



Patient Transport Service Patient Experience Report

Patient Transport Service
Bedfordshire & Luton ICB January to March 2024

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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 ICB area during January to March 2024.

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.

In addition, SMS survey signposting was implemented within the Bedfordshire and Luton area during February 2024.

Sample

The PTS online survey is undertaken by way of a self-selected sample via EEAST's public website.

A random sample of Bedfordshire and Luton PTS patients is also collated each month, with these patients either sent an invitation to feedback letter or an SMS survey signposting message with a link to the online survey. During Q4, 918 SMS survey signposting messages were sent, and 262 survey invitation letters were posted.

Conclusion

Overall, **77.5%** of respondents (86) who answered the FFT question and had used the Trust's PTS within the Bedfordshire and Luton area during January to March 2024 rated the service received as either 'good' or 'very good.'

Most respondents (86.6%) were satisfied with the booking system, although 16 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 (82.5%), and 91.5% of patients arrived on time or early for their medical appointment. 60.6% of respondents (57) had waited up to 60 minutes for their return transport. However, 37 patients (39.4) had waited over one hour following their appointment.

Positively, PTS staff were mostly rated as 'good' (10.5%) or 'excellent' (85.4%) and 97.2% of 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 transport delays and communication.

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, **112** completed survey submissions were received from patients who had used the PTS within the Bedfordshire and Luton ICB area during Quarter 4 2023/24: January (20), February (66) and March (26).

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.

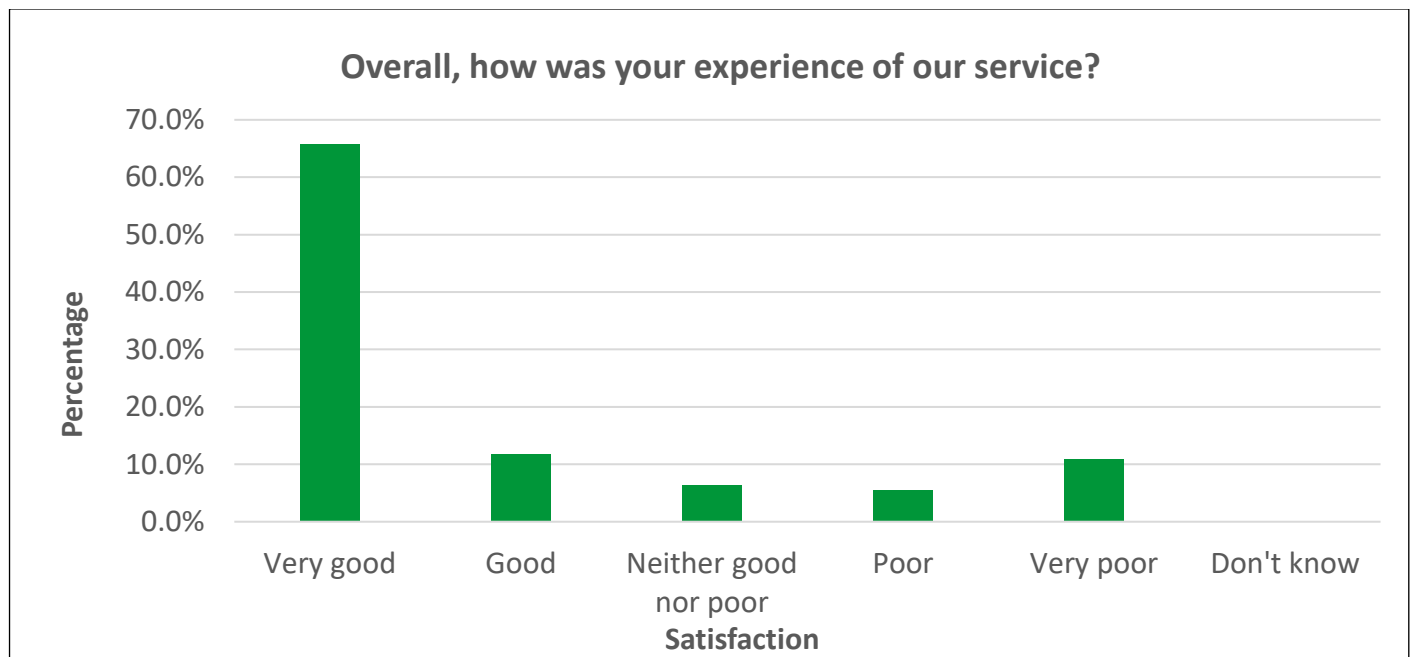
Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

How did you hear about the survey?

Overall, 79 (70.5%) out of 112 respondents had been signposted to the survey via the SMS text message.

Other responses included 'word of mouth' (10.7%), 'invitation to feedback letter' (8.0%), 'patient information card' (8.0%), 'ambulance service website' (1.8%) and 'social media' (0.9%)

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, 111 respondents who used the Trust's PTS within the Bedfordshire and Luton area answered the FFT question. 86 (77.5%) of these respondents rated the service received as either 'good' (11.7%) or 'very good' (65.8%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
6	January	Happy Driver. Felt safe.
8	January	The crew took me from the ward in a wheelchair, helped me into ambulance and out at my home. The crew were courteous and respectful.
12	January	Very good driver with very good and polite manners.
33	January	The punctuality of picking me up. The driver was very nice and polite.
36	January	Very caring service. Kind drivers.
48	January	All of your drivers are friendly and professional. They are a credit to the service.
53	January	They were extremely helpful.
59	January	Because it was all good.
64	January	Punctuality, friendly and helpful staff.
81	January	Each time I have had a need to use the service, it has been excellent.
84	January	Pick up is always on time for your appointment but enough not to rush. Assisting you if you need it, even to help open your door if needed, and assist you if mobility is a problem.
99	January	Very good service and care for patients.
2	February	They were friendly, early and made my Mum feel at ease. Had been before and spoke to her in friendly tones.
4	February	Very polite drivers.

Patient number	Month	Positive comments received
9	February	Ambulance driver very friendly, help me in my wheelchair.
10	February	Reliable and helpful staff.
15	February	The staff are always very welcoming and professional in what they do. They called me to ask if it was ok to come a little early and I wholeheartedly agreed. They took me, in a wheelchair, to my room in the hospital – so it was definitely a door-to-door service!
16	February	Your service is outstanding.
20	February	Brilliant.
21	February	They were helpful.
23	February	Very good service all round.
24	February	Prompt service with professional assistance. Having just come out of hospital, this service was most reassuring. Very good service despite being stretched.
27	February	Because they are always on time. They are very helpful and patient with you and always friendly. They are a credit to their profession. Very professional. Thank you so much.
31	February	I found the service reliable. Drivers very helpful and friendly.
32	February	Each time I was transported to the chemotherapy unit at L&D I arrived in good time for each session.
38	February	Always pleasant staff and very helpful.
39	February	Most convenient, friendly, helpful.
40	February	The people who have picked me up have been very professional and always ensured I was okay and safe.

Patient number	Month	Positive comments received
42	February	I was helped very well.
43	February	Good, friendly service.
45	February	They were on time, very helpful, happy and friendly.
50	February	Very polite and very helpful.
51	February	The drivers were very helpful and polite.
52	February	Ambulance service is very good, thanks. I am so thankful.
56	February	Staff very kind and patient with my elderly mother. They really took the time to make her feel safe and comfortable. Very much appreciated, thank you.
62	February	Excellent service and friendly staff.
63	February	Friendly service.
68	February	Lovely, caring staff, most professional, addressed me with enormous respect.
69	February	Very good and helpful lady driver.
71	February	The crew were professional, supportive and I felt safe. I got to my appointment on time. The clinic saw me on arrival and the procedure took 5 minutes. The crew checked with control and were able to wait and take me straight home. I appreciated their help and understanding.
72	February	Service brilliant, phone operators and all the drivers friendly and professional. I am so grateful for this service and don't know what I would do without it. Thank you.
73	February	Because the driver was nice and kept asking me if I was ok. I had a nice smooth drive there.

Patient number	Month	Positive comments received
74	February	Friendly, helpful and efficient service.
75	February	Driver was on time but had to wait for me to be discharged, and the pharmacy, so wasted his time. Also, got several miles up the A1 and they called us back to get extra medications. The driver, (name), was so patient and kind, with a sense of humour.
76	February	Well organised, efficient. Very courteous, helpful, friendly and professional staff.
80	February	I was picked up and transported on time to the hospital for my appointment. The drivers were polite and caring, and ensured I safely got on and off the transport.
94	February	Helpful, friendly staff, timely service.
98	February	Caring, committed, respectful, professional. The same every time and I've been using this service, at least twice a month, for over four years now. I am so grateful to you all. An unbelievably wonderful service. Thank you.
82	March	Quick and punctual service.
83	March	All the people involved were very polite and professional at their jobs.
87	March	I use hospital transport each time I visit Papworth hospital and I've never had an issue. The service has always been lovely: they are kind, caring, helpful and always make sure you get to the right department.
89	March	Timely arrival, my needs were assessed, comfortable journey with good driving performance, and the same going home.
93	March	Transport request perfect well manned. Crew brilliant, well manned, fun, perfect time keeping on both trips to and from hospital. A pleasure to be driven and loaded and unloaded both trips.

