



Patient Transport Service Patient Experience Report

Patient Transport Service
Bedfordshire & Luton ICB July to Sept 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 Transport Service (PTS) patient experience survey. 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 area during July to September 2023.

Methodology

The PTS online survey is available on the Trust's public website for patients to complete at any time. This survey is 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, enabling 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 via EEAST's public website. A random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the Bedfordshire 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, **95.5%** of respondents (21) who answered the FFT question and had used the Trust's PTS within the Bedfordshire and Luton area during July to September 2023 rated the service received as either 'good' or 'very good.'

Most respondents (84.2%) were satisfied with the booking system, although six respondents were dissatisfied with the time taken for their call to have been answered.

Respondents were generally satisfied with the length of time their journey took (94.4%), and most patients arrived on time or early for their medical appointment. Lower satisfaction was seen in relation to the length of time the patient had waited for return transport, with 64.7% of respondents advising that they had waited for over one hour.

Positively, PTS staff were mostly rated as 'good' (15.8%) or 'excellent' (78.9%). All respondents felt they had been treated with dignity and respect.

The majority of the additional comments received were positive, demonstrating the professionalism, kindness and care provided by staff. The main area of dissatisfaction highlighted from the qualitative feedback related to communication and return transport delays.

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, 22 completed survey submissions were received from patients who had used the PTS within the Bedfordshire and Luton ICB area during Quarter 2 2023/24: July (9), August (3) and September (10).

The results to the survey questions can be found below. Please note that the percentages **do not** include the patients who either did not respond to the question or who answered, 'unable to say'/'not applicable.' Some patients may also have provided multiple answers to questions.

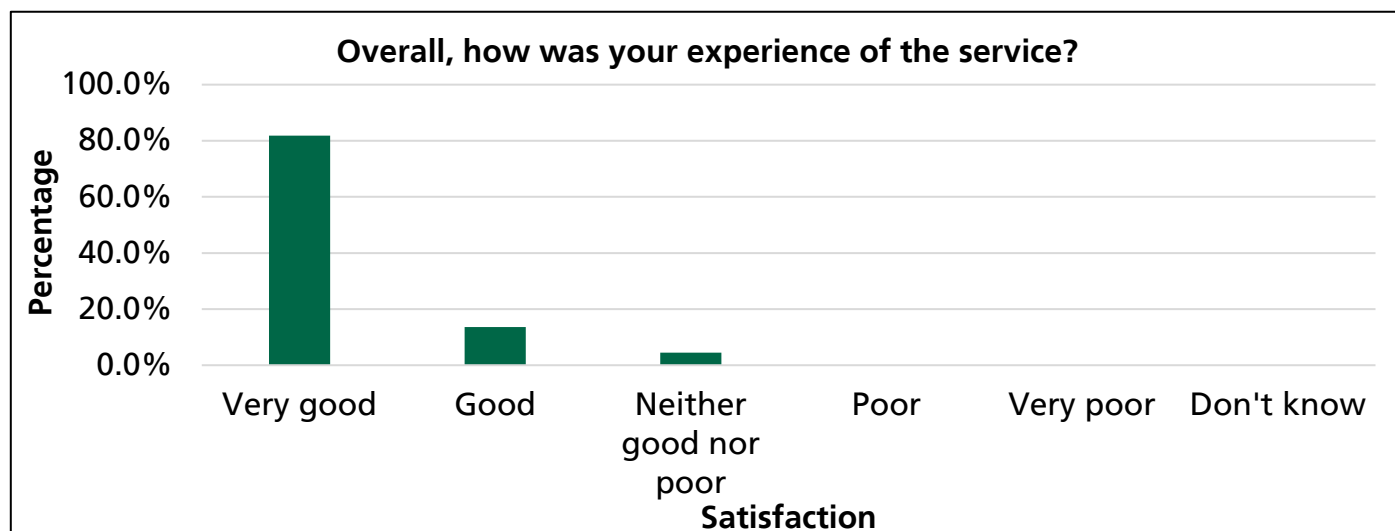
Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

How did you hear about the survey?

Overall, 13 (76.5%) out of 17 respondents had been signposted to the survey via the invitation to feedback letter.

Other responses included 'patient information card' (5.9%), 'word of mouth' (5.9%), 'social media' (5.9%) and 'ambulance service website' (5.9%).

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, 22 respondents who used the Trust's PTS within the Bedfordshire and Luton area answered the FFT question. 21 (95.5%) of these respondents rated the service received as either 'good' (13.6%) or 'very good' (81.8%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
2	July	Excellent service. My driver was very friendly and went above the expected to help me.
3	July	The ambulance staff were very helpful and friendly.
4	July	The ambulance crew were brilliant, very kind.
5	July	Absolutely wonderful staff, gold star every time. Look after me door to door. Always make me laugh, I am so very grateful.

