



Patient Transport Service Patient Experience Report

Patient Transport Service
North East 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 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 North East Essex 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. The online survey is actively promoted via the Trust's social media channels and patient information cards. A random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the North East 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 upon request. 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 to feedback letter provides a unique reference number to enter upon completion of the survey, to enable the survey 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

A majority of respondents (91.7%) who answered the Friends and Family Test overall satisfaction question and had used the PTS within the North East Essex area during January to March 2022, rated the service received as either 'good' or 'very good.'

The majority of respondents (90.0%) advised that their call had been answered quickly, with the booking system also rated highly. Encouragingly, respondents were also generally satisfied with the length of time their journey took (95.2%), with most patients either 'on time' (52.4%), 'early' (28.6%) or 'very early' (4.8%) for their medical appointment. Positively, all respondents advised that they had waited between 0 to 60 minutes for their return transport following their hospital/clinic appointment.

PTS staff were rated highly as excellent' (95.8%), with the majority of respondents (95.8%) also advising that they were 'definitely' treated with dignity and respect. The communication between PTS staff and the hospital/clinic was also generally rated highly by most respondents (95.2%).

The majority of additional comments received were positive and once again highlighted the professionalism, kindness and care provided by staff. However, one comment was received in relation to sometimes a long wait to book their transport.

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, 25 completed survey submissions were received from patients who had used the PTS within the North East Essex area during Quarter 4: January (12), February (5), and March (8). 96% of respondents advised that they had been signposted to the survey by way of the invitation letter.

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

The results to the survey questions can be found below. Please note the percentages in the below tables/charts **do not** include the patients who either did not respond to the question or who answered, 'unable to say' / 'not applicable.'

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.'

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EEAST: PTS North East Essex CCG
January to March, Q4 2021-22

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Overall, 22 respondents (91.7%) who answered the FFT question and had used the Trust's PTS within the North East Essex CCG area during January to March 2022 rated the service received as 'very good' or 'good'. However, one (4.2%) person rated the service as 'neither good nor poor' and one (4.2%) patient rated it as 'very poor'.

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
1	January	Transport always on time arriving never late for my appointments.
2	January	Both of them were friendly and very helpful.
3	January	I was picked up on time and taken to the hospital no fuss.
4	January	Excellent service on this occasion.
6	January	This was in complete contrast to my experience after being discharged from (name) ward on 18/01/22 following a hip replacement on 14/01. My 80 yr old wife was first sent to the stores to collect a WC seat which she took back to the car park to put in her car whilst there she saw someone who had finished with a wheelchair and asked if she could have it. She then returned to the ward to collect my belongings then returned to the car then returned to collect me she then had to drag the chair and me a 13st man through the hospital back to the car. Problems with passing urine meant an ambulance brought me back to A&E on 19th a catheter sorted as we thought she then took me home. by car. Problems arose again on 20th then back by ambulance to A&E where they discovered my bladder should have been flushed out and I was kept in overnight whilst other issues were sorted as well.

		Fortunately, staff in A&E set up a proper care package follow up catheter/ INR checks/ and physio appointments and arranged for my journey home by patient transport services on 21 st .
7	January	Polite helpful and friendly.
8	January	The paramedics were kind, courteous and efficient.
9	January	The ambulance teams are always extremely helpful and kind.
Patient number	Month	Comments received
10	January	Because it was first that the staff were caring and helpful and friendly.
11	January	All the ambulance men and women was very helpful and kind to me, I can't thank them all for the service.
12	January	Ambulance arrived on time. The driver obtained a wheelchair for me and took me to the right department
13	February	Polite friendly and helpful.
16	February	Was wheeled into the house and they were really friendly.
17	February	Sometimes have a long wait to book.
19	March	Excellent service. Both drivers who picked me and took home were impeccable.
21	March	I didn't have to wait long and was very polite.
24	March	Driver could not do enough. (name) the driver went out of his way to help, great man.
25	March	Excellent help. Very friendly & efficient.

Are you the patient?

Overall, 70.8% of the respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included 'wife,' 'husband', 'partner', 'grandson' and 'daughter.'

How quickly did we answer your call?

Overall, 90.0% of respondents who answered the above question advised that they call had been answered 'quickly.' However, 2 respondents (10.0%) recalled that it had taken a long time for their call to have been 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?

Overall, all respondents who answered the above question advised that they were clearly informed of the date and time of their transport booking. The remaining respondents either did not respond or were 'unable to say.'

