



Patient Transport Service Patient Experience Report

Patient Transport Service
Bedfordshire & Luton ICB 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 Bedfordshire and Luton (Beds & Luton) 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 150 patients who have used transport within the Beds and Luton 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, 92.6% of respondents (25) who answered the FFT question and had used the Trust's PTS within the Beds and Luton area during April to June 2023, rated the service received as either 'good' or 'very good.'

100% of respondents (18) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (95.5%) with the length of time their journey took, with 88.9% of patients (16) arriving 'on time' (33.3%), 'early' (50.0%) or 'very early' (5.6%) for their medical appointment. 83.3% of respondents (15) had waited between 0 to 60 minutes for their return transport, with three respondents (16.7%) advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (8.7%) or 'excellent' (91.3%) and 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 highlighted from the comments received was in relation to communication relating to return journeys and better understanding of patient's requirements at time of booking 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.

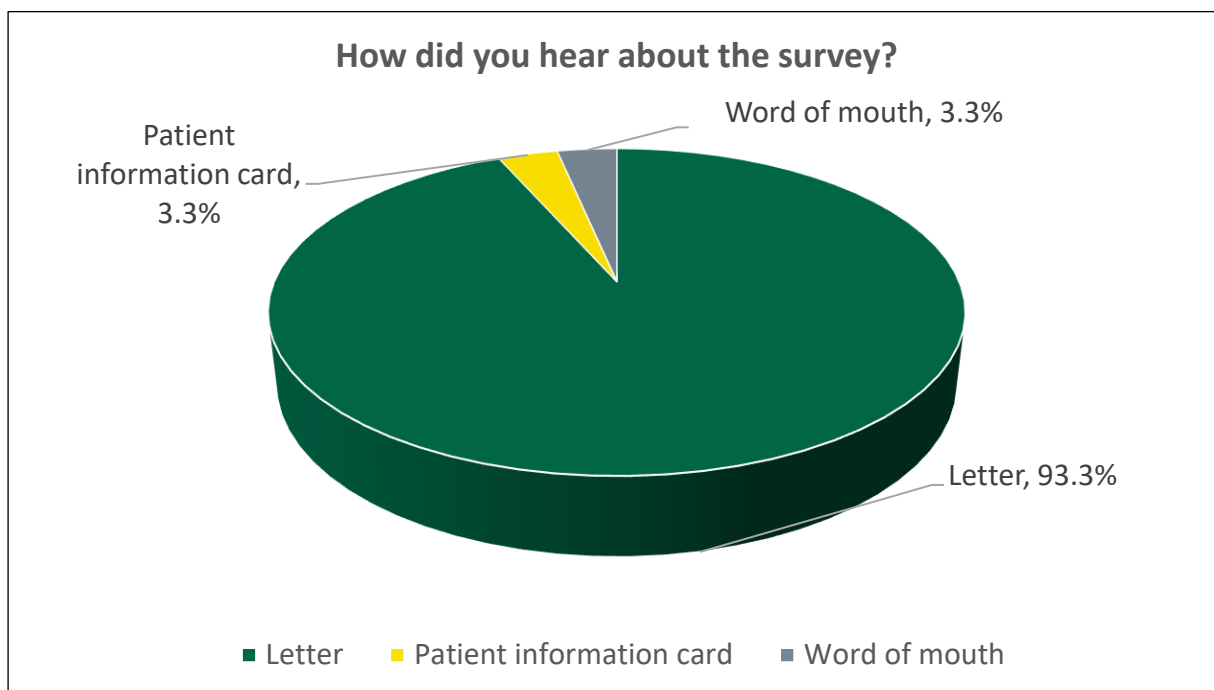
Results

Overall, **30** completed survey submissions were received from patients who had used the PTS within the Beds and Luton ICB area during Quarter 1 2023: April (4), May (10) and June (16).

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.

