



Patient Transport Service Patient Experience Report

Patient Transport Service
West Essex CCG Q2 July to September 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 West Essex 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 West 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, 11 respondents (91.6%) who answered the FFT question and had used the Trust's PTS within the West Essex area during July to September 2022, rated the service received as 'good' or 'very good.'

66.7% of respondents (6) felt their transport booking call had been answered 'quickly,' with all ten respondents satisfied with the length of time their journey took. Most patients (90.0%) had arrived either 'on time' (70.0%) or 'very early' (20.0%) for their medical appointment. Half of the respondents (50.0%) had waited up to between 0 to 60 minutes for their return transport, with five respondents (50.0%) advising that they had waited over one hour.

PTS staff were rated as 'good' (25.0%) or 'excellent' (75.0%), 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 areas of

dissatisfaction to be highlighted from the comments received were in relation to transport delays and the need for the patient to be ready for a period of time prior to the PTS expected arrival.

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, 12 completed survey submissions were received from patients who had used the PTS within the West Essex CCG area during Quarter 2 2022/23: July (4), August (4) and September (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?

All respondents who answered this question advised that they had heard about the survey through the invitation to feedback letter.

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 12 respondents who answered the FFT question, 11 (91.6%) rated the service received as either 'good' (8.3%) or 'very good' (83.3%). One respondent (8.3%) felt the service was 'very poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	July	Please note this relates to patient transport not Emergency ambulance. Staff arrive on time, are exceptionally helpful.
3	July	Very helpful and considerate.

Patient number	Month	Positive comments received
5	August	The two paramedics (names) I think that was her name....went above and beyond to make sure I was comfortable and my needs were met. They took care of my bags and additional paraphernalia that one has when being discharged from hospital (crutches etc). They also gave me a bottle of cold water on what was a very hot day.
6	August	Arrival at home as requested and speedily taken to Addenbrookes. Picked up and returned on schedule.
8	August	The car was on very good time, driver very kind and helpful.
12	July	They look after me well, very well.
9	September	Have found all Ambulance Transport and staff very good.
10	September	As before I know how this service are the very best in helping me as I am 82 and need the service are without very good and deserve all the best.
11	September	Excellent service and excellent staff.

Patient number	Month	Mixed/neutral comments received
2	July	I was picked up at a reasonable time and arrived at hospital on time. I had a procedure. At 3pm was in recovery ward and they rang to say I would be ready to come home. Eventually at 19.30 I decided I couldn't wait anymore and got a taxi home.

Patient number	Month	Mixed/neutral comments received
7	August	Service was good - but you said you would be with us 2 hours before the appointment, I had to ring you when we had one hour left, and telephoning in the first instance was poor. An annoying recorded voice tells you that 'we aim to answer 95% of all calls within 2 minutes' - well I phoned several times and each time I waited a minimum of 25 minutes. Please change the message. We waited over two hours to be picked up after the appointment - no one told us how long we would have to wait.

Are you the patient?

Overall, nine (75.0%) of the 12 respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included: *"Husband, "partner," and "Wife."*

How quickly did we answer your call?

Six of the nine respondents (66.7%) who answered the above question recalled their telephone call being answered 'quickly.' However, three respondents felt that it took 'a long time' (33.3%). 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 nine 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?

Eight (88.9%) of the nine respondents who answered the above question rated the booking system as 'good' (44.4%) or 'very good' (44.4%). One respondent (11.1%) rated the system as 'neither good nor poor.' The remaining respondents either did not complete this question or responded, 'don't know.'

Did the service staff introduce themselves?

All nine respondents who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. 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, 10 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (30.0%) or 'very good' (70.0%) responses. The remaining patients either did not complete this question or responded, 'don't know.'

