



Patient Transport Service Patient Experience Report

Patient Transport Service

West Essex Q4 January to March 2023

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Report Period: January to March 2023

Date of Report: June 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 West Essex area during January to March 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, 12 (85.7%) of the 14 respondents who answered the FFT question and had used the Trust's PTS within the West Essex area during January to March 2023, rated the service received as 'good' or 'very good.'

76.9% of respondents (10) felt their transport booking call had been answered 'quickly,' with 12 respondents (92.3%) satisfied with the length of time their journey took. Most patients (81.8%) had arrived either 'on time' (54.5%) or 'early' (27.3%) for their medical appointment. The majority of respondents (90.0%) had waited up to between 0 to 60 minutes for their return transport, with one respondent (10.0%) advising that they had waited over one hour.

PTS staff attitude was rated as 'good' (7.1%) or 'excellent' (92.9%), 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 cancellations, lateness and communication between the Patient and Patient Transport Service and the hospital / clinic.

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, 14 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 4 2022/23: January (6), February (4) and March (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?

14 of the 15 (93.3%) respondents who answered this question advised that they had heard about the survey through the invitation to feedback letter. One respondent advised 'word of mouth.'

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 14 respondents who answered the FFT question, 12 (85.7%) rated the service received as either 'good' (7.1%) or 'very good' (78.6%). One respondent (7.1%) felt the service was 'very poor' and one respondent answered 'neither good nor poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
2	March	They arrived when they were requested to arrive. Return journey was about on time.
4	January	Collected me on time and took me to my clinic.
5	January	Absolutely brilliant I can't fault it at all.
6	January	Prompt efficient helpful and kind.
7	January	Prompt collection from home but sometimes excessive waiting time for return journey.
8	January	It gives me peace of mind, it is a wonderful service.
10	February	Caring drivers patient with husband in wheelchair and myself as his carer, both in our 80's.
11	February	Staff are very supportive and helpful.
12	February	Ambulance arrived on time to transport me home, driver friendly, polite and helpful.
13	March	They are always on time and really helpful.
14	March	I was looked after very well. Drivers very friendly and felt very safe.
9	February	Drivers always very pleasant and helpful I couldn't manage without this service

Patient number	Month	Comments received
3	January	Transport failed to arrive. Phoned, told there was a problem with the service but that transport was on its way to me, having just left Epping, but that after picking me up, we had to go back to Epping to pick up another patient. Why didn't this patient get picked up when the ambulance was in Epping before coming to me. Told your office I would be late for my appointment but told not to worry, they would ring the hospital and explain that my lateness was their fault but when we got to the hospital, they hadn't had any phone call and my consultant had left for the day!! On the return journey, another patient had left his backpack at the hospital and we had to go back to the hospital to collect it! My appointment with the doctor took approx 10 minutes, the time taken to get to and from this appointment was 5 hours because of the delays.

Are you the patient?

Overall, 10 (76.9%) of the 13 respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included: *“Wife,” “Nephew and next of kin.”*

How quickly did we answer your call?

10 of the 13 respondents (76.9%) who answered the above question recalled their telephone call being answered ‘quickly.’ However, three respondents felt that it took ‘a long time’ (23.1%). 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 13 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 or were 'unable to say.'

How would you rate the booking system?

All 13 respondents who answered the above question rated the booking system as 'good' (38.5%) or 'very good' (61.5%). The remaining respondents either did not complete this question.

Did the service staff introduce themselves?

All 12 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, 12 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (38.5%) or 'very good' (53.8%) responses. One respondent (8.3%) answered 'very poor' and the remaining patients either did not complete this question or responded, 'unable to say.'

