



# Patient Transport Service Patient Experience Report

Patient Transport Service  
West Essex CCG January to March 2022

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# Summary

## Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has ceased the routine undertaking of patient experience postal surveys. However, the Patient Transport Service (PTS) survey has remained available on the Trust's public website, enabling patients to feedback on their experiences 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 but also to highlight areas for service improvement.

This report summarises the results of the PTS experience survey for patients who used the service in the West Essex CCG area during January to March 2022.

## Sample

The PTS online survey is undertaken by way of a self-selected sample and is available to complete via EEAST's public website. A random sample of PTS patients is also collated each month (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. Any paper survey responses have been included within this report. 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 have also been completed by patients who found the survey through alternative means.

## Methodology

The survey is available on the Trust's public website for patients to complete at any time and has been promoted using various methods, such as via 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). Patient samples are traced using the Demographic Batch Trace Service, with any patients who do not trace removed from the sample. The invitation letter provides a unique reference number for the patient to enter upon completion of the survey, this 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.

## Conclusion

Overall, all respondents who answered the FFT question and had used the Trust's PTS within the West Essex CCG area during January to March 2022 rated the service received as either 'very good' or 'good'.

Respondents generally felt that their call had been answered 'quickly' (90.9%), with the booking system rated as either 'good' (23.1%) or 'very good' (76.9%). Respondents were also satisfied with the length of time their journey took and advised that they were either 'on time' (61.5%) or 'early' (30.8%) for their medical appointment. Most respondents (86.7%) recalled the wait for their return transport as being between 0 to 60 minutes.

Positively, the PTS staff attitude was rated as 'excellent' (92.9%) or 'good' (7.1%), with respondents also advising that they were treated with dignity and respect.

The communication between the PTS staff and the hospital/clinic was also rated as 'good' (38.5%) or 'very good' (61.5%) by respondents.

The additional comments received were overwhelmingly positive and highlighted the professionalism, kindness and care provided by staff.'

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, 18 completed survey submissions were received from patients who had used the PTS within the West Essex CCG area during Quarter 4: January (6), February (7), and March (5). Most respondents (94.4%) advised that they had been signposted to the survey through the invitation to feedback letter.

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.

### 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, 100.0% of respondents who answered the FFT question and had used the Trust's PTS within the West Essex CCG area during January to March 2022 rated the service received as either 'very good' or 'good'.

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

Patient number	Month	Comments received
2	January	Polite and understanding of my needs.
3	January	Excellent service, very helpful one-man crew, great humour-very caring/polite.
5	January	They are always friendly, very patient, and helpful.
7	January	I'm very, very pleased with the service I've received, I have been very lucky. The gentlemen have been very kind and very helpful to me. I've got no complaints at all, very happy.
9	February	Very professional.
11	February	This is only one of many times my wife has used your service and every time it has been of the highest service. My wife has been treated with top quality service and very good treatment by your staff.
12	February	Over the years I have always found either male or female who are very good at helping me into the transport of either car or ambulance. As I'm 82 years young with cancer also other problems with my body.
13	February	Because it's a wonderful service providing transport for disabled/ sick needing all things x-rays etc, who would either not be able to get to the hospital etc.
14	February	On time & courteous.
15	March	Crew excellent/humour/very helpful.

Patient number	Month	Comments received
17	March	When we arrived at the hospital the lady crew member asked me would I like a cup of tea, "yes please," she was off to find her place in the queue. Her colleague asked what I would like to hear, Frank Sinatra please. So, I am listening to my favourite drinking tea, 'Bliss'. Later on, I got another cup of tea.
16	March	I always find the service brilliant as the drivers are always very courteous and helpful in any way they can be. Thank you x

## Are you the patient?

Overall, 68.8% of the respondents who completed the survey advised that they were the patient. Example of respondents who were not the patient included: *'Wife,' 'daughter' and 'husband.'*

## How quickly did we answer your call?

10 respondents (90.9%) who answered the above question advised that their call had been answered *'quickly.'* One respondent (9.1%) advised that *'it took a long time'* for their call to be answered. The remaining respondents either did not respond or were *'unable to say.'*

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

All 12 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 respond or were *'unable to say.'*

## How would you rate the booking system?

13 respondents answered the above question and rated the booking system as either *'good'* (23.1%) or *'very good'* (76.9%). The remaining respondents did not respond.

## Did the service staff introduce themselves?

All 13 respondents who were able to answer the above question recalled that the Patient Transport Service staff has having introduced themselves upon their arrival. The remaining respondents did not respond.