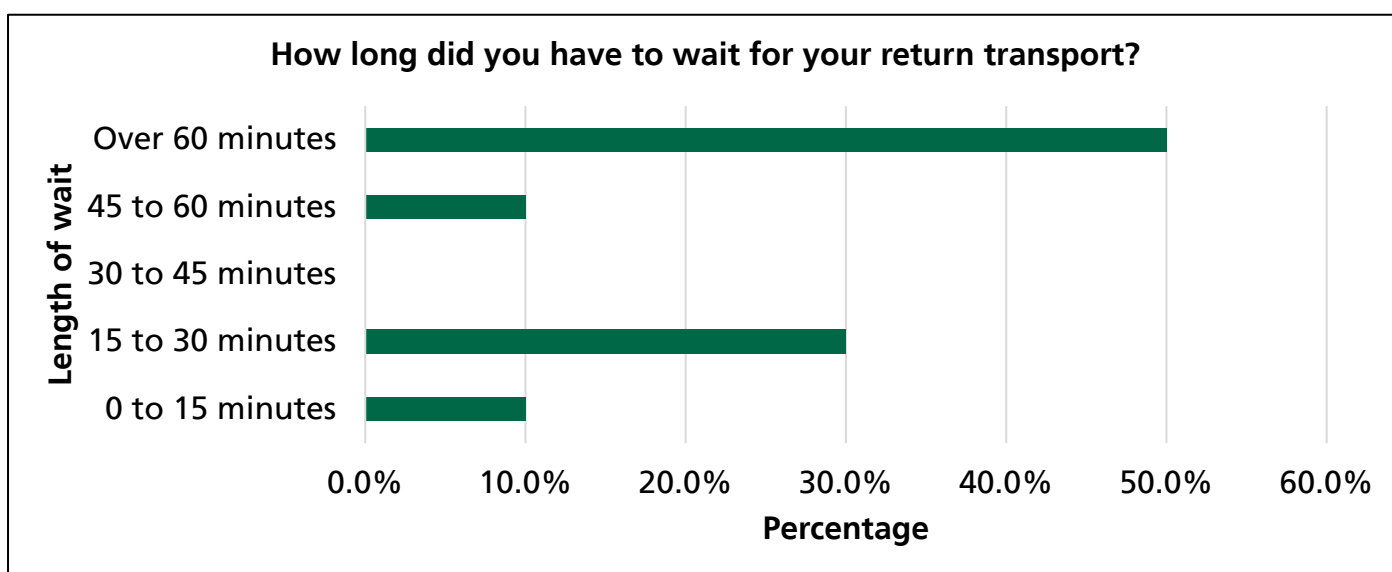
Did you arrive on time for your appointment?

Of the 10 respondents who answered the above question, nine (90.0%) had arrived either 'on time' (70.0%) or 'very early' (20.0%) at the hospital/clinic. One patient (10.0%) had arrived 'late' for their 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 the transport delay, but one respondent 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?