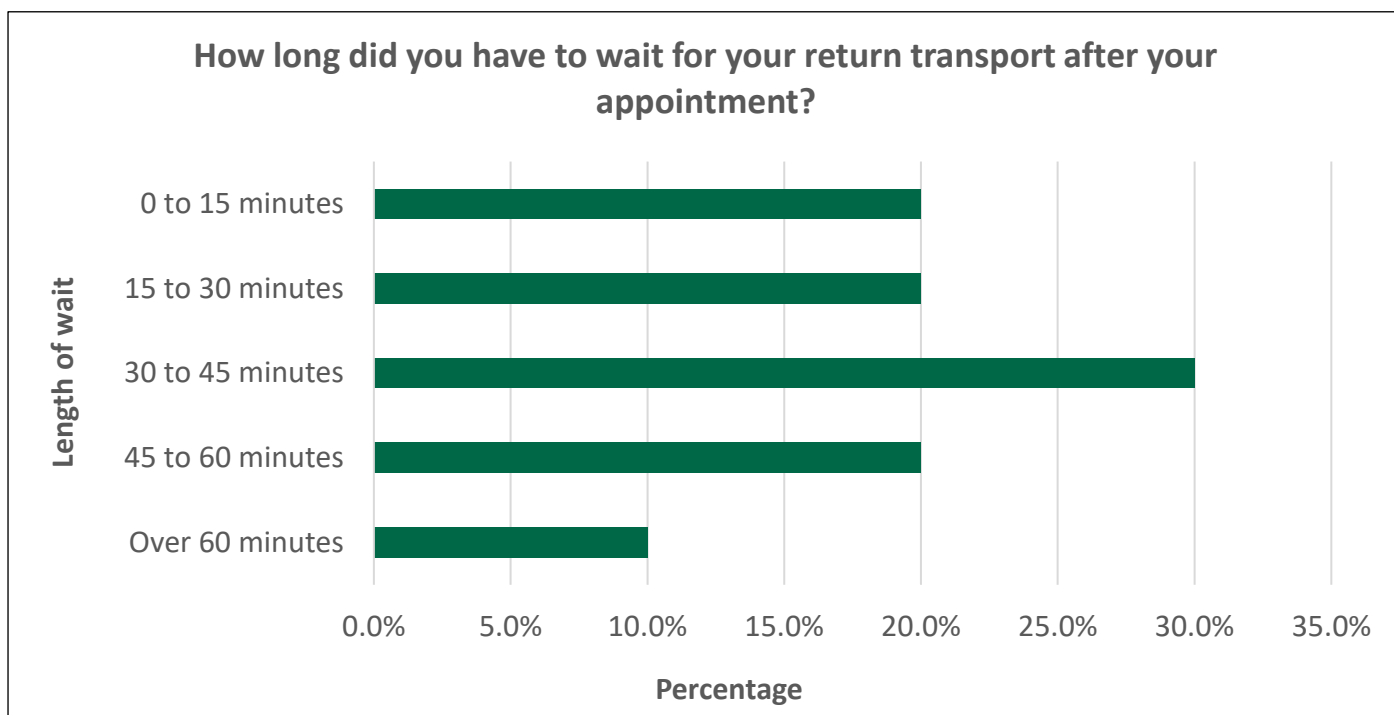
Did you arrive on time for your appointment?

Of the 11 respondents who answered the above question, nine (81.8%) had arrived either 'on time' (54.5%) or 'early' (27.3%) at the hospital/clinic. Two patients (18.2%) had arrived either 'late' (9.1%) or 'very late' (9.1%) 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. The remaining respondents did not complete this question.

