



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire ICB July to September 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 Cambridgeshire ICB area during July to September 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.

Methodology

In addition to the above methods, September 2023 marked the start of the Patient Survey Team implementing a Pilot PTS SMS text messaging survey. It was decided that the Cambridgeshire and Peterborough area would be the first PTS area to be included in the Pilot and an SMS text message was sent to a random sample of patients who had used the Patient Transport Service in this area during September 2023.

The sample is provided by the Trust's Information Management Team and the SMS text message invites the patient to complete the PTS online survey via a link to the Trust's website where the online PTS survey is accessed, this enables the patient the opportunity to provide their feedback of the service they have recently received. This new method of obtaining feedback has so far proved to be very successful and it is planned to continue to send to a sample of patients every fortnight. It is hoped that this new service will eventually be rolled out across other areas of the Patient Transport Service.

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 100 patients who have used transport within the Cambridgeshire ICB area), with these patients posted an invitation to feedback letter.

In addition, with the recent success of the introduction of the SMS text messaging service, an SMS text message invitation and link to the online survey (approximately 500 patients each month who have used the transport within the Cambridgeshire ICB area), have also been sent out across a period of two batches every fortnight.

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 and SMS messages are 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, 88.4% of respondents (84) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during July to September 2023, rated the service received as either 'good' or 'very good.'

93.3% of respondents (84) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (90.3%) with the length of time their journey took, with 86.9% of patients (73) arriving 'on time' (40.5%), 'early' (44.0%) or 'very early' (2.4%) for their medical appointment. 67.1% of respondents (47) had waited between 0 to 60 minutes for their return transport, with 23 respondents (32.9%) advising that the wait was over one hour.

Positively, PTS staff attitude was mostly rated as 'good' (6.4%) or 'excellent' (91.5%), with the majority of respondents (98.9%) 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 areas of dissatisfaction highlighted from the comments received were in relation to communication and uncertainty with transport arrangements, lateness arriving to hospital appointments, and waiting times for return 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.

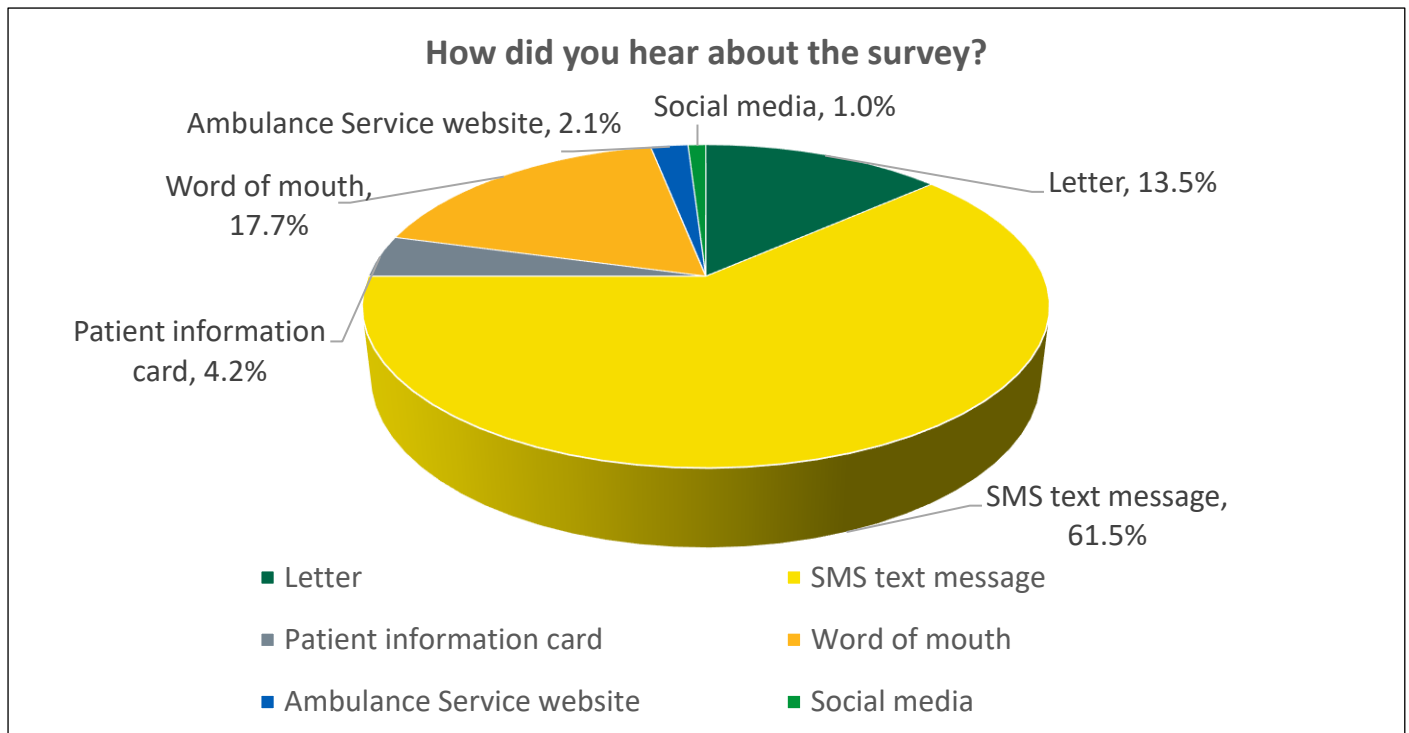
Results

Overall, **96** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 1 2023: July (2), August (8) and September (86).

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, 61.5% of respondents had heard about the survey through the SMS text message service. Other responses included 'invitation to feedback letter' (13.5%), 'patient information card' (4.2%), 'word of mouth' (17.7%), 'Trust website' (2.1%), or 'social media' (1.0%).

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, 84 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. (88.4%) of these respondents rated the service received as either 'good' (10.5%) or 'very good' (77.9%). Eight respondents (8.4%) rated the service as either 'poor' (2.1%) or 'very poor' (6.3%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	July	Crew was very friendly and professional in all aspects.
2	July	Always there when needed.
3	August	Because the crew are fantastic they look after you from home to the hospital and take you to the clinic. They are faultless. I so appreciate the service. But if I have to go to (name) hospital I book it goes through until it has to be allocated by a person (name) for reasons best known to herself will not allocate me transport, I have to get a taxi or else I miss my appointment. But (name) transport always arrives.
24	August	Because I was looked after well, was provided for and staff cared about what I was doing.
47	August	Excellent service staff are all excellent also very helpful.
50	August	On time very helpful as I need assistance, good service from start to finish.
6	September	The driver was kind, compassionate, willing to take the time to let me rest after hospital and overall was polite and a lovely person.
7	September	I was collected on time, and the driver and journey was very good.
8	September	I can't walk. Crew handled this well.
9	September	The staff is always courteous and very helpful and doing the best even so they are under pressure.
11	September	Because it was good.
13	September	The staff were exceptionally professional and extremely friendly.

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
12	September	Staff are very kind, polite and helpful. Journey was good and uneventful. Was at my appointment on time and I didn't mind the wait to be collected.
14	September	Both ambulance workers were extremely helpful and safety conscious on my part.
15	September	The crew was outstanding 10/10 making me feel happy and at ease before my procedure, very happy very professional.
16	September	Professional and friendly. Caring and respectful.
18	September	Both crews were caring, professional, explained thoroughly my situation and reassured me throughout.
19	September	Service is ok sometimes they can't pick you up but that's life I think there brilliant and thankful there for me 100%.
20	September	Friendly and most helpful from door to hospital outpatients and return home.
21	September	On time very helpful and polite.
22	September	Punctual and friendly driver.
23	September	Friendly helpful staff.
26	September	Very good service, and very helpful.
27	September	Both ladies were fantastic from start to finish. An absolute credit to your service thank you.
28	September	The driver's are very polite, chatty and very helpful.
29	September	Both ambulance drivers to and from hospital was very polite.

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
31	September	Staff were great, very helpful and considerate. Waiting times can be a drag but I understand the pressures the service is under.
32	September	Cause they were polite and friendly and he was a good safe driver and I felt safe.
33	September	The ambulance crew were very kind, patient and kept time.
34	September	Always friendly and helpful. Try to get me to my appointment as quickly as possible, and then collect me again. An invaluable service!
39	September	Driver polite and caring.
41	September	Very friendly.
49	September	The driver and her partner were exceedingly helpful, polite and sociable. It was a wonderful trip to and from hospital. They would be a boon to aid anyone's medical crisis. Give them a medal.
51	September	Very friendly, professional and caring service.
52	September	Patient and understanding at all times. Thank you.
54	September	The 2 ambulance people were so friendly and understanding and polite and cheerful. The driver was a female and her colleague was a male. They were really nice. Forgotten their names (name & name) I think they were.
56	September	Very patient and helpful and caring and kind.
57	September	The personnel made sure I was comfortable and the journey was accomplished with ease. So friendly.