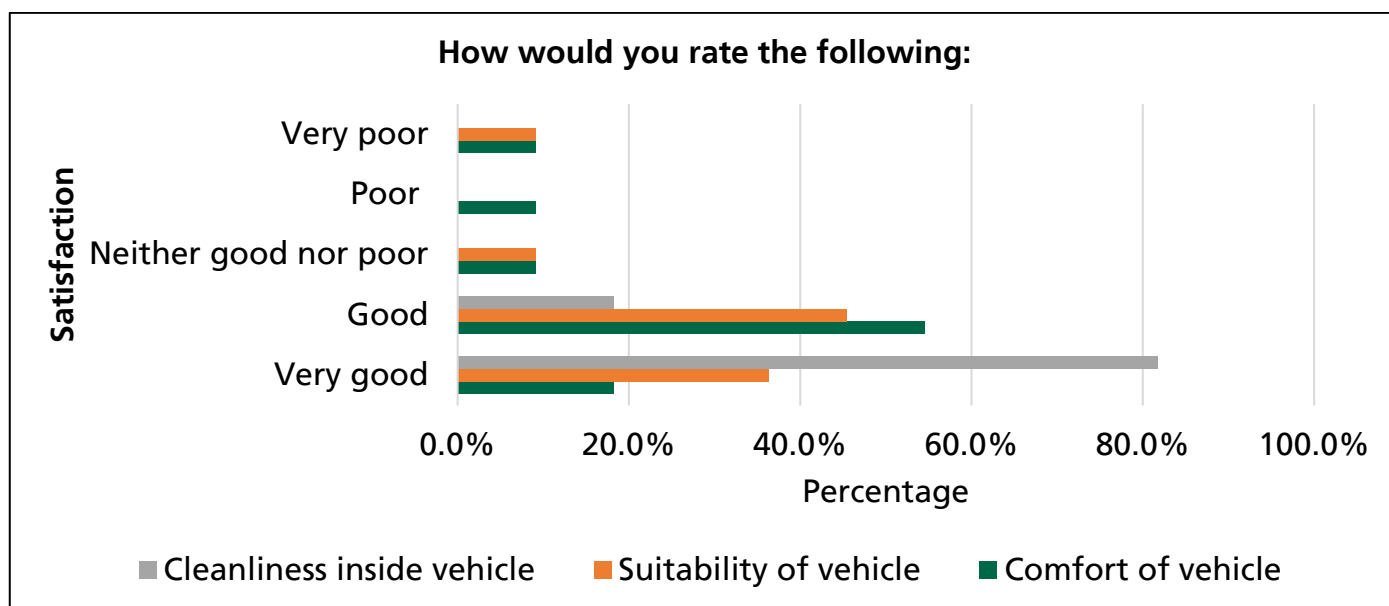


Five (50.0%) of the 10 respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (10.0%), 15 to 30 minutes (30.0%) and 45 to 60 minutes (10.0%). Five patients (50.0%) had waited over one hour following their appointment. The remaining respondents 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, eight (72.7%) of the 11 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as 'good' (36.4%) or 'very good' (36.4%). However, three respondents (27.3%) rated the communication as either 'neither good nor poor' (18.2%) or 'poor' (9.1%). 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' (18.2%) or 'very good' (81.8%).

Nine (81.8%) out of 11 respondents rated the suitability of the vehicle as either 'good' (45.5%) or 'very good' (36.4%). However, one 'neither good nor poor' (9.1%) and one 'very poor' (9.1%) rating were also received.

Patients were least satisfied with the vehicle comfort. Eight (72.7%) out of 11 respondents described the comfort as 'good' (54.5%) or 'very good' (18.2%).

Other responses included: 'neither good nor poor' (9.1%), 'poor' (9.1%) or 'very poor' (9.1%).

How would you describe the attitude of the staff?

All 12 respondents who answered the above question rated staff attitude as either 'good' (25.0%) or 'excellent' (75.0%).

Did the staff treat you with dignity and respect?

All twelve respondents who answered the above question responded that they were 'definitely' treated with dignity and respect by the PTS staff.

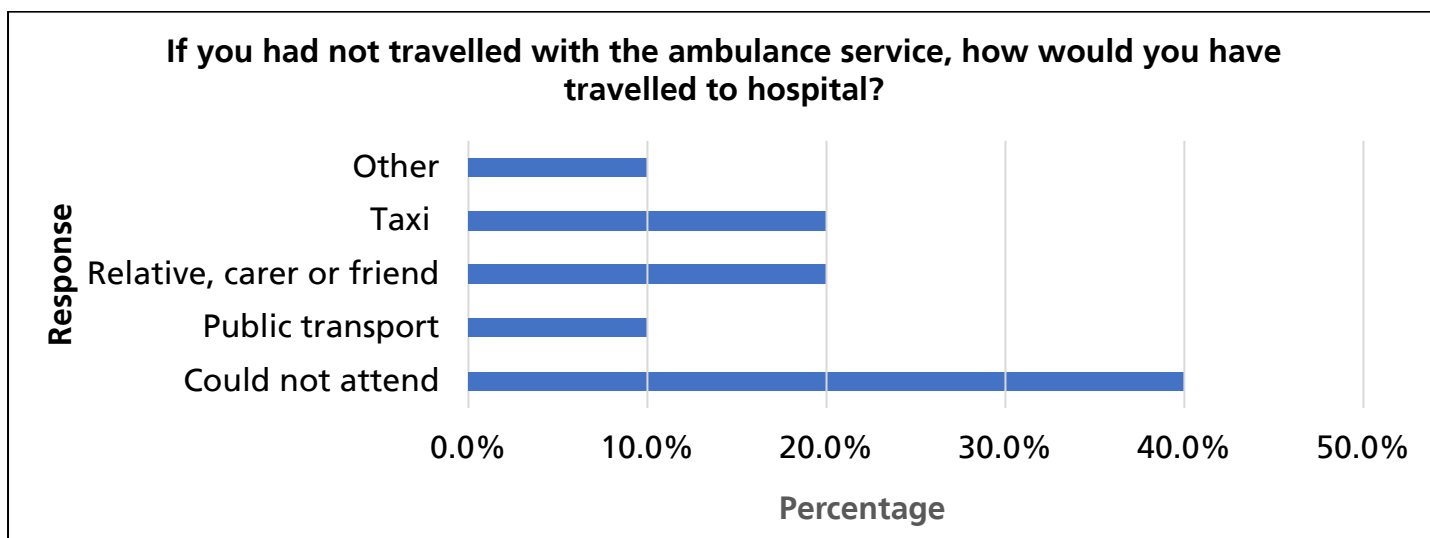
Did the service staff drive safely?

