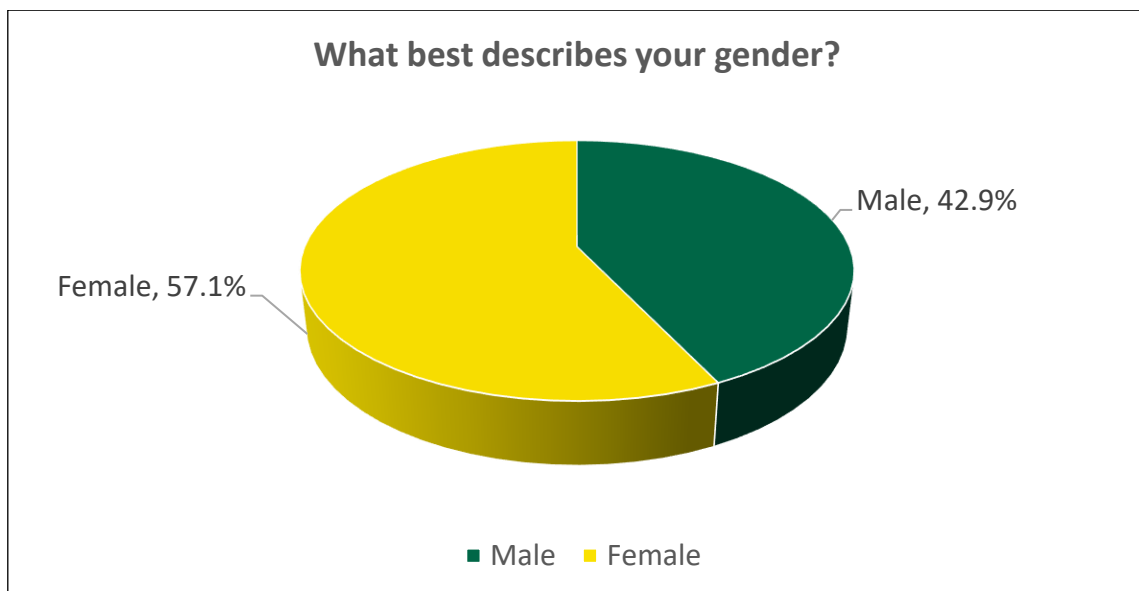
Patient number	Month	Comments received
22	May	<p>My weekly drive is generally fine, but one driver I don't feel too safe with on occasion, on phone sometimes through earpiece &amp; quite distracted, brakes too hard, to the point my bag went flying &amp; I slid off the seat. My rides to Homerton have been erratic, I don't understand why a narrow country lane is used by such a large vehicle when there's a main road that is perfectly useable just 1 minute further along, I actually thought one of the drivers had slumped at the wheel once as we were going so fast, I actually thought I was going to die! On another journey, I wasn't even offered a seatbelt &amp; I clearly need an extension. Some ambulance vehicles have very narrow seats &amp; I spent the whole 40 minute journey with a fixed seat buckle digging into my thigh, it was not comfortable at all.</p>

## Equality and Diversity Information

### What age are you?



### What best describes your gender?





## What is your ethnic group?

All 20 respondents who answered the above question advised that they were of a 'White' ethnic group. One patient 'preferred not to say' and the remaining patients did not complete this question.

## What is your religion or belief?

16 (88.9%) out of 18 respondents advised they were Christian. One respondent (5.6%) advised that they did not hold a religion or belief and one respondent (5.6%) answered 'Jewish.' The remaining respondents did not complete this question.