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

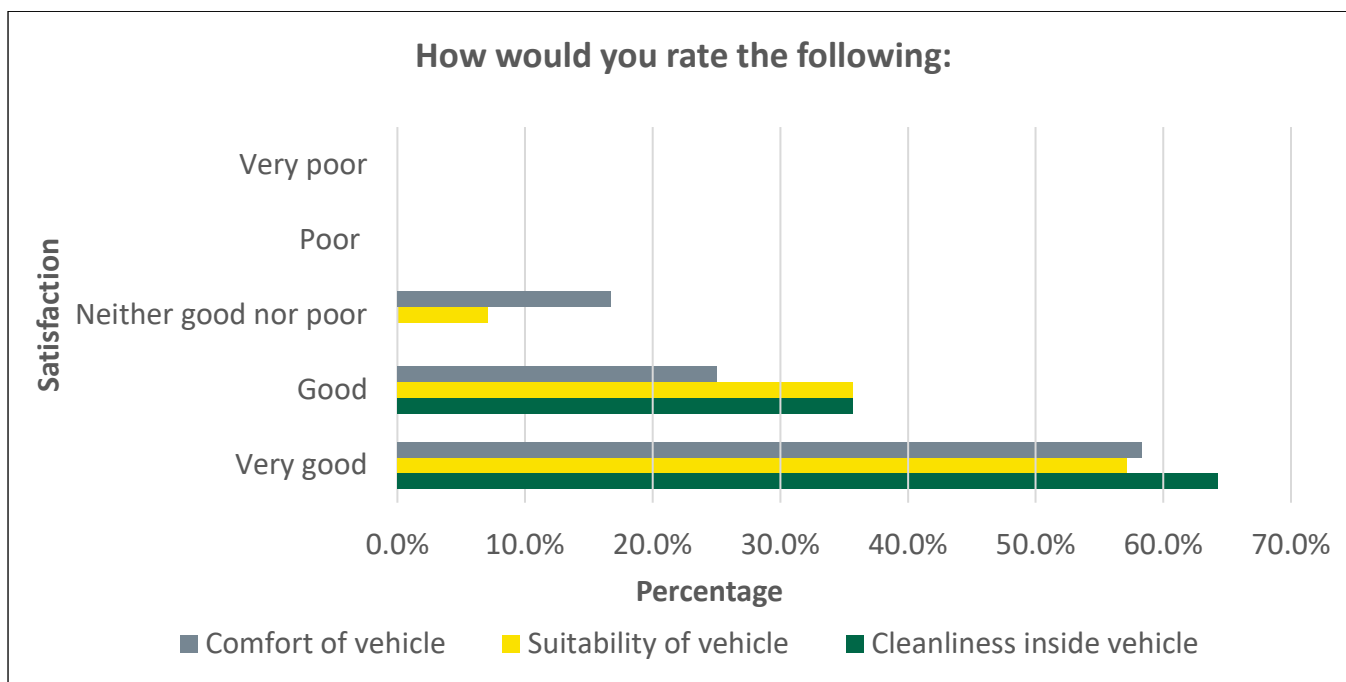


Nine (90.0%) of the 10 respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (20.0%), 15 to 30 minutes (20.0%), 30 to 45 minutes (30.0%) and 45 to 60 minutes (20.0%). One patient (10.0%) had waited over one hour following their appointment. 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, 11 (84.6%) of the 13 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as 'good' (15.4%) or 'very good' (81.8%). However, two respondents (15.4%) rated the communication as either 'neither good nor poor' (7.7%) or 'very poor' (7.7%). 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' (35.7%) or 'very good' (64.3%).

13 (92.9%) out of 14 respondents rated the suitability of the vehicle as either 'good' (35.7%) or 'very good' (57.1%). However, one 'neither good nor poor' (7.1%) rating was also received.

Patients were least satisfied with the vehicle comfort. 10 (83.3%) out of 12 respondents described the comfort as 'good' (25.0%) or 'very good' (58.3%). Other responses included: 'neither good nor poor' (16.7%).

How would you describe the attitude of the staff?

All 14 respondents who answered the above question rated staff attitude as either 'good' (7.1%) or 'excellent' (92.9%). The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 14 respondents who answered the above question responded that they were 'definitely' treated with dignity and respect by the PTS staff.