Patient	Month	Positive comments received
9	July	The ambulance driver was very nice and caring. Nothing was too much trouble, he made sure I was alright.
10	August	The crew treated her 'like a princess' they took her into the house and kept her warm with a blanket.
11	August	Discharge was arranged by the hospital, and family were kept informed of timings etc. The patient was transferred home on stretcher bed in ambulance and carried through by 2 paramedics and put into her bed at home. All very friendly and even allowed her neighbours to say hello as she got out of the ambulance.
17	August	The ambulance staff were very helpful.
12	September	Arrived on time, extremely friendly and helpful.
13	September	My driver was helpful, courteous, and friendly.
14	September	I did 14½ years in ambulance service, and I was looked after very well.
16	September	It's an excellent service and if this was not available I have no idea how we would have been able to make our appointment, which was urgent and needed.
19	September	The drivers are always polite and courteous, always ready with a steading hand

Patient number	Month	Mixed/neutral comments received
15	September	First crew refused to take me to hospital as they didn't believe it was my nearest. I had a very bad experience at the hospital and (hospital name) is the only place I will go. Another crew was called, and they took me to Lister without any problems. Second crew very nice and helpful. Shame about the first ones.
22	September	In plenty of time for the appointment. Return journey little delay from requesting.

Patient number	Month	Negative comments received
8	July	Didn't seem to be good communication between hospital and transport service on the return journey.

Are you the patient?

16 (76.2%) out of 21 respondents advised that they were the patient. Five respondents (23.8%) completed the survey on behalf of the patient.

The remaining respondents either did not complete this question

How quickly did we answer your call?

11 (64.7%) out of 17 respondents felt their call to the booking line had been answered 'quickly,' However, six respondents felt that 'it took a long time' (29.4%) or advised that their call had not been answered (5.9%).

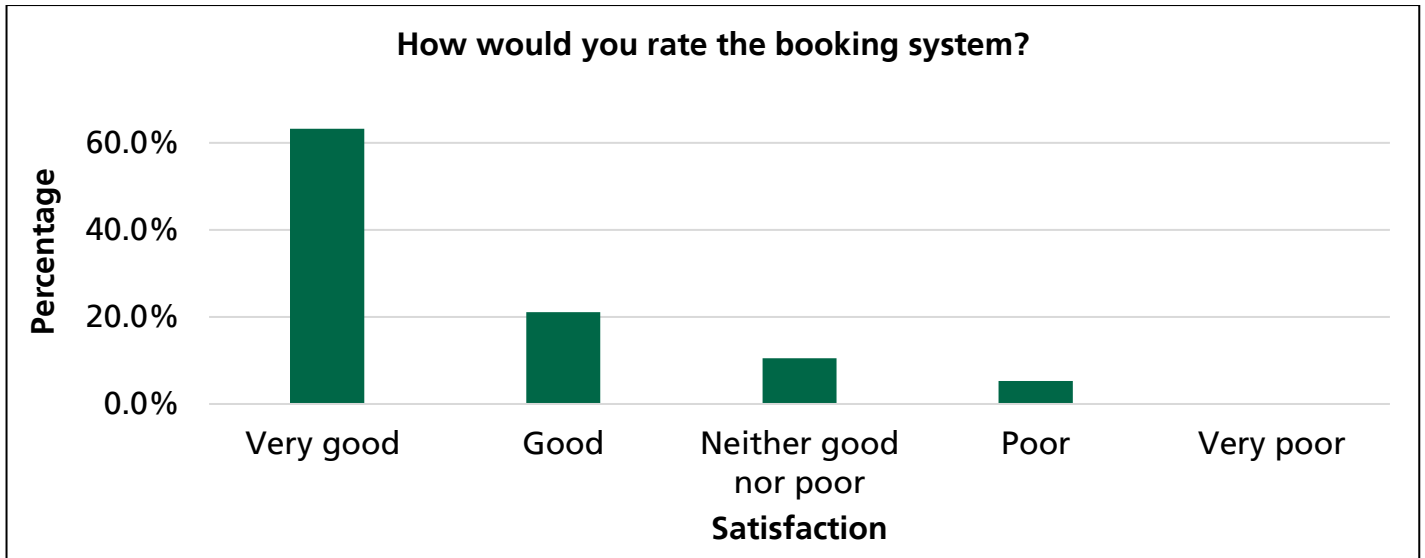
The remaining respondents either did not complete this question or were 'unable to say'.

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

17 (94.4%) out of 18 respondents recalled being clearly informed of the date and time of their transport booking. One respondent (5.7%) advised that they had not been informed by PTS staff.

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

How would you rate the booking system?



Of the 19 respondents who were able to answer the above question, 16 (84.2%) rated the booking system as either 'good' (21.1%) or 'very good' (63.2%). Other responses included 'neither good nor poor' (10.5%) and 'poor' (5.3%).