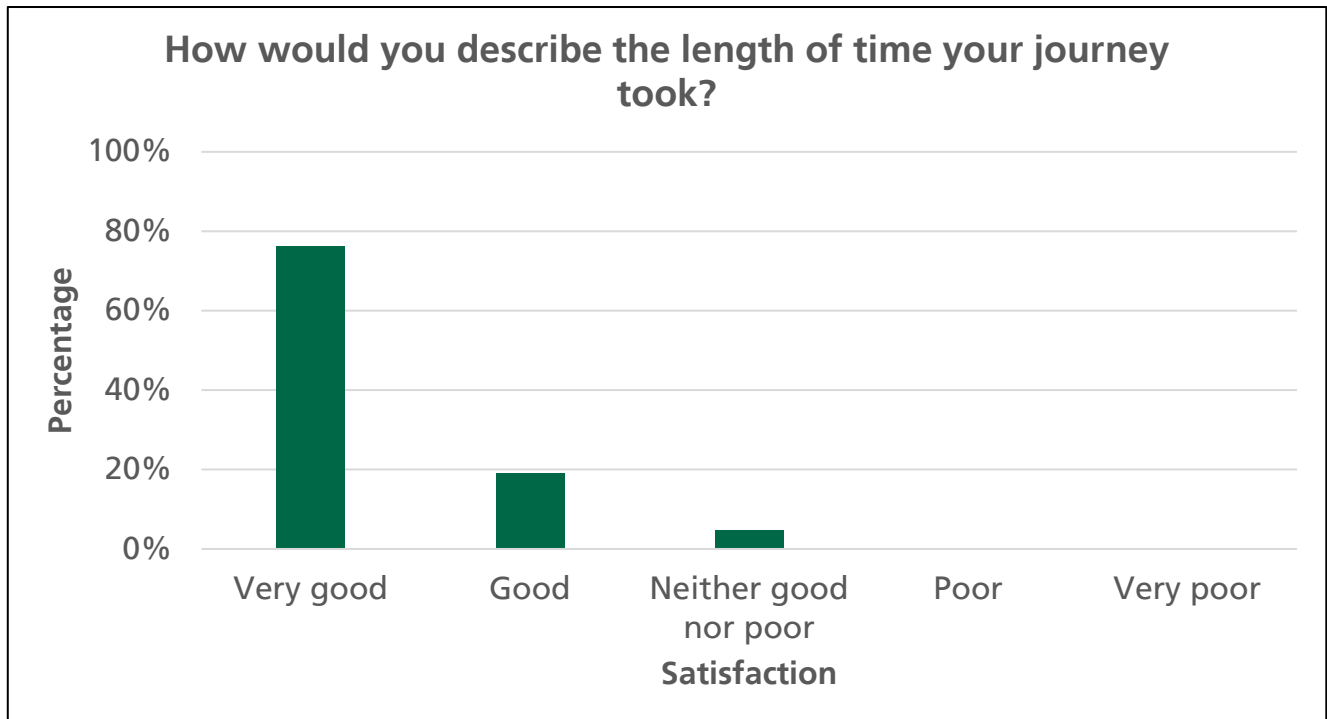
How would you rate the booking system?

Of the 17 patients who responded to the above question, 94.4% rated the PTS booking system as 'good' (5.5%) or 'very good' (88.9%). However, one (5.5%) patient rated the PTS booking system as 'neither good nor poor'. The remaining patients either did not respond or were 'unable to say.'

Did the service staff introduce themselves?

Overall, most respondents who answered the above question advised that the PTS staff had introduced themselves (95.7%). One respondent (4.3%) did not recall receiving an introduction. The remaining patients either did not respond or were 'unable to say.'

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



Overall, 95.2% of respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (19.0%) or 'very good' (76.2%) responses. One patient (4.8%) rated the journey length as 'neither good nor poor.' The remaining respondents did not respond to this question.