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

Positively, all 14 respondents who answered the above question rated the length of time their journey took as either 'good' (28.6%) and 'very good' (71.4%). The remaining respondents did not respond.

## Did you arrive on time for your appointment?

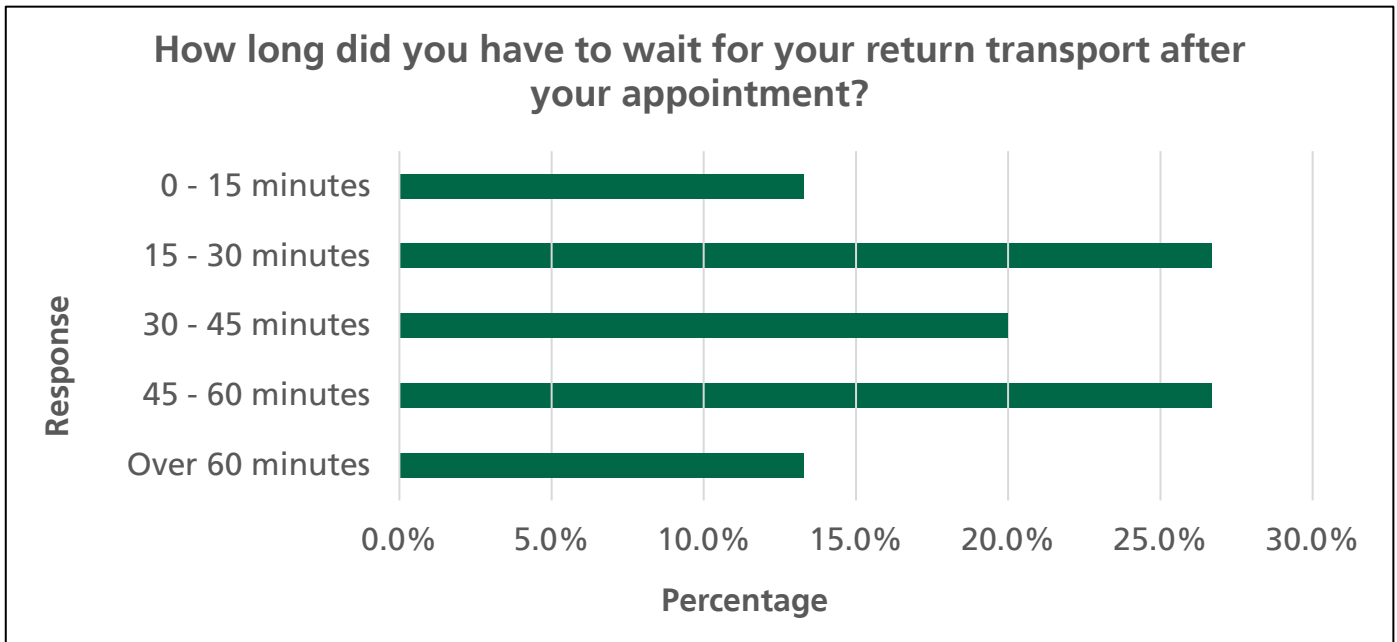
Of the 13 respondents who answered the above question, eight patients (61.5%) had arrived 'on time' for their medical appointment and seven patients (30.8%) arrived 'early.' The remaining patients either did not respond or answered that this was 'not applicable.'

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

Of the two respondents who were able to answer this question, both respondents advised that they had been informed by the Patient Transport Service about their transport being delayed. The remaining patients either did not respond or answered that this was 'not applicable.'