Patient number	Month	Positive comments received
96	March	I had a good experience. The ladies were really, very nice.
101	March	Because the paramedics made sure I was safe and comfortable before leaving.
102	March	Drivers are very professional and very helpful boarding and exiting the vehicle.
103	March	The service is always superb, kind, helpful, cheerful, and knowledgeable. I always feel in capable hands.
104	March	All the staff are very kind and the service is made into a pleasant experience, even though I will be going or coming from the hospital.
108	March	Because whoever picks me up are very helpful.
111	March	First class service, from caring people.
112	March	Kind, prompt service.

Patient number	Month	Mixed/neutral comments received
7	January	There appeared to be very poor coordination between the actual transport and their office. Differing times were quoted to me and the actual drivers.
11	February	After the initial consultation, transport was called and it took 3 hours before I got picked up for the journey back home.
14	February	Patient centred care and understanding. This survey is too long.

Patient number	Month	Mixed/neutral comments received
25	February	The ladies doing the transport were lovely, but their dispatchers let them down badly by taking no notice of what the job needed. This despite having been given full and detailed instructions as to what was needed to get me safely home and upstairs. This resulted in them having to wait here for 2.5 hours for a suitable crew to arrive. This left a valuable resource left in the road for hours. The crew when it arrived had me upstairs in 5 minutes. Very poor communication and wasted resources.
26	February	The ambulance crew were excellent, providing a good, safe and considerate service. However, the planning/control are very different, as they quite often have let me, a Renal patient, down by not being picked up post treatment for 2 hours, sometimes more. This has been detrimental to my health.
28	February	Transport services are very good, mostly picking up on time but sometimes they take very long time to pick up.
34	February	Outward journey OK but there is always a long wait to return home, whatever time I give them when booking. I know it's difficult getting everyone home, but a rough timescale would be helpful.
41	February	I was 20 minutes late for my scan, but it went ahead and the lady who came for me was very helpful.
60	February	The transport arrived on time to pick me up, but I had to wait 3 hours until they came to collect me, to take me home.

Patient number	Month	Mixed/neutral comments received
65	February	<p>Most of the time I'm very, very pleased – they do a wonderful Job. One journey last month I was ready 2 hours before, with my shoes on and when it got to an hour before, I put my coat on and am constantly getting up and looking out for them. This time I was all ready and I was sitting with my doorbell chime box, which I had made sure was working, next to me and was waiting and waiting. It got to 20 minutes before my appointment time and I rang to see where they were, to be told by the lady on the phone "They have been, and you weren't in so they went again". I was here all the time, and they didn't ring the bell or knock. This lady also said, "some people leave their doors open for the staff, perhaps you should". I don't think it is the right thing to do, especially when cold, but this lady's attitude wasn't very good and wouldn't listen. I rang the hospital to say I wouldn't be at my appointment, and they blamed me for missing my transport, when it wasn't my fault. I was very annoyed, and it wasted my day. As I said previously, apart from the wait to come home, they are usually really good, and I am generally pleased with them.</p>
70	February	<p>The staff are fabulous. It's just the wait times to be picked up to go home. I have had to wait up to 3.5 hours before.</p>
78	February	<p>Good on outward journey, but lack of communication on return.</p>
91	March	<p>They couldn't have been more helpful.</p>
95	March	<p>They need to pick patients up on time, not later, especially when they are travelling 45 minutes to 1 hour for dialysis.</p>

Patient number	Month	Mixed/neutral comments received
105	March	Hi. Outward journey (pick-up) was great, really great. Terrific driver, who thoughtfully phoned me to advise pickup time. Return journey itself was great, absolutely lovely girls. However, the wait time for the return trip was once again far too long. My 100-year-old frail Aunt had to wait 2 and a half hours after a painful, invasive procedure, to be picked up. She became very distressed (last time it was a 3 hour wait). I tried to get a wheelchair taxi for her, but none were available. Can this be addressed please? It's a wonderful service otherwise, and we are grateful that it is available. Thank you for the opportunity to provide feedback.
110	March	It was very good but very poor at the same time. Very good transport crew, but poor as I was 40 minutes late for my appointment with the physiotherapist. I had the transport office notify them, as promised to the crew something could have been arranged with my appointment. Instead, I was just turned away with another appointment 2 weeks later. I was very unimpressed, but my next trip was perfect. The crew were brilliant. I have just booked my next trip on 19 th . Fingers crossed that goes OK.

Patient number	Month	Negative comments received
58	January	Very long delay in pick up from Churchill Hospital. Chosen route back to Leighton Buzzard was across country roads, which were very bumpy and uncomfortable.
5	February	I waited 5 hours to come home again.

Patient number	Month	Negative comments received
13	February	Transport was booked for a journey from Biggleswade to Macmillan Cancer in London for an 11am appointment. At 10am, I called dispatch desk to ask when I could expect transport and was told shortly. I called the hospital to inform them I would be late yet again and unfortunately, they could not move my appointment to a later time, as it was for day surgery. At 1020, transport had still not arrived so had to be cancelled. This poor service is affecting my treatment.
18	February	Complaint has been logged with PALS. Being investigated.
22	February	Transport didn't turn up. I missed two appointments and had to reschedule. A driver turned up but would have been too late. I have had transport before, on November 17 th , and was late for appointment on that date as well.
37	February	Hired wheelchair has been damaged by the staff, as I've got 2 steps into my house, and they bumped the wheelchair down the steps and caught the driveway.
44	February	I was waiting 4 hours to go home.
54	February	I had to wait over 4 hours for transport home. I was given multiple excuses as to why it was delayed. I had to cancel a GP home appointment for later that day and was told by transport controller I should not have made the GP appointment, despite the long appointment waiting time. This was rude, inconsiderate and unwarranted by the controller.
55	February	I go to dialysis three times a week. Every time I finish, there is always a problem with your drivers. Pick a meet up at a set time. I normally have to wait 2 hours before your drivers even get to the hospital, and then sometimes it will hit midday and I will still have to wait longer whilst they have their lunch.

Patient number	Month	Negative comments received
57	February	Waiting time far too long.
86	March	Long, uncomfortable journey yesterday. Took about 2.5 hours to get home from Northampton, at 30 miles an hour, over every pothole and bump, stretching a wheelchair in the back of the van. Even going down dirt tracks. Got home at 1 o'clock in the morning. Journeys have not been that bad, that was the worst.
92	March	Mum was taken from L&D to a care home in Bedford for rehabilitation on a fractured femur. Mum was not stretchered. Instead, she was put in a wheelchair, resulting in one of her wounds opening up. Upon arriving at the care home, this was noted, and a Dr called out the following morning. Transport said nothing about this, even though it was clearly visible. The other wound was heavily infected, and nothing was mentioned.
97	March	Some staff will not help without the NHS number, and others do, so stop asking for it. Not everyone knows theirs.
106	March	The driver refused to take me. My power wheelchair was not compatible with your new vehicles. This is stupid and I have made a complaint about it.
107	March	The transport was very late picking us up. It's not nice to be stranded at hospital late at night!
109	March	I waited for an hour and then was told I'd have to wait for several more hours. We had spent all night in A&E and were exhausted. I phoned my son, and his workplace allowed him to pick us up. We're both in our 80s and I couldn't have managed getting my husband home without help.

Are you the patient?

99 (89.2%) out of 111 respondents advised that they were the patient. 12 respondents (10.8%) completed the survey on behalf of the patient.

Examples of respondents who completed the survey on behalf of the patient included:

- *“Daughter,” “son,” wife” and “husband.”*

How quickly did we answer your call?

77 (82.8%) out of 93 respondents felt their call to the booking line had been answered ‘quickly,’ However, 16 respondents felt that ‘it took a long time’ (17.2%).