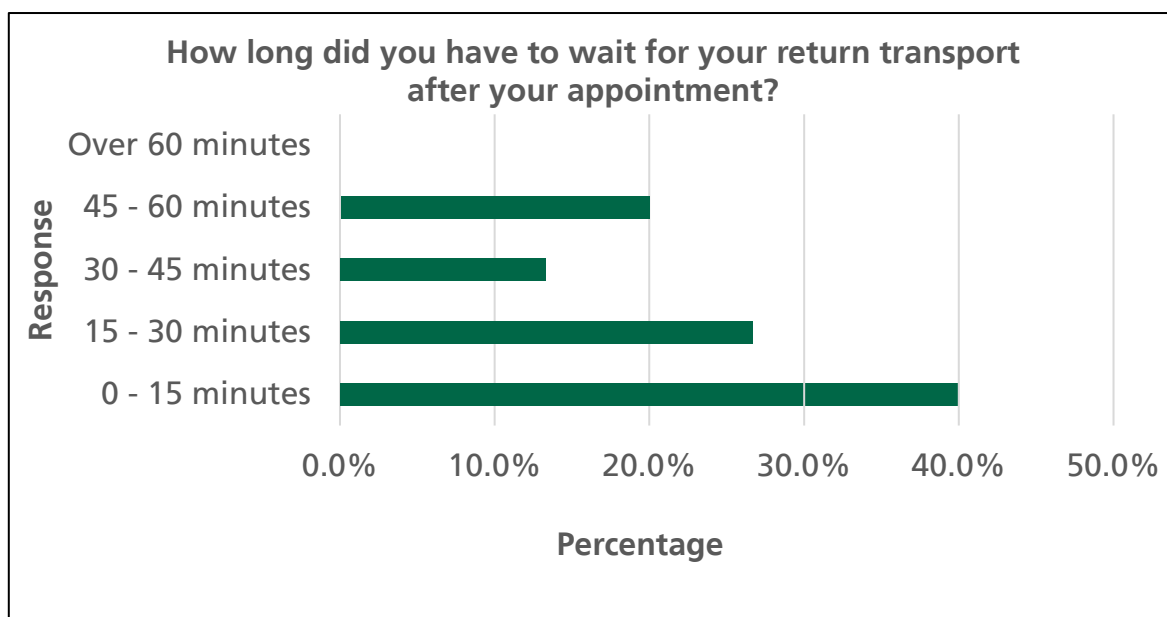
Did you arrive on time for your appointment?

Overall, 18 respondents (85.7%) who answered the above question advised that they had either arrived 'on time' (52.4%), 'early' (28.6%), or 'very early' (4.8%) for their hospital/clinic appointment. However, two patients (9.5%) had arrived late and one patient (4.8%) had arrived 'very late'. The remaining respondents either did not respond or answered, 'not applicable.'

If we were late, did we contact you?

Three respondents answered the above question, with one of the respondents advising that contact had been received from the PTS to advise of the delayed transport. However, two respondents answered that there had been no contact received. The remaining respondents 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?