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
58	September	The drivers are so friendly good standards of driving, also the help on / off the vehicle is brilliant.
59	September	Easy to book. Clear instructions of what to expect. Kind, thoughtful and professional service from paramedics. Safe return home ensuring you're OK before they leave. Couldn't ask for more.
61	September	The drivers are friendly, caring and very considerate.
63	September	Because the team were excellent and extremely kind.
65	September	Excellent, supportive, friendly, helpful drivers in (name) (to hospital) and (name) (home).
68	September	Crew very helpful and put my needs first. Also very socially friendly. Could not fault them, would recommend them to anyone with transport needs. Thank you for your professional attitude.
69	September	Drivers are excellent make me feel very comfortable as I was anxious. Polite kind and also welcoming.
70	September	Driver was very friendly and professional.
71	September	Pleasant.
77	September	Prompt, helpful, friendly.
78	September	They was both chatty and very friendly.. made me feel comfortable travelling with them as I was the only person on the ambulance that day.. both very nice gentleman.. hope to travel with them on my next appointment.. many thanks.
79	September	Very helpful and patient, kind and caring and always enjoy a chat with them and other.

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Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
80	September	Excellent staff very friendly and helpful a credit to the service.
81	September	Just helpful and friendly and I feel I'm in safe hands.
84	September	The staff were very friendly.
87	September	Arrived on time and very help full getting me to and from my clinic. Prompt return trip too. Thank you.
88	September	Very good and reliable service and very good staff.
90	September	Waited for me, were kind and patient.
91	September	Absolutely wonderful. Last time I had transport I had no money on me & (name) transport driver bought me a drink - Bless her.
93	September	I have always had a good experience and very good service, from all who are involved in the service.

Patient number	Month	Mixed / neutral comments received
25	September	The service was very busy but the staff did their best.
30	September	Because I go to Hospital 2 times per month and I can do it for free.
48	September	Because it went well.
75	September	Even though I said when I booked that I could travel in a car, dispatch phoned me to say that they were struggling to find transport for me and said it would be easier if I could travel in a car.

Please can you tell us why you gave this answer?

Patient number	Month	Mixed / neutral comments received
25	September	The service was very busy but the staff did their best.
30	September	Because I go to Hospital 2 times per month and I can do it for free.
48	September	Because it went well.
75	September	Even though I said when I booked that I could travel in a car, dispatch phoned me to say that they were struggling to find transport for me and said it would be easier if I could travel in a car.
95	September	The crew apologised for being early, it gave me time to have a coffee. Also to grab a wheelchair to get about.

Patient number	Month	Areas for potential improvement
5	September	The service is a shambles, patients waiting hours to go home and when you call control excuses and lies are used to cover up mistakes.
10	August	Late pickup, late appointment then late collection. If I were able to use a taxi I would do so.
35	September	I was not kept waiting to be brought home as have been on previous trips to clinic, 5 hours once not good as there seems to be a problem with the disabled toilet in the clinic waiting room.
36	September	Journeys booked cancelled with little or no notice even after taxi to hospital return journey cancelled.

Please can you tell us why you gave this answer?

Patient number	Month	Areas for potential improvement
42	September	Because I am immunosuppressed, and my record is marked as must travel alone but I was transported in an ambulance with 2 other patients. The driver was excellent, she called me first to check that I was happy to travel this way, but when all the arrangements have been made already it is hard to say no. I supplied masks for the other 2 patients and driver to wear as there were none on the ambulance.
43	September	The service was booked 6 weeks in advance of our appointment at (name). The staff on the ambulance were very good as always but they arrived 30 mins late so my mother was late for the appt.
45	September	Late picking up, so arrived 15 mins past my appointment time.
44	September	Transport turned up in good time to take me to my appointment at (hospital). Ambulance staff were very kind and could not have done more for me both on my journey there and back which was on (date). However I also had hospital transport on (date) which once again was at (hospital) all was fine going to my appointment staff were excellent but coming home was a different matter, ambulance staff were good but I had to wait for over 3 hours sitting in a wheelchair waiting to be picked up several medical staff and the receptionist too had phoned to say I was ready to go, they were told transport was on its way but clearly it was not. In the end I had to be removed from the department because it closes at 5.00pm and taken by a porter to the main hospital where eventually I was picked up. The time before this again at (hospital) I had an appt and again going was fine but being picked up was a problem even the staff in the waiting lounge were going home, no one seemed to know where my transport was.

Please can you tell us why you gave this answer?

Patient number	Month	Areas for potential improvement
53	September	Patient car service is much better than ambulance for comfort and duration of journey. When ambulances pick up several patients the journey can be very inefficient, driving past the hospital to pick up patients then back again. The following answers relate mainly to patient cars rather than ambulances.
62	September	Ambulance arrived to take my father to hospital and wouldn't take him even though everything was booked. Hospital was very angry, they had no excuse just made them up.
64	September	I was dropped off at the hospital an hour and quarter before my appointment, and it took an hour and three quarters after the appt before I was home. I only live 5 minutes drive away.
67	September	The service itself when provided was excellent but the organisation was appalling. The day before they were meant to come and no one came. The day after a wheelchair ambulance was requested and they sent a normal car which was impossible to use. A waste of resources.
92	September	I was waiting for ambulance on day of accident for five & half hours. I was in absolute agony with a broken hip unable to be moved from outside garden. On day of discharge in early morning I was told after spending the day in discharge that I would not be taken home. Bedford would not take to Cambs area.
94	September	The collection from (name) was so varied. Some collections from day room were within an hour of waiting after day room nurse had telephoned this transport service but usually 2 to 5 hours. The service appeared to me to be overstretched but all drivers and assistants at all times were helpful, apologetic and pleasant. In my view, the crews at times were having too many journeys to do. 16

Please can you tell us why you gave this answer?

Patient number	Month	Areas for potential improvement
96	September	I cannot go into an Ambulance to take me to the Hospital I have a phobia, I get panic attacks in an ambulance. I have made this very clear to Patient transport, but on (date) you sent me an ambulance to pick me up. The driver told me that it is clearly marked that I cannot take an ambulance, he did not know why you sent the ambulance. So I did not go into the ambulance instead I had to pay for a taxi to take me to the hospital for my appointment. This was a waste of money and time.

Are you the patient?

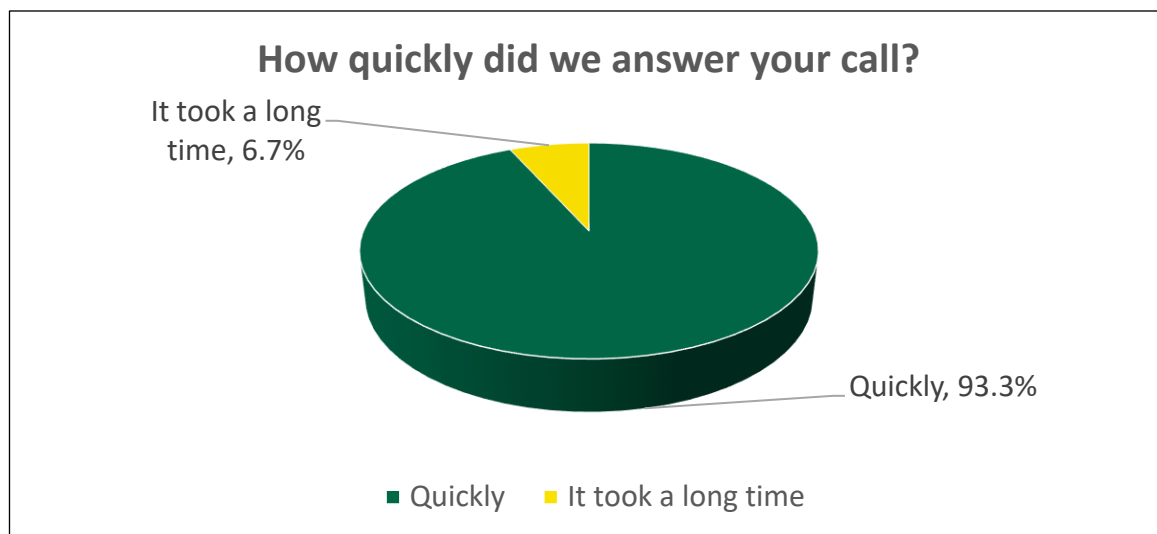
Overall, 85 (89.5%) of the 95 respondents who answered the above question advised that they were the patient. Ten respondents answered that they were not the patient and one respondent did not respond.

The below comments were also received:

- “Wife.” (Patient 16, September)
- “Daughter.” (Patient 50 August, Patient 63, September)

How quickly did we answer your call?

Of the 90 respondents who answered the above question 84 (93.3%) recalled their call to the PTS as being answered ‘quickly.’ However, six respondents felt that it took ‘a long time’ (6.7%). 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 88 respondents who answered the above question (96.6%) advised that they had been clearly informed of the date and time of their transport booking. Three respondents could not recall being informed of the date and time of the booking. The remaining respondents either did not complete this question or were ‘unable to say.’