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

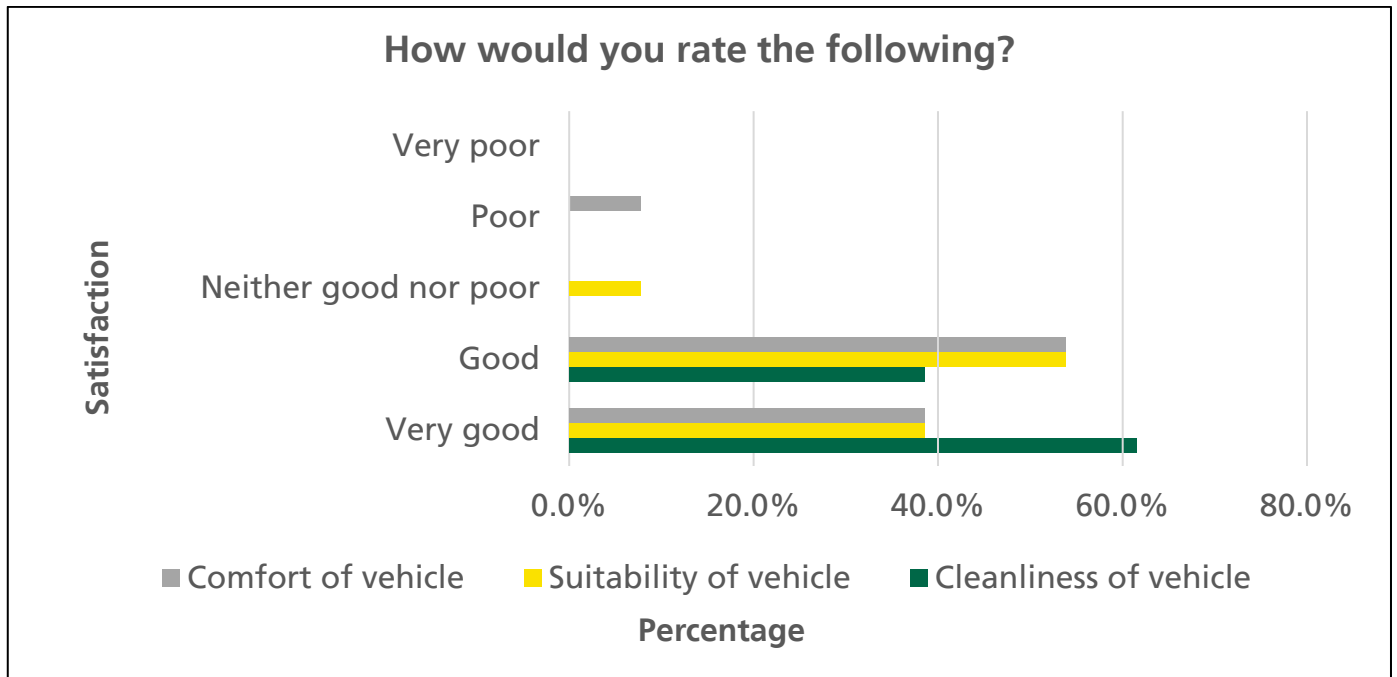


Overall, 86.7% of respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (13.3%), 15 to 30 minutes (26.7%), 30 to 45 minutes (20.0%) and 45 to 60 minutes (26.7%). Two patients (13.3%) had waited over 60 minutes following their medical appointment. The remaining respondents either did not respond or answered, 'not applicable.'

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

Positively, all 13 respondents (100.0%) who answered the above question rated the communication between the Patient Transport Service staff and the hospital/clinic as being either 'good' (38.5%) or 'very good' (61.5%). The remaining respondents did not respond.

## How would you rate the following?



Overall, most respondents who responded to the above question provided 'good' or 'very good' responses in relation to the vehicle cleanliness (100.0%), suitability (92.3%) and comfort (92.3%). However, one patient felt the suitability of the vehicle they travelled was 'poor' and rated the vehicle comfort as 'neither good nor poor.' The remaining respondents did not respond.

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

Positively, all 14 respondents who answered the above question rated the staff attitude as 'good' (7.1%) or 'excellent' (92.9%) and recalled assistance given if required. The remaining respondents did not respond.