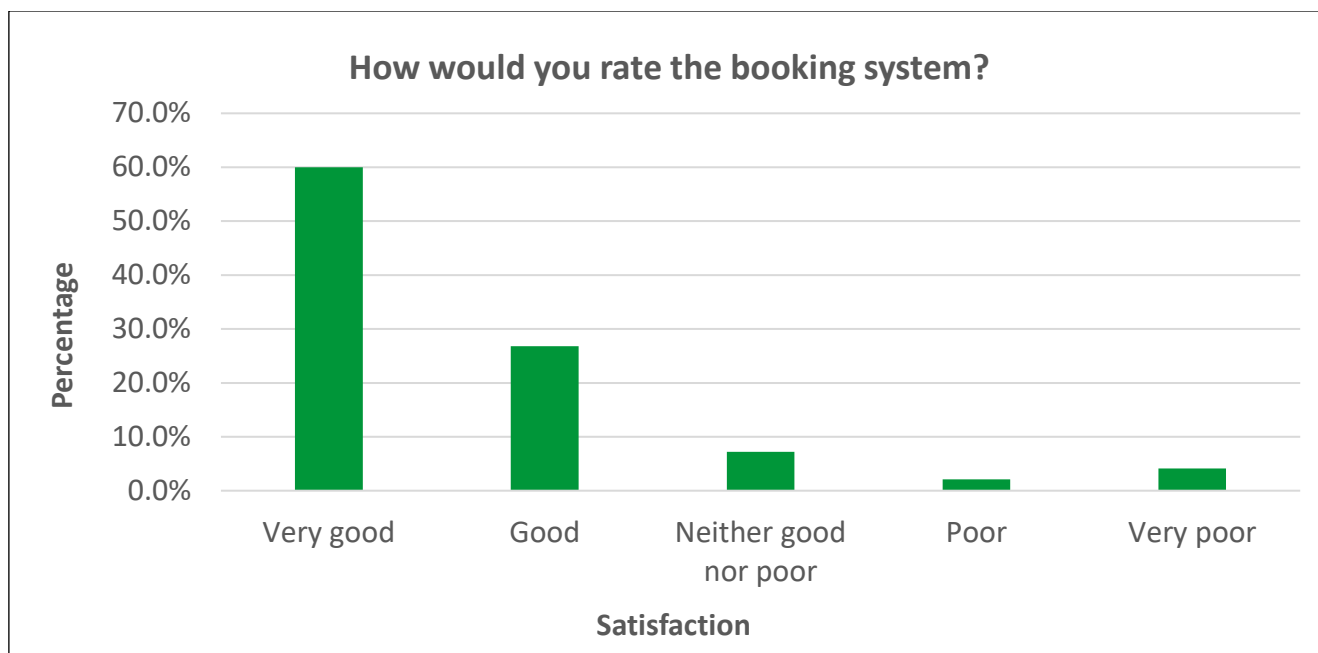
The remaining respondents either did not complete this question or were ‘unable to say.’

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

93 (94.9%) out of 98 respondents recalled being clearly informed of the date and time of their transport booking. Five respondents (5.1%) 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 97 respondents who were able to answer the above question, 84 (86.6%) rated the booking system as either 'good' (26.8%) or 'very good' (60.0%). Other responses included 'neither good nor poor' (7.2%), 'poor' (2.1%) and 'very poor' (4.1%).

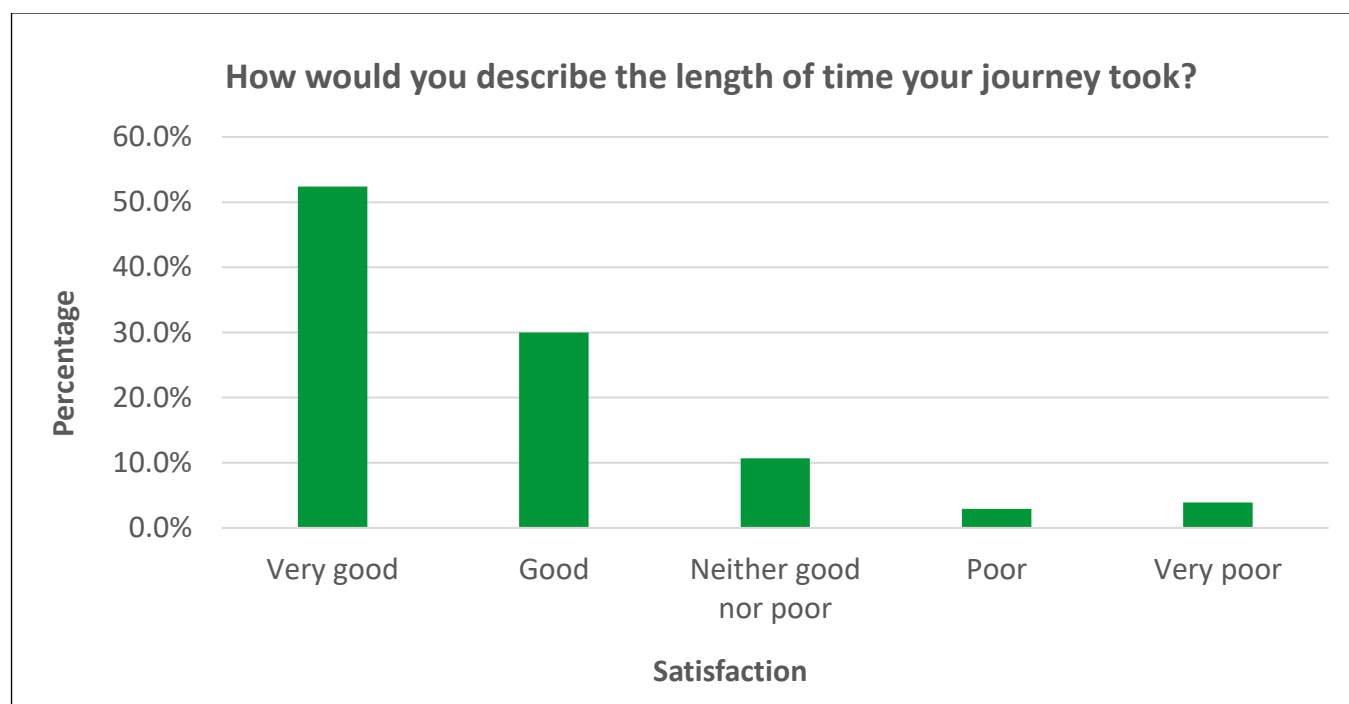
The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

Overall, 94 (93.1%) out of 101 respondents recalled PTS staff as having introduced themselves upon their arrival. Seven patients (6.9%) 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, 85 (82.5%) out of 103 respondents were satisfied with the length of time their journey took and provided 'good' (30.0%) or 'very good' (52.4%) responses. 11 respondents (10.7%) described the journey length as 'neither good nor poor' and seven (6.8%) described their journey as either 'poor' (2.9%) or 'very poor' (3.9%).

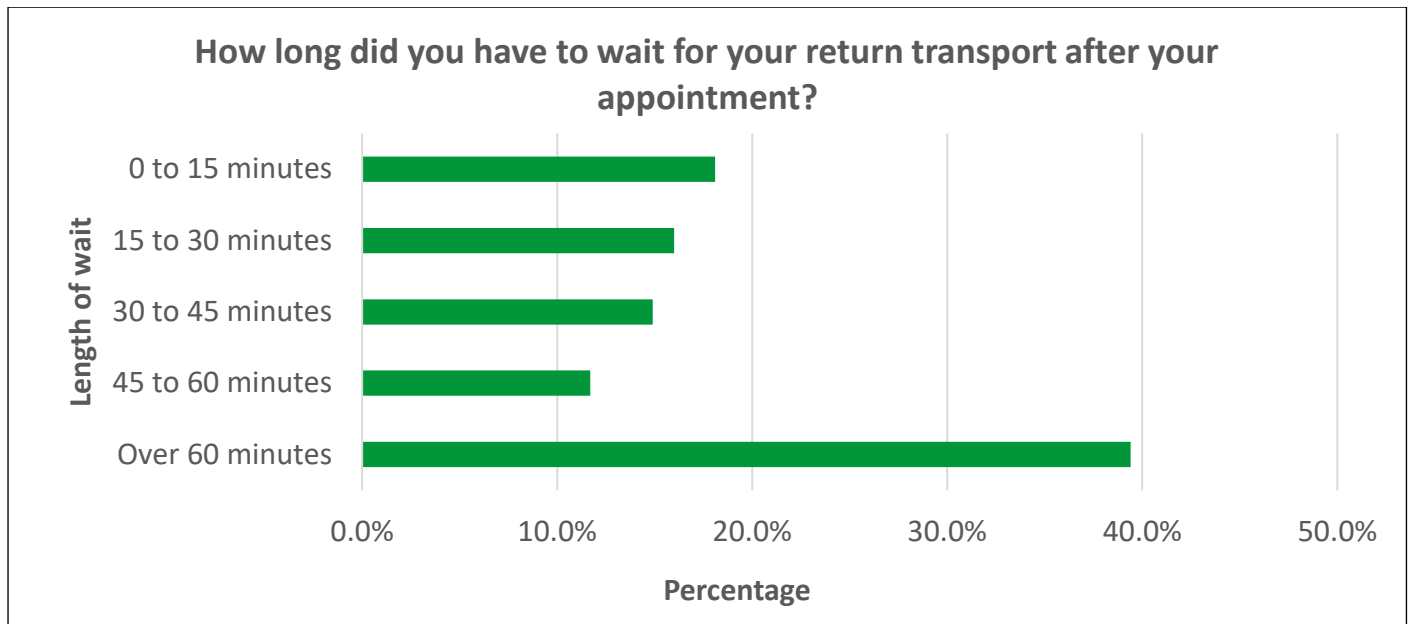
The remaining respondents either did not complete this question or were 'unable to say.'

Did you arrive on time for your appointment?

Of the 94 respondents who answered the above question, 86 (91.5%) had arrived either 'on time' (58.5%), 'very early' (8.5%) or 'early' (24.5%) at the hospital/clinic. However, eight patients (8.5%) had arrived 'late' (5.3%) or 'very late' (3.2%) for their medical appointment.