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

Did the service staff introduce themselves?

Overall, 16 (88.9%) out of 18 respondents recalled PTS staff as having introduced themselves upon their arrival. Two patients (11.1%) did not recall receiving an introduction.

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, 17 (94.4%) out of 18 respondents were satisfied with the length of time their journey took and provided 'good' (44.4%) or 'very good' (50.0%) responses. One respondent (5.6%) described the journey length as 'neither good nor poor.'

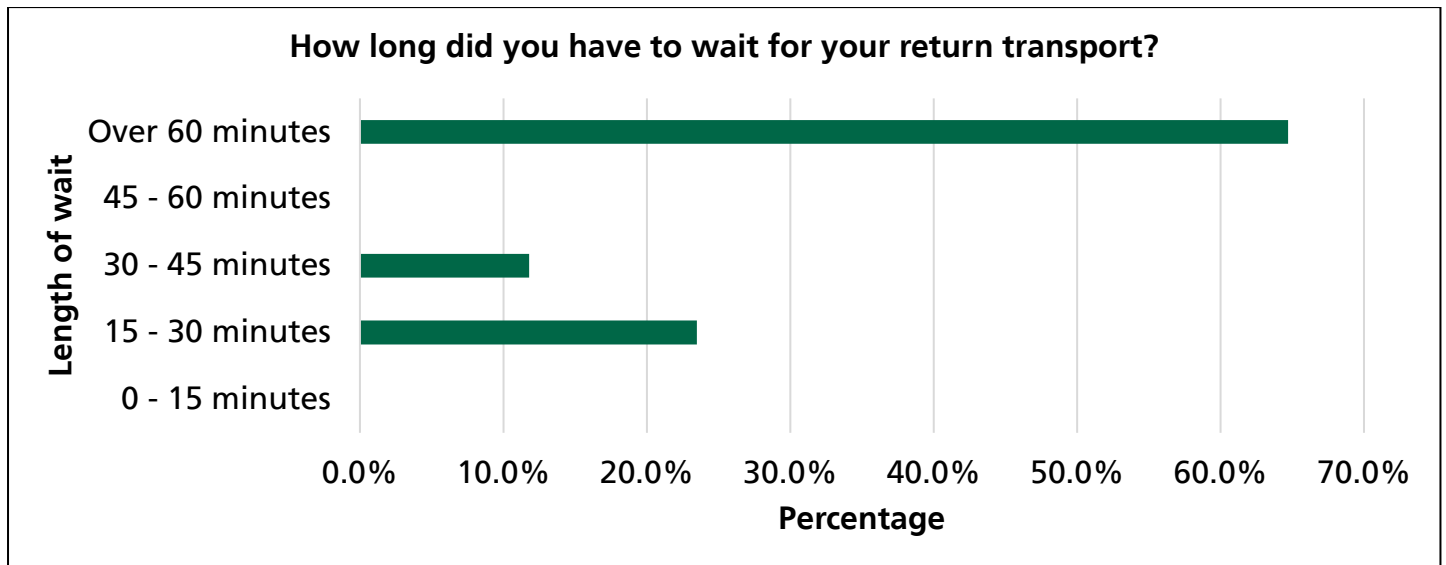
The remaining respondents either did not complete this question or were 'unable to say.'

Did you arrive on time for your appointment?

Of the 15 respondents who answered the above question, 14 (93.3%) had arrived either 'on time' (40.0%) or 'early' (53.3%) at the hospital/clinic. However, one patient (6.7%) had arrived 'late' for their medical appointment.

The remaining respondents either did not complete this question or responded, 'not applicable.'