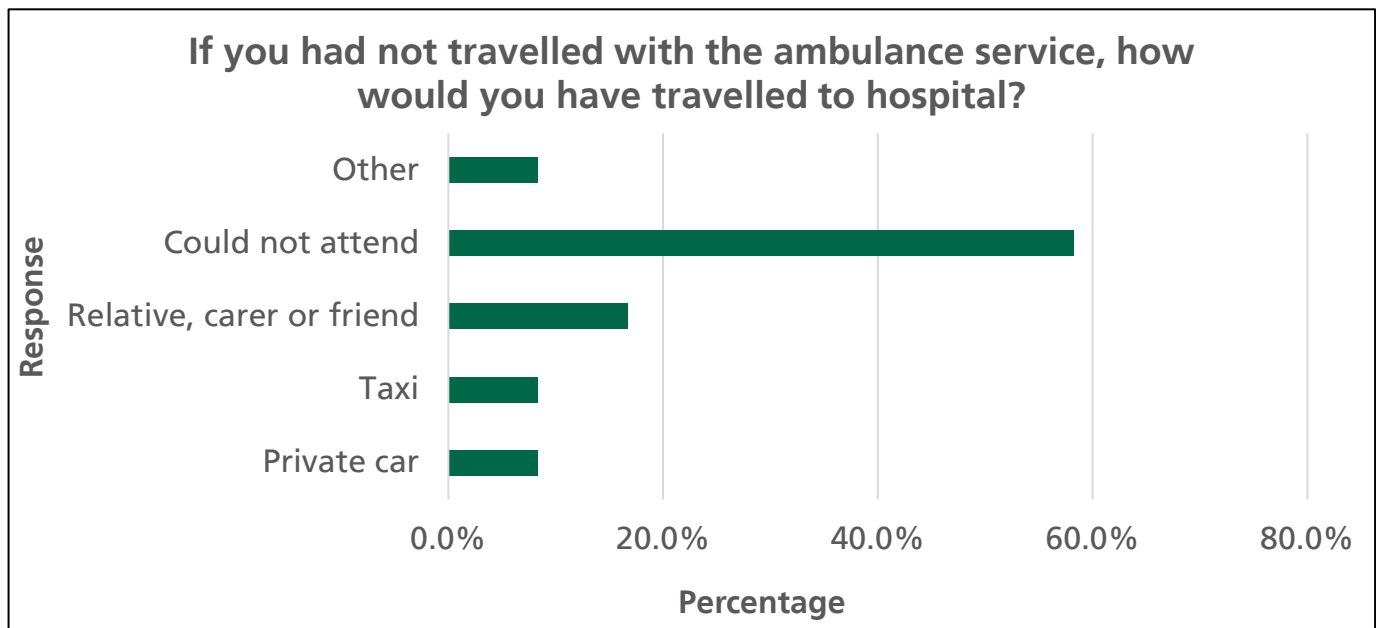
## Did the service staff treat you with dignity and respect?

All 14 respondents who answered the above question advised that they were 'definitely' treated with dignity and respect. The remaining respondents did not respond.

## Did the service staff drive safely?

All respondents who answered the above question felt that the Patient Transport Service staff had driven the vehicle safely. The remaining respondents did not respond.