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

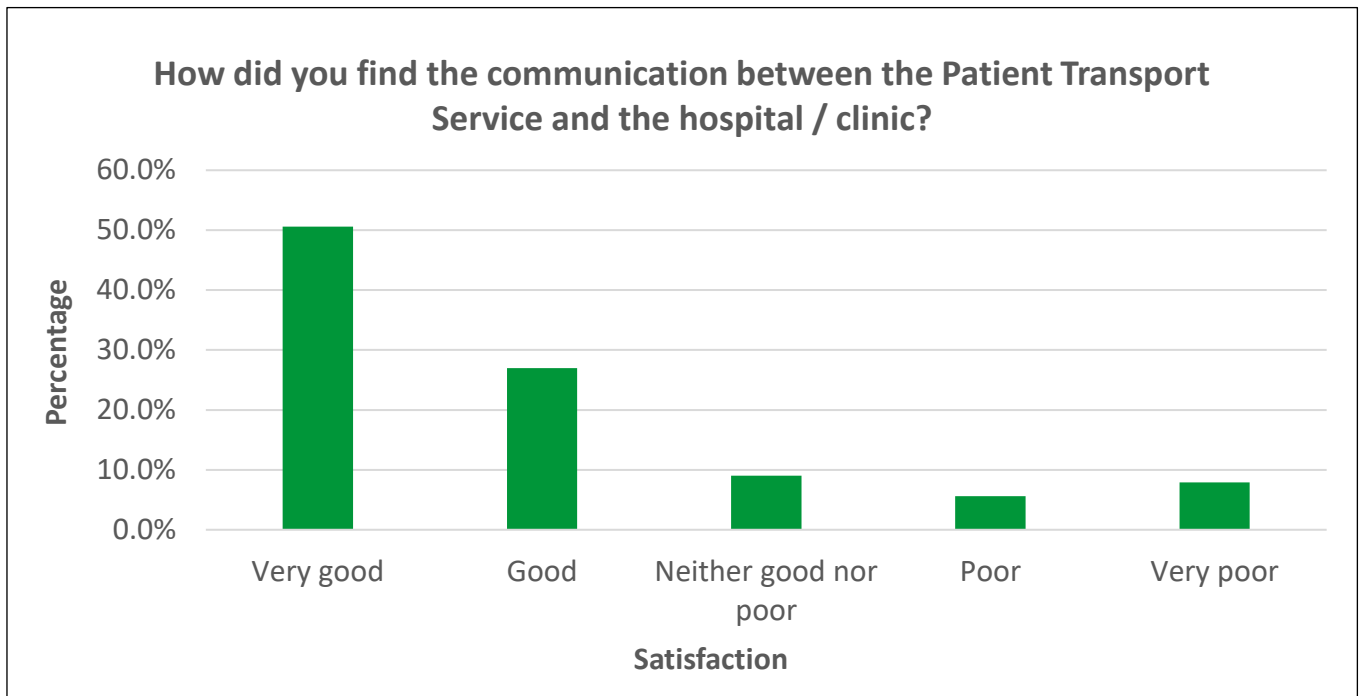
How long did you have to wait for your return transport after your appointment?



Overall, 60.6% of respondents (57) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (18.1%), 15 to 30 minutes (16.0%), 30 to 45 minutes (14.9%) and 45 to 60 minutes (11.7%). 37 patients (39.4%) had waited over one hour following their medical appointment.

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

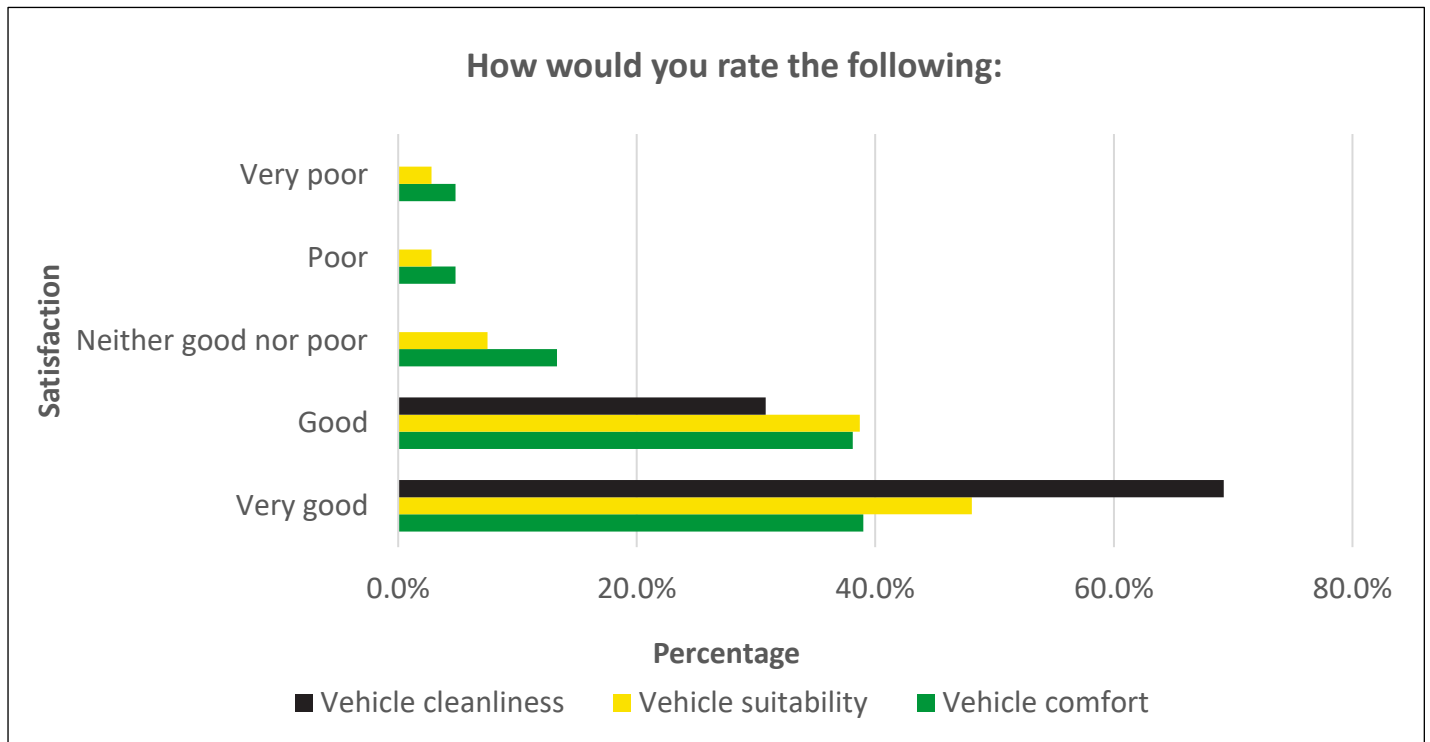
How did you find the communication between the Patient Transport Service and the hospital / clinic?



Of the 89 responses received, 69 (77.5%) respondents rated the communication between the PTS and the hospital/clinic as 'good' (27.0%) or 'very good' (50.6%). Eight respondents (9.0%) rated the communication as 'neither good nor poor' and 12 respondents (13.5%) felt the communication was either 'poor' (5.6%) or 'very poor' (7.9%).

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’ (30.8%) or ‘very good’ (69.2%). However, lower satisfaction levels were seen in relation to vehicle suitability, with 86.8% of respondents providing ‘good’ (38.7%) or ‘very good’ (48.1%) responses.

Over three quarters of respondents (77.1%) rated vehicle comfort as ‘good’ (38.1%) or ‘very good’ (39.0%). 14 respondents (13.3%) rated the vehicle comfort as ‘neither good nor poor,’ and a further 10 patients described the comfort as ‘poor’ (4.8%) or ‘very poor’ (4.8%).

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

How would you describe the attitude of the staff?

101 (96.2%) out of 105 respondents rated staff attitude as either 'good' (10.5%) or 'excellent' (85.7%). However, four respondents (3.8%) felt that staff attitude had been 'poor.'

The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

Overall, 108 respondents answered the above question, 105 (97.2%) advised either 'to some extent' (5.6%) or 'definitely' (91.7%). However, three respondents (2.8%) felt that they were not treated with dignity and respect.

The remaining respondents did not complete this question.

Did the service staff drive safely?

Of the 102 respondents who answered the above question, 101 (99.0%) responded that they felt the PTS vehicle had been driven safely, however, one respondent (1.0%) felt the PTS vehicle had not been driven safely.