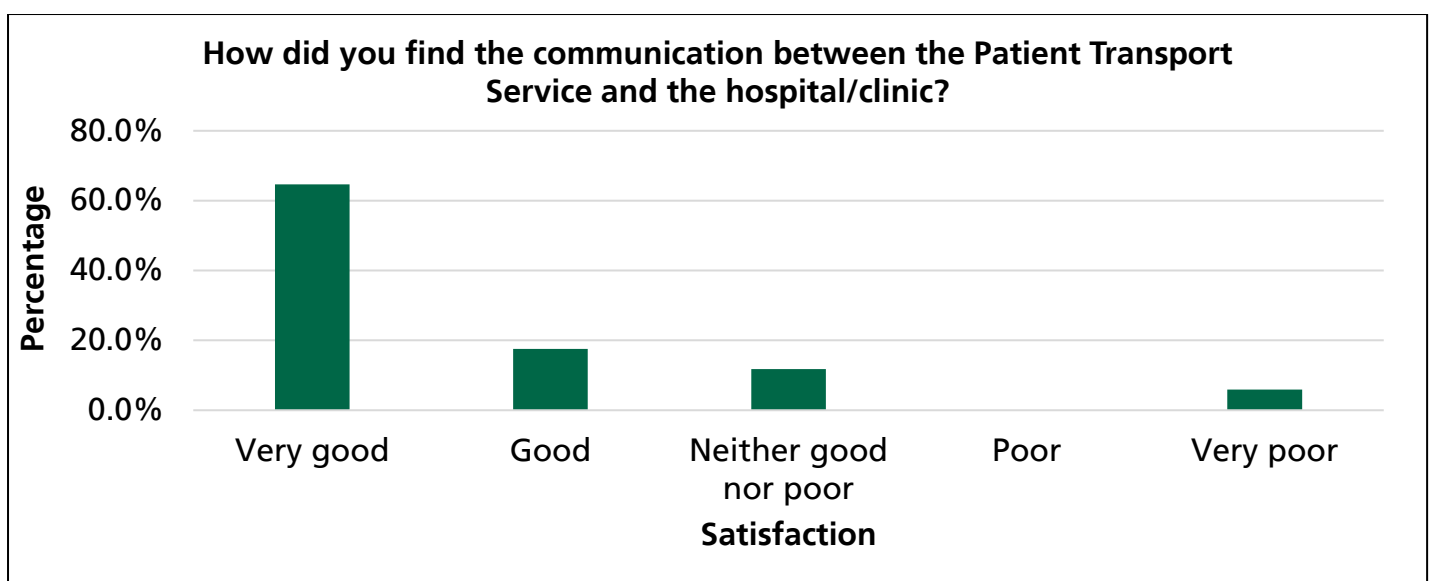
How long did you have to wait for your return transport after your appointment?



Overall, 35.3% of respondents (6) who answered the above question had waited between 0 to 45 minutes for return transport: 15 to 30 minutes (23.5%) and 30 to 45 minutes (11.8%). 11 patients (64.7%) had waited over one hour following their medical appointment.

The remaining respondents either did not complete this question or responded, 'not applicable.'

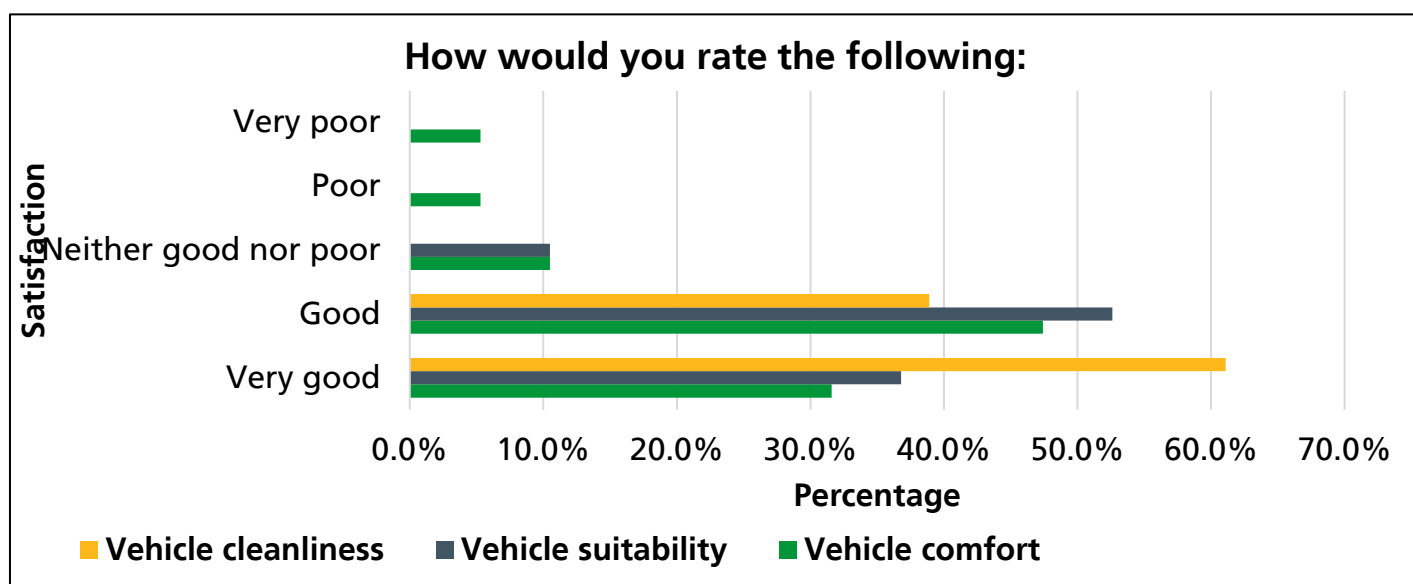
How did you find the communication between the Patient Transport Service and the hospital / clinic?



Of the 17 responses received, 14 (82.4%) respondents rated the communication between the PTS and the hospital/clinic as 'good' (17.6%) or 'very good' (64.7%). Two respondents (11.8%) rated the communication as 'neither good nor poor.' and one respondent (5.9%) felt the communication was 'very poor.'

