



Patient Transport Service Patient Experience Report

Patient Transport Service
Beds & Luton ICB October to December 2022

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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 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 Beds and Luton area during October to December 2022.

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). 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. 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 may also have been completed by patients who found the survey through alternative means.

Conclusion

Overall, 96.0% of respondents (24) who answered the FFT question and had used the Trust's PTS within the Beds & Luton area during October to December 2022, rated the service received as either 'good' or 'very good.'

Patients generally felt that their PTS booking telephone call had been answered 'quickly' (82.4%) and rated the booking system as 'good' or 'very good.' 90.9% of respondents (22) were also satisfied with the length of time their journey took, with all respondents who answered advising that they were either 'on time' (63.2%) or 'early' (36.8%) for their medical appointment. 12 respondents (70.6%) had waited between 0 to 60 minutes for their return transport; however, five patients (29.4%) had waited over one hour.

Positively, PTS staff were rated as 'good' (22.7%) or 'excellent' (77.3%), with all respondents also advising that they had been treated with dignity and respect to at least some extent.

The majority of additional comments received were positive and highlighted the professionalism, kindness and care provided by staff. The main area of dissatisfaction related to 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.

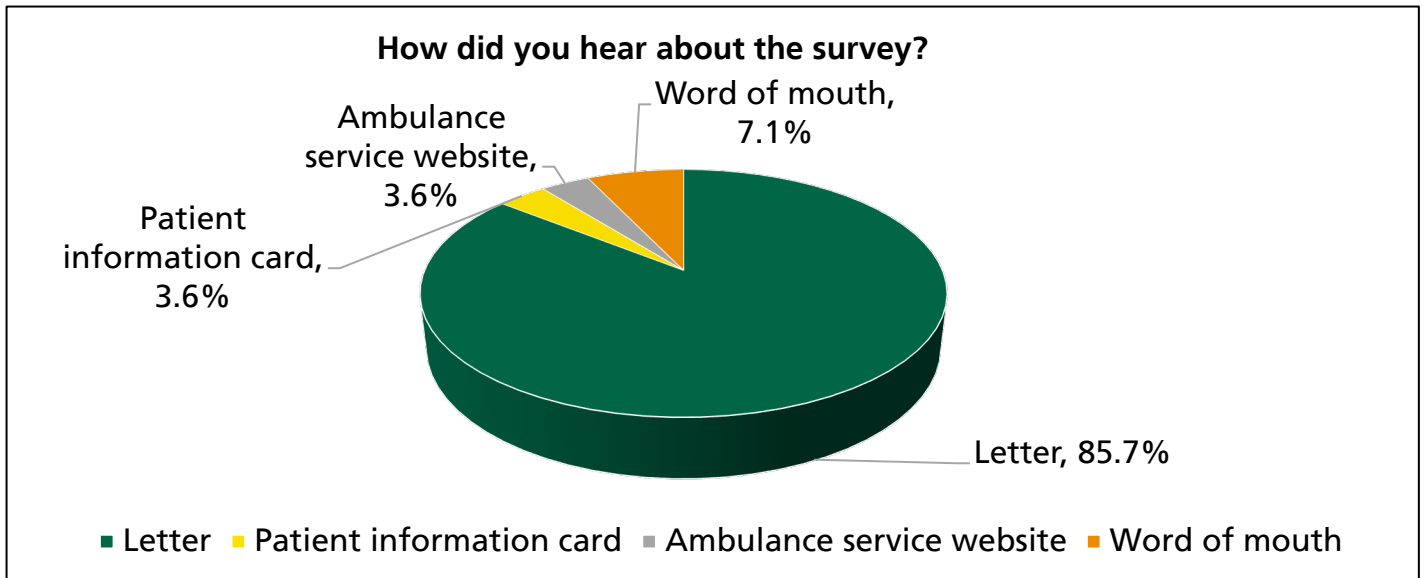
Results

Overall, **28** completed survey submissions were received from patients who had used the PTS within the Beds & Luton ICB area during Quarter 3 2022/23: October (7), November (10) and December (11).

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.