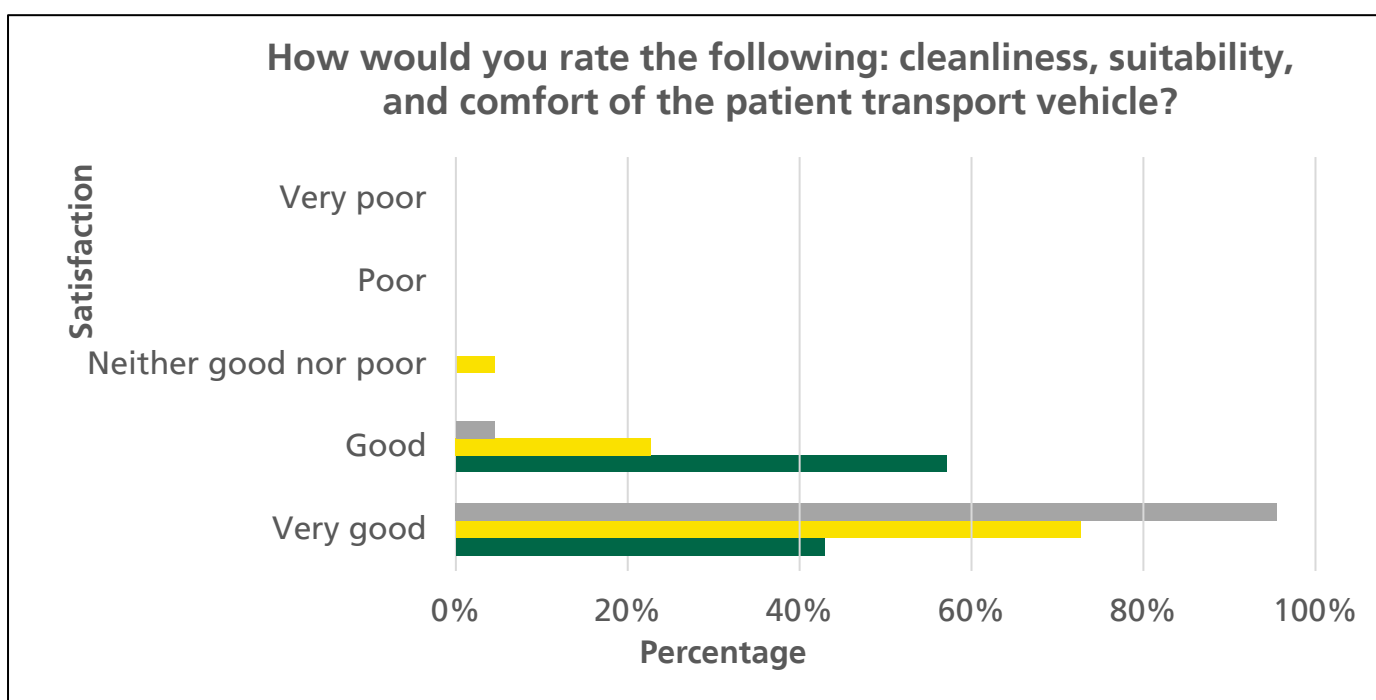


Positively, all respondents who answered the above question had waited between 0 to 60 minutes for their return transport: 0 to 15 minutes (40%), 15 to 30 minutes (26.7%), 30 to 45 minutes (13.3%) and 45 to 60 minutes (20%). The remaining respondents either did not respond or answered, 'not applicable.'

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

Respondents were generally satisfied with the communication between the PTS and the hospital/clinic, with 95.2% of respondents providing 'good' (9.5%) or 'very good' (85.7%) responses. However, one respondent rated the communication as 'neither good nor poor' (4.8%). The remaining respondents either did not respond or were 'unable to say.'

How would you rate the following: cleanliness, suitability, and comfort of the patient transport vehicle?



All respondents who answered the above question rated vehicle cleanliness as 'good' (4.5%) or 'very good' (95.5%). This compares slightly lower satisfaction levels for the vehicle suitability: 'good' (22.7%), 'very good' (72.7%) and 'neither good nor poor' (4.5%) and vehicle comfort: 'good' (42.9%) and 'very good' (57.1%). The remaining respondents were either 'unable to say' or did not respond.

How would you describe the attitude of the staff?

Positively, 23 respondents who answered the above question rated the attitude of the PTS staff as 'excellent' (95.8%). However one person (4.2%) rated the attitude of the PTS staff as 'poor'. The remaining respondents did not respond.

Did the service staff treat you with dignity and respect?

Overall, 95.8% of respondents who answered the above question advised that they had 'definitely' been treated with dignity and respect. One patient (3.0%) responded 'no' they hadn't been treated with dignity and respect. The remaining respondents did not respond.

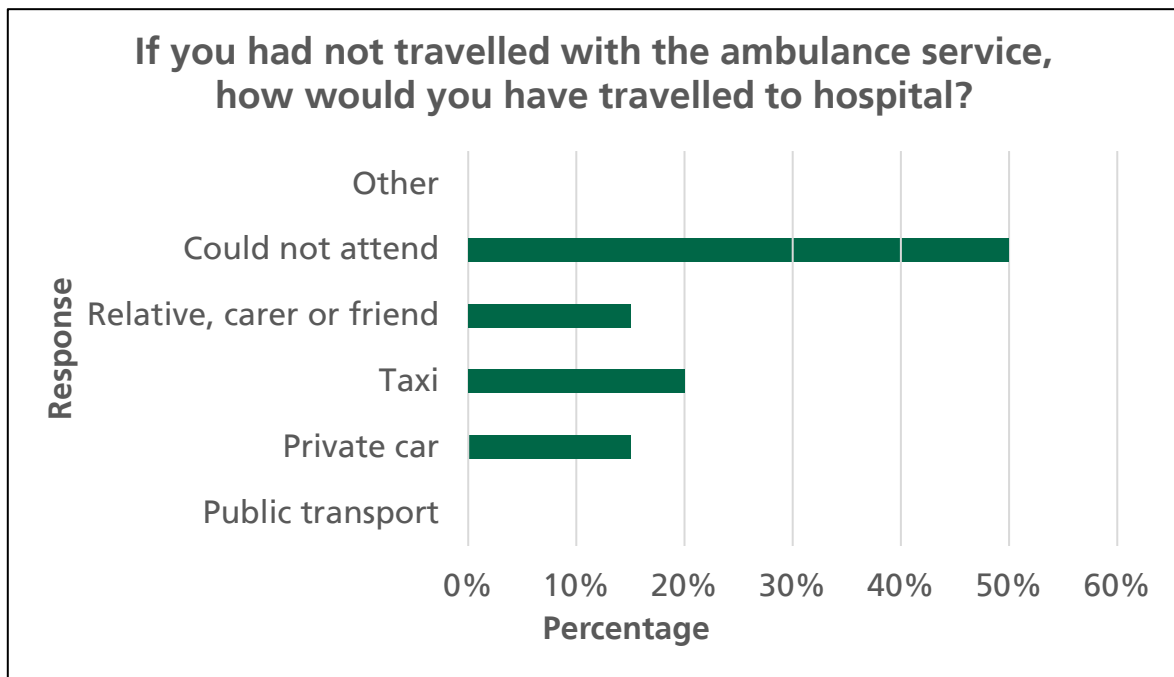
Did the service staff drive safely?