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

How would you rate the following?



Vehicle cleanliness was rated highly by all respondents as 'good' (38.9%) or 'very good' (61.1%). However, lower satisfaction levels were seen in relation to vehicle suitability, with 89.4% of respondents providing 'good' (52.6%) or 'very good' (36.8%) responses.

Over three quarters (78.9%) of respondents rated the vehicle comfort as 'good' (47.4%) or 'very good' (31.6%). Two respondents (10.5%) rated the vehicle comfort as 'neither good nor poor,' and a further two patients described the comfort as 'poor' (5.3%) or 'very poor' (5.3%).

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

How would you describe the attitude of the staff?

18 (94.7%) out of 19 respondents rated staff attitude as either 'good' (15.8%) or 'excellent' (78.9%). However, one respondent (5.3%) felt that staff attitude had been 'poor.'

The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 19 respondents who answered the above question advised that they were treated with dignity and respect.

The remaining respondents did not complete this question.

Did the service staff drive safely?

All 18 respondents who answered the above question advised that PTS staff had driven safely.

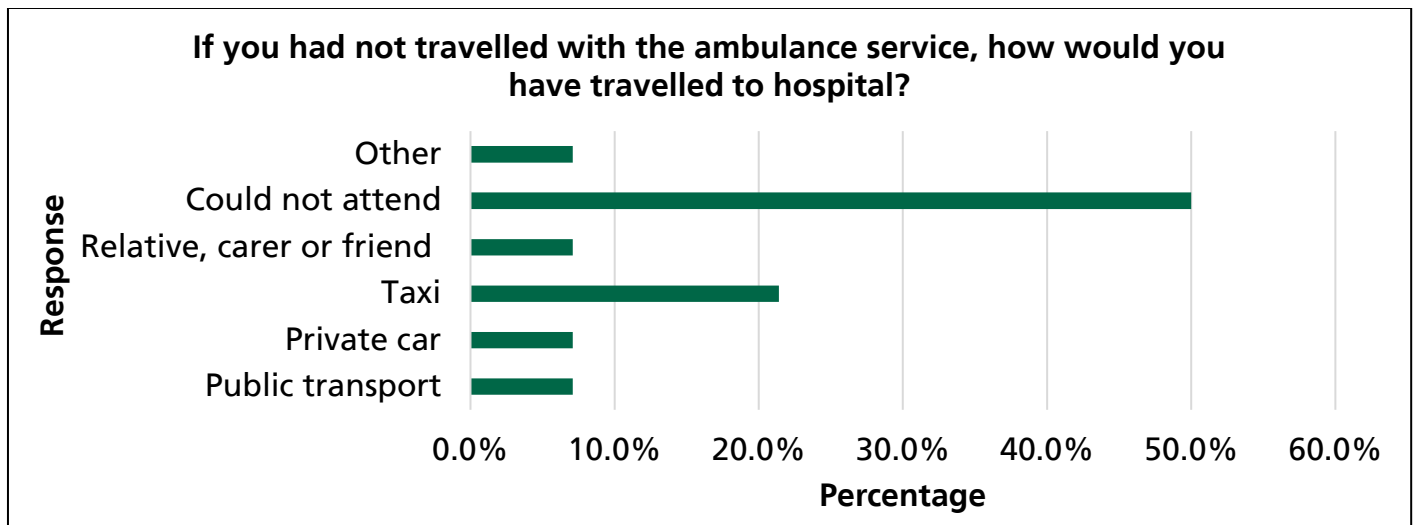
The remaining respondents either did not complete this question or were 'unable to say' how the vehicle had been driven.

Did the staff offer assistance if required?

All 19 respondents who answered the above question advised that assistance had been offered if required.

The remaining respondents did not complete this question.