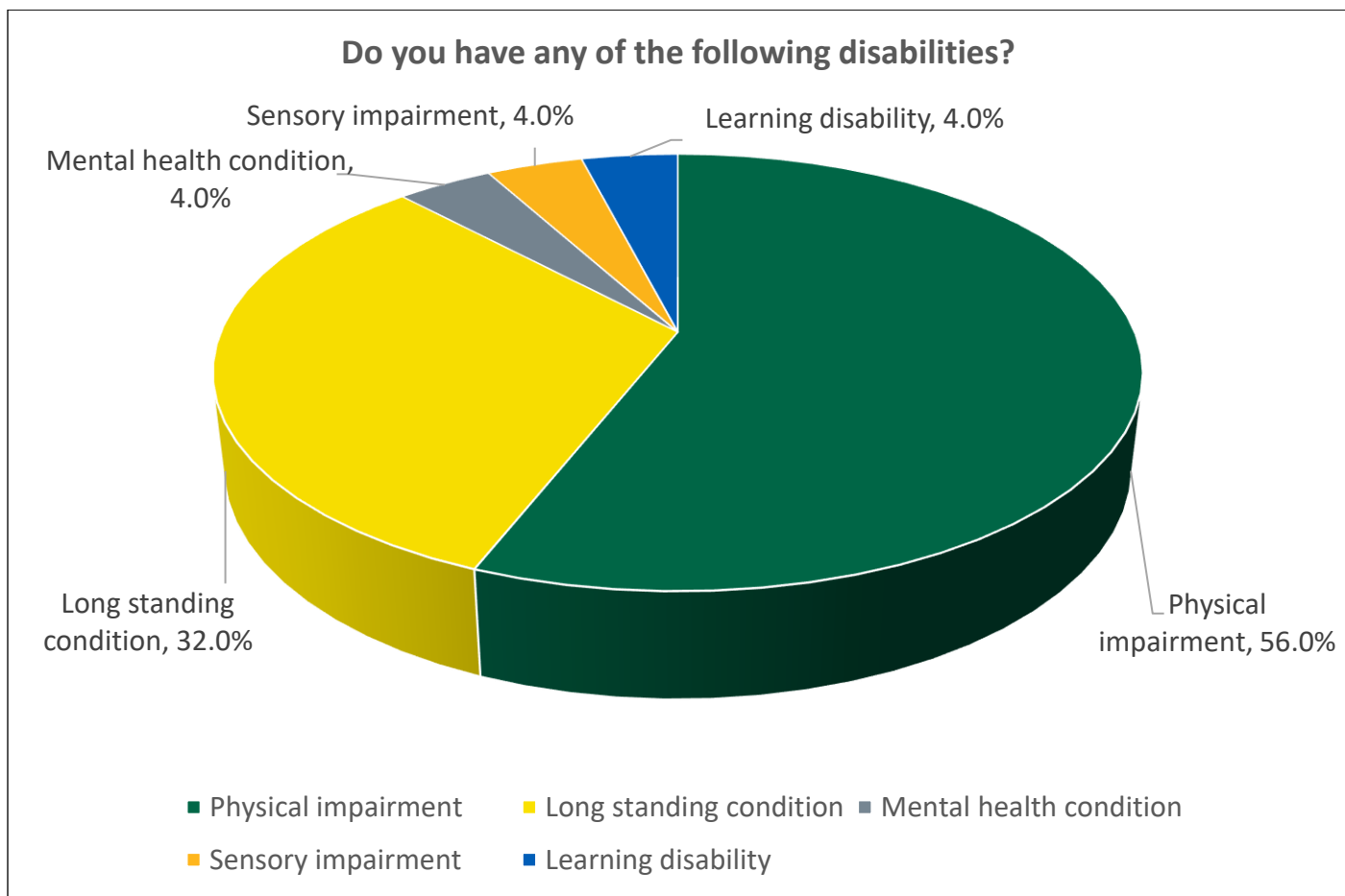
The below comment was also received:

- *"Roman Catholic." (Patient 15, June)*

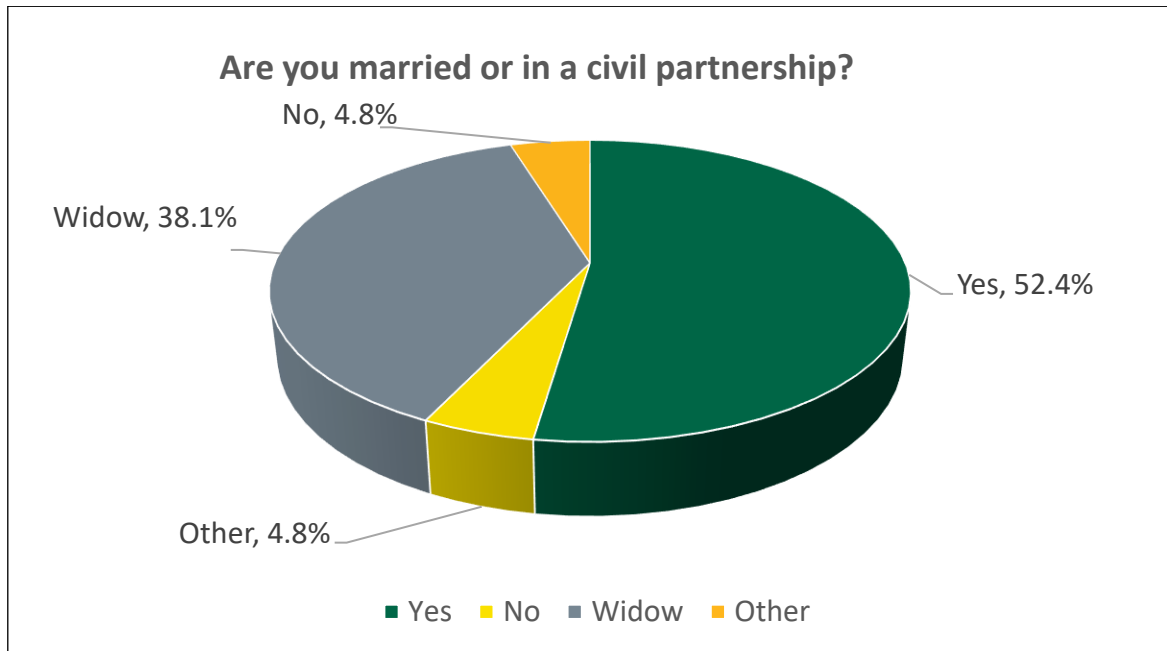
## What is your sexual orientation?

19 (95.0%) out of 20 respondents advised that their sexual orientation was heterosexual / straight and one respondent advised that they were 'Lesbian / Gay.' The remaining respondents did not complete this question.

## Do you have any of the following disabilities?



## Are you married or in a civil partnership?



The below comment was also received from the patient who responded 'other.'

- "Living together." (Patient 1, April)

## Are you currently pregnant or have had a child within the last 12 months?

No respondents 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.