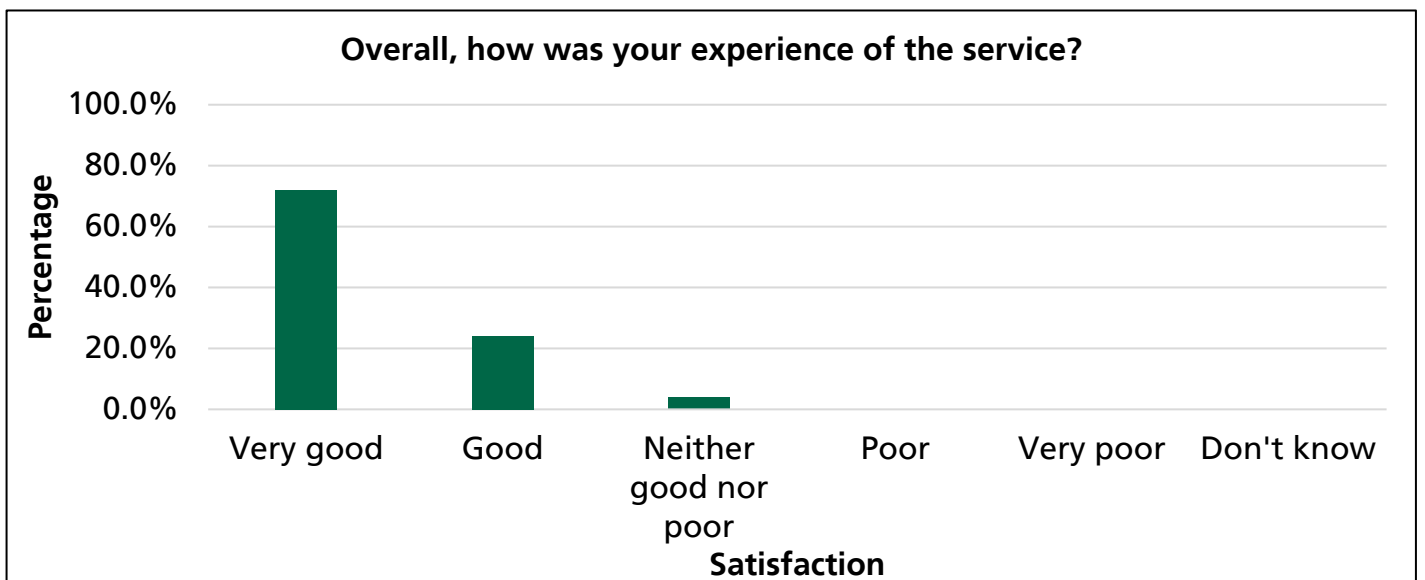
Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

How did you hear about the survey?



Overall, 85.7% of respondents had been signposted to the survey through the invitation to feedback letter. Other responses included 'word of mouth' (7.1%), 'patient information card' (3.6%) and 'ambulance service website' (3.6%).

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, 25 respondents answered the FFT question and had used the Trust's PTS within the Beds and Luton ICB area during October to December 2022. 24 respondents (96.0%) rated the service received as either 'good' (24.0%) or 'very good' (72.0%). One respondent rated the service as 'neither good nor poor' (4.0%).

The remaining respondents did not answer this question.

Please can you tell us why you gave this answer?

| Patient number | Month | Positive comments received |
|----------------|----------|---|
| 1 | October | I was extremely well looked after by all your personnel. All problems, if any, were solved by them. I am still having to go to hospital appointments; therefore, I will be contacting you again in the near future. |
| 2 | October | Friendly helpful service. |
| 4 | October | Helpful ambulance people. Made sure patient was safely at home before leaving. Cheerful and chatty. |
| 8 | November | I'm unable to walk and have no means of getting to the hospital I had to arrange transport for my various appointments and operation, it was very reassuring and a relief that I had the NHS Patient Transport Services to help. |
| 10 | November | The ambulance crew were very friendly and helpful, assisting me every step of the way to get me back home after a 10 day stay in hospital receiving care for a bout of Pneumonia. They were very attentive and supported me all the way to my front door, where my son was able to take over ensuring I made it safely indoors. |

| Patient number | Month | Positive comments received |
|----------------|----------|--|
| 12 | November | Picked up on time, helpful driver, arrived at hospital on time. Took me on wheelchair to my appointment. Was picked up after my appointment and delivered home in timely fashion. |
| 17 | November | The driver was very kind and helpful. I have not got any complaints at all. I am waiting for an operation on my spine, and he made sure I got to my house safely. As my balance and walking is not good. |
| 18 | December | The attendant was very helpful. |
| 19 | December | Extremely pleased with the service |
| 20 | December | This service was required for my elderly mother who is housebound, partially blind, mostly deaf, and unable to get to and back from hospital herself. The service was easy to access and obtain an appointment for my mother. They arrived within the specified time frame provided, the ambulance crew were both very kind and considerate to her needs and stayed with her at the hospital appointment to ensure she was safe and looked after at all times, and returned her home and got her settled down safely before they left. Thank you for all you did for my mother and will definitely use this service again should the need arise. |
| 22 | December | Pleasant and caring team who looked after me well on the way home. |
| 26 | December | They're so cheerful. |
| 27 | December | Because I was very happy with the service given |