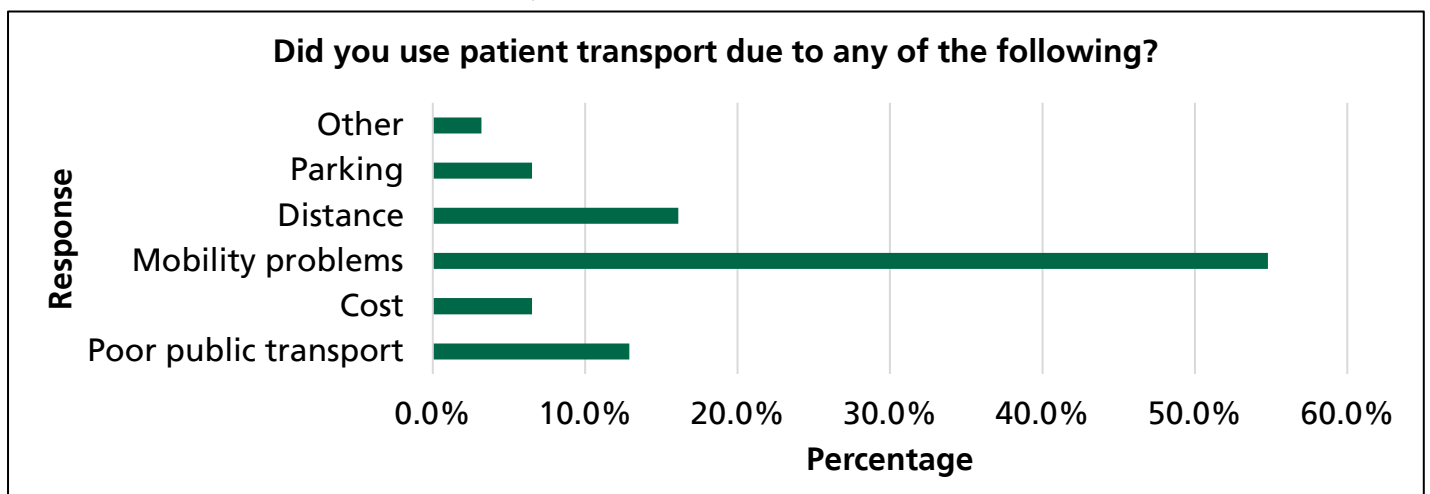
If you had not travelled with the ambulance service, how would you have travelled to hospital?



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Seven (50.0%) out of 14 respondents advised that they **could not** have attended their appointment. Other responses included: 'taxi' (21.4%), 'relative, carer or friend' (7.1%), 'public transport' (7.1%), 'private car' (7.1%) and 'other' (7.1%).

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? (All answer types are listed, some multiple answers)



Of the 31 responses received to this question, over half (54.8%) cited mobility problems as the reason for requiring patient transport. Other responses included: 'distance' (16.1%), 'poor public transport' (12.9%), 'cost' (6.5%), 'parking' (6.5%) and 'other' (3.2%).

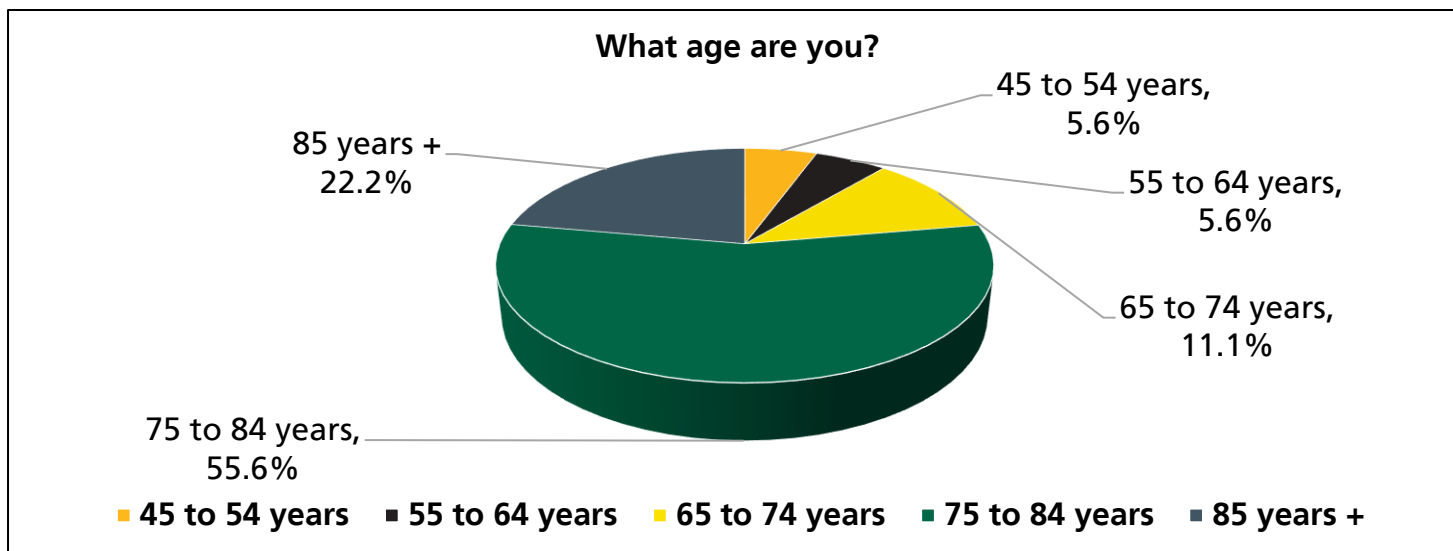
Two respondents did not complete this question.