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

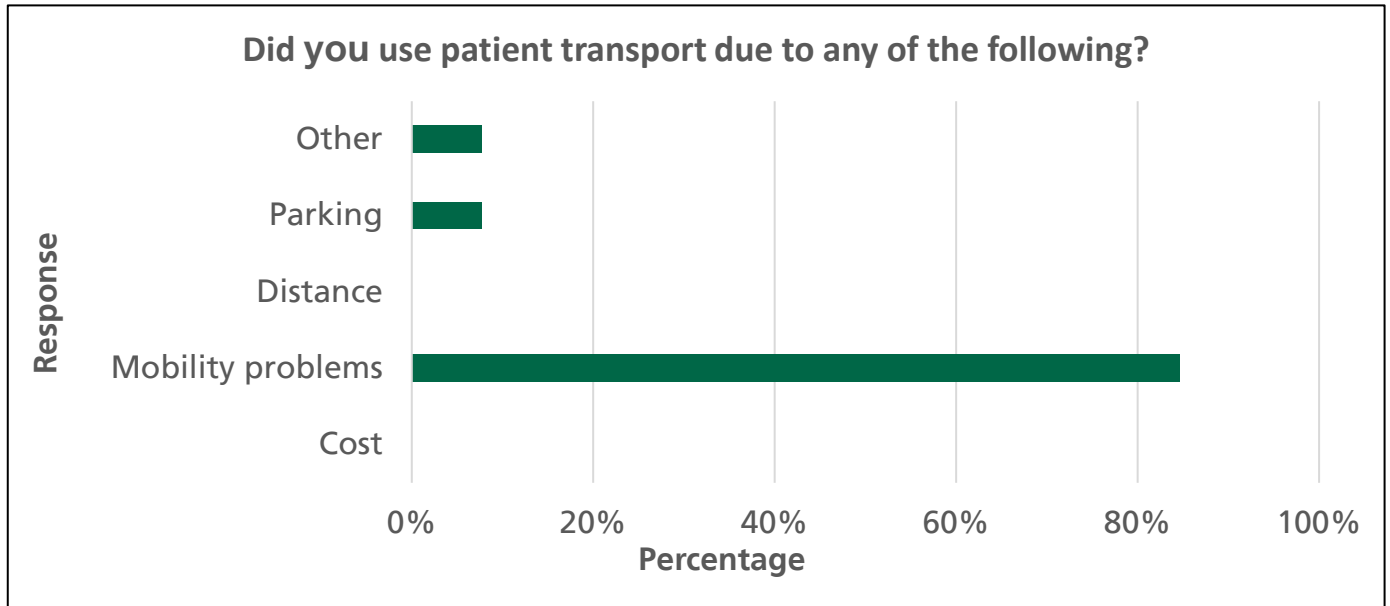


Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided, with 58.3% of respondents who answered the above question advising that they **could not** have attended their appointment. Other responses included 'private car' (8.3%), 'taxi' (8.3%), 'relative, carer or friend' (16.7%) or 'other' (8.3%). The remaining respondents either did not respond or were 'unable to say.'

The below comment was also received:

- *“Taxi if in reasonable distance.” (Patient 13, February)*

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



Overall, 84.6% of respondents who answered the above question advised that they had travelled with patient transport due to ‘mobility problems.’ The remaining respondents (15.4%) answered ‘parking’ (7.7%) or ‘other’ (7.7%)

The below comment was also received:

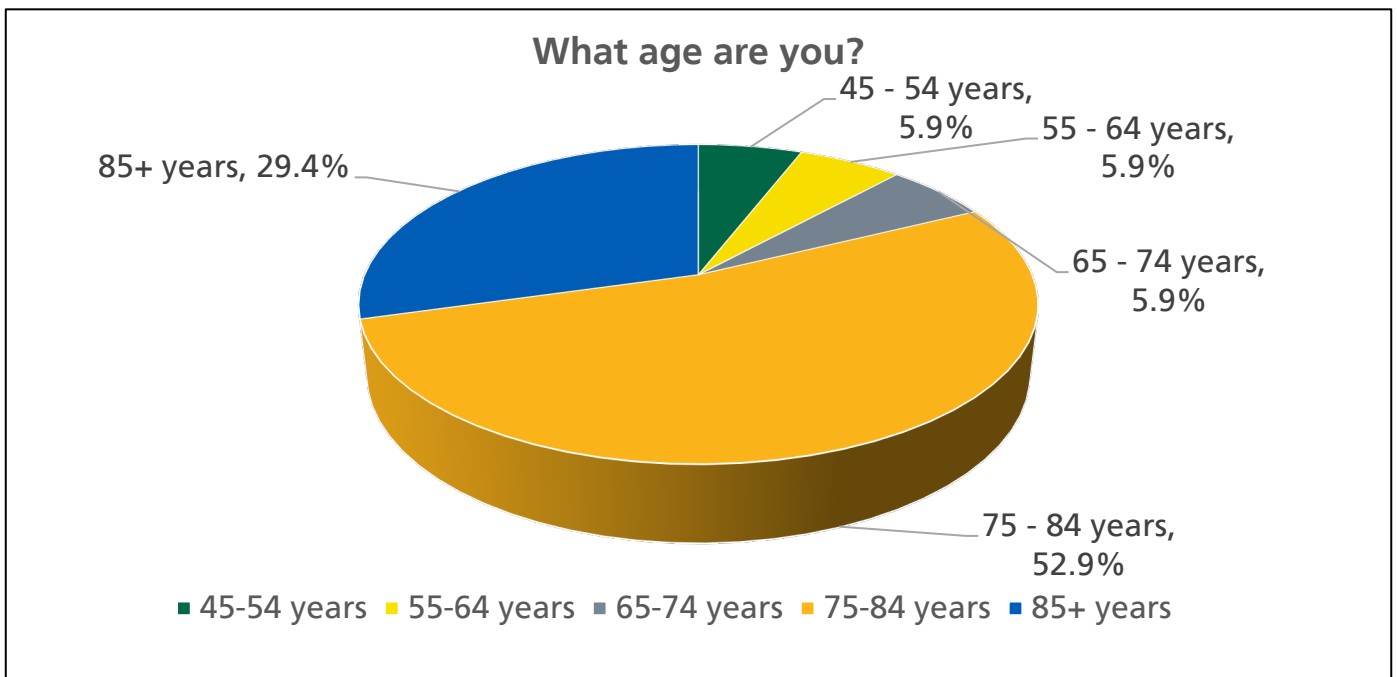
- *“I have cancer and blood tests and treatment.” (Patient 6, January)*