All nine respondents who answered the above question responded that the PTS vehicle had been driven safely. The remaining respondents were 'unable to say' how the vehicle had been driven.

Did the staff offer assistance if required?

All ten respondents who answered the above question advised that assistance had been offered if required. Two respondents did not complete this question.

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



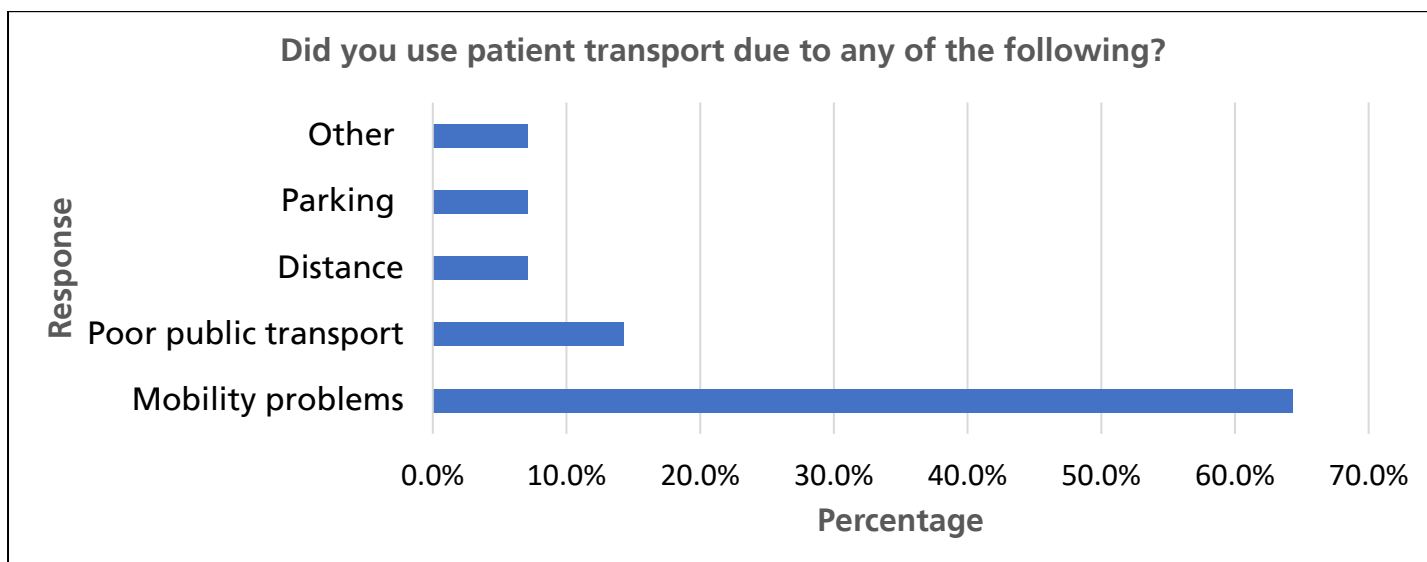
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Four of the 10 respondents (40.0%) advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (20.0%), 'taxi' (20.0%), 'public transport' (10.0%), or 'other' (10.0%).