| Patient number | Month | Mixed/neutral comments received |
|----------------|----------|---|
| 7 | October | Mainly very good except initial pick up. For no apparent reason the driver did not come to my parking spot, and I was obliged to hobble about 50 yards to where he had parked. Otherwise, excellent including the return journey. |
| 9 | November | Ambulance crew on both journey to Addenbrookes and return was good. The only problem encountered was that return was delayed because no transport available until about 7pm. (I was ready to return soon after 3pm). |
| 23 | December | Ambulance personnel were very nice, but I had to wait a very long time for transport and the nursing staff took me out of a bed and left me really cold to sit in the corridor to wait. |

| Patient number | Month | Negative comments received |
|----------------|----------|--|
| 24 | December | The service from (care home) to the L&D Hospital was extremely good, as were all the other occasions on which I used the ambulance patient transport system between 15th November until present. I have to say, however, that the driver who transported me by ambulance from (care home) to my home...expected me to walk up a slippery ramp into the ambulance even though I was using a walking aid and, had it not been for one of the many excellent carers at (care home), I would have fallen off the ramp onto the concrete ground a few feet below. |

Are you the patient?

Of the 22 respondents who answered the above question, 18 (81.8%) advised that they were the patient.

How quickly did we answer your call?

14 (82.4%) out of 17 respondents recalled their call to the PTS being answered 'quickly.' Three respondents (17.6%) felt 'it took a long time' for their call to have been answered. 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?

16 (88.9%) out of 18 respondents advised that they had been clearly informed of the date and time of their transport booking. Two respondents (11.1%) did not remember being informed.

How would you rate the booking system?

All 17 respondents who answered the above question rated the booking system as 'good' (41.2%) or 'very good' (58.8%).

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

Did the service staff introduce themselves?

All 18 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, 90.9% of respondents (22) who answered the above question, rated the length of time their journey took as either 'good' (63.6%) or 'very good' (27.3%). Two respondents (9.1%) described the journey length as 'neither good nor poor.'

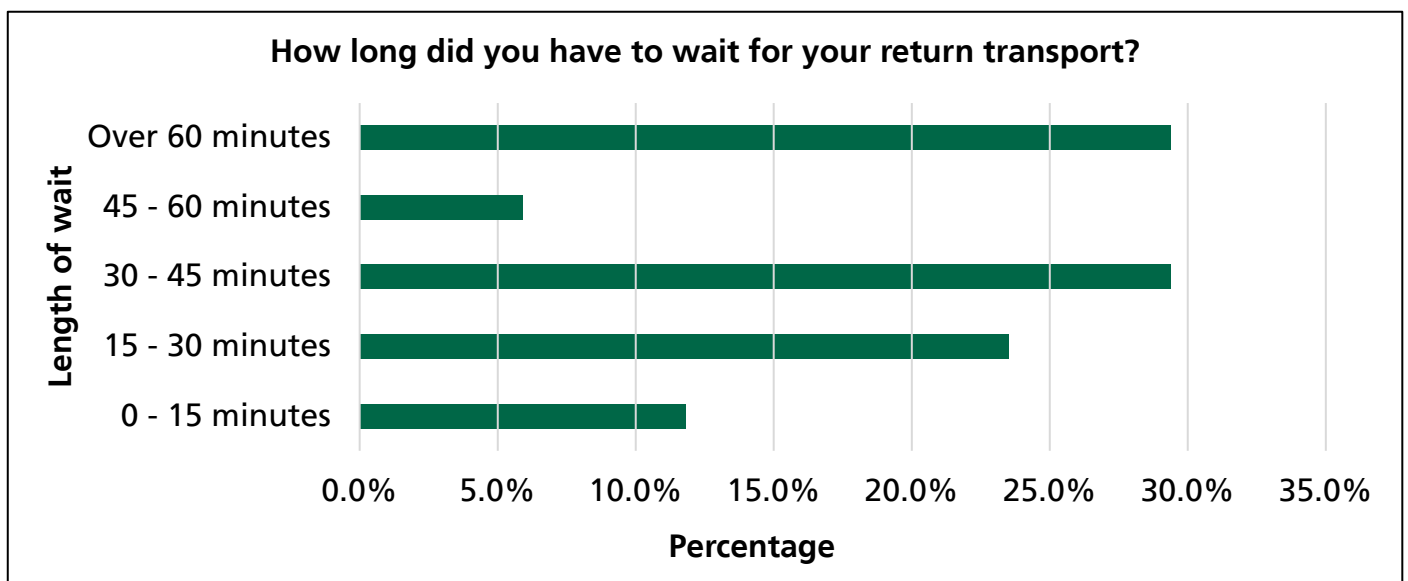
The remaining respondents did not complete this question.

Did you arrive on time for your appointment?