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

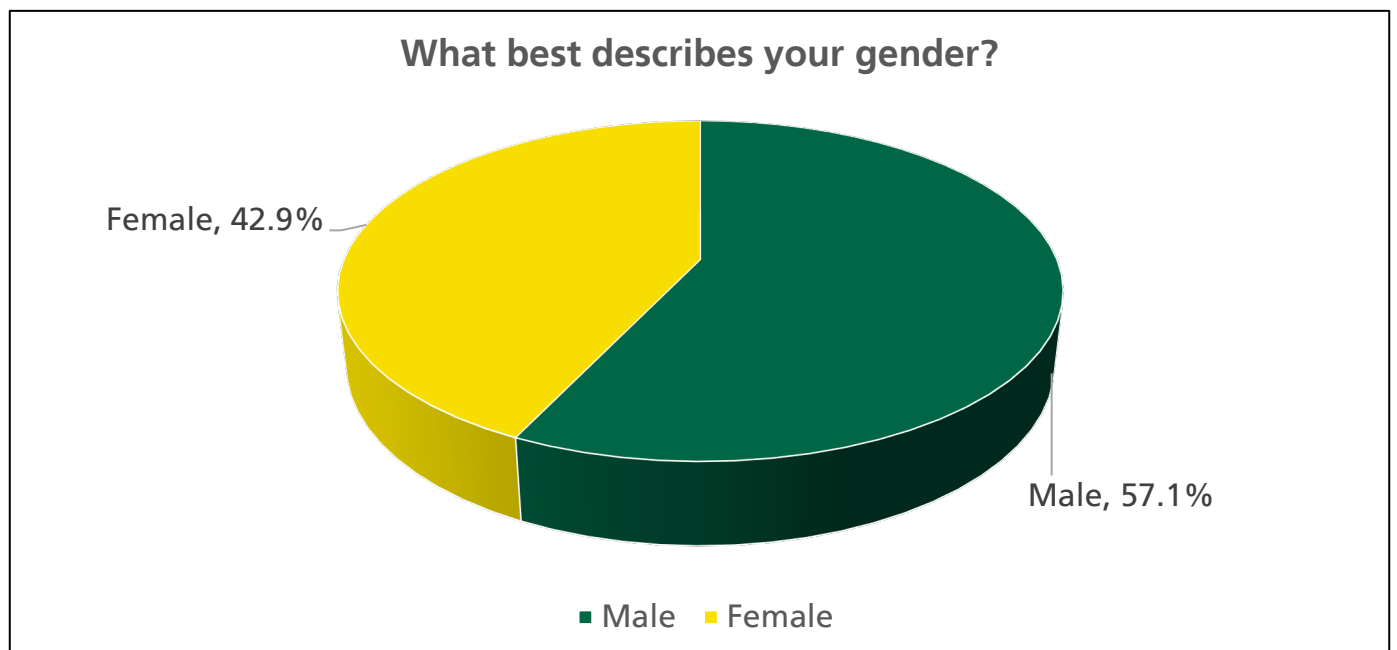
<b>Patient number</b>	<b>Month</b>	<b>Comments received</b>
3	January	All good.
9	February	Nothing.
11	February	Every time we have used your service it has been of the highest service; the staff are always to crack a joke which has always reassured both my wife and myself. Their driving has always been of the highest quality and treatment of patients very, very good.
12	February	I hope I have given my answers. Thank you all.
15	March	All good.