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

The below comment was also received:

- *"All of my answers are based on me being discharged, so I had no dealings with bookings, times, staff interaction etc." (Patient 5, August)*

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



Overall, nine (64.3%) out of 14 respondents had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport,' (14.3%), 'distance,' (7.1%), 'parking,' (7.1%) and 'other' (7.1%). One respondent did not complete this question.

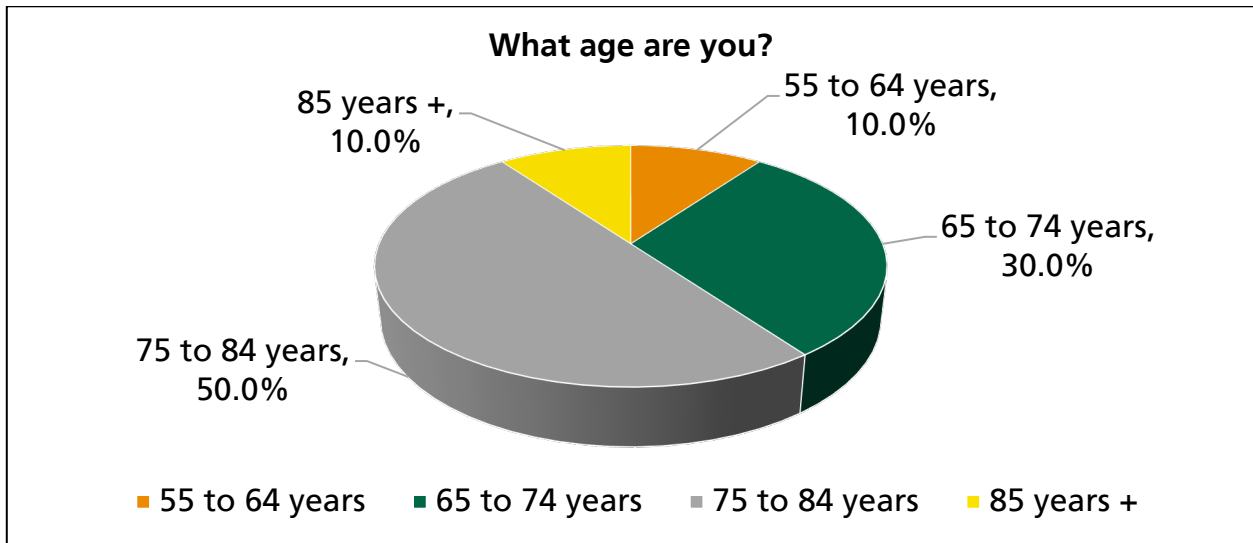
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
1	July	Advising patient to be ready two hours before appointed time. My appointment was for 08:00 the opening time of the hospital, it is pointless asking local people to be ready two hours before the hospital opens and also to be ready before the ambulance staff start work.
2	July	Phone patients to let them know how long it will take to pick them up to take them back home or at least let them know if running late.