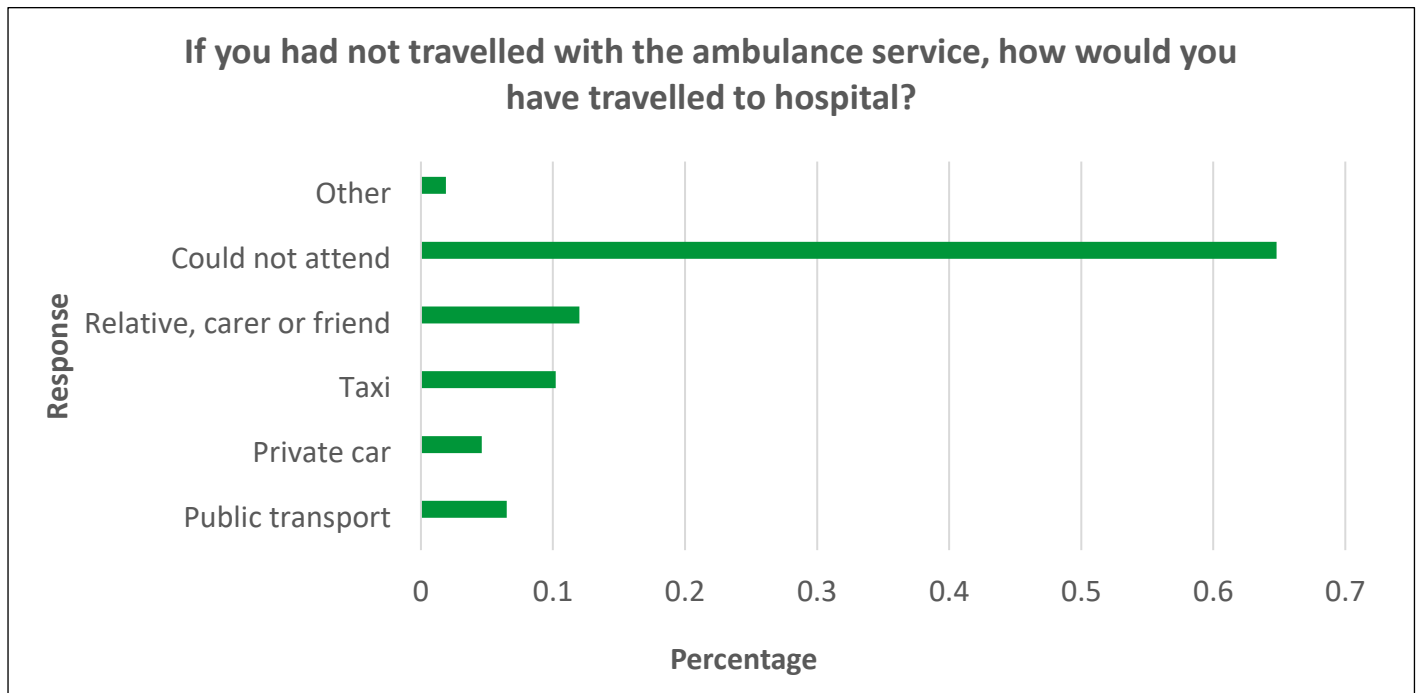
The remaining respondents either did not complete this question or were 'unable to say.'

Did the staff offer assistance if required?

104 (99.0%) of the 105 respondents who answered the above question advised that assistance had been offered if required. However, one respondent (1.0%) advised that assistance 'was not required.'

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

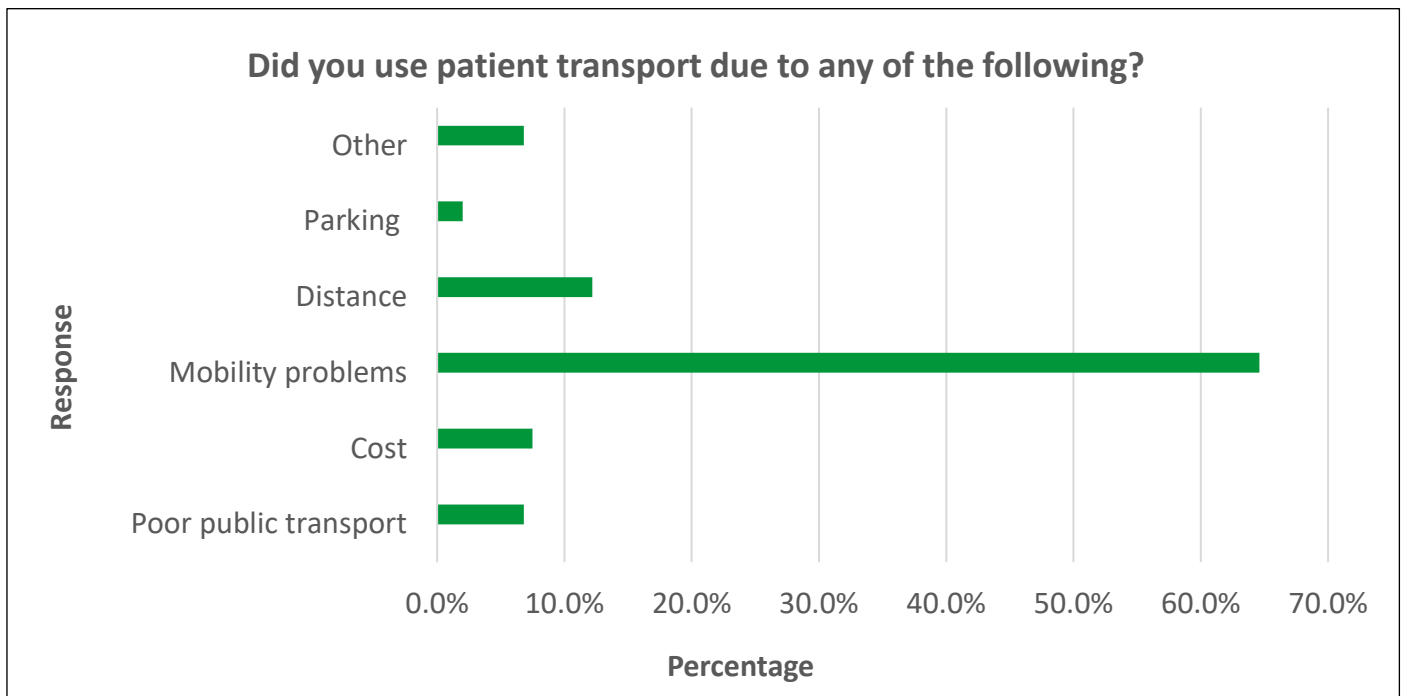
If you had not travelled with the ambulance service, how would you have travelled to hospital?



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 70 (64.8%) out of 108 respondents advised that they **could not** have attended their appointment. Other responses included: 'taxi' (10.2%), 'relative, carer or friend' (12.0%), 'private car' (4.6%), 'public transport' (6.5%) and 'other' (1.9%).

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 147 responses received to this question, over half (64.6%) cited mobility problems as the reason for requiring patient transport. Other responses included: ‘distance’ (12.2%), ‘poor public transport’ (6.8%), ‘cost’ (7.5%), ‘parking’ (2.0%) and ‘other’ (6.8%).

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

Patient number	Month	Positive comments received
6	January	Nothing. Amazing. Thank you.
12	January	Nothing, but keep up the good work, as now I will be travelling more frequently.
81	Unknown	All ok.
99	January	Nothing more, was all excellent.

Patient number	Month	Positive comments received
9	February	All good a great service. I would not know what to do without this service to take me to my appointments.
20	February	Brilliant.
24	February	Overall, the service is working well within its limitations.
32	February	None that I can think of at the moment – I'm just grateful that the service is available to someone like me, in my present vulnerable state of health.
34	February	Nothing really. Overall, a very good service.
40	February	Excellent service.
51	February	Nothing, the service was very good.
52	February	Everything is perfect, excellent, thanks.
62	February	Great service.
71	February	The service was excellent, there was nothing that could be done better.
72	February	No improvement needed.
73	February	Nothing I am quite happy with everything.
98	February	I cannot think of anything you could have done better. Like all aspects of the National Health Service, more funding is desperately needed for more staff and equipment. That, however, is out of your control. I am so thankful for all that you do.
83	March	Everything was fine, a good service.
89	March	I cannot think of how the service could be improved upon. Prompt and reliable with very pleasant and capable staff.
93	March	Absolutely nothing, it was perfect.

Patient number	Month	Positive comments received
104	March	You are all doing an amazing job. Keep it up. Thank you all.
110	March	Nothing, transport and crew were brilliant.

Patient number	Month	Mixed / neutral comments
33	January	Please above 70 years old, they surely need help. Please do not ask a lot of questions to offer transport. GPs sometimes do not help. I personally want to attend but do not put many difficulties during the booking process. Many thanks.
5	February	The 5 hour wait after my appointment was really not on!
14	February	I have had several hospital attendances, so this survey is hard to answer, as there was a time transport didn't arrive and had to call several times. Being ready two hours earlier if appointment is 98:30 and me having no idea if they will arrive or not.
16	February	In L&D H appointment sometimes there is a long wait to be picked up.
18	February	Poor communication between agencies.
21	February	The ward did not book me in for transport, so had to put me in for after hours and they were great.
28	February	Sometimes they pick up very late and we have to wait for a long time.
41	February	The ramp at the back of the ambulance is very difficult to use when I am on foot. When I use my wheelchair, it can be very difficult for staff to push me up the ramp.

Patient number	Month	Mixed / neutral comments
76	February	Pick up time after completion of appointment was longer than expected. Not ideal but accepted that pressures on staff are immense. Very grateful that the service operates as well as it does.
86	March	Overall, the service has been very good. Apart from last night – my first trip to Northampton for dialysis, picking up lots of people and travelling all round, prolonged the journey there and back. I have very bad arthritis and chronic pain in all joints. So, Tuesday the 12 th , especially the return journey, was absolute hell.
92	March	Mum should have been in a stretcher, not a chair.
103	March	I don't feel that it is possible to improve the service, without increasing the amount of personnel and vehicles.
108	March	The ambulances are very noisy and bumpy. When you have back pain etc it becomes a problem. I still am very grateful for the service; without it I wouldn't be able to attend any appointments.
109	March	I can't answer some of your questions because I needed transport from the hospital after my husband's accident. It wasn't a booking for an outpatient appointment.
112	March	The new ambulances are more difficult for me to access.