All 19 respondents who answered the above question had arrived 'on time' (63.2%) or 'early' (36.8%) for their medical appointment.

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

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



Overall, 70.6% of respondents (12) who answered the above question had waited between 0 to 60 minutes for their return transport: 0 to 15 minutes (11.8%), 15

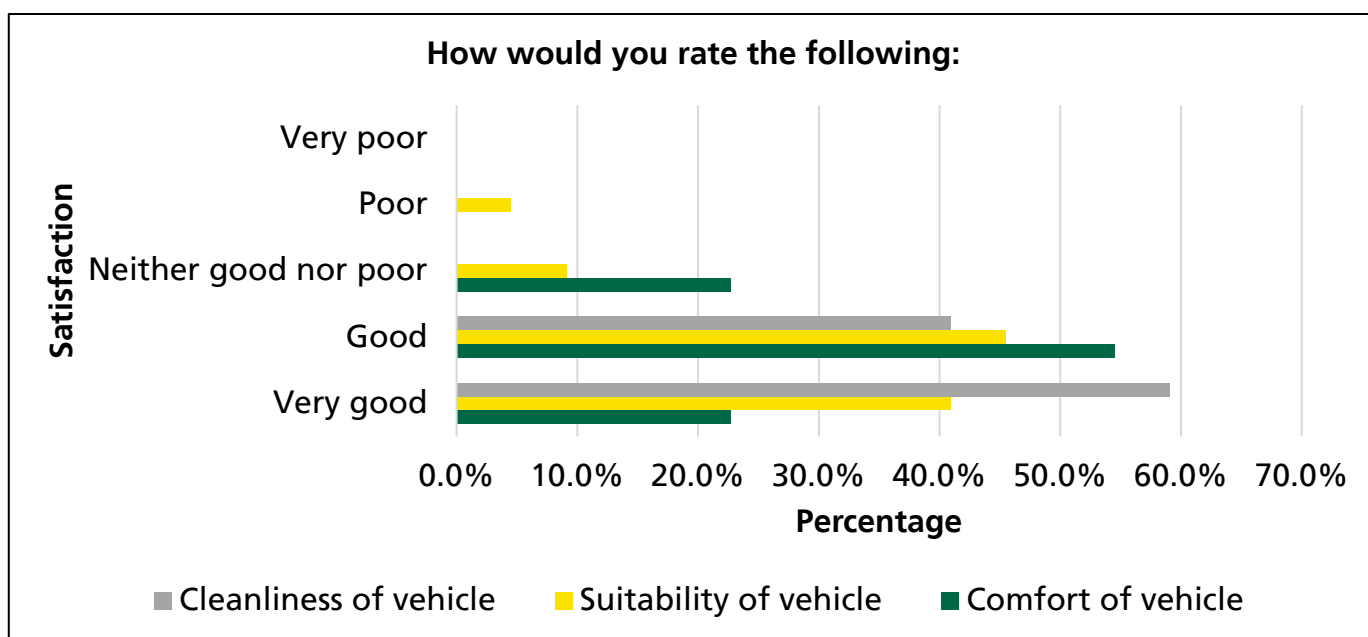
to 30 minutes (23.5%), 30 to 45 minutes (29.4%) and 45 to 60 minutes (5.9%). Five patients (29.4%) had waited over one hour following their medical appointment.

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?

15 (78.9%) of the 19 respondents who responded to the above question rated the communication between the PTS and the hospital/clinic as either 'good' (47.4%) or 'very good' (31.6%). Other responses included 'neither good nor poor' (5.3%), 'poor' (10.5%) or 'very poor' (5.3%). The remaining respondents either did not complete this question or were 'unable to say.'

How would you rate the following?



All 22 respondents who answered the above question rated the vehicle cleanliness as 'good' (40.9%) or 'very good' (59.1%). This compares to 86.4% and

77.3% of respondents who provided 'good' or 'very good' ratings in relation to vehicle suitability and vehicle comfort. The remaining respondents did not complete this question.

How would you describe the attitude of the staff?

All 22 respondents who answered the above question rated the staff attitude as 'good' (22.7%) or 'excellent' (77.3%). The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 22 respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent.' The remaining respondents did not complete this question.