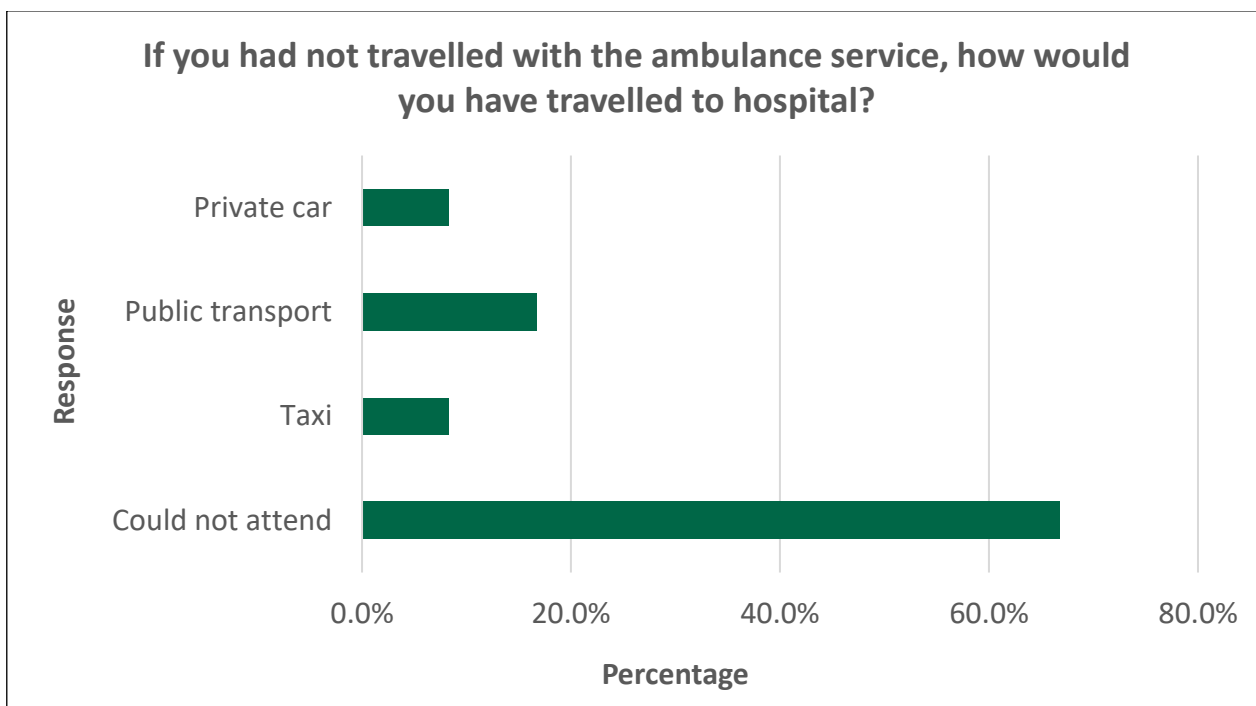
Did the service staff drive safely?

All 14 respondents who answered the above question responded that the PTS vehicle had been driven safely.

Did the staff offer assistance if required?

All 13 respondents who answered the above question advised that assistance had been offered if required. One respondent 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 of the 12 respondents (66.7%) advised that they **could not** have attended their appointment. Other responses included: 'taxi' (8.3%), 'private car' (8.3%) or 'public transport' (16.7%).

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, 12 (85.7%) out of 14 respondents had travelled with the PTS due to 'mobility problems' and two respondents (14.3%) answered 'poor public transport.' One respondent did not complete this question.