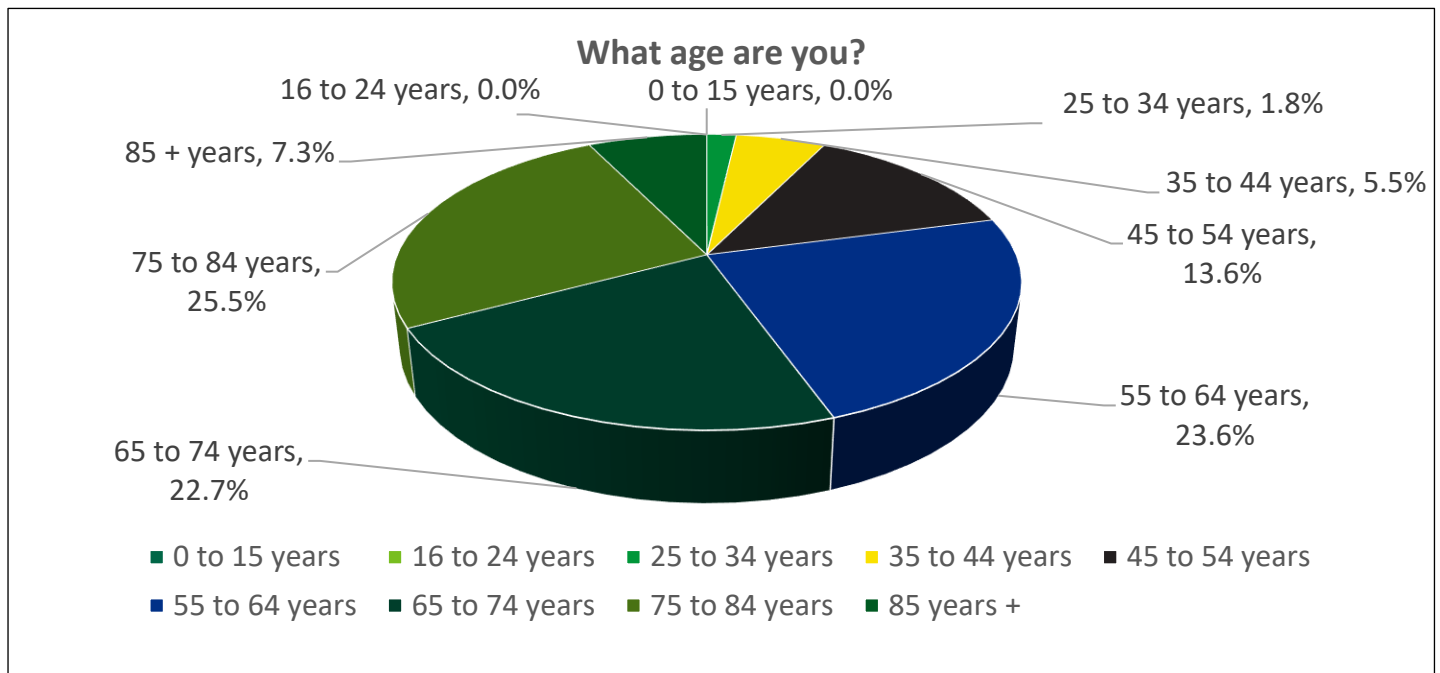
Patient number	Month	Areas for improvement
7	January	Just coordinate better with hospital clinics.

Patient number	Month	Areas for improvement
8	January	The ambulance man took hold of my arm to help me up the steps to my home and I felt he dragged me up the steps which I didn't like. I would have preferred him to have given me his arm to hold so that I could have felt more in control especially as I had my other hand on the handrail.
58	January	Better communication between all departments.
10	February	A text message to indicate time of pick up would have been a help.
13	February	Turned up!
22	February	It would be nice to be informed if transport was going to be late.
25	February	Just listen to the information given and to what the team were telling them. Been more accurate with ETAs. Make the seat more comfortable for a tour of Hertfordshire, for someone with a recent knee operation
26	February	Not turning up to meetings with hospital Renal Units, prevents any discussion on ways to improve service and planning. This needs to be addressed. Also, I had to cancel the pick-up from home to the Renal Unit as the timings advised by ambulance control would have meant being late for dialysis slot.
37	February	More careful with the patient wheelchair.
54	February	Transport service should have contacted me to explain there was a delay in return home. I had to call multiple times to find out why, only to be given different excuses. Also, the hospital department I was attending attempted to contact but could not get a reason as to the delay. I felt left behind and very vulnerable, was scared and had no other way to get home. This was a very traumatic experience.

Patient number	Month	Areas for improvement
57	February	Length of time waiting to get there and then the time to get back home too long.
68	February	Arrive on time. If a patient arrives late, it is them who feel guilty letting the hospital get behind.
78	February	Better communication around me, the patient was kept in the dark.
95	March	If the transport can be on time, as we were advised driver is on route. Then when called, was advised the drivers are having lunch break, so very confusing.
105	March	Hi. Please address the issue of lengthy wait times for the return journey. A 2–3 hour wait is very distressing for my 100 year old aunt and for other patients, from my observations in the clinic waiting room. Many thanks.
106	March	Do a bit of research beforehand, so that you buy new vehicles that are suitable for all patients
107	March	Don't leave us stranded in hospital late at night!

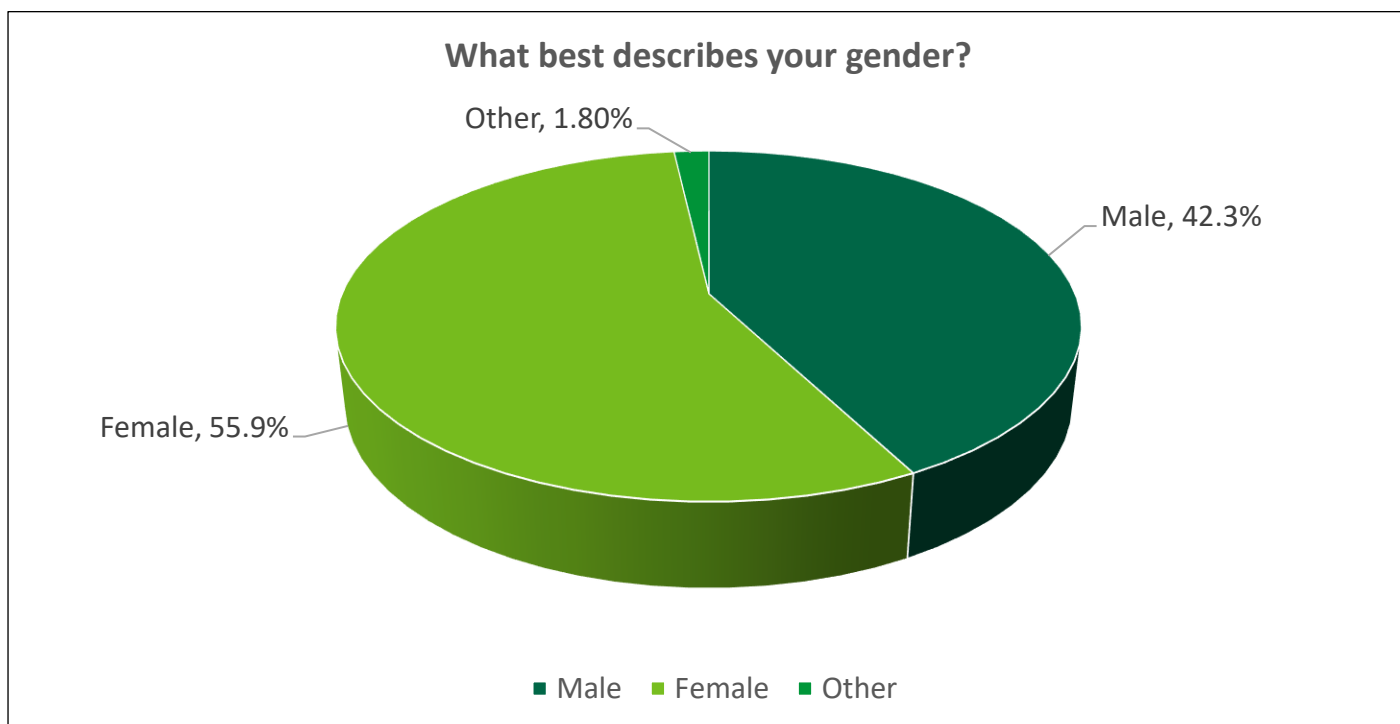
Equality and Diversity Information

What age are you?