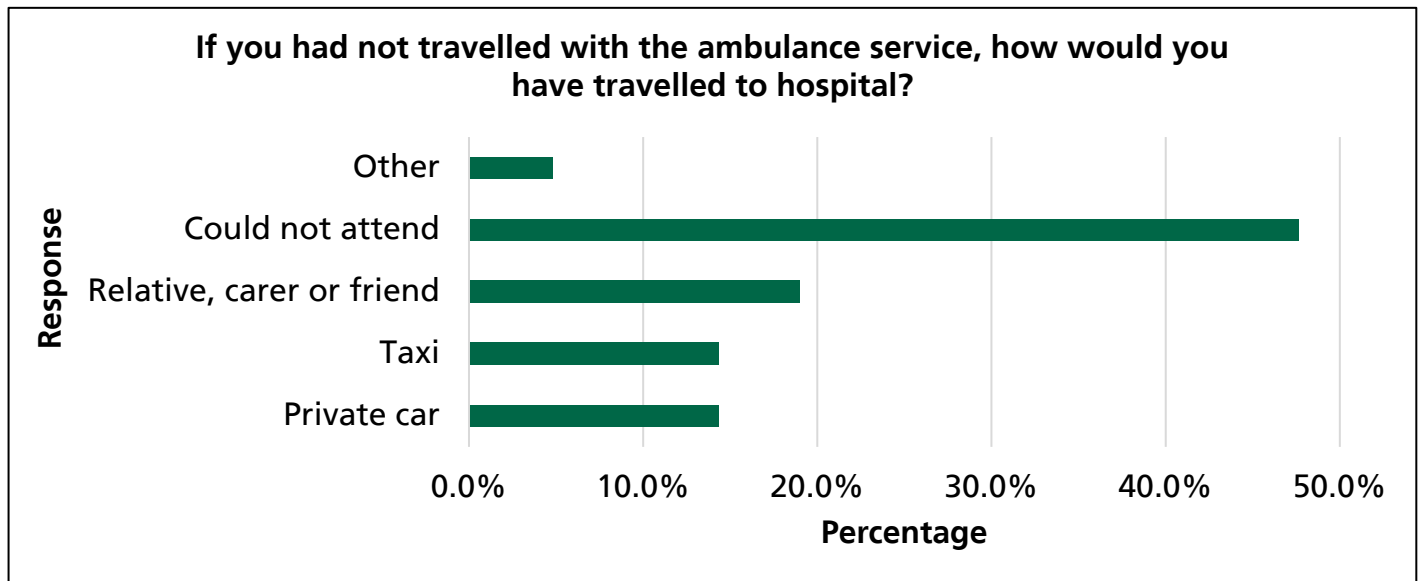
Did the service staff drive safely?

21 respondents who answered the above question felt that the PTS staff had driven safely. The remaining respondents either did not complete this question or were 'unable to say' how the vehicle was driven.

Did the staff offer assistance if required?

Of the 22 respondents who had answered the above question, 21 (95.5%) advised that assistance had either been offered (90.9%) or had not been required (4.5%). One respondent (4.5%) did not recall being offered any help. The remaining respondents did not complete this question.