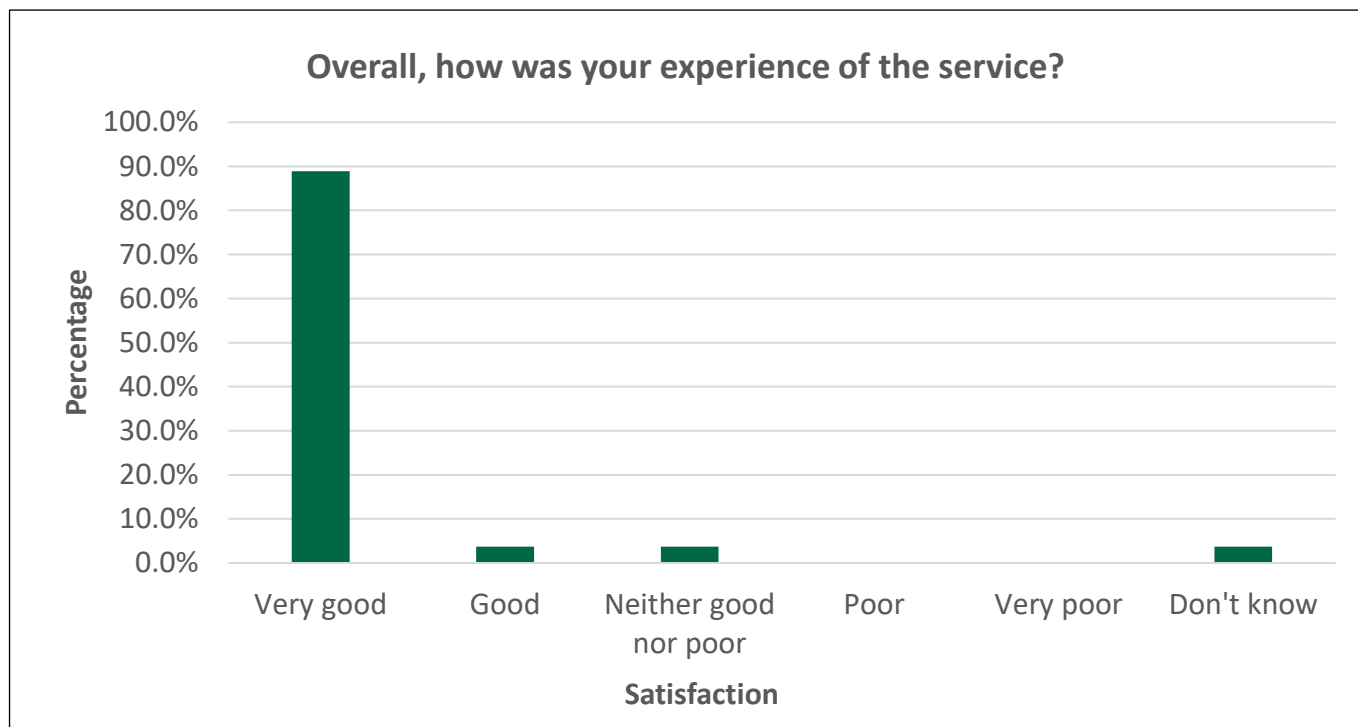
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

How did you hear about the survey?



Overall, 93.3% of respondents had heard about the survey through the invitation to feedback letter. Other responses included 'Word of mouth' (3.3%) and 'Patient information card' (3.3%).

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, 27 respondents who used the Trust's PTS within the Beds & Luton area answered the FFT question. 25 (92.6%) of these respondents rated the service received as either 'good' (3.7%) or 'very good' (88.9%), one respondent (3.7%) rated the service as 'neither good nor poor' and one respondent answered 'don't know.'

The remaining respondents did not answer.

Please can you tell us why you gave this answer?

Patient number	Month	Comments received
2	April	What can you say? They are absolute angels, all of them. Nothing is ever too much trouble, they see me right up to my door without even being asked. I'd be lost without them.
5	June	The ambulance driver was very efficient and very pleasant
6	May	This service was not used as the patient had already departed for the hospital and was unaware that an ambulance has been requested.
7	May	Always arrived on time. The drivers are always friendly and helpful.
8	May	Your ambulance staff were very pleasant and could not have been more helpful.
9	May	Discharged from Addenbrookes Hospital, private PTS crew (crewed by EEAST Student Paramedics) conveyed me to home address. Crew (name & name) were friendly and good humoured.
11	May	There was only one time I've had abit of a problem which probably wasn't their fault I can't fault it. There is no bus service where I live so can't get anywhere anyway and I really do appreciate your service.
12	May	Excellent service.
13	May	All of journey home to Luton Dunstable hospital over last year have been very good. Nothing too much trouble for driver, always make sure property locked when leaving and make sure your safe in property on return. and always takes you to destination in hospital, very friendly and helpful staff.

Patient number	Month	Comments received
14	May	Absolutely wonderful you can't improve on perfection, making us feel safe and comfortable.
16	June	All aspects of the service provided were excellent.
17	June	They were very helpful, efficient & got me to hospital safely & in good time.
19	June	The two crew members were very good in all ways. On arrival at my house, I was lifted out of my house in my wheelchair, as I am unable to walk. on arrival at hospital they wheeled me to the department I was meant to be. Unknown to myself, nobody had rang for transport home, the same crew arrived as I was coming out of the treatment room. This has been the fastest return home ever. To the crew I say thank you very much.
21	June	Timely, courteous and supportive.
22	June	Very kind and caring crew.
24	June	I am always picked up within the times allocated but can sit at the hospital for hours after my appointment. On a good day, which doesn't happen very often, it can be an 1hr and 30mins wait but more often it is 2hrs and 30mins or more.
25	June	Always pleasant, helpful and kind.
27	June	I have used the transport many times and have always been pleased with getting me to my appointments. The drivers have always been very helpful due to my mobility problems.
28	June	I was treated with respect and made and felt comfortable by the driver.