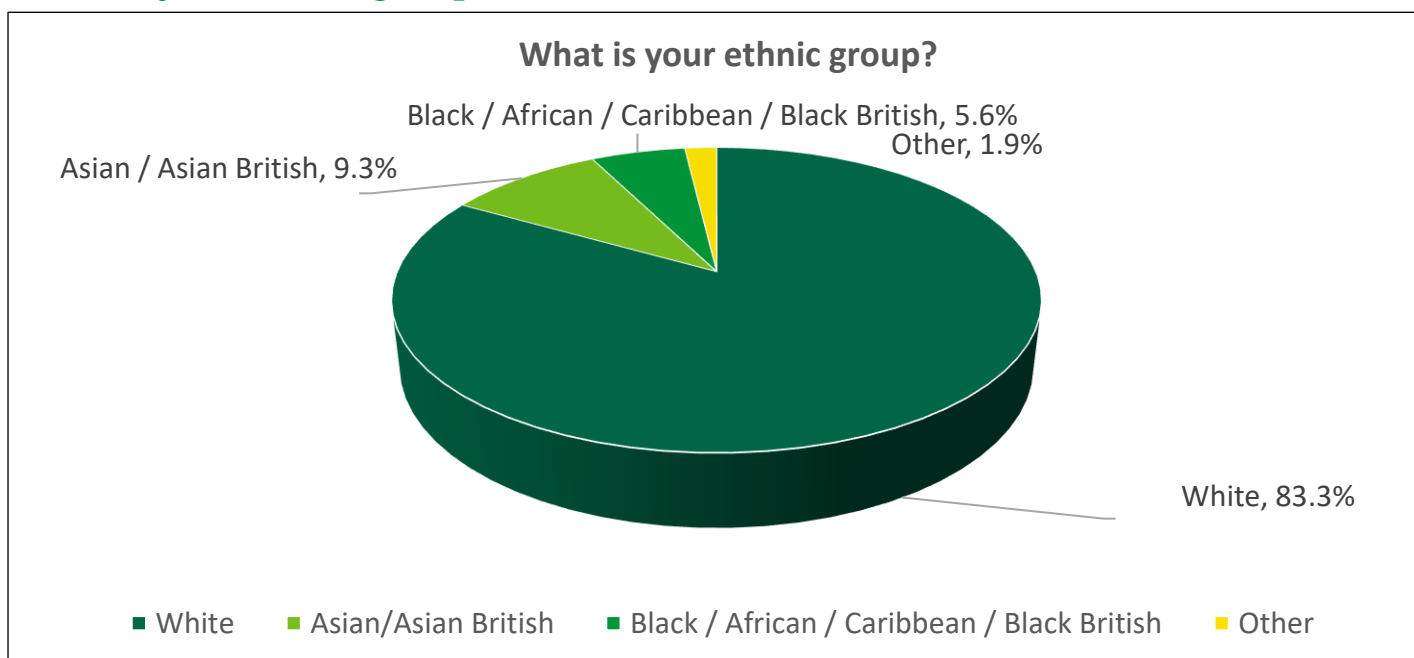
The remaining respondents either did not complete this question or 'preferred not to say.'

What best describes your gender?



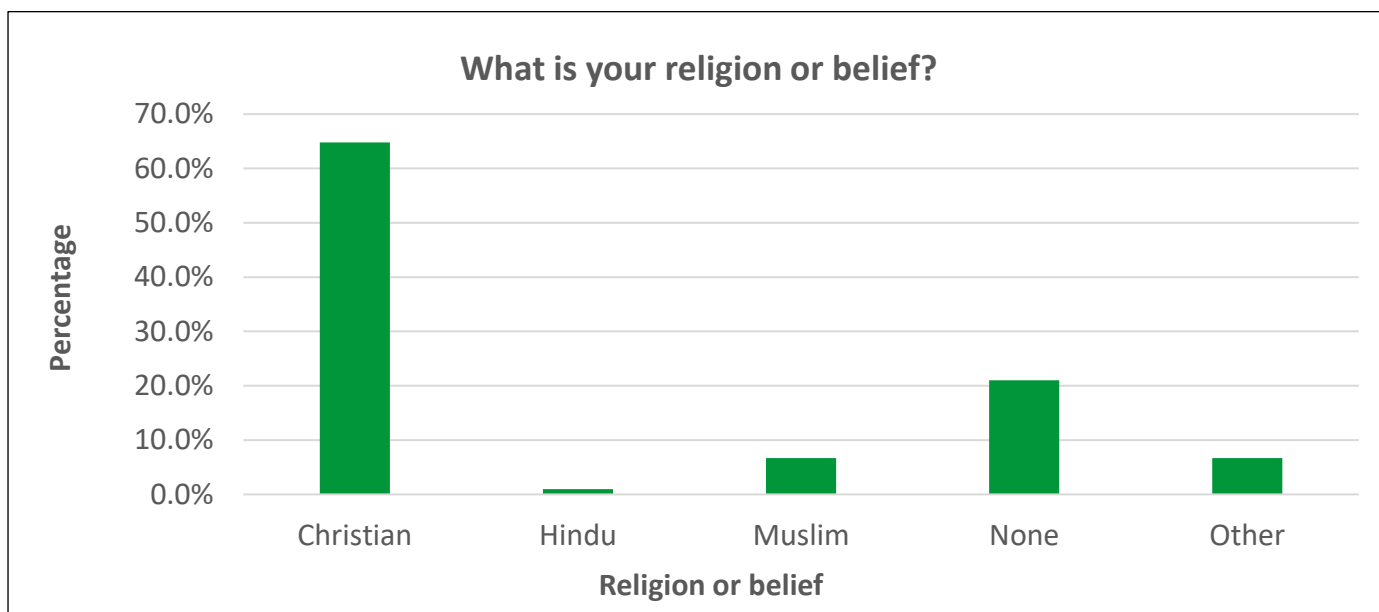
The remaining respondents either did not complete this question or 'preferred not to say.'

What is your ethnic group?



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

What is your religion or belief?



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

Example from the respondent who answered 'other' in response to this question:

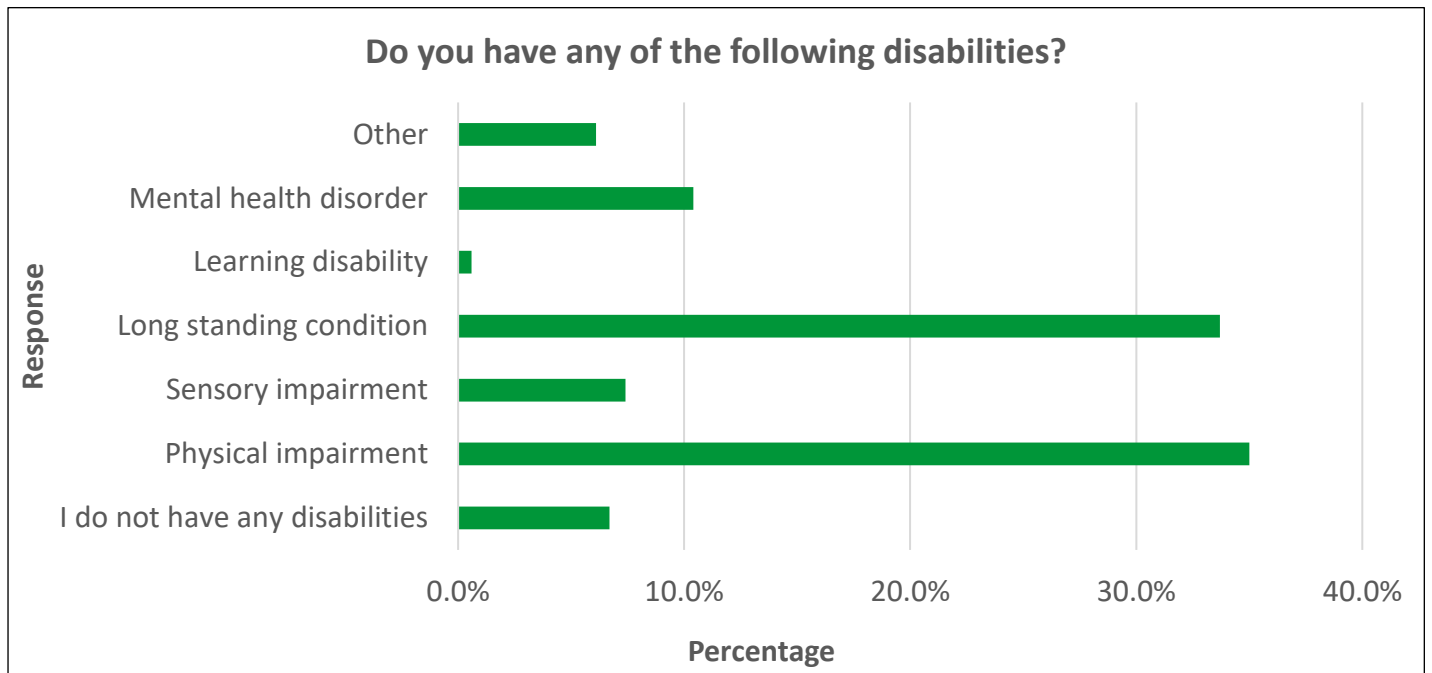
- "Catholic." (Patient 73, February)

What is your sexual orientation?