## Equality and Diversity Information

### What age are you?



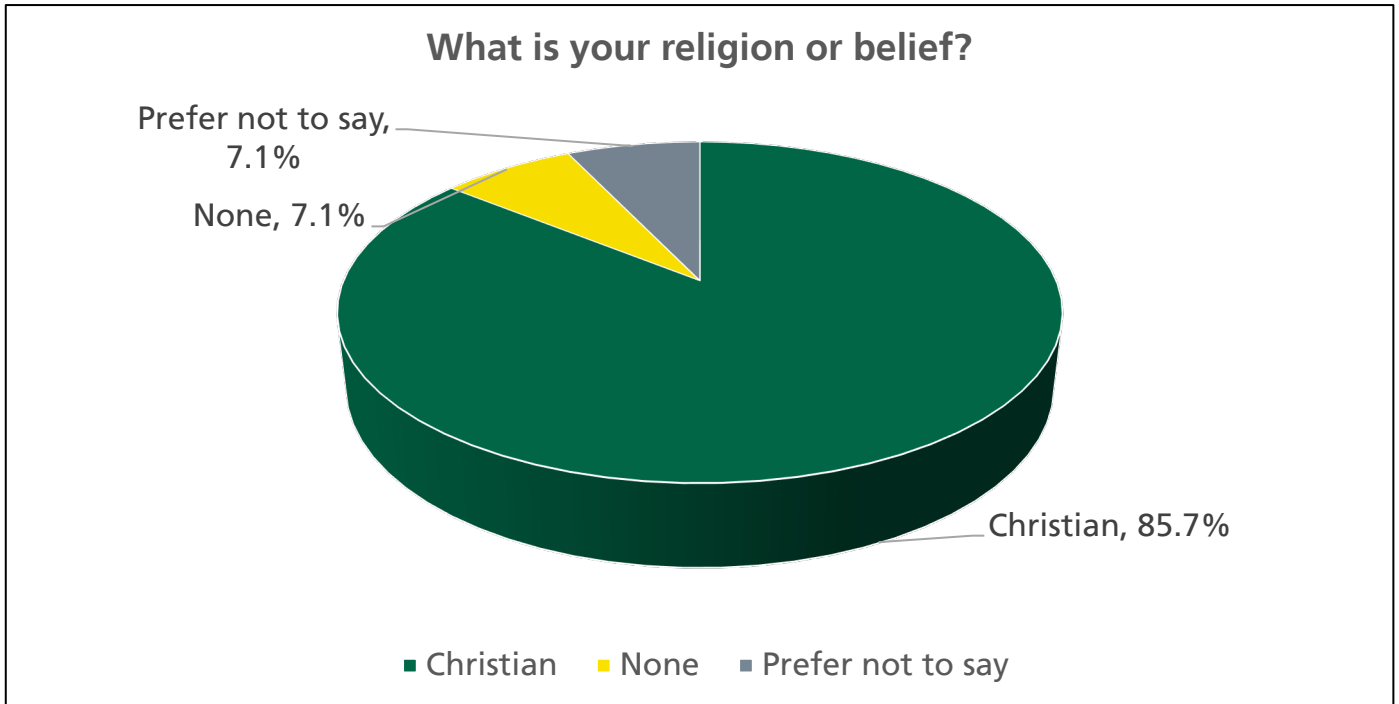
### What best describes your gender?



## What is your ethnic group?

All 14 patients who answered this question advised that their ethnic group was 'white.' The remaining patients did not respond.

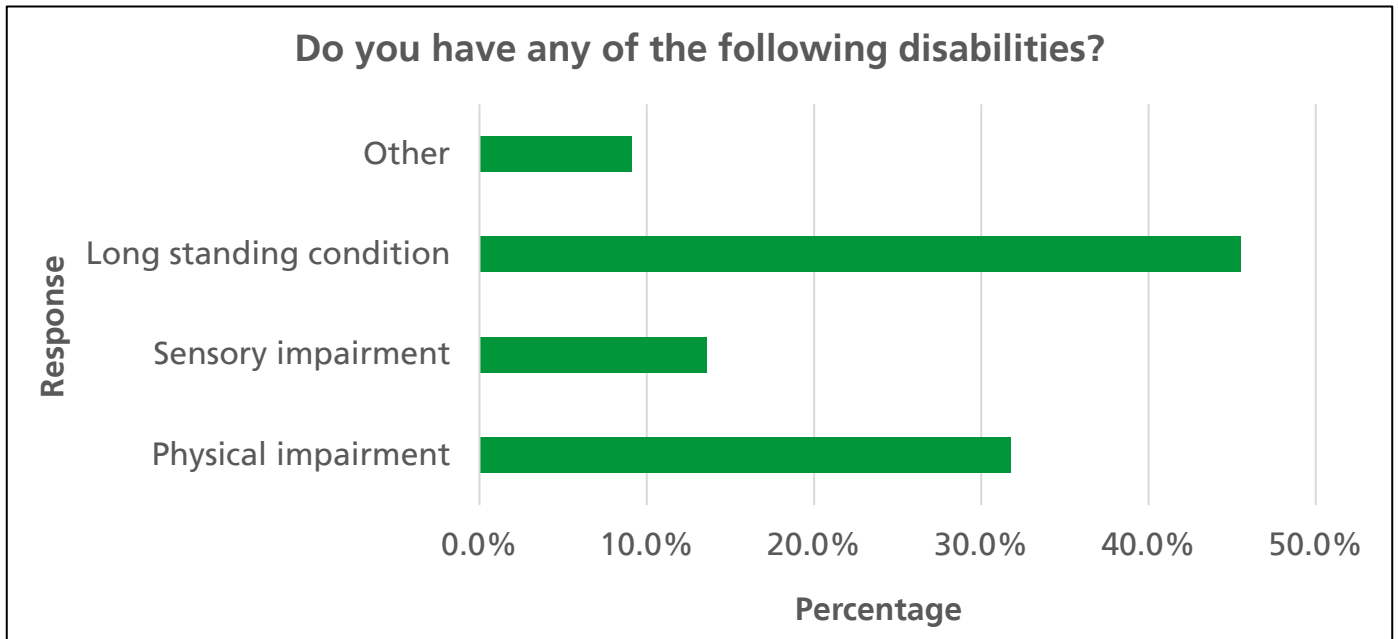
## What is your religion or belief?