Patient number	Month	Comments received
29	June	You arrived on time and the driver was lovely and kept me informed.
30	June	The ambulance crew were two ladies and were twins. They were kind and caring and very efficient.

Are you the patient?

Overall, 20 (74.1%) of the 27 respondents who answered the above question advised that they were the patient. Seven respondents answered that they were not the patient and three respondents did not respond.

The below comments were also received:

- *“Daughter.” (Patient 12, May & Patients 17 & 21, June)*
- *“Wife.” (Patient 6, May & Patient 22, June)*
- *“Wife and main carer” (Patient 30, June)*

How quickly did we answer your call?

All 18 respondents who answered the above question recalled their call to the PTS as being answered ‘quickly.’ 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?

Of the 22 respondents who answered the above question 21 (95.5%) advised that they had been clearly informed of the date and time of their transport booking. One respondent advised that they were not informed and the remaining respondents either did not complete this question or were 'unable to say.'

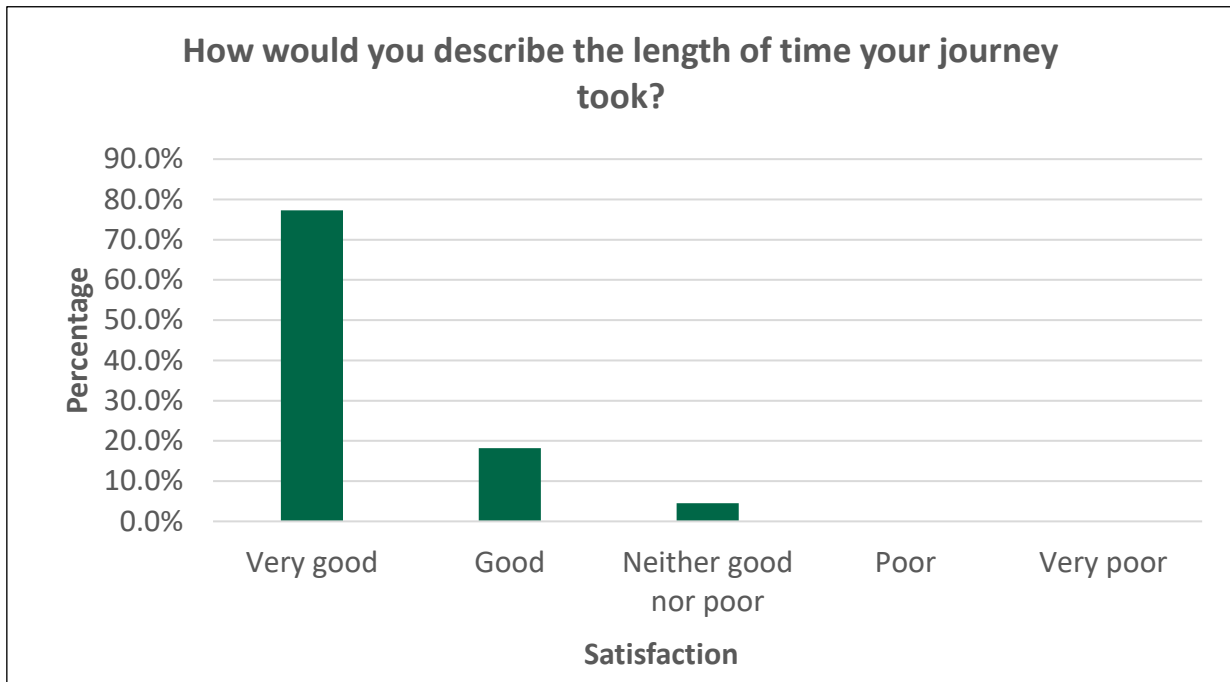
How would you rate the booking system?

Of the 18 respondents who were able to answer the above question 17 (94.4%) rated the booking system as either 'good' (5.6%) or 'very good' (88.9%) and one respondent (5.6%) rated the booking system as 'neither good nor poor.' Five respondents were 'unable to say' and the remaining respondents did not complete this question.

Did the service staff introduce themselves?

All 20 respondents who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. Three respondents were 'unable to say' and the remaining respondents did not complete this question.

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



Overall, 21 (95.5%) of the 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' (77.3%).

The remaining respondents answered 'neither good nor poor' (4.5%), one respondent was 'unable to say' and the remaining respondents did not complete this question.

Did you arrive on time for your appointment?