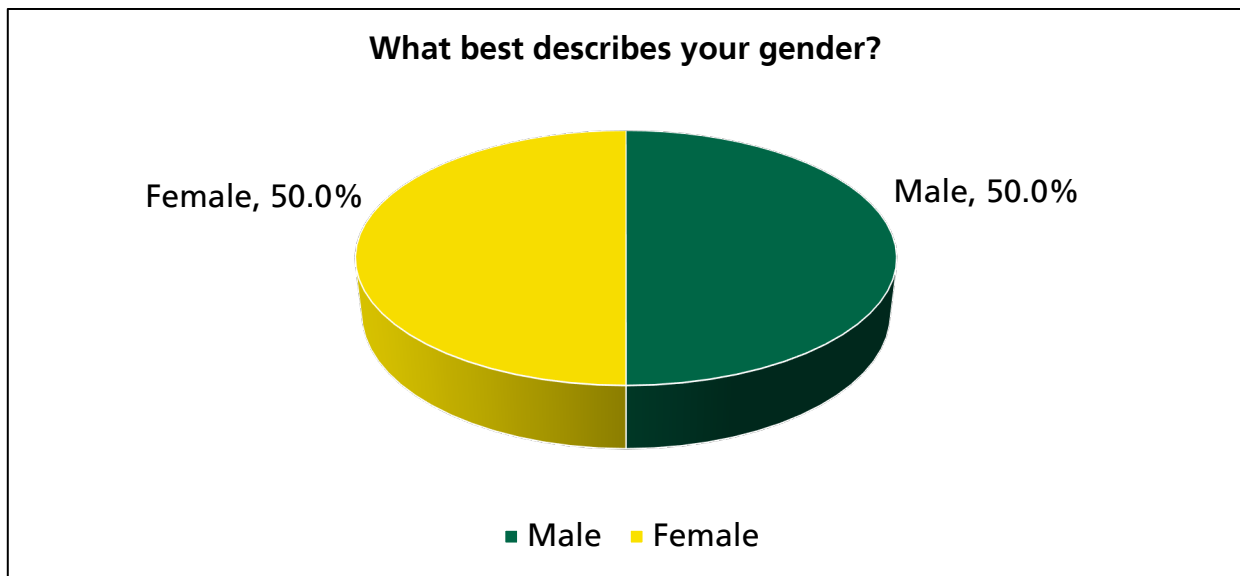
Patient number	Month	Comments received
5	August	The crew mentioned this service was being closed down. I sincerely hope not. They were very professional but also friendly. The whole experience was a pleasant one.
6	August	I think it's a brilliant service.
7	August	To repeat, mainly: Please telephone when you are running late to collect from home. Please change the recorded message which states you'll answer 95% of all calls within two minutes - because you don't. Please advise us how long you will be to collect us after the appointment.
9	September	Just on return journey be informed of any delays where possible to next of kin so not to worry when hours late.
10	September	If you're able to purchase a new up to date a smoother ride, which would help on a more comfort journey.
11	September	The only concern I have is that we have to be ready 2 hours before. I can understand 1 hour but two is a bit too long. Also, your vans desperately needed some TLC. Lots of things don't work on some vans...steps, wheelchair fixtures, and extender seatbelts not always available as used for fixing wheelchair users in.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

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

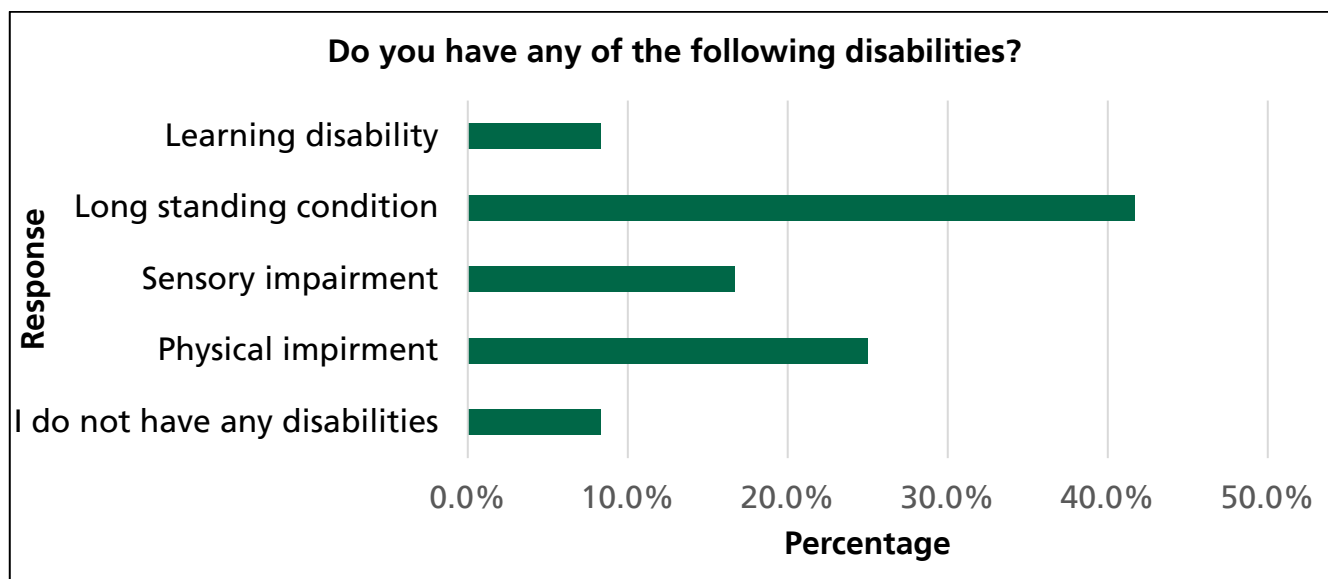
What is your religion or belief?