All 21 respondents who answered the above question advised that the PTS staff had driven the vehicle safely. The remaining respondents did not respond or were 'unable to say'.

Did the service staff offer assistance if required?

Overall, 95.5% of respondents who answered the above question advised that assistance had been offered if it had been needed. However, one respondent (4.5%) advised that assistance was 'not required.' The remaining patients either did not respond or were 'unable to say.'

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 half of patients (50.0%) advising that they **could not** have attended their appointment. Other responses included 'taxi' (20%), 'relative, carer or friend' (15%) and 'private car' (15%).

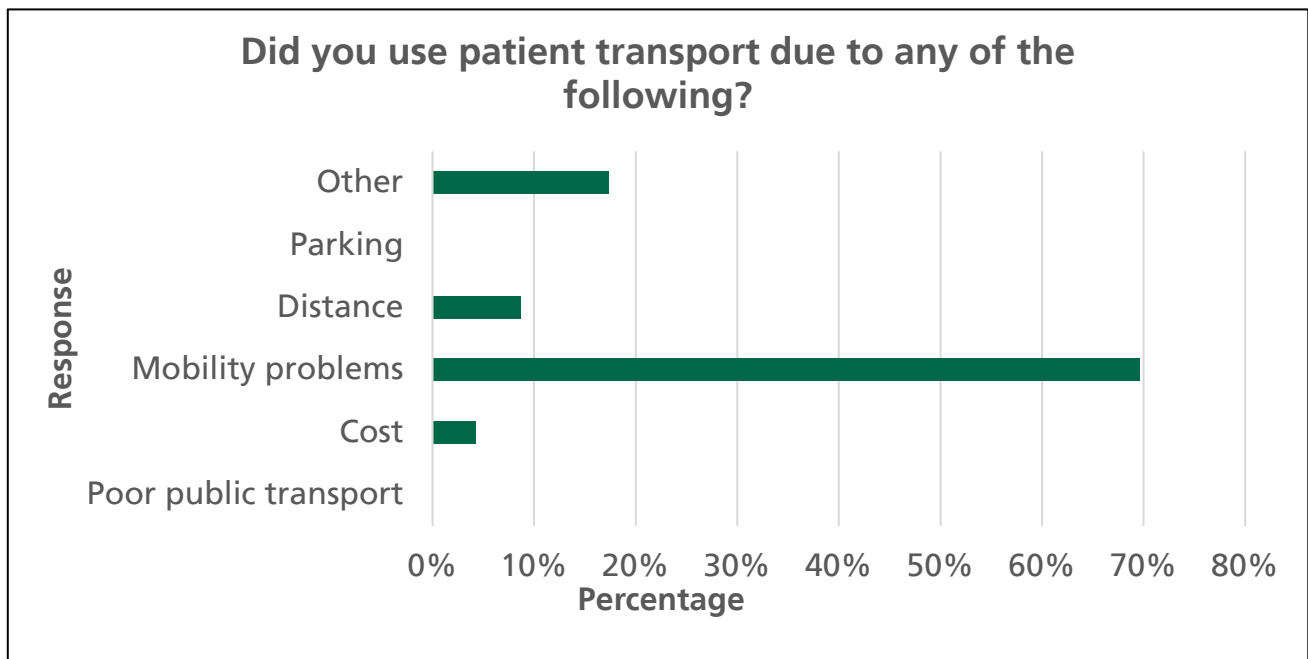
No patients advised 'public transport' as an alternative way of travel. The remaining patients either did not respond or were 'unable to say'.

The below comments were also received in relation to this question:

- *"I'm on my own have nobody to take me." (Patient 20, January)*

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

(All answer types listed, some multiple answers)



Overall, the majority of respondents who answered the above question advised that they had used patient transport due to mobility problems (69.6%). Other responses included 'other' (17.4%) and 'distance' (8.7%) and 'cost' (4.3%). No patients gave 'parking,' or 'poor public transport' as reasons to have needed patient transport. The remaining patients either did not respond or were 'unable to say'.