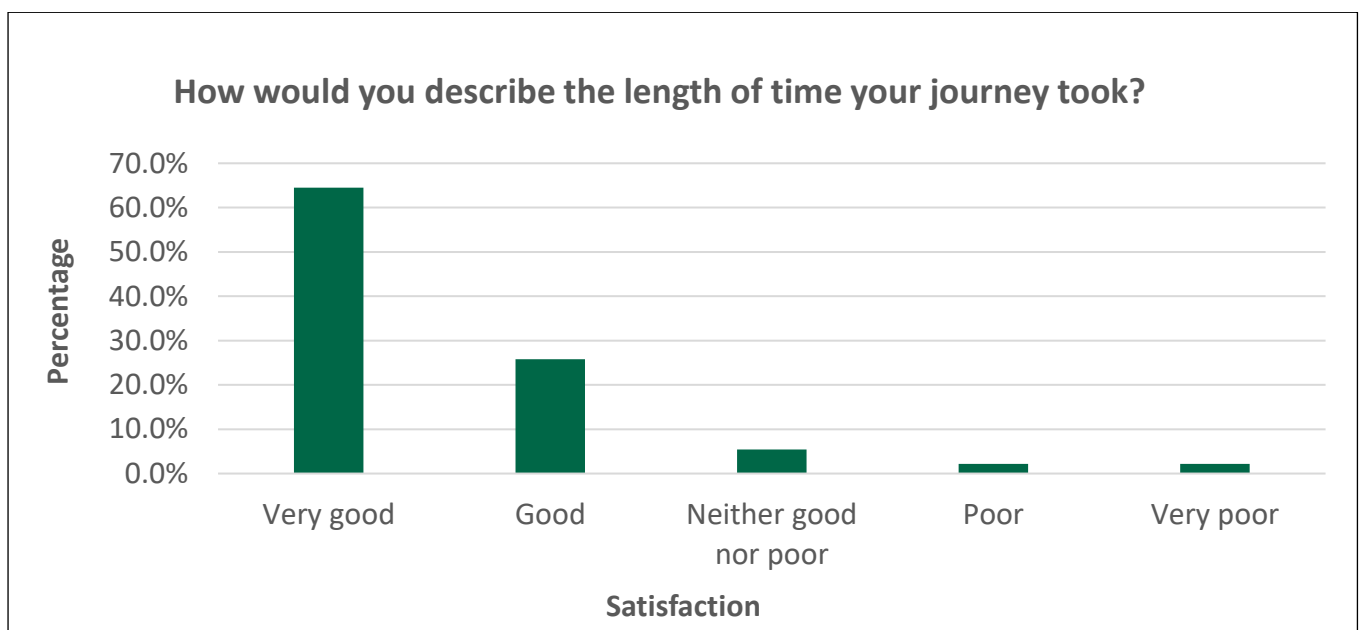
How would you rate the booking system?

Of the 90 respondents who were able to answer the above question (91.1%) rated the booking system as either 'good' (16.7%) or 'very good' (74.4%). Three respondents (3.3%) rated the booking system as 'neither good nor poor' and five respondents (5.6%) rated the system as 'poor.' The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

Of the 94 respondents who answered the above question (92.6%) recalled the PTS staff as having introduced themselves upon their arrival. However, seven respondents did not recall the PTS staff introducing themselves. 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, 84 (90.3%) of the 93 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (25.8%) or 'very good' (64.5%). However, four respondents (4.3%) answered either 'poor' (2.2%) or 'very poor' (2.2%).

The remaining respondents either answered 'neither good nor poor' (5.4%), did not complete this question or were 'unable to say.'

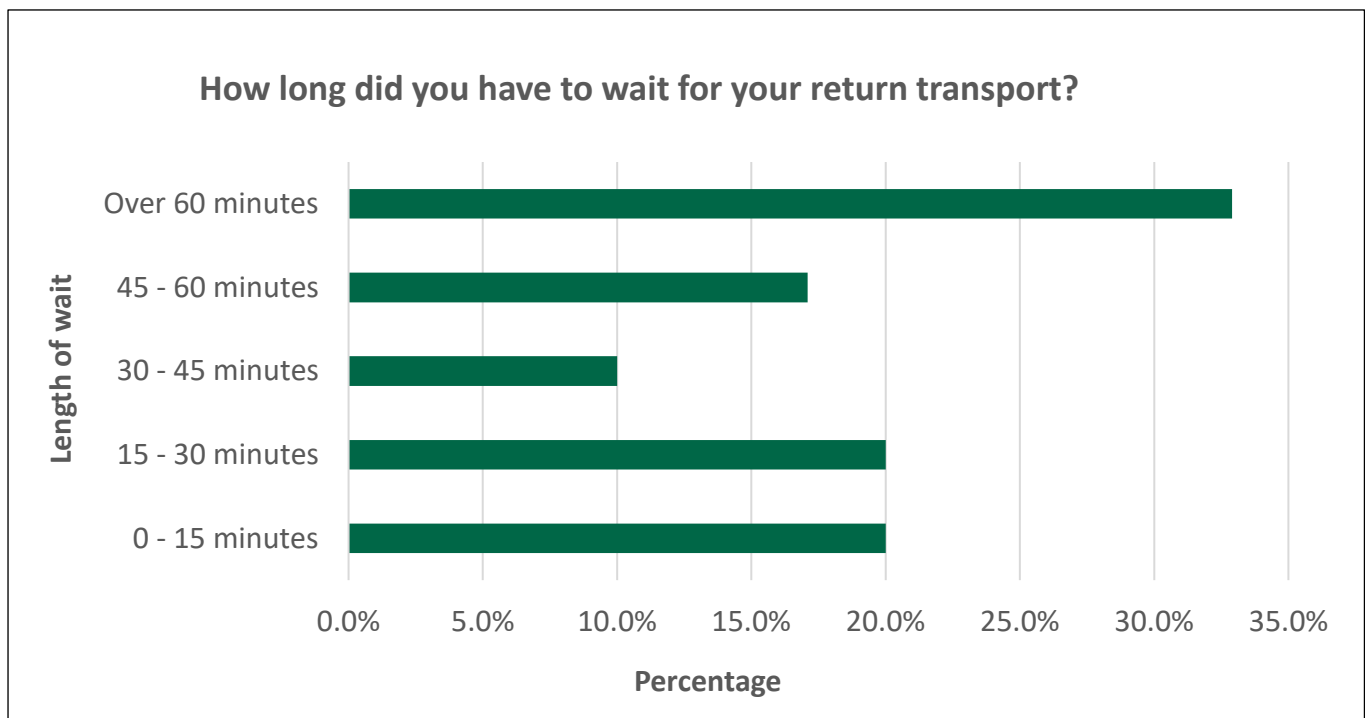
Did you arrive on time for your appointment?

Of the 84 respondents who answered the above question, 73 (86.9%) had arrived either 'on time' (40.5%), 'early' (44.0%) or 'Very early' (2.4%) at the hospital/clinic. 11 respondents answered they arrived either 'late' (9.5%) or 'very late' (3.6%) for their medical appointment. The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

Five respondents advised they had been informed of any transport delay, but four respondents did not recall being contacted. The remaining respondents did not complete this question.

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



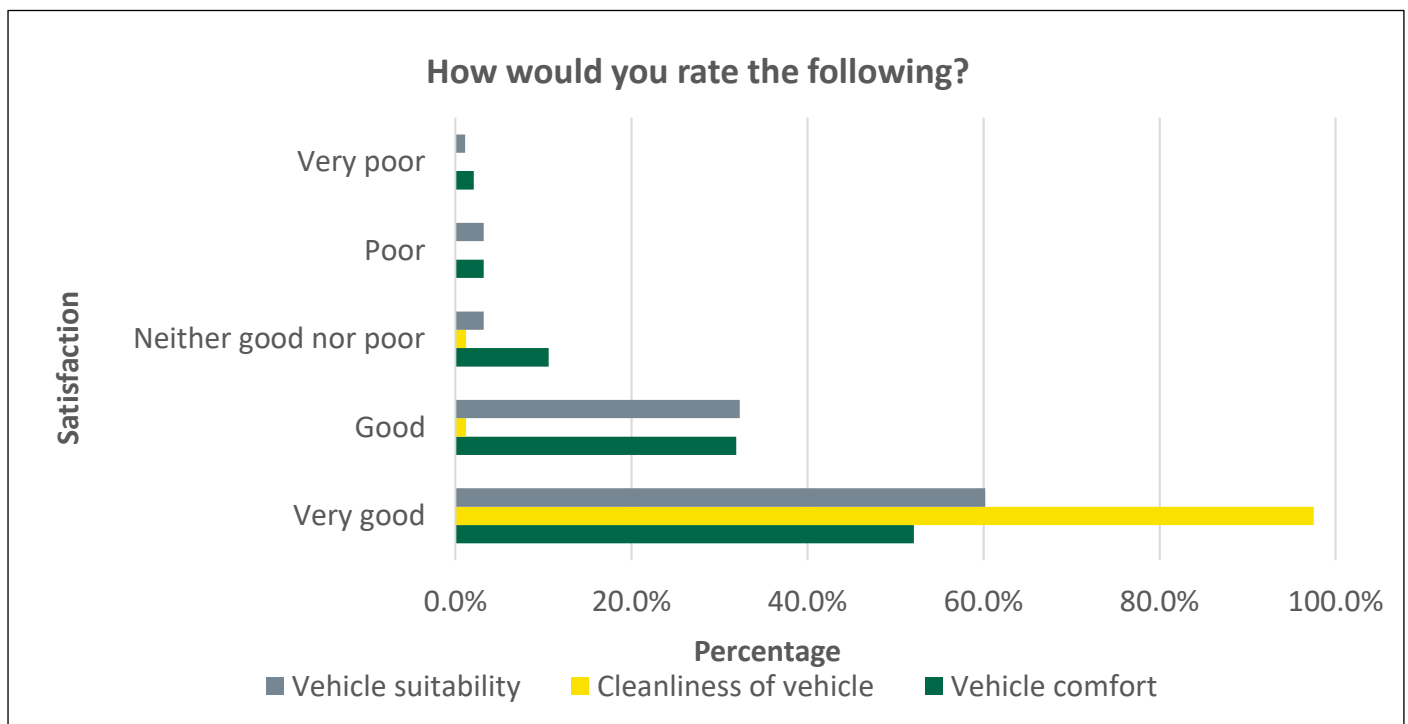
Overall, 67.1% of respondents (47) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (20.0%), 15 to 30 minutes (20.0%), 30 to 45 minutes (10.0%) and 45 to 60 minutes (17.1%). However, 23 patients (32.9%) had waited over 60 minutes following their 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?