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

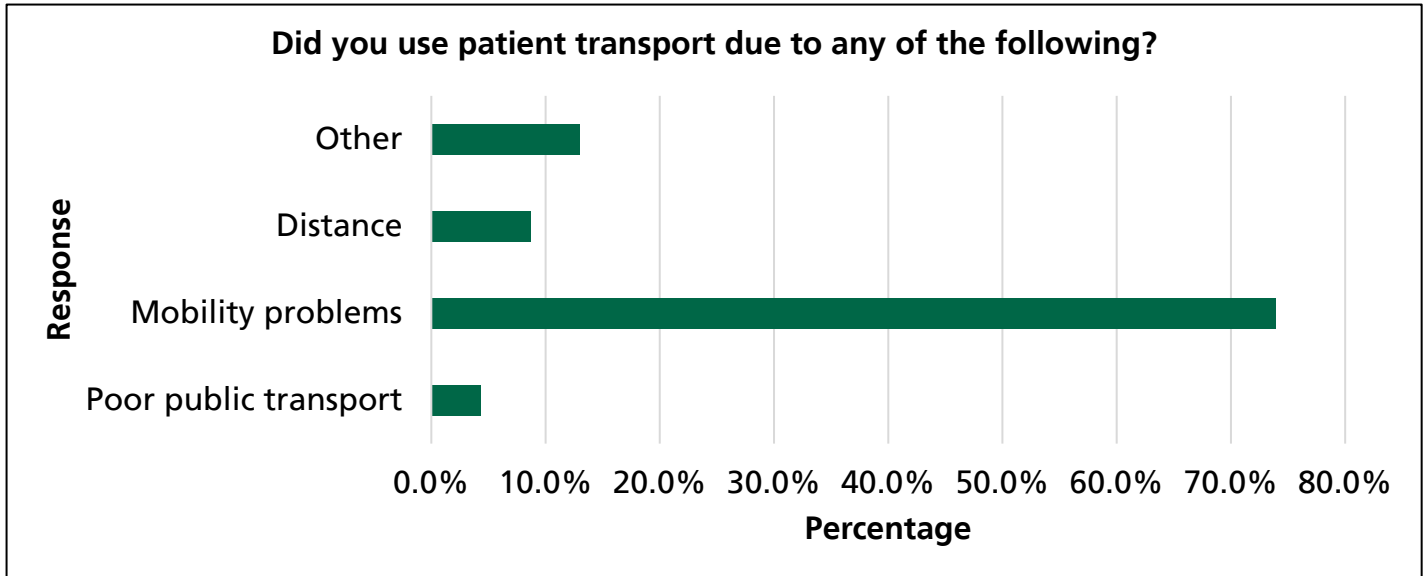


Various responses were provided in relation to how the patient would have travelled to hospital had transport had not been provided, with 47.6% of respondents (10) advising that they **could not** have attended their appointment had it not been for the PTS. Other responses included, 'relative, carer or friend' (19.0%), 'private car' (14.3%), 'taxi' (14.3%) and 'other' (4.8%).

The remaining respondents either did not complete this question or were 'unable to say.' The below comment was also received:

- *"I needed hospital transport because I would not have been able to walk from the drop off point to the outpatients I needed to attend." (Patient 27)*

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



17 (73.9%) out of 23 respondents advised that they had travelled with patient transport due to 'mobility problems.' Other responses included, 'other' (13.0%), 'distance' (8.7%) and 'poor public transport' (4.3%).

The below comment was also received:

- *"My son lives in London and working still, and I have no other relatives where I live."* (Patient 17)

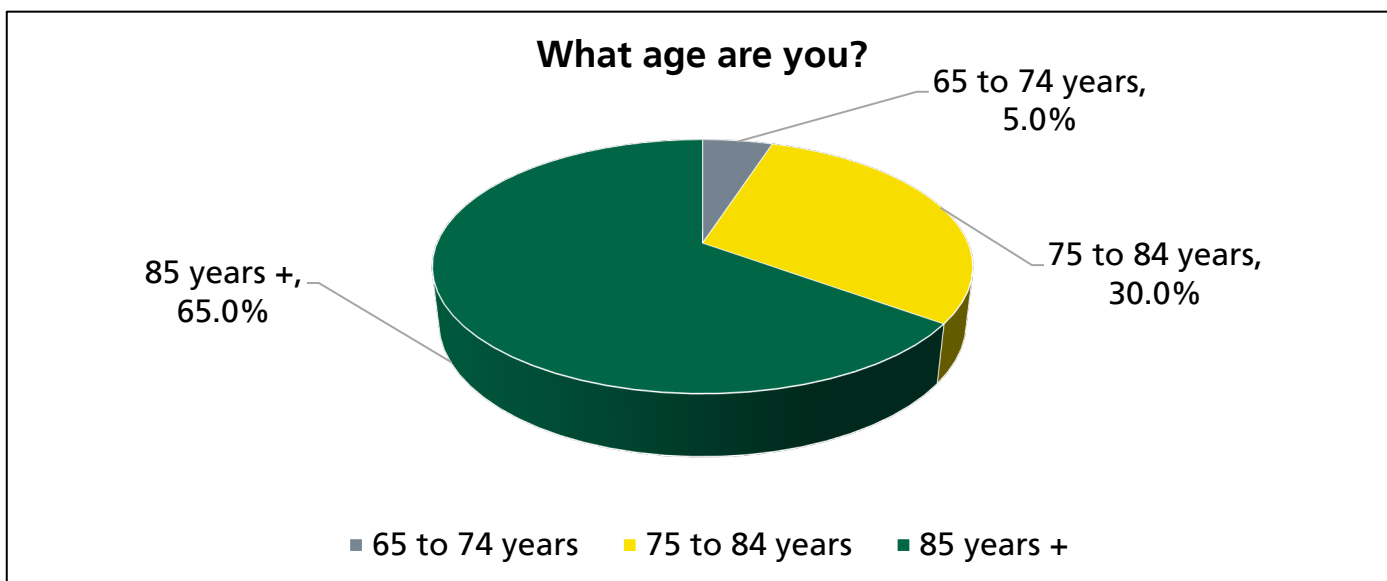
Please tell us about anything that we could have done better:

| Patient number | Month | Comments received |
|----------------|----------|---|
| 8 | November | Happy with all the help and assistance to make my appointments at the hospital stress free. Many thanks. |
| 9 | November | It would have been helpful if the driver who took me had explained that I had to report to the desk in the outpatient's entrance for them to inform that I was ready to collect. I only discovered this after waiting nearly 2 hours. |