The below comments were also received in relation to this question:

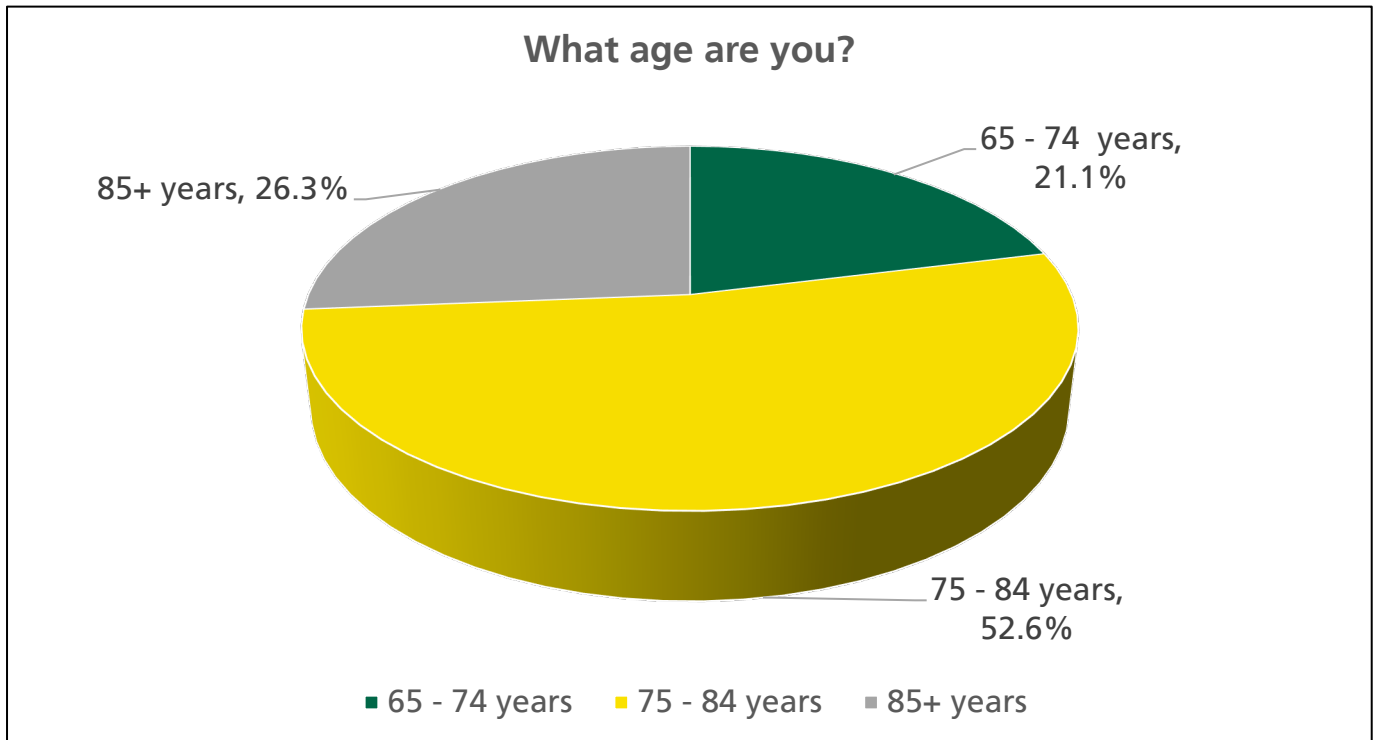
- *"Also cost." (Patient 1, January)*
- *"My wife could not have pulled me along by wheelchair again to the car park she is still suffering pain in her shoulder and back." (Patient 6, January)*
- *"No family near me to be able to take me to appointments." (Patient 11, January)*