Overall, 76 (91.6%) of 83 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (22.9%) or 'very good' (63.9%) or 'neither good nor poor' (4.8%). However, seven respondents rated the communication as either 'poor' (3.6%) or 'very poor' (4.8%). The remaining respondents either did not complete this question or were 'unable to say.'

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' (1.2%) or 'very good' (97.5%).

Respondents were also satisfied with the vehicle suitability, which was rated by most respondents as 'very good' (60.2%) or 'good' (32.3%), however, three respondents (3.2%) rated the suitability as 'neither good nor poor' and four respondents rated the suitability of the vehicle as either 'poor' (3.2%) or 'very poor' (1.1%).

How would you rate the following?

Respondents were least satisfied with the comfort of the vehicle, which was rated by most respondents as 'very good' (52.1%) or 'good' (31.9%), however, ten respondents (10.6%) rated the comfort as 'neither good nor poor' and five respondents rated the comfort of the vehicle as either 'poor' (3.2%) or 'very poor' (2.1%).

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

How would you describe the attitude of the staff?

Overall, 92 (97.9%) of the 94 respondents who answered the above question rated staff attitude as either 'good' (6.4%) or 'excellent' (91.5%). Two respondents (2.1%) described the staff attitude as 'poor.'

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

Did the staff treat you with dignity and respect?

93 (98.9%) of the 94 respondents who answered the above question recalled 'definitely' (97.9%) or 'to some extent' (1.1%) being treated with dignity and respect. However, one respondent (1.1%) did not feel as though they were treated with dignity and respect by the PTS staff they encountered.

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

Did the service staff drive safely?

Of the 92 respondents who answered the above question, 91 (98.9%) responded that they felt the PTS vehicle had been driven safely, however, one respondent (1.1%) felt the PTS vehicle had not been driven safely.

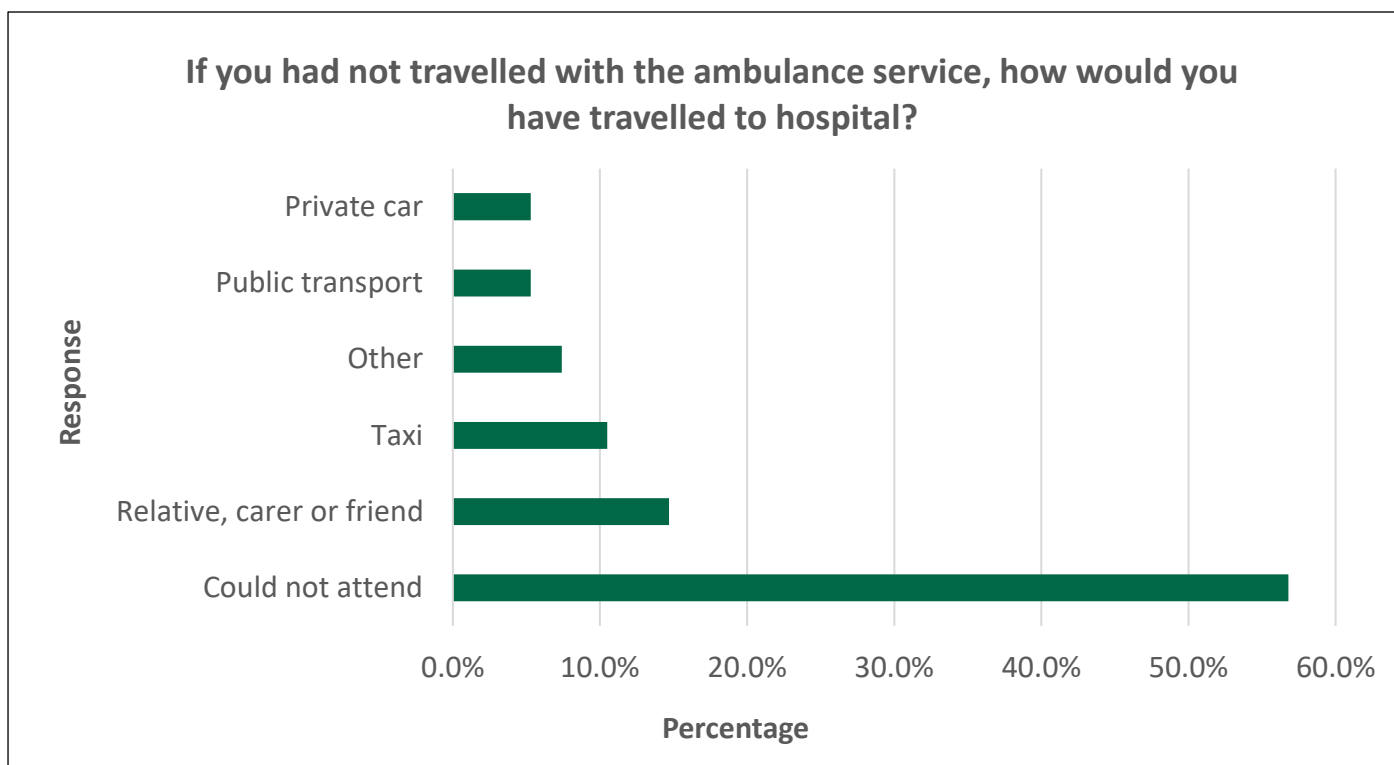
The remaining respondents did not complete this question or were 'unable to say.'

Did the staff offer assistance if required?

92 (98.9%) of the 93 respondents who answered the above question advised that assistance had been offered. However, one respondent (1.1%) advised that assistance ‘was not required.’

The remaining respondents 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. 54 of the 95 (56.8%) responses advised that they **could not** have attended their appointment. Other responses included: ‘private car’ (5.3%), ‘relative, carer or friend’ (14.7%), ‘taxi’ (10.5%), ‘public transport’ (5.3%), or ‘other’ (7.4%).

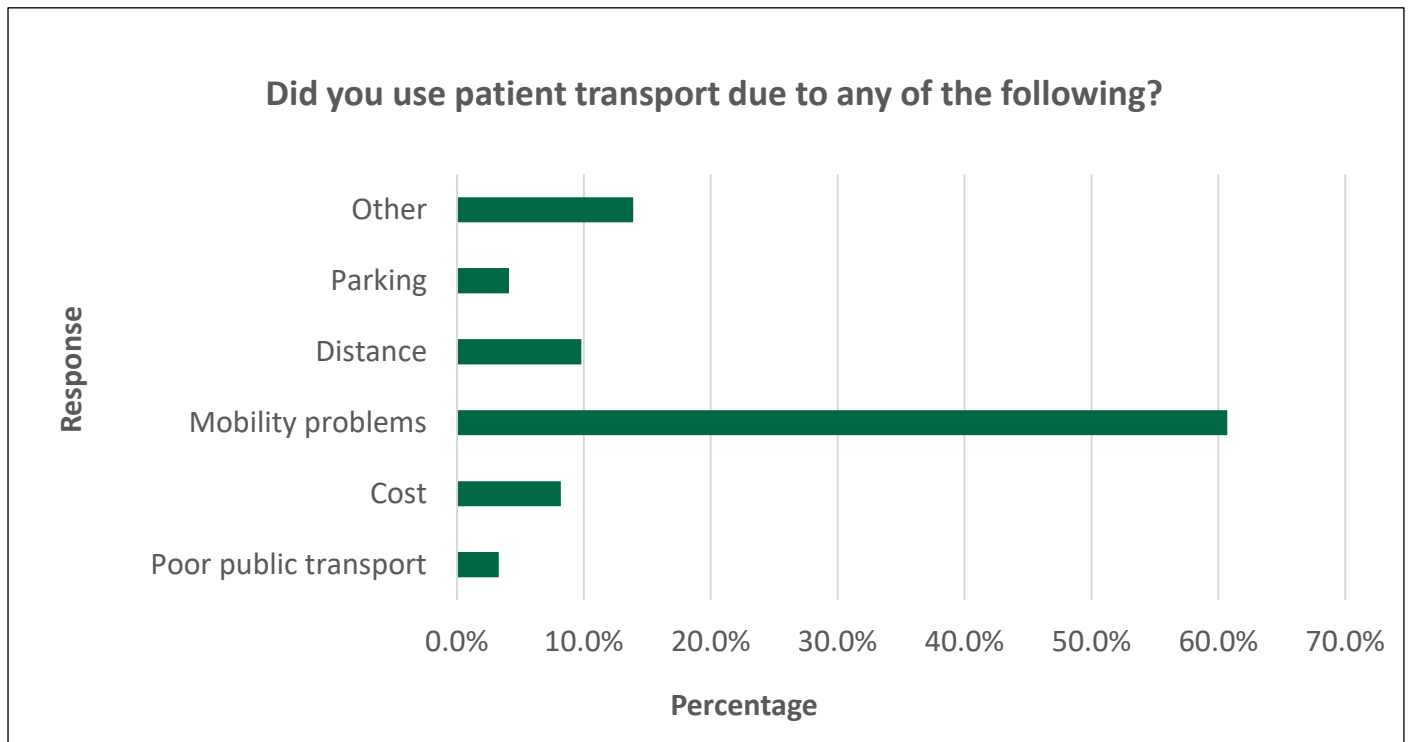
Six respondents answered, ‘unable to say,’ and one respondent did not complete this question.