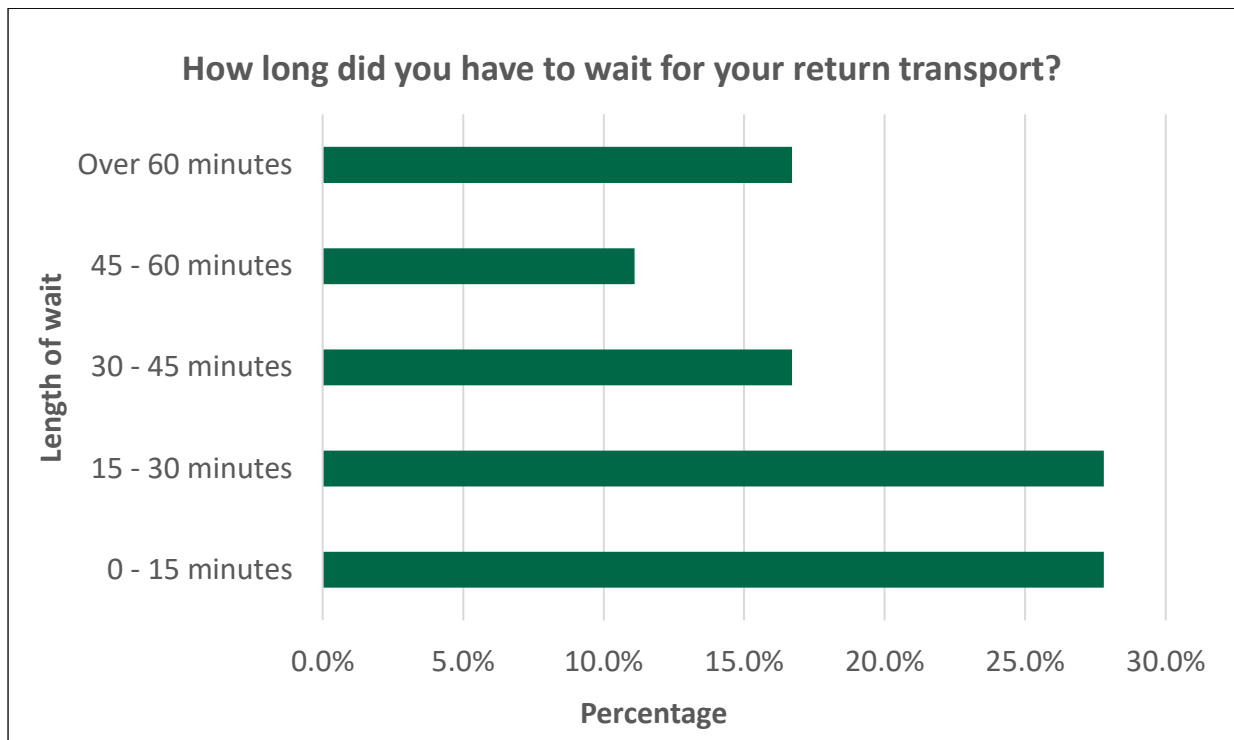
Of the 18 respondents who answered the above question, 16 (88.9%) had arrived either 'on time' (33.3%), 'early' (50.0%) or 'Very early' (5.6%) at the hospital/clinic. Two respondents answered they arrived 'late' (11.1%) for their medical appointment.

The remaining respondents either did not complete this question.

If we were late, did we contact you?

Six respondents answered '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?



Overall, 83.3% of respondents (15) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (27.8%), 15 to 30 minutes (27.8%), 30 to 45 minutes (16.7%) and 45 to 60 minutes (11.1%). However, three patients (16.7%) had waited over 60 minutes following their medical appointment.