Eight (80.0%) out of ten respondents advised they were Christian. Two respondents (20.0%) advised that they did not hold a religion or belief. The remaining respondents did not complete this question.

What is your sexual orientation?

All seven respondents who answered this question advised that they were heterosexual/straight. The remaining respondents did not complete this question.

Do you have any of the following disabilities?



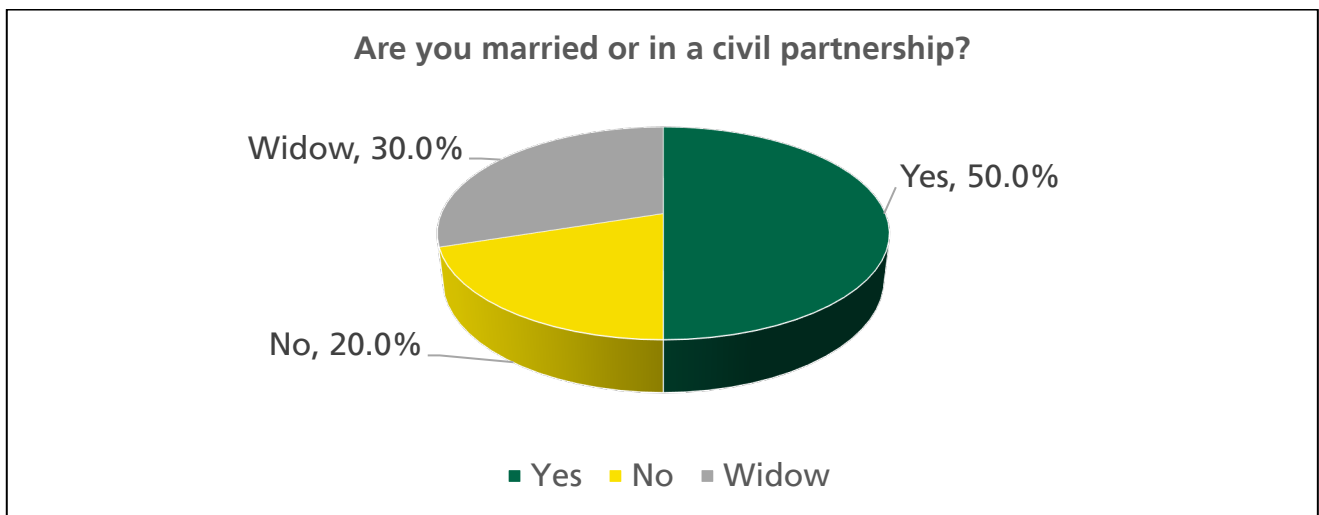
Of the 12 respondents who answered this question, five (41.7%) advised that they had a 'long standing condition.' Other responses included: 'physical impairment' (25.0%), 'sensory impairment' (16.7%), and 'learning disability' (8.3%). One respondent (8.3%) advised that the did not have a disability.

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

The below comments were also received:

- "Can't walk far." (Patient 4, July)
- "Loss of sight." (Patient 8, August)
- "Cancer of bladder." (Patient 10, September)

Are you married or in a civil partnership?



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.