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

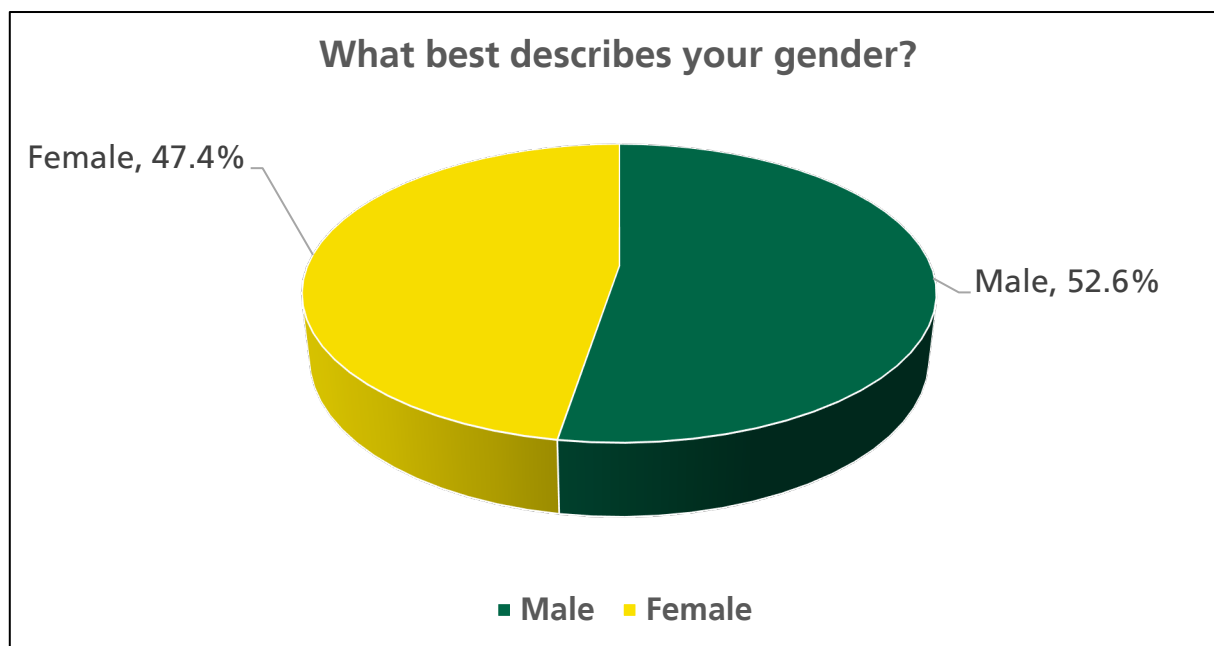
Patient number	Month	Comments received
1	January	Excellent Service.
2	January	I don't think they can improve the service they gave me. They accompanied me to the Outpatients Dept. Although I told them that I thought a friend might pick me up on return, the Ambulance Service rang and left a message on my answer phone to let me know they were outside if I wanted a lift.
4	January	As said excellent service.
6	January	Nothing from your perspective the problems arose with Copford Ward who said they could not provide a porter and left my wife to sort out all the issues by herself.
7	January	Not really the only thing it would nice if we didn't have to wait too long to collect us after our appointment.
9	January	Unable to say. I was always treated very well.
10	January	I was completely satisfied with the service, even though there was a delay first thing, but no worries, the staff put out all the stops and it all ended well. Your service is exemplary, thank you to all involved.
19	March	The service I received was excellent and in my opinion, nothing could be done better.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

Of the 18 respondents who answered the above question; 18 respondents (100%) advised that they were of a 'White' ethnic group. The remaining respondents did not respond.

What is your religion or belief?

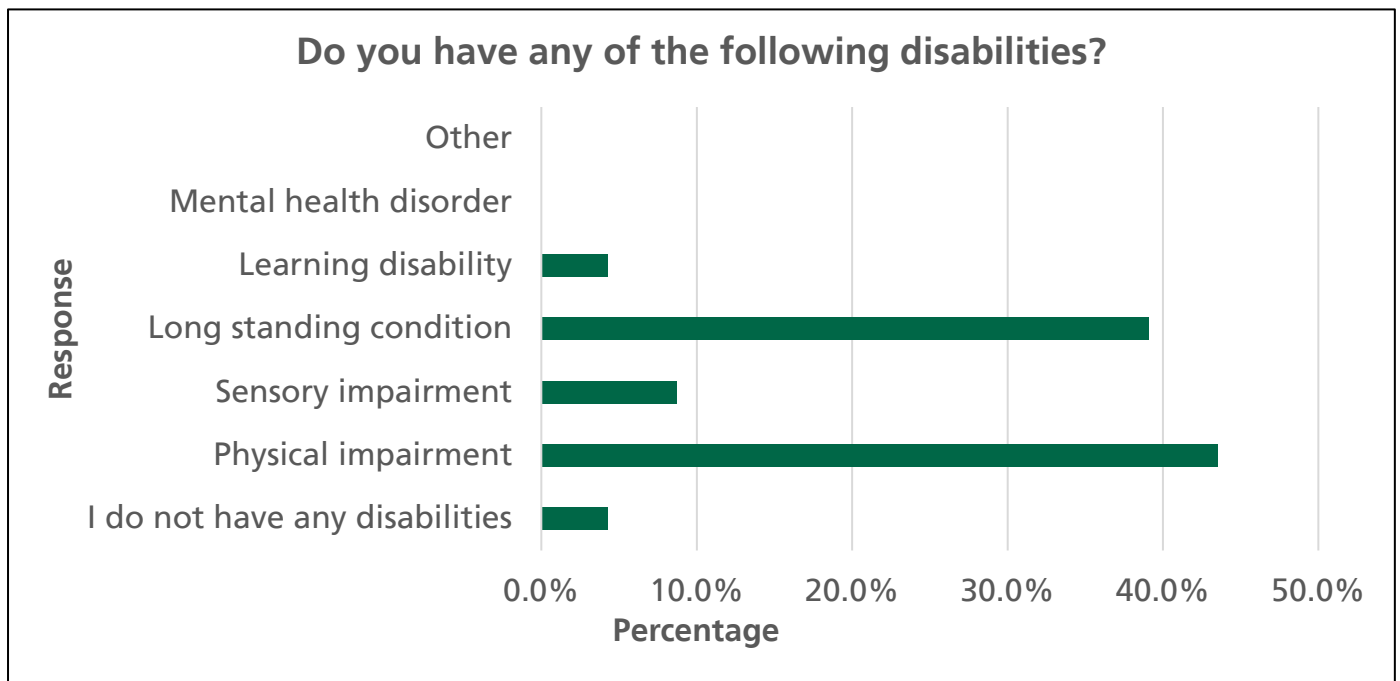
Of the 18 respondents who answered the above question, 15 (83.3%) advised that they were Christian, and three respondents (16.7%) advised that they did not hold a religion or belief. The remaining respondents did not respond.