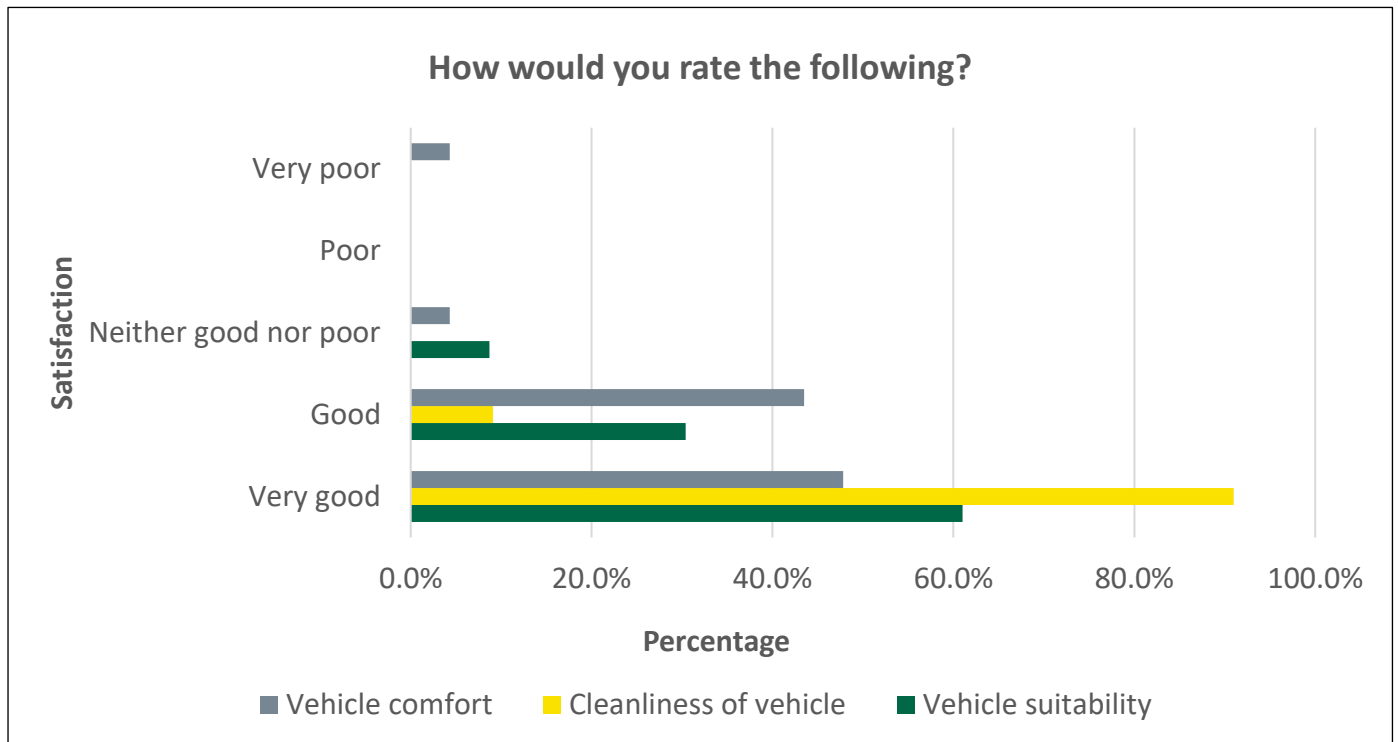
Six respondents answered 'not applicable' and the remaining respondents did not complete this question.

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

All 17 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as either 'good' (29.4%) or 'very good' (58.8%) or 'neither good nor poor' (11.8%).

Seven respondents answered 'unable to say' and the remaining respondents did not complete this question.

How would you rate the following?



Some variance was seen in relation to satisfaction with the PTS vehicle. Vehicle cleanliness was rated highly by respondents as 'good' (9.1%) or 'very good' (91.0%).

Respondents were also satisfied with the vehicle suitability. 21 (91.3%) out of 23 respondents rated the suitability as 'good' (30.4%) or 'very good' (61.0%), however, two respondents (8.7%) described the suitability as 'neither good nor poor.'

Respondents were least satisfied with the vehicle comfort. 21 (91.3%) out of 23 respondents rated the suitability as 'good' (43.5%) or 'very good' (47.8%), however, one respondent (4.3%) described the suitability as 'neither good nor poor' and one respondent (4.3%) rated the vehicle suitability as 'very poor.'

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

How would you describe the attitude of the staff?

Overall, 22 (95.7%) of the 23 respondents who answered the above question rated staff attitude as either 'good' (8.7%) or 'excellent' (91.3%).

One respondent answered 'unable to say' and the remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 23 respondents who answered the above question recalled 'definitely' being treated with dignity and respect.

One respondent answered 'unable to say' and the remaining respondents did not complete this question.

Did the service staff drive safely?

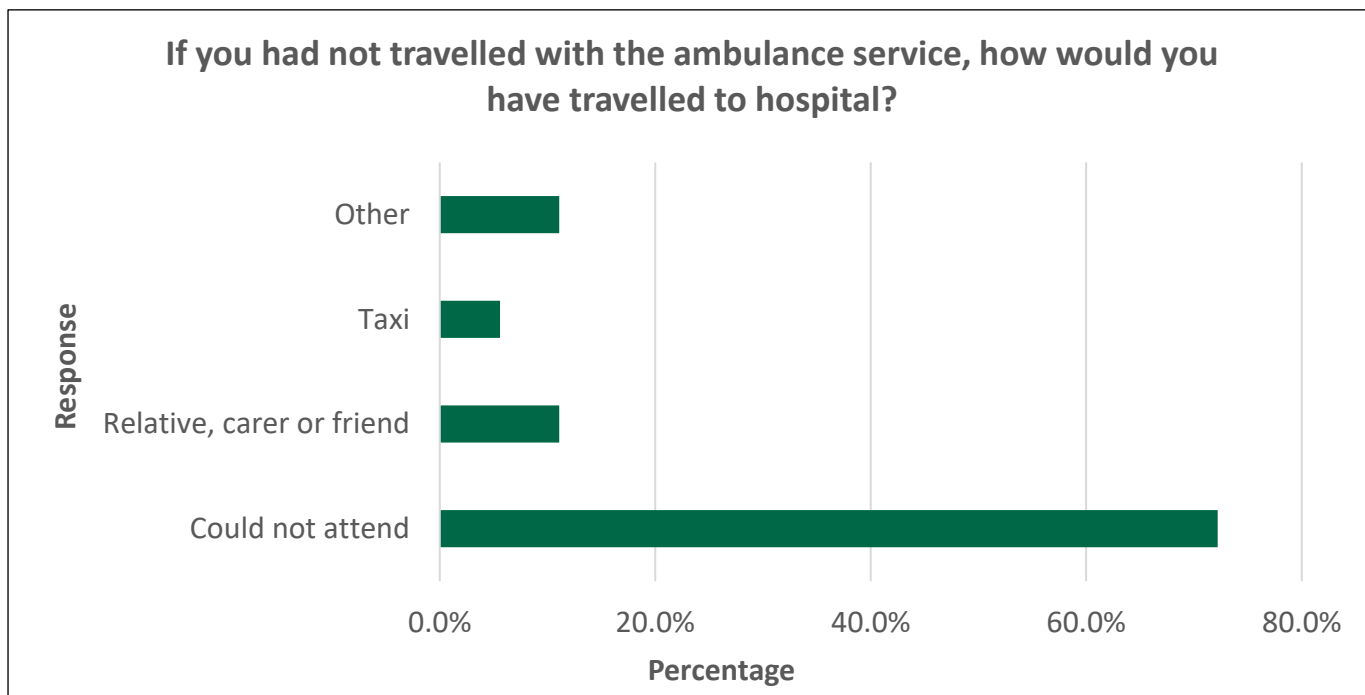
All 23 respondents who answered the above question advised that the PTS staff had driven safely and one respondent was 'unable to say' how the vehicle had been driven.