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

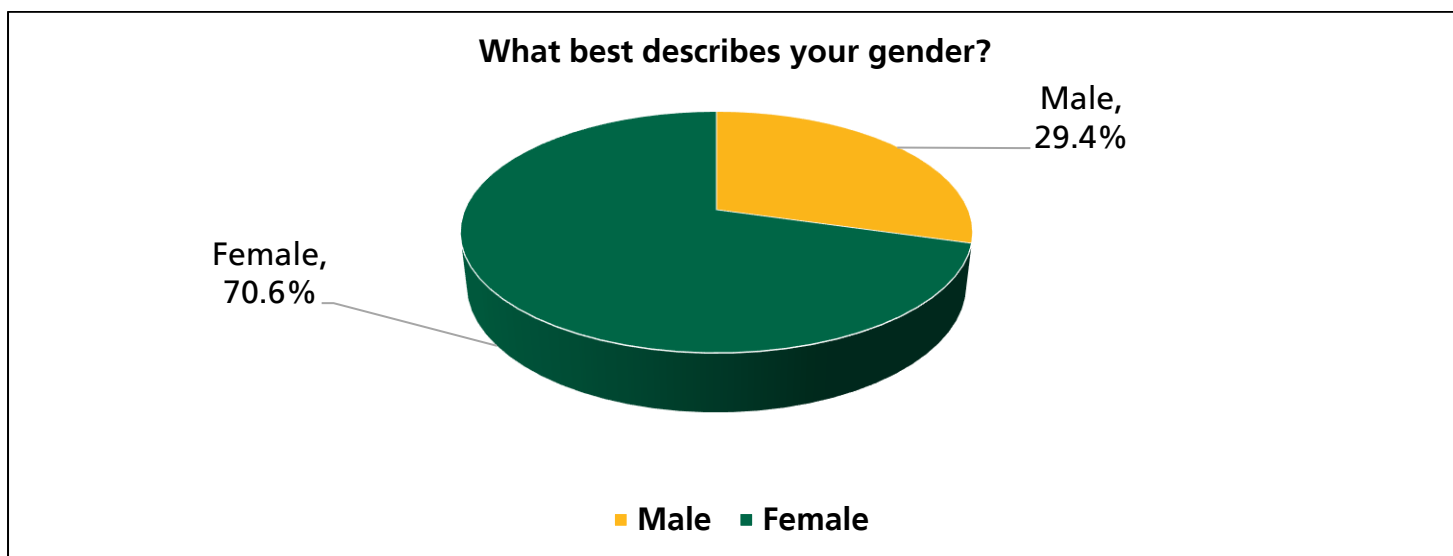
Patient number	Month	Positive comments received
3	July	Nothing, everyone was very helpful as my wife is bed bound!
4	July	Everything was perfect.
12	September	I was happy with the whole experience.
13	September	Nothing. It was great. Thank you.
14	September	In my eyes the crew did very well - could not had a better crew.
Patient number	Month	Areas for improvement
8	July	Better liaison between hospital and transport service, as they didn't seem to have me down for a collection for my return home and I am in a wheelchair.
16	September	The only downside is we waited 2½ hours for our return journey, but we understand why and were very grateful for this service.
19	September	The waiting time to return home is often extremely long; on my last hospital visit I waited 2 hours, on another occasion I had to wait over 3 hours, this does make a very long visit. If this could be improved it would be great.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 18 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?

13 (76.5%) out of 17 respondents advised they held a Christian religion or belief. Four respondents (23.5%) advised that they did not hold a religion or belief.