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

The below comments were provided by the respondents who answered 'other':

- *"This was a transfer from hospital to hospital and was on a heart monitor so only this transport was suitable." (Patient 1, July)*
- *"Could not have gone." (Patient 11, September)*
- *"I would have got a taxi but due to my surgery I wasn't allowed to travel home alone." (Patient 27, September)*
- *"Mixture of taxi, relative or public transport." (Patient 53, September)*
- *"Wheelchair taxi." (Patient 65, September)*
- *"Mobility scooter." (Patient 79, September)*
- *"Unable to use any other transport in too much pain." (Patient 92, September)*

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



Overall, 74 (60.7%) of the 122 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport' (3.3%), 'cost' (8.2%), 'distance' (9.8%), 'parking' (4.1%) and 'other' (13.9%).

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Two patients did not answer the question.

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

The below comments were provided by the respondents who answered 'other':

- *"Hospital transfer." (Patient 1, July)*
- *"Due to nature of illness arranged by NHS." (Patient 18, September)*
- *"Unsure of reaction to chemo treatment." (Patient 22, September)*
- *"Due to not being allowed to travel home alone." (Patient 27, September)*
- *"Family unable to take me and cannot currently use public transport." (Patient 39, September)*
- *"Unable to drive or take public transport due to my condition. Taxi costs £50 each way, social car scheme costs £30 for one visit of 3 hours. I currently attend Addenbrookes 3 times a week for a minimum of 6 hours a time." (Patient 42, September)*
- *"Arranged to take me home by hospital staff." (Patient 48, September)*
- *"I don't have any family, friends or neighbours that could help me." (Patient 49, September)*
- *"Transfer between hospitals." (Patient 51, September)*
- *"For dialysis purpose." (Patient 61, September)*
- *"Home accident." (Patient 83, September)*
- *"Have heart failure." (Patient 90, September)*

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

Patient number	Month	Positive comments received
1	July	In my view the crew was excellent friendly and very professional in the transfer monitored me during the transfer and was a perfect hand over to the hospital I was transferred to the crew deserve to be told what a great job they did.
2	July	No it's great.
7	September	Everything was perfect.
11	September	Nothing.

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

Patient number	Month	Positive comments received
12	September	Nothing could be done better. Every journey has been amazing.
15	September	Absolutely nothing outstanding from start to finish we'll done ✓ keep up the good work ♡
19	September	Nothing I feel grateful that you're there, otherwise I would not be able to attend appointments.
23	September	Arrived on time.
24	August	Everything was catered for.
25	September	Everything was fine.
26	September	Couldn't of done any better, very happy with the service and the staff.
27	September	Nothing, great service.
29	September	I found my journey very good I was very grateful for the ambulance to get me to the hospital and home.
30	September	I'm happy with this service.
31	September	In the present circumstances I don't think you can do any better. You need more funding for resources and staffing.
32	September	At the moment I have nothing to say what you would do better.
34	September	Nothing. The fact that this is a widely used service and they are always able to fit me into their busy schedule, is remarkable! Wonderful staff all round. Thank you so much!
47	August	I don't think hospital transport can do anything better than they are already doing.

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

Patient number	Month	Positive comments received
49	September	If there was anything, I would have told you already. No, your service couldn't have been better.
52	September	All great thank you.
54	September	You did everything perfectly, no problems whatsoever. I had to use the ambulance back to Ramsey because I had just had a big cataract operation.
58	September	I can't find any faults at all, I'm very lucky to have this service thank you.
61	September	I'd be happy if the ambulance drivers are given salary increase because they're really second to none.
63	September	Nothing, the responders were excellent.
65	September	Nothing - impeccable service!
77	September	Nothing, service very good.
80	September	No very satisfied.
83	September	Nothing, fantastic service under terrible circumstances, I've had to use this service many times as I am in poor health, this time I had a dreadful spasm in my back and couldn't move, god knows what I would have done without it 🙏
84	September	I am unable to think of anything else to say to make the service any better.
87	September	I think you all do a fine job considering you are struggling for resources and finance. I am just grateful the service exists or I would be up a gum tree. Thank you.

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

Patient number	Month	Positive comments received
88	September	Everything was fine.
90	September	No improvement necessary.
91	September	Nothing all wonderful & polite!
95	September	Nothing.

Patient number	Month	Neutral / mixed comments received
3	August	Nothing as far as getting to (hospital). Buy I never get past the last person that allocates the transport for me. I have no idea why I have never been rude to anyone, and I wouldn't ever do that , I say to her once that it would have been prudent to tell me the day before so I could have tried to get a taxi I have to give two day's notice to book a taxi but if they had a vehicle they would do it.
13	September	Diabetic patients have silent HA ECG can be normal When the file is handed over to make sure the nursing staff understand so they can prioritize things.
14	September	Can't think of anything.
18	September	Nothing comes to mind.
22	September	Nothing.
35	September	It would make sense if you had a few WAV cars to transport patients in wheelchairs, the saving in fuel costs and freeing up a ambulance and crew would be a benefit. You could contact ORA (GOOGLE) as their WAV short or long term hire rates are very good.

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

Patient number	Month	Neutral / mixed comments received
39	September	It was all okay. I was grateful for the transport as a taxi is £25 one way. Long wait of 3 hours for return journey.
62	September	Did the job your paid for, ridiculous excuses. Hospital very angry.
71	September	Will have to think about it.

Patient number	Month	Areas for potential improvement
5	September	Communication needs to be clear; patients need to have better access as to when transport will arrive, most have smart phones have an app that puts this in the hands of the patient why in 2023 are we spending 30 mins on hold to speak to someone.
36	September	More notice of cancellation of booking would help so can contact hospital to rebook appointment and when return journey cancelled despite text saying on its way but never turned up resulting in ambulance having to bring me home with no message saying not turning up or cancelled despite message saying it was coming. After a two hour wait I spoke to ambulance driver and he brought me home, luckily he was not called out for an emergency.
42	September	Been able to provide a car to get me to hospital to reduce the risk of infection from others.
43	September	Arriving with enough time to get to the appointment. Considering we have to be ready 2 hrs before that should be enough for planning timing. Also not having to wait for 2hrs for the return service.