One respondent answered 'unable to say' and the remaining respondents did not complete this question.

Did the staff offer assistance if required?

All 22 respondents who answered the above question advised that assistance had been offered. Two respondents answered '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. 13 of the 18 (72.2%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (11.1%), 'taxi' (5.6%) and 'other' (11.1%).

Five respondents answered, 'unable to say,' and the remaining respondents did not complete this question.

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

Overall, 20 (83.3%) of the 24 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'distance' (4.2%) or 'other' (12.5%). The remaining respondents did not answer the question.

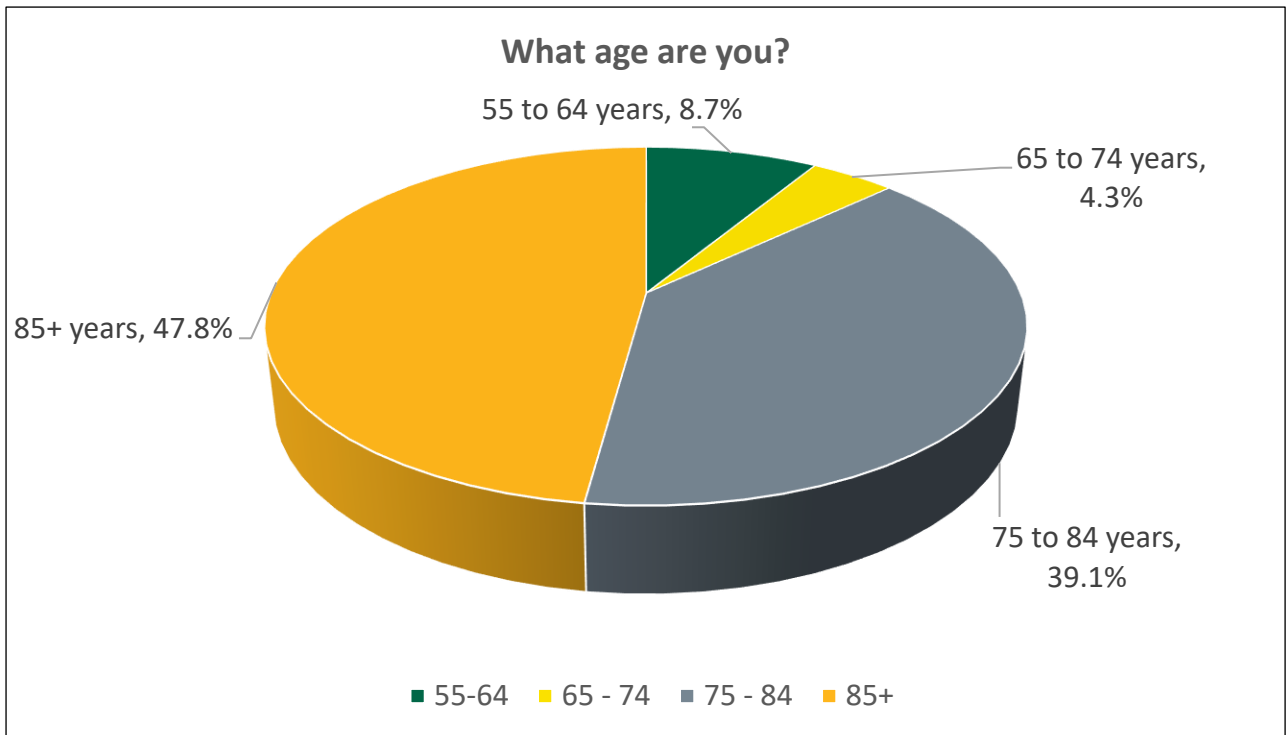
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
7	May	For me everything was fine.
8	May	I was taken from the Ward where I had been an inpatient to home and I cannot fault the attitude or help given by the staff.
9	May	Nothing I can think of.
12	May	This is an excellent service as my mother requires a wheelchair as can not stand or walk any distance now.
13	May	The service I have had on each journey could not be better. One Gentleman helped me on one journey in home with umbrella cause of rain.
14	May	Perfection could not be bettered.
17	June	Nothing.
19	June	Everything was done, that could be done.
22	June	Nothing, super service.
25	June	Better communication regarding length of time to wait for return pick up from hospital.