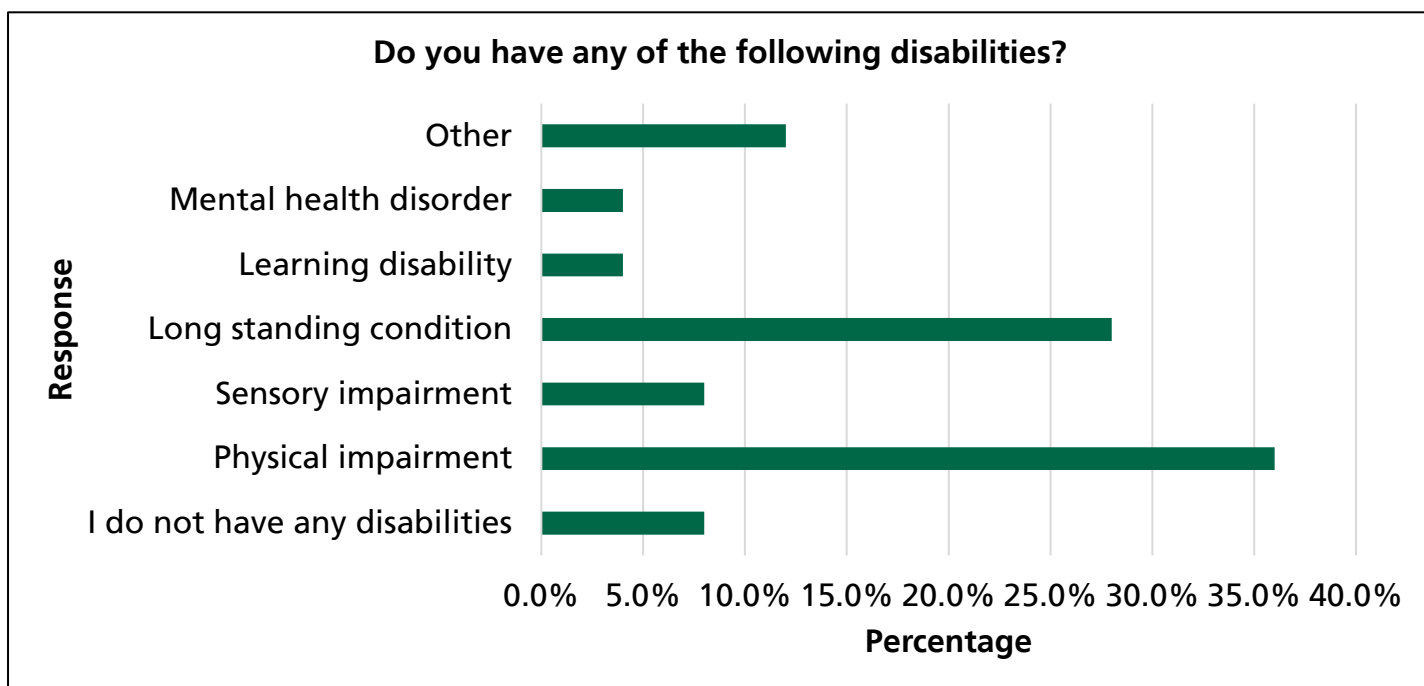
The remaining respondents either did not complete this question or 'preferred not to say.'

What is your sexual orientation?

All 17 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation.

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

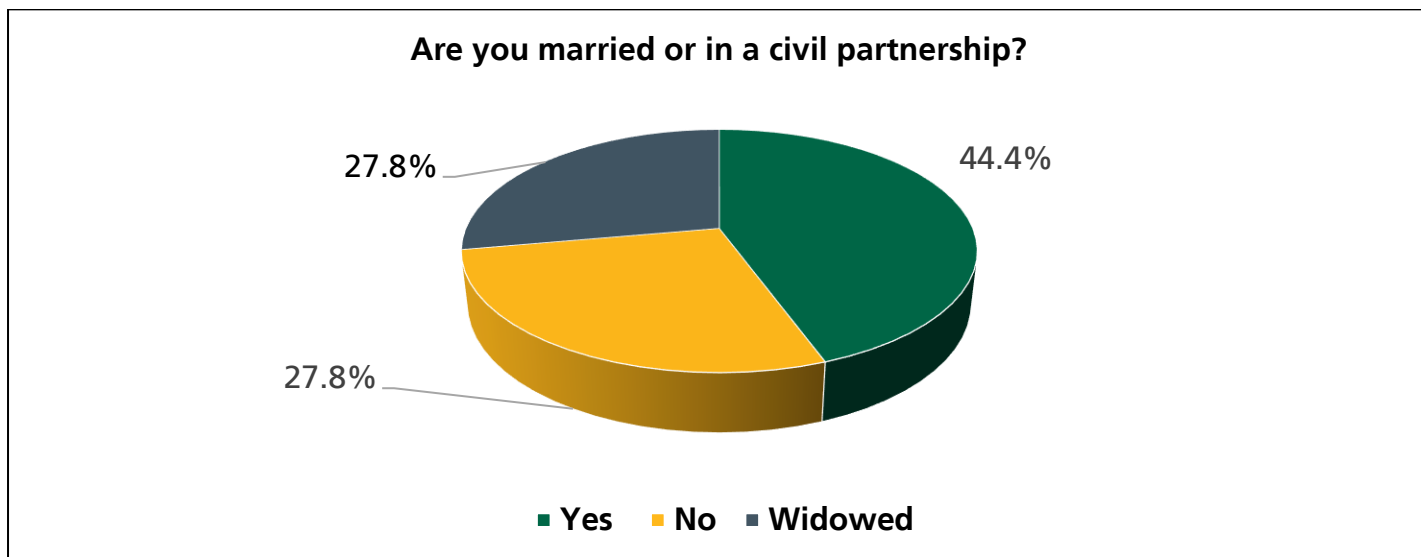
Do you have any of the following disabilities? *(All answer types are listed, some multiple answers)*



Overall, 9 (36.0%) of the responses received related to 'physical impairment.' Other disabilities experienced by the patient included: 'long standing condition' (28.0%), 'other' (12.0%), 'sensory impairment' (8.0%), 'learning disability' (4.0%) and 'mental health disorder' (4.0%). Two patients (8.0%) did not have a disability.

The remaining respondents either did not complete this question or responded that they '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 respondents advised 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.