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

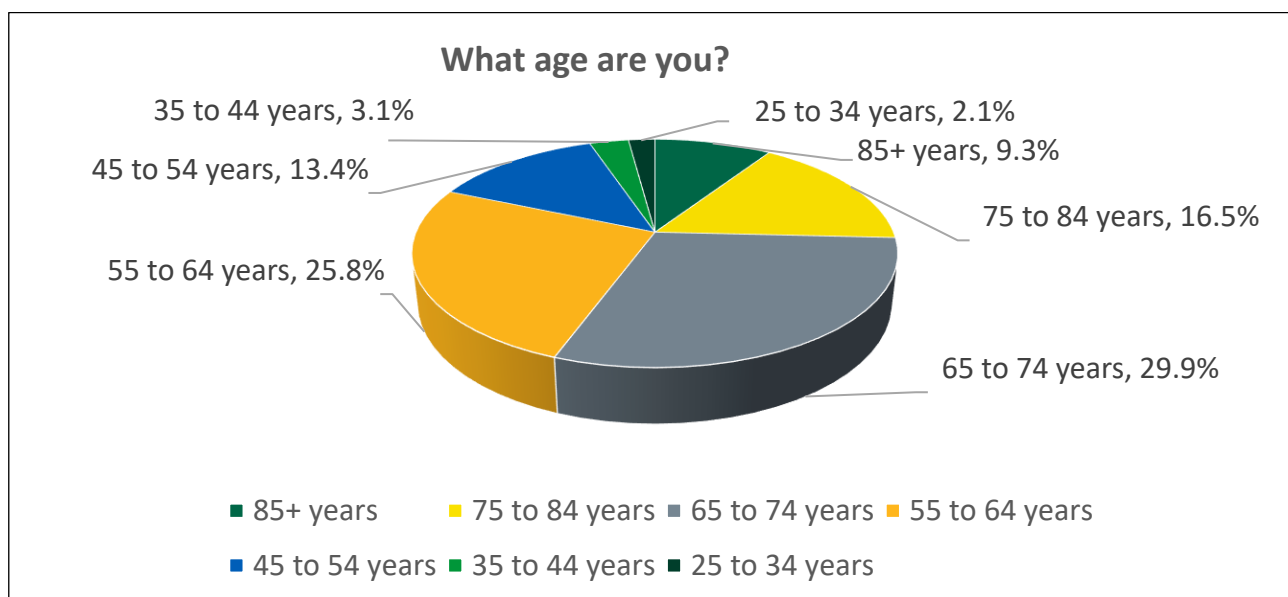
Patient number	Month	Areas for potential improvement
44	September	The only thing that could have been better was the waiting time to go home. It's a fair ride from to the (hospital) when sat in a wheelchair. Perhaps communication between hospital staff and transport could be better.
10	August	Advise driver that it is an offence to drive and drink cup of coffee at the same time. Totally unsafe practice.
20	September	More comfortable ambulance first time I felt every bump in the road. travelled many times by ambulance over the years and never experienced so much discomfort. Thankfully a short journey.
53	September	On occasions I cancel patient transport but the message does not always get passed on to the patient card, ambulances or taxi company. I have never failed to inform patient transport but sometimes the transport arrives for pick up or return journey trips.
64	September	The big problem is the 2 hour window before and after the appointment that we have to be ready for, as we have to arrange carers to hoist and it often results in longer periods in the wheelchair that would usually be done.
67	September	Send the right transport. I needed a wheelchair ambulance and was sent a car impossible to use. Communicate better and if unable to attend communicate this.
68	September	Steps into the new ambulance very difficult.
79	September	Steps are too high and using the ramp it not very good, seats could be a bit wider and the wheelchair is far too small, I don't fit into it.

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

Patient number	Month	Areas for potential improvement
96	September	You should have sent me either a taxi or a normal salon car where I am more comfortable and able to travel.
48	September	I was in 2 ambulances and 1 transport vehicle. They were all uncomfortable rattletraps. I am sorry for the staff.

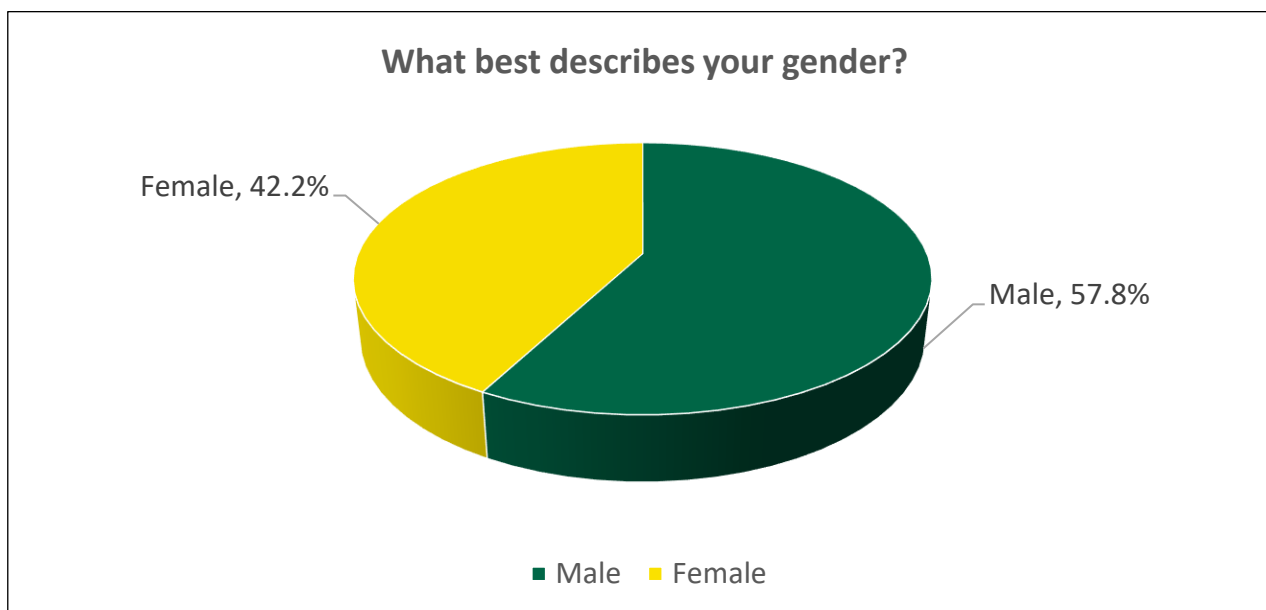
Equality and Diversity Information

What age are you?



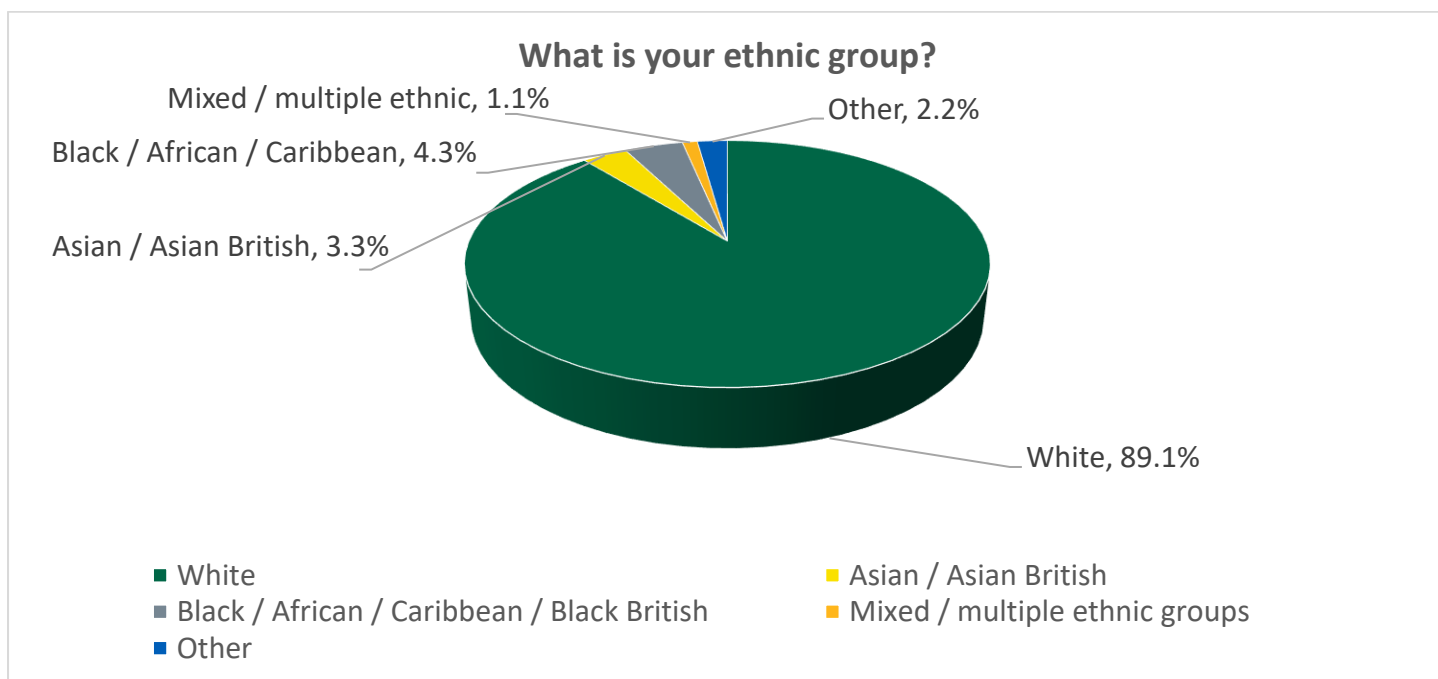
Two patients 'preferred not to say' and four patients did not complete this question.

What best describes your gender?



Two patients 'preferred not to say' and four patients did not complete this question.

What is your ethnic group?



Three patients 'preferred not to say' and four patients did not complete this question.