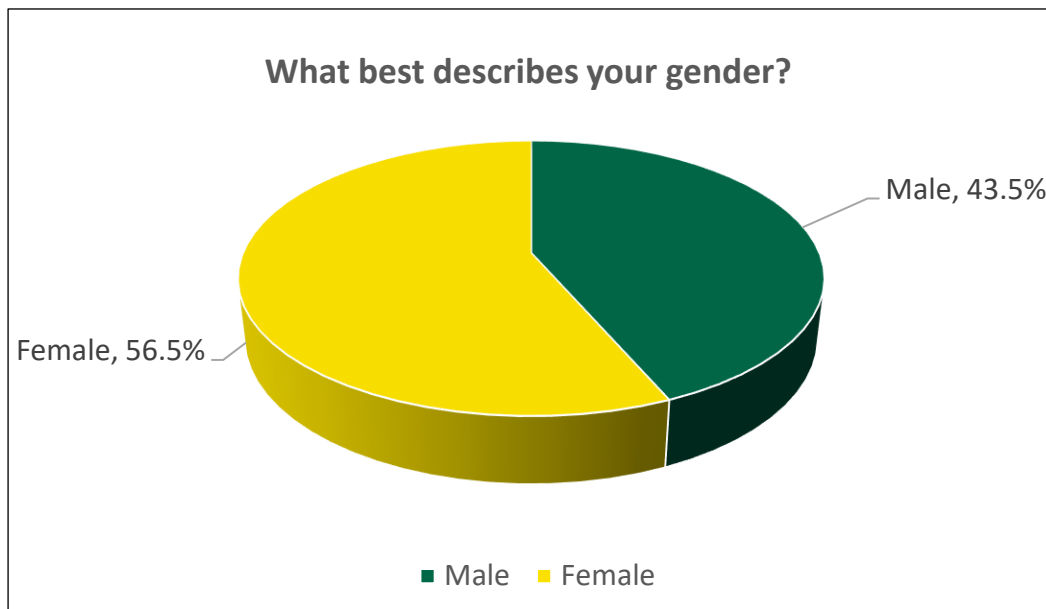
Patient number	Month	Comments received
24	June	It would be nice not to have to wait hours for the return journey. I phoned on Tuesday 11th July, as I normally do on a Tuesday for the following Monday and was told they were unable to provide transport for Monday 17th July but to check again on the Friday. I phoned as asked as was told again that transport was still not possible.
27	June	Completely satisfied.
30	June	Maybe when asking for this service the booking officer could be more understanding. As I was told that I could not accompany my husband as he did not have dementia!! When the ambulance crew came they called immediately to get permission for me to be with (name) as he has communication difficulties and a catheter and they are not permitted to help with the catheter. (name) is 86 and for the last 4 ½ years I have been right by his side and would like this to continue.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 23 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?