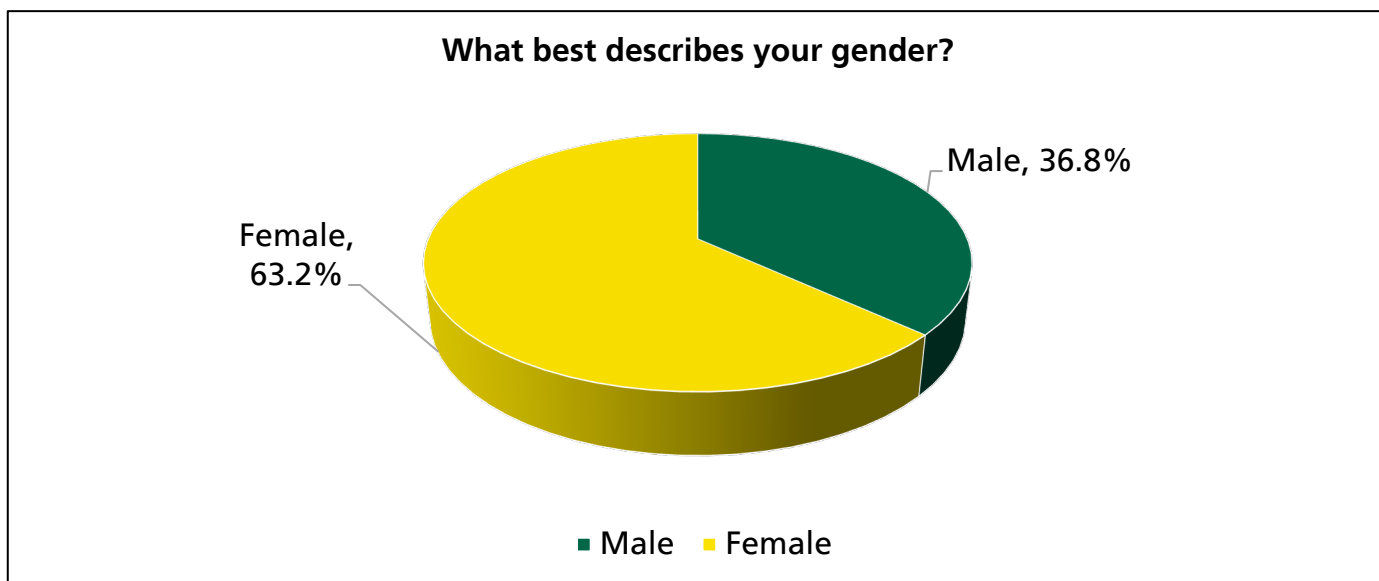
| Patient number | Month | Comments received |
|----------------|----------|--|
| 10 | November | I cannot fault the service or the friendly and caring attitude of the staff. I was treated very well. |
| 14 | November | I was satisfied. |
| 18 | December | The only real problem is the required two-hour window as this means one never knew exactly when the ambulance would arrive. |
| 19 | December | Nothing could have been better. |
| 20 | December | From what I understand everything went to plan and the experience was very easy and not stressful for my mother. |
| 22 | December | Ambulance used did not really carry sufficient oxygen for my needs. If the journey had been 15/20 minutes longer, I would have run out. |
| 23 | December | I think the transport was slow to arrive, but it was the hospital who arranged it and their care for me was lacking, the ambulance ladies were very nice. |
| 24 | December | When I left (care home) on December 31 st , I was not aware that only 1 small bag was allowed on the ambulance. I had a small pulley-cart, a carrier bag and 2 jackets and this was met with ill-concealed disapproval by the driver. |
| 26 | December | Nothing. |

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

20 respondents advised that they were of a 'White' ethnic group. The remaining respondents did not complete this question.