The below comment was also provided by the respondent who answered 'other':

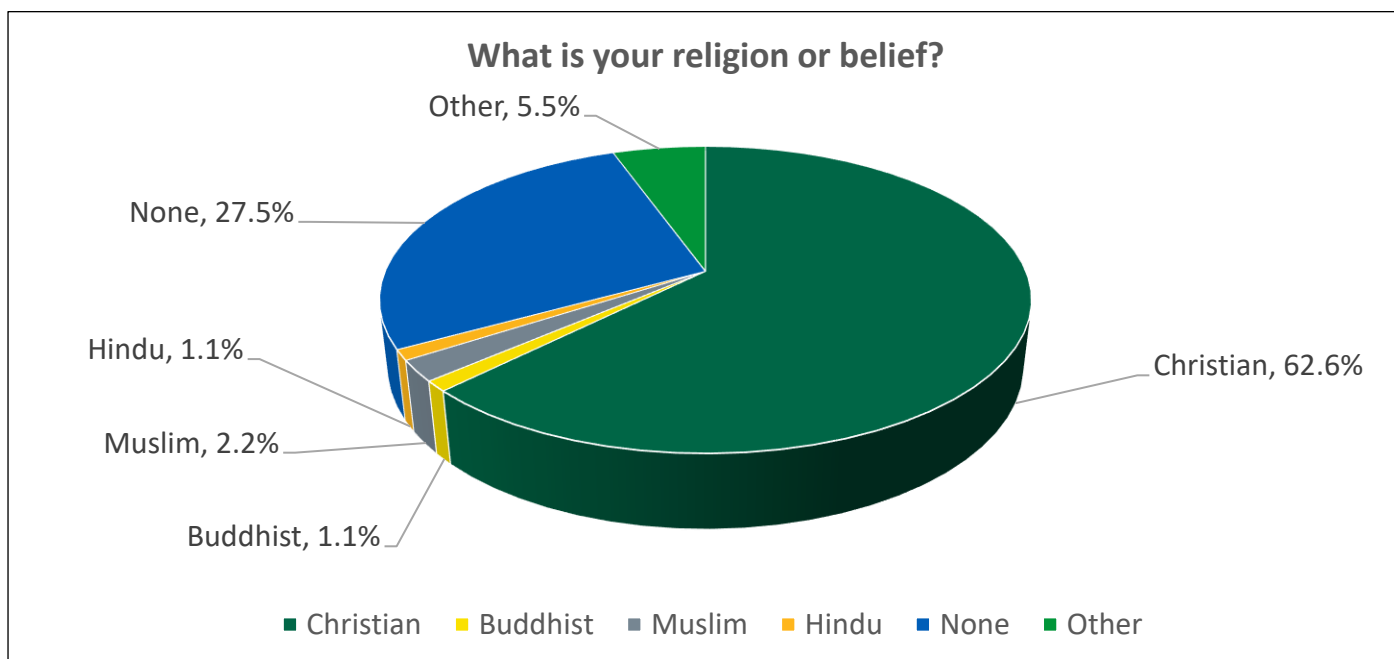
- "Scottish/British." (Patient 19, September³²)

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What is your religion or belief?

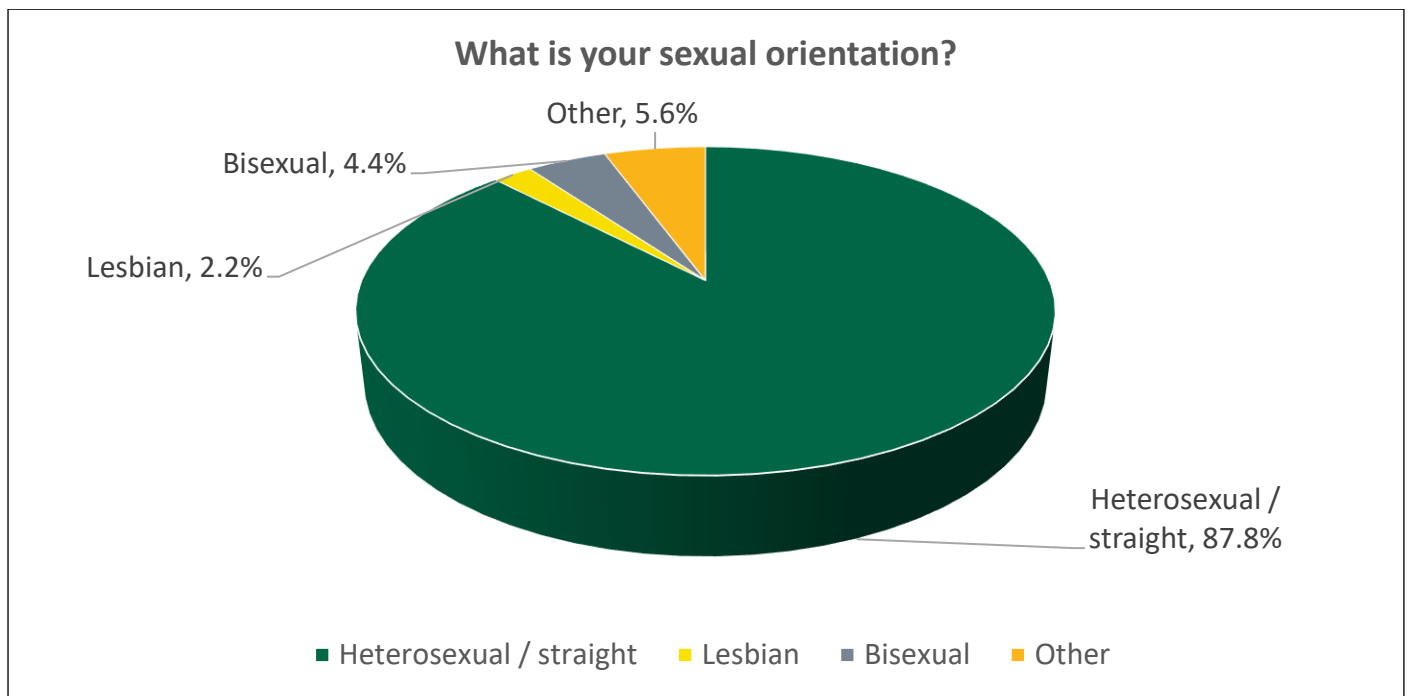


Three patients 'preferred not to say' and three patients did not complete this question.

The below comments were provided by the respondents who answered 'other':

- "Catholic." (Patient 15, September)
- "Agnostic." (Patient 31, September)
- "Pagan." (Patient 75, September)
- "C of E." (Patient 91, September)

What is your sexual orientation?

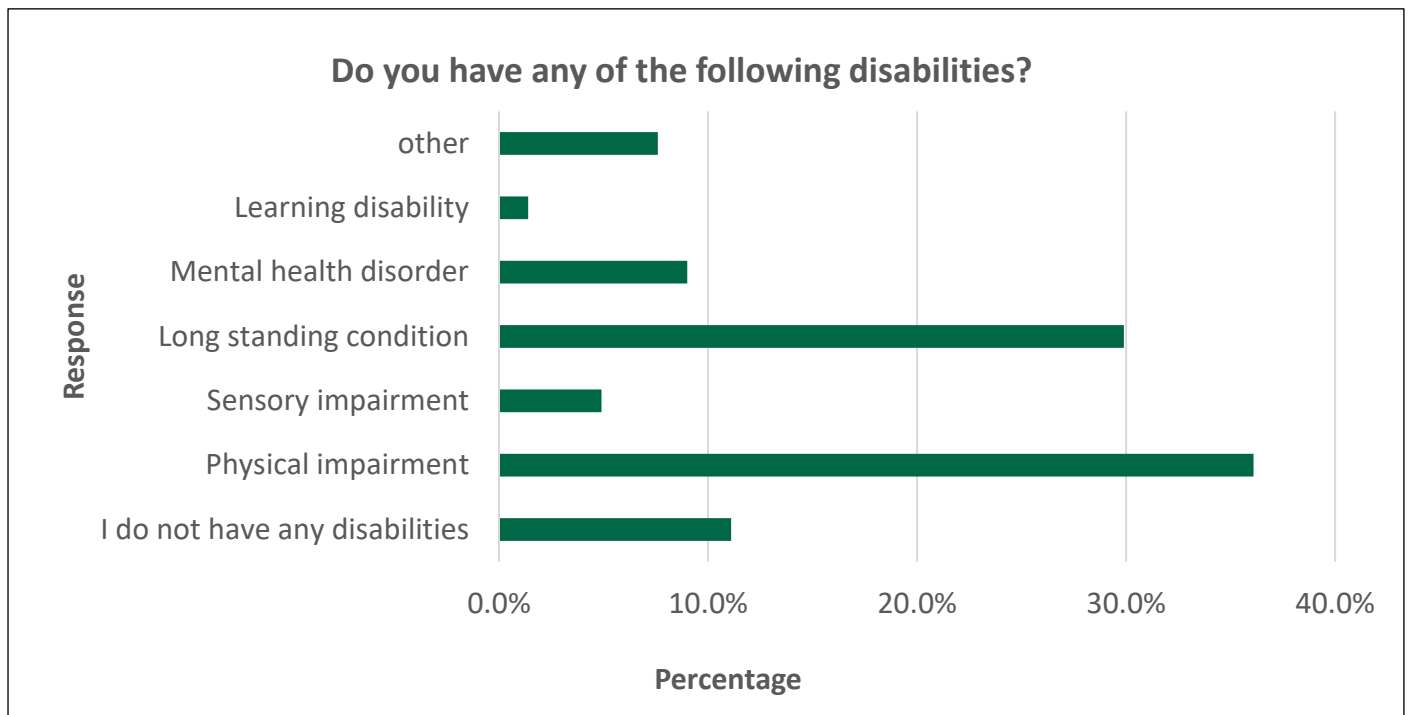


Five patients 'preferred not to say' and three patients did not complete this question.