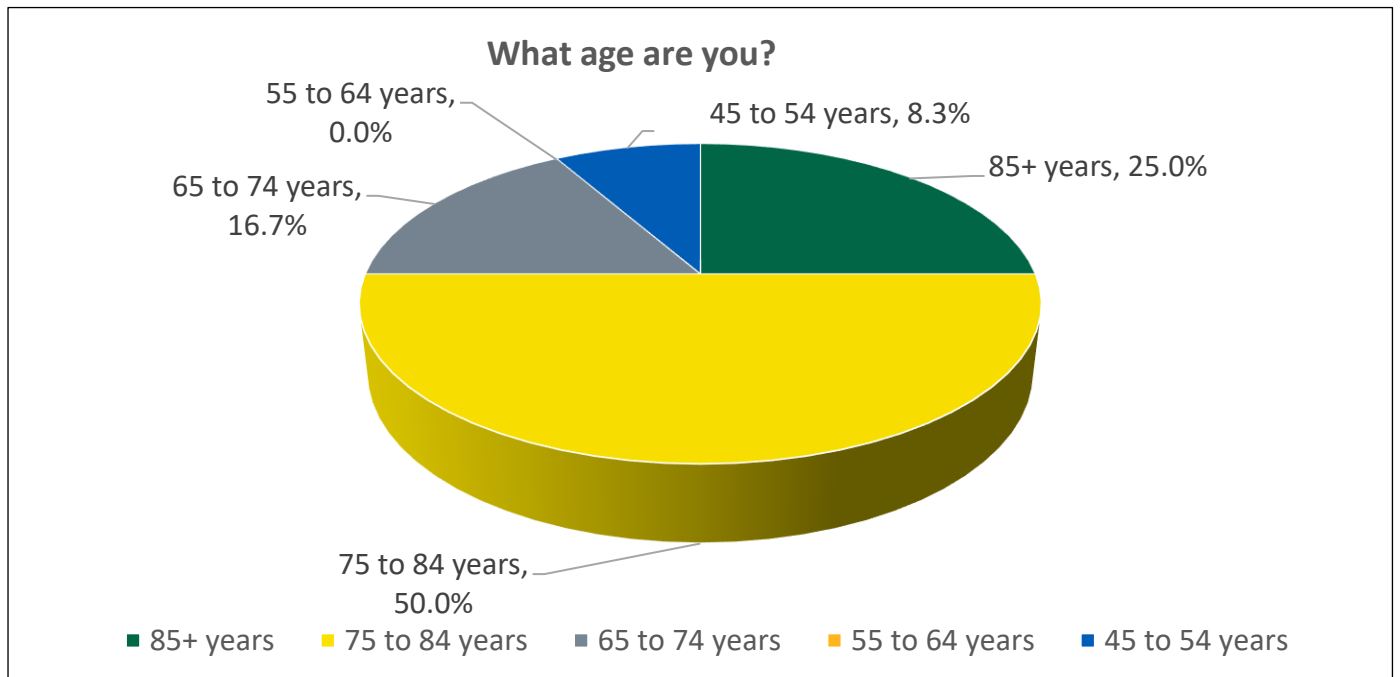
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
3	March	You could have phoned me to tell me of the problems and that the transport would be late. You should have phoned the hospital to warn them that I would be very late for my appointment. I tried to use this transport service for a previous appointment but, once again, it didn't arrive and when I rang, I was told that a cab would collect me. Unfortunately, it was a minicab that turned up and I can't get in or out of ordinary cars which is why I require an ambulance. And the same minicab turned up to take me home which caused me a great deal of pain and discomfort. I have only tried to use the transport service twice but, as you can see, I have had problems both times.
5	January	I don't think they could, I find them so caring and kind I can't fault them.
6	January	Thank you for your wonderful service.

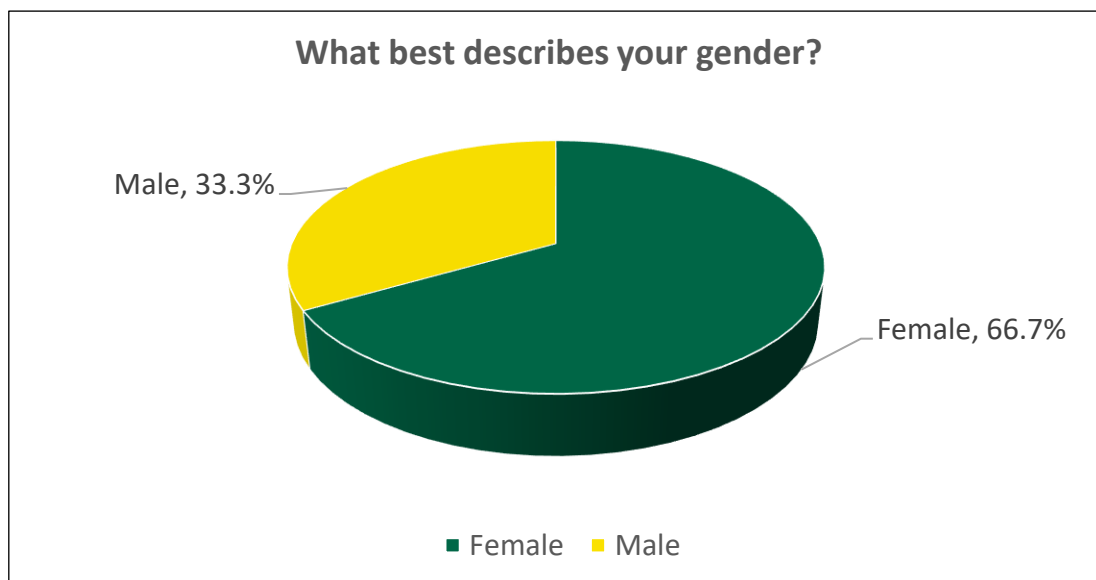
Patient number	Month	Comments received
7	January	I made a booking on the 28/02/ 23 for P.A.H. I was extremely annoyed at the intensity of the questioning as to my eligibility to use the system, I have been using this service for many years yet the 'drilling' continued. I am house-bound and cannot travel in any alternative vehicle. Perhaps the receptionist was new to the position, to enthusiastic.
9	February	I am extremely happy with this service.
11	February	Nothing. It was really good!
12	February	Nothing at all.
13	March	It was all good.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 12 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?