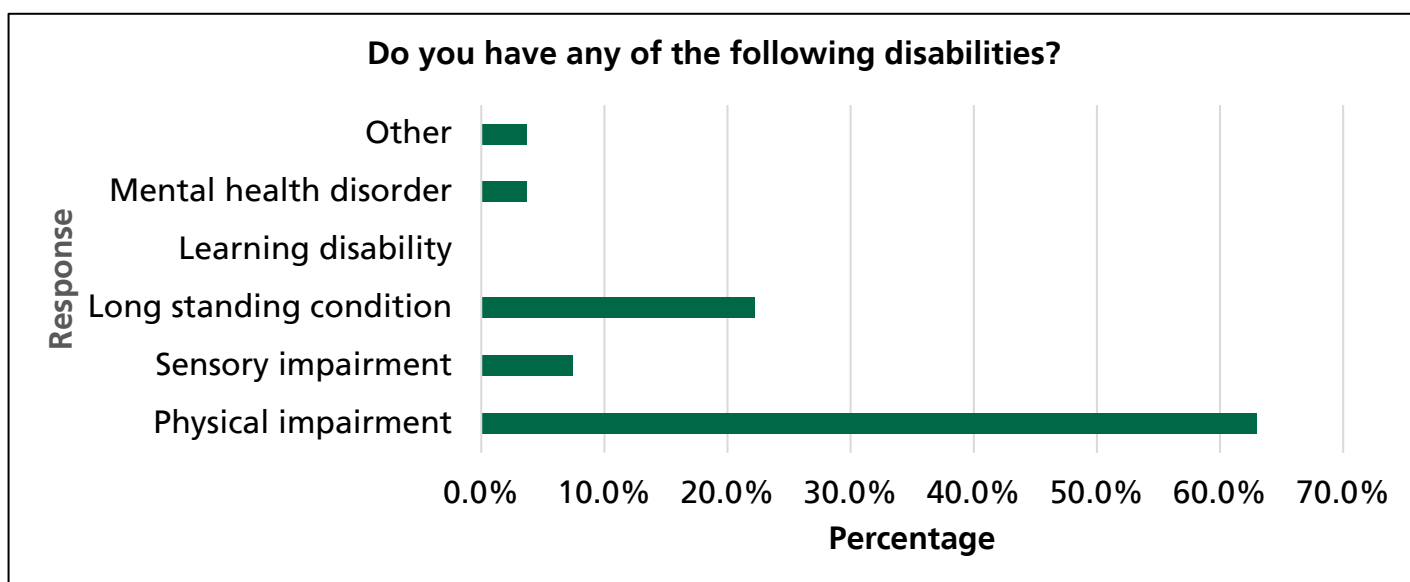
What is your religion or belief?

Of the 17 respondents who answered the above question, 16 (94.1%) advised that they were Christian. One respondent (5.9%) 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?

16 (94.1%) respondents advised that they were 'heterosexual/straight' and one respondent (5.9%) answered 'other.' The remaining respondents did not complete this question.

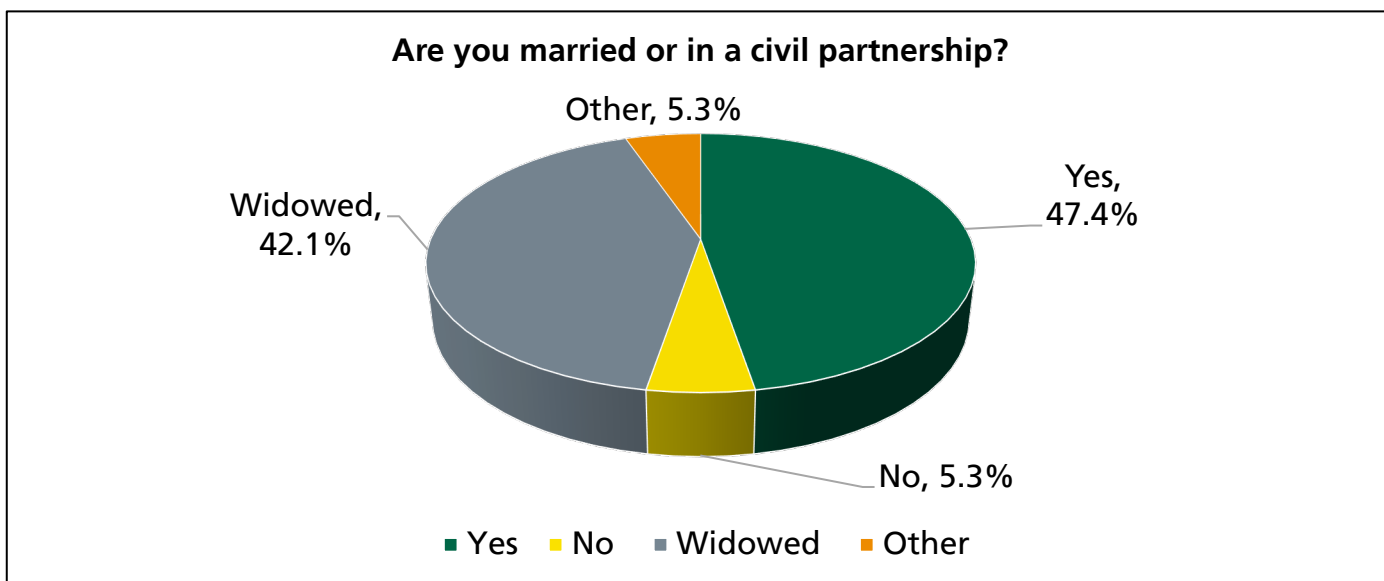
Do you have any of the following disabilities?



17 (63.0%) out of 27 respondents who answered the above question advised that they had a 'physical impairment.' Other responses included: 'long standing

condition' (22.2%), 'sensory impairment' (7.4%), 'mental health condition' (3.7%) and 'other' (3.7%). 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 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.