Of the 104 respondents who answered the above question; 101 (97.1%) advised that they were either of a 'heterosexual/straight' (95.2%) or 'bisexual' (1.9%) sexual orientation and one respondent (1.0%) answered 'other.'

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

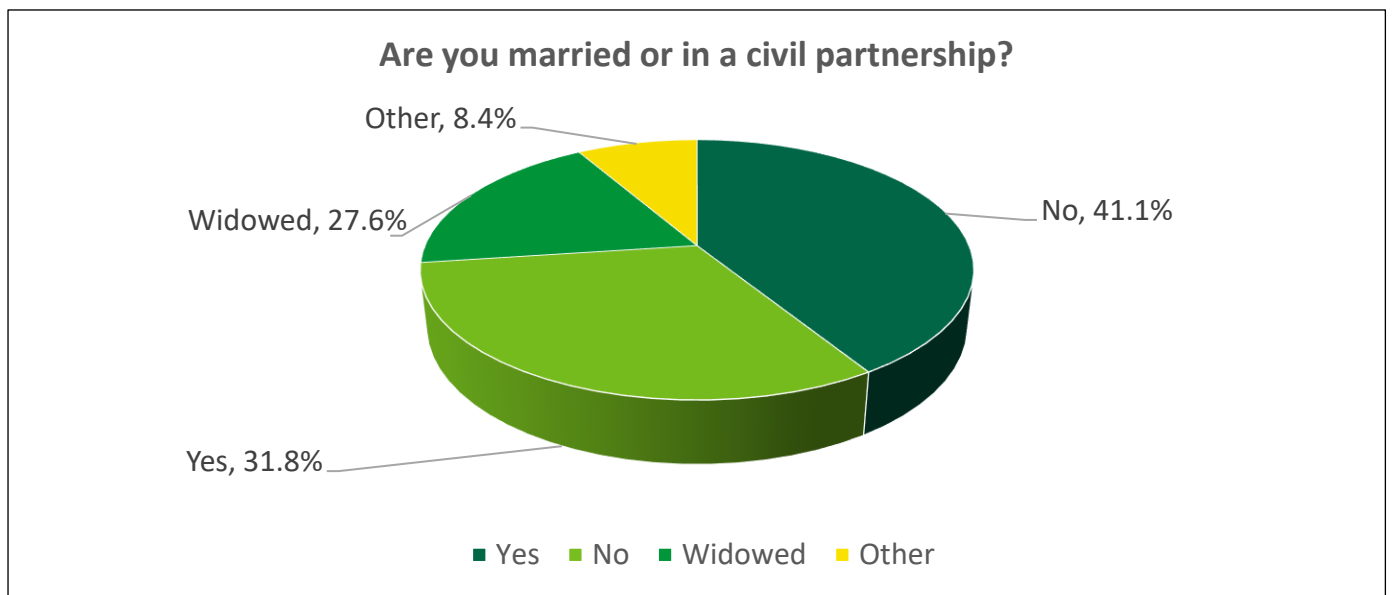
Do you have any of the following disabilities? (All answer types are listed, some multiple answers)



Overall, 57 (35.0%) of the responses received related to a 'physical impairment.' Other disabilities experienced by the patient included: 'long standing condition' (33.7%), 'mental health disorder' (10.4%), 'learning disability' (0.6%) and 'sensory impairment' (7.4%). 10 patients (6.1%) advised 'other' and 11 patients (6.7%) 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?



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

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.

Patient number	Month	Additional compliments received:
33	January	I really thank the service of transport. When I answered their questions, they offered me the transport service. The driver came on time and returned me on time. Many thanks.
58	January	(name), the driver who took me to Churchill on (date) was excellent. As was my journey there and back today (date) with another female driver, whose name I do not remember.
59	January	Thank you. Everyone was very polite and friendly.
64	January	All staff very helpful & professional.
99	January	Thank you to the staff, for your help and care very much appreciated.
2	February	Thank you for the friendly approach from both crews.
9	February	Yes, thank you for all the good work you do for the patients of this service. Drivers and phone staff.
10	February	I would like to thank the call handlers for their professionalism and the transport drivers for their friendliness and help.
14	February	Thank you to those that have transported me.
15	February	The call handler was very efficient and warm – she handled my call with efficiency. The ambulance staff were very friendly & professional – I think they were called (name and name). (Name) drove the truck with skill & consideration for other road users, whilst (name) made sure I was comfortable at all times.
16	February	A part of I mentioned in other questions of this survey, I think that waiting times to return home especially from L&DH should be shortened. But generally, PTS is doing well.

Patient number	Month	Additional compliments received:
21	February	Big thank you to lady in departure lounge and staff in the ambulance.
22	February	I do think that it's a very good service and the drivers have all been helpful.
25	February	Both teams were very friendly and helpful.
27	February	Please keep up the good work and keep doing what you do best, thank you.
31	February	I would like to thank all members of staff for their reliability and friendliness.
34	February	All good.
38	February	Thank you for all your help through my rough time, always jolly and happy.
39	February	Thank you for looking after me, supporting me and always being there.
40	February	Thank you to all the patient transport drivers who have all been so kind, courteous and professional. All have ensured I was okay and safe before leaving me. Without this service I would not be able to attend my important outpatient appointments.
42	February	Thank you for your good help.
43	February	Very good service, thank you.
52	February	Thank you very much for helping me. I can't travel to London, too much money. I need travel assistance, thanks.

Patient number	Month	Additional compliments received:
41	February	I'm grateful for the help offered by all the call handlers each time I phone. You are usually very quick to answer and give me the time I need to answer your questions. I wish to thank all drivers and their mates when there. You are such lovely people and I'd be totally unable to attend the hospital without you. I don't mind a bit if I sometimes have to wait a while for you. I could not have scans or hospital stays without your help. There's only so much that can be done over the phone. You never comment on my weight or my wheelchair and always make me feel safe and welcome. Thank you (name and number) – for text messages firstly please. I don't answer to numbers I don't know. Thanks.
55	February	I am a dialysis patient. I go 3 times a week and every time I go to Lister Hospital. When I'm finished, I have to wait 1 or 2 hours for transport to arrive, and then sometimes I have to wait even longer than they say, as they are on their lunch break. So, if I finish at 10 to 12, I don't get home until at least 1 o'clock in the afternoon. I am a diabetic patient as well and I don't always have money to spend at the hospital to get any food for my diabetes. Waiting for examine of time means that if my sugar level drops, I have no way of getting my sugar levels up because of funds.
57	February	The staff are very helpful, professional and happy to help.
62	February	Excellent staff.
71	February	Please thank everyone for their care, kindness and understanding. To the call handler for speaking clearly and checking everything was in place to ensure that my needs were meet. To the ambulance crew for treating me with respect, with care and concern for my welfare. Their cheerfulness and good humour, combined with professional attention does them credit. I really appreciate the service and feel very fortunate to receive such assistance.

Patient number	Month	Additional compliments received:
74	February	Thank you all for your assistance through my difficulties.
75	February	(Name), the driver, was brilliant. Very patient. I would have lost my temper with all the delays on the ward. Couldn't even get out of the doors as they were locked, and it was hard to find someone to unlock them. (Name) was a marvel.
76	February	Absolutely excellent, professional and friendly staff. A real pleasure to have their support.
78	February	The ambulance staff were helpful and courteous at all times.
94	February	All staff very helpful, thank you.
98	February	This is an amazing service with wonderful people. I do make a point of saying so at regular intervals as well as thanking staff on the spot. I am so grateful. Thank you.
82	March	Thank you all for making a difficult situation bearable.
83	March	Thank you all for your kind work and helping me. Very nice people.
87	March	I would like to thank everyone that has help me over the past 3 years. You have all been so kind and caring, keep up the fantastic work, much love.
88	March	Thank you so much for providing such a vital service and in such a brilliant way. Thank you to all the staff.
89	March	Excellent interaction with all the staff I encountered, from the call handler through to the drivers.
93	March	I would like to compliment both transport office and especially the 2 crew. They were perfect, polite, even fun – made both trips very pleasant, as most trips to hospital are never fun.

Patient number	Month	Additional compliments received:
97	March	Fix things fast and check them every day and if there is anything that could be improved at the time of the journey, even broken seats and banging the ramp and wheelchairs, that are easy to push.
101	March	The paramedics were lovely and kept my spirits up.
102	March	Thank you for collecting us and returning us safely to our homes. All the drivers I have met have been considerate, pleasant and helpful when collecting me. Thank you again for providing such a fantastic service.
103	March	The staff are always friendly, efficient, well informed and they put me at ease. I must compliment them all on their professionalism and cheerful attitudes. Thank you all very much.
105	March	Please pass on huge thanks from my 100-year-old aunt and myself, to the lovely outbound driver on 20th March, for his courtesy call to advise his pick-up time, and to the fabulous identical twin females who took us home again. They were really terrific too. Many thanks, (name).
108	March	Thank you to all the drivers, they are always polite and helpful. Also, when you book transport, they are very helpful and always courteous.
109	March	The staff in the transport department at the hospital were very kind and thoughtful.
110	March	The transport crew were brilliant. I had the same crew both ways. They were absolutely great.