10 (83.3%) out of 12 respondents advised they were Christian. One respondent (8.3%) advised that they did not hold a religion or belief and one respondent (8.3%) answered 'other.' The remaining respondents did not complete this question.

The below comment was also received:

- *"Church of England." (Patient Roman Catholic.) (Patient 8, January)*

What is your sexual orientation?

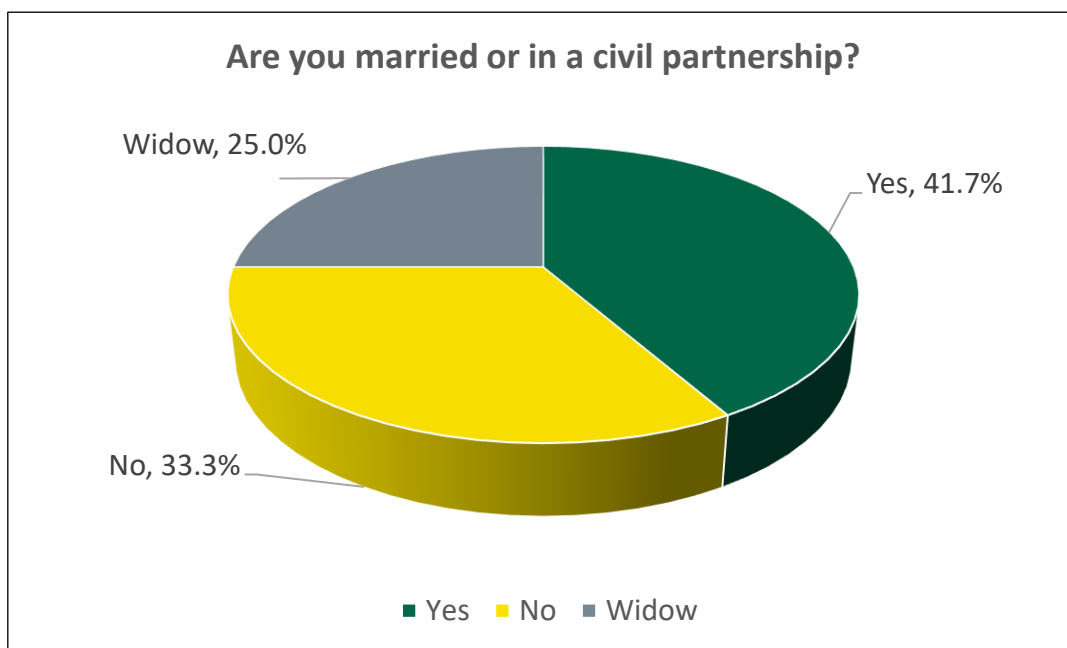
All 11 respondents who answered this question advised that they were heterosexual/straight. The remaining respondents did not complete this question.

Do you have any of the following disabilities?

Of the 15 respondents who answered this question, nine (60.0%) advised that they had a 'physical impairment' and six (40.0%) advised they had a 'long standing condition.'

The remaining respondents did not complete this question.

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.