What is your sexual orientation?

All 14 respondents who answered the above question, advised that their sexual orientation was 'Heterosexual / straight.' The remaining respondents either did not respond or 'preferred not to say.'

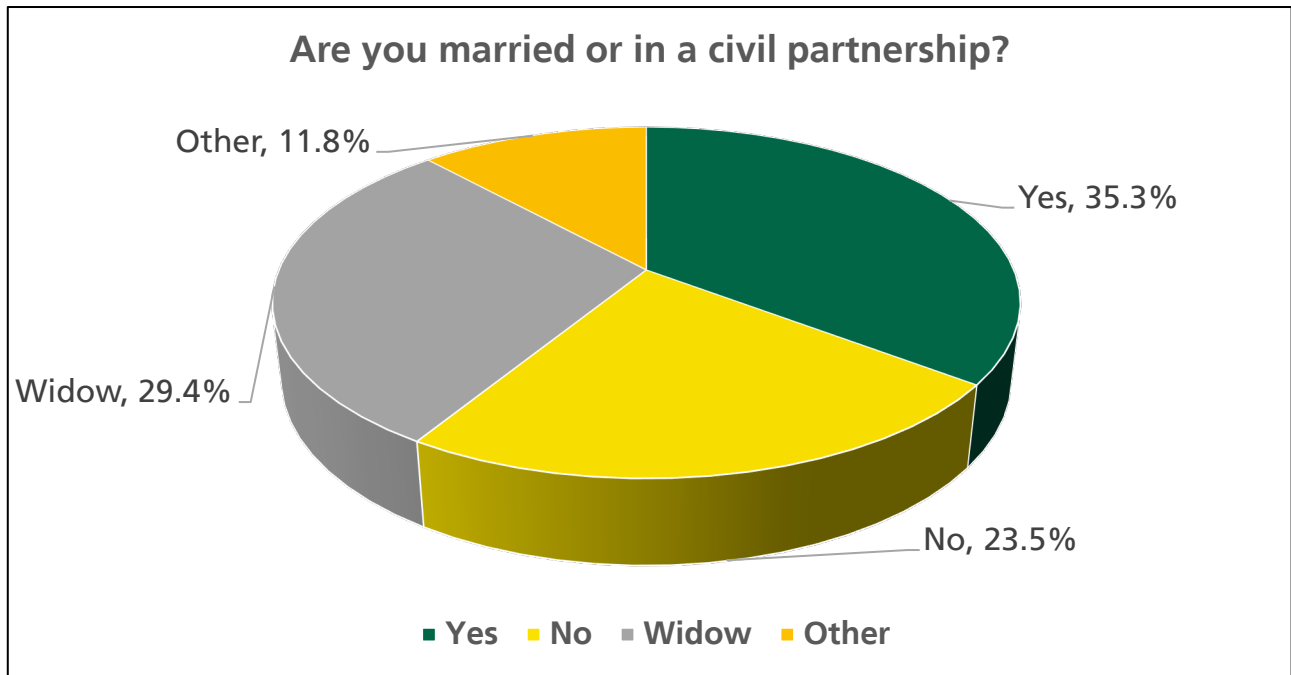
Do you have any of the following disabilities?

(All answer types are listed, some multiple answers)



Of the respondents who answered the above question, 82.6% advised that they either had a 'physical impairment' (43.5%) or a 'long standing condition' (39.1%). Other responses included 'sensory impairment' (8.7%), 'learning disability' (4.3%). One patient (4.3%) did not have a disability. The remaining respondents either did not respond or 'preferred not to say.'

Are you married or in a civil partnership?



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

No patients advised that they were pregnant or had a child under 12 months old.

Aftercare

Following to 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.