The below comment was also provided by the respondent who answered 'other':

- "Normal." (Patient 19, September)

Do you have any of the following disabilities?

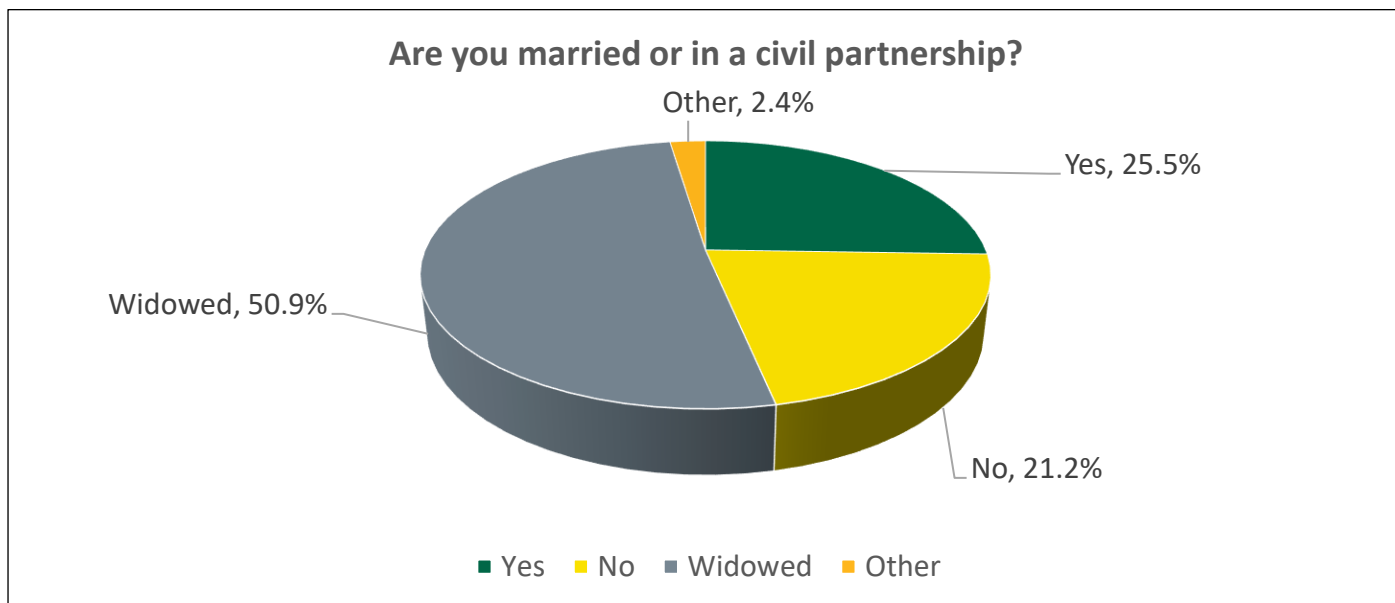


Overall, 52 (36.1%) respondents advised that they had a 'physical impairment.' Other responses included: 'Sensory Impairment' (4.9%), 'long standing condition' (29.9%), 'mental health disorder' (9.0%) and 'learning disability' (1.4%). 11 respondents answered 'other' (7.6%) and 16 respondents (11.1%) advised that they did not have a disability.

The below comments were also provided by the respondents who answered 'other':

- *"Heart attacks, stroke and TIAs my heart is in AF lots wrong with my heart." (Patient 3, August)*
- *"Wheelchair and housebound." (Patient 19, September)*
- *"I am weak having broken my neck in July. (Patient 25, September)*
- *"Severe arthritis, and bad knee." (Patient 26, September)*
- *"Veins and arteries in right side of head have shrunk leading to memory and balance issues. COPD and high BP." (Patient 28, September)*
- *"Neuropathy following chemo." (Patient 39, September)*
- *"Heart attack." (Patient 41, September)*
- *"Poor memory." (Patient 90, September)*

Are you married or in a civil partnership?



The below comments were also provided by the respondents who answered 'other':

- *"Married but complicated." (Patient 19, September)*
- *"Divorced." (Patient 31, September)*
- *"Widower." (Patient 36, September)*
- *"Separated." (Patient 82, September)*

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.

Patient number	Month	Compliments received:
1	July	Excellent service during a very critical time in my ongoing health condition all the crew were professional and friendly and are a credit to the ambulance service Thank you.
3	August	Everyone I have come into contact with have been perfection they all deserve a 10 out of 10 award. I am so grateful to them all. 1exception as previously mentioned.
7	September	Thank you. A very professional experience.
12	September	Every staff member has been fantastic. On three of my four journeys so far I've had the same woman, I believe is called (name), who's been fantastic every time.
13	September	Excellent and very well trained. We still hope in the NHS as long as you guys are around 😊👍👏
14	September	The staff that took me to the hospital on (date) were exemplary so, many thanks to these two. The staff that returned me home on (date) were equally exemplary and my heartfelt thanks to them also.
15	September	I would like to say from the Start of me ringing and making the appointment to the transport team was excellent service, the ambulance crew was so happy and friendly and made me at ease before my procedure, very professional and made me feel not nervous about what was about to happen. They helped me so much thank you so much keep up the great work team xx
16	September	Very helpful and chatty. Made us feel at ease. Couldn't ask for 2 nicer people.
18	September	The staff throughout my illness were exemplary a credit to our NHS.

Patient number	Month	Compliments received:
27	September	Thank you to both of you for bringing me home safely. Very hard working and couldn't fault the service you provided. Thank you again.
31	September	I would like to compliment all staff. Your call handlers are very professional - always courteous and efficient. The same can be said of your drivers and ambulance staff. I have nothing but the highest regard for the way they deliver this essential service.
33	September	Excellent service. Keep up.
34	September	The lady who answered the phone was lovely. She was very friendly and also really efficient. She read back all the details of the journey to me, so I knew it was booked correctly. My driver (name), who I've travelled with before was fantastic as always. So friendly and chatty and took my mind off the journey and my impending appointment. He said he would wait for me, which was so reassuring, as I get really unsettled when I go anywhere. All your drivers are amazing. I especially have to give (name) and (name) a mention, as they've both taken me to appointments where I've had eye surgery, and I've been an absolute nervous wreck. They were so kind and reassuring and I couldn't have coped without them.
35	September	All the crew members I have encountered have been respectful, kind and very helpful. If only the striking doctors were of the same patient caring.
36	September	Driver prompt to pick me up but never turned up to bring me home, waited two hours after waiting for that time got ambulance home. Despite that driver was very good in way I was treated and assisted with transportation.
39	September	Driver was very professional and friendly.

Patient number	Month	Additional compliments received:
43	September	Brilliant staff on the ambulance sadly being let down by the organisers.
44	September	I would like to thank all the Ambulance crew both hospital transport and emergency Ambulance, without you where would we all be. You do an excellent job, which at times in very hard or dangerous conditions. You are worth your weight on gold.
47	August	The staff at hospital transport are very professional and friendly they are easy to talk to on the telephone and they always check the details of the appointment and name details the transport staff are brilliant and friendly doing their job.
48	September	All the staff who cared for me. Were kind and caring. They looked after me very well.
49	September	Thank you to you both for a very kind, thoughtful, and enjoyable journey. If I ever needed someone to take me on a days outing, you would be my first choice. Best wishes and good health for your future success.
53	September	The driving staff for both patient cars, ambulances and taxis are excellent. I believe the problems in the system are due to management and controllers not really understanding the logistics of the journeys and the journey times due to traffic and distance either between jobs or multi pick up / drop offs.
54	September	Excellent service by all concerned, really friendly and kind, both of the ambulance personnel were 1 st class. I was discharged from (name) after a long cataract operation on right eye.
57	September	Staff made me feel valued and were friendly. Thank you.
58	September	Thanks to everyone for taking the time / effort in what you all do. It's a brilliant service you provide a god send. Thanks again.

Patient number	Month	Additional compliments received:
59	September	Thank you to the ambulance staff who were kind and caring and did a very professional good job.
61	September	I'd like to thank all the ambulance staff; keep up the perfect job you're doing. You guys are just perfect.
63	September	Thank you endlessly, for your kindness and humour, and for the care and dignity you clearly have for those trusting you and needing you, you were both wonderful people.
71	September	Good show!
78	September	Thank you all very much.. you all go above and beyond for me.
81	September	Thank you for your help and hopefully get to meet again at another appointment.
87	September	Although she was off sick at my last visit the lady that normally looks after the Transport Desk in the (name) Hospital is an angel. She goes out of her way to help patients in any way she can. Lovely lady.
90	September	Thank you very much to all concerned for making this appointment trouble free. A huge relief and am very grateful.