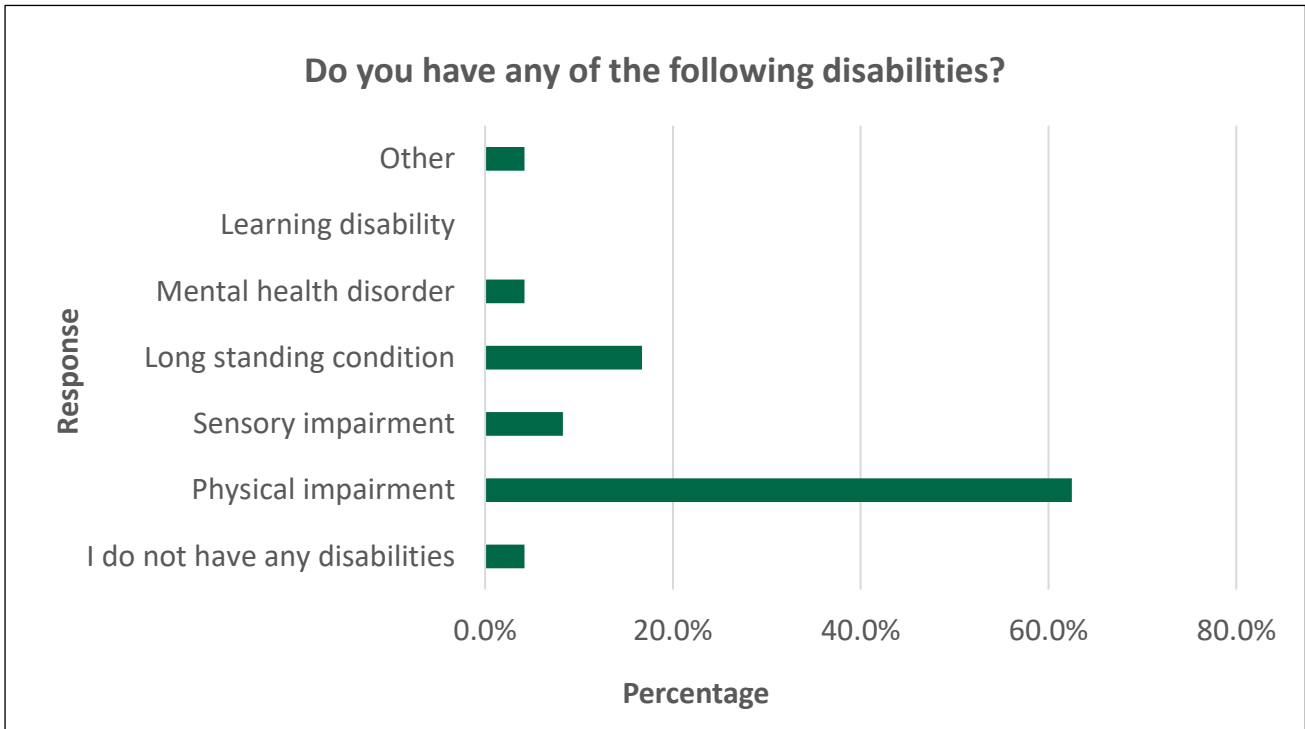
21 (95.5%) of the 22 respondents who answered the above question advised that they held a Christian religion or belief; one respondent (4.5%) advised that they were of a 'Jewish' religion or belief.

One respondent answered 'prefer not say' and the remaining respondents did not complete this question.

What is your sexual orientation?

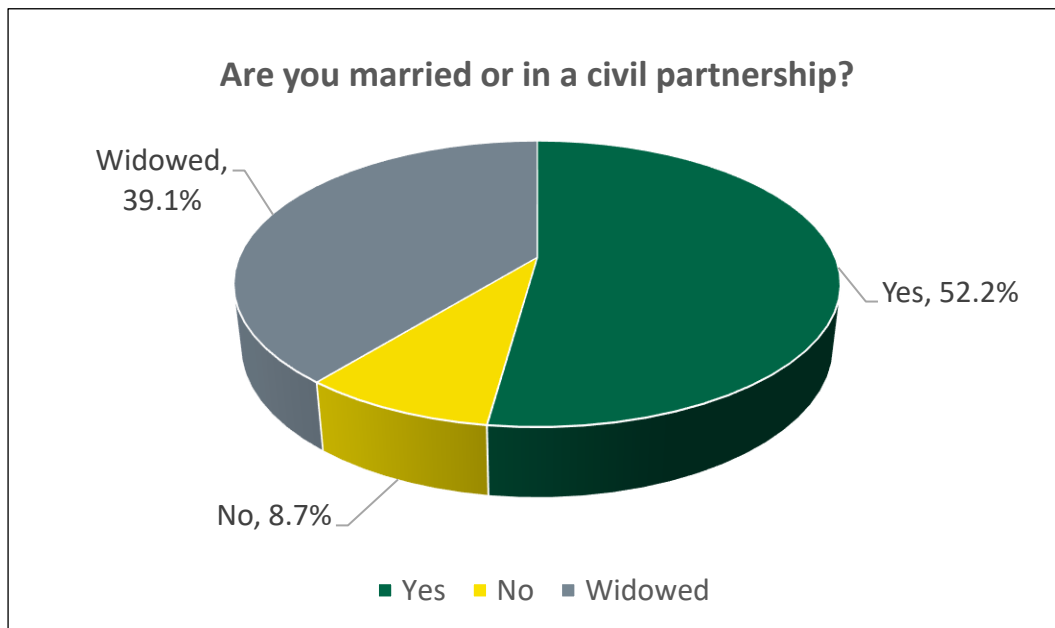
All 22 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation. One respondent 'preferred not to say' and the remaining respondents did not complete this question.

Do you have any of the following disabilities?



Overall, 15 (62.5%) respondents advised that they had a 'physical impairment.' Other responses included: 'Sensory Impairment' (8.3%), 'long standing condition' (16.7%) and 'mental health disorder' (4.2%). One respondent answered 'other' (4.2%) and one respondent (4.2%) advised that they did not have a disability.

Are you married or in a civil partnership?



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.