## What is your sexual orientation?

All 11 patients who answered this question advised that their sexual orientation was 'heterosexual/straight.' The remaining patients did not respond.

## Do you have any of the following disabilities?



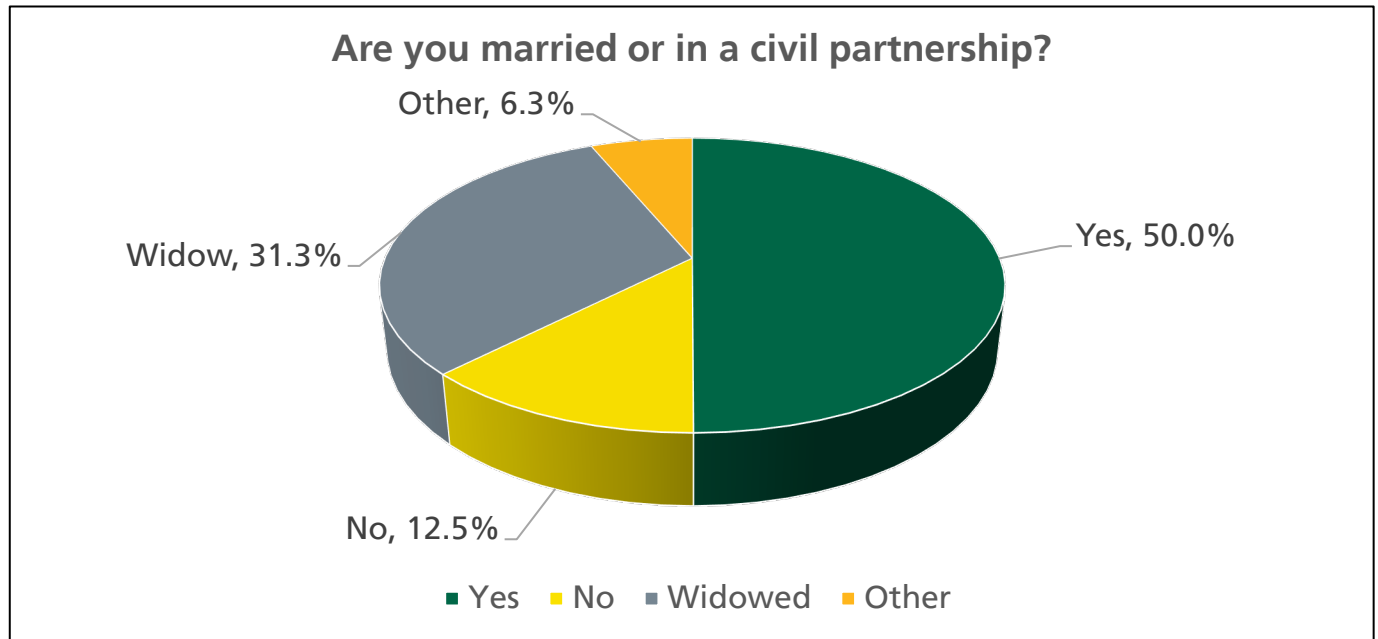
Of the 22 respondents who answered the above question, 45.5% advised that they had a 'long standing condition,' 31.8% had a 'physical impairment' and 13.6% had a 'sensory impairment.' Two respondents (9.1%) answered 'other.' The remaining respondents did not complete this question.

The below comments were also received:

- *"Suffers with osteoarthritis in body. Also cancer prostate for seven years." (Patient 12, February)*
- *"Pacemaker, catheter." (Patient 18, March)*



## Are you married or in a civil partnership?



The below comment was also received:

- *"I am a widower as my dear wife who has suffered Parkinson's passed away 2016 while in care home."* (Patient 12, February)

## 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.