



Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire ICB October to December 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 October to December 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 are 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, 86.9% of respondents (199) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during October to December 2023, rated the service received as either 'good' or 'very good.'

90.6% of respondents (145) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (92.5%) with the length of time their journey took, with 84.0% of patients (136) arriving 'on time' (48.1%), 'early' (31.5%) or 'very early' (4.3%) for their medical appointment. 75.3% of respondents (116) had waited between 0 to 60 minutes for their return transport, with 38 respondents (24.7%) advising that the wait was over one hour.

Positively, PTS staff attitude was mostly rated as 'good' (11.0%) or 'excellent' (87.4%), with the majority of respondents (99.5%) 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, waiting times for return transport and some negative comments received in relation to the design of the ambulance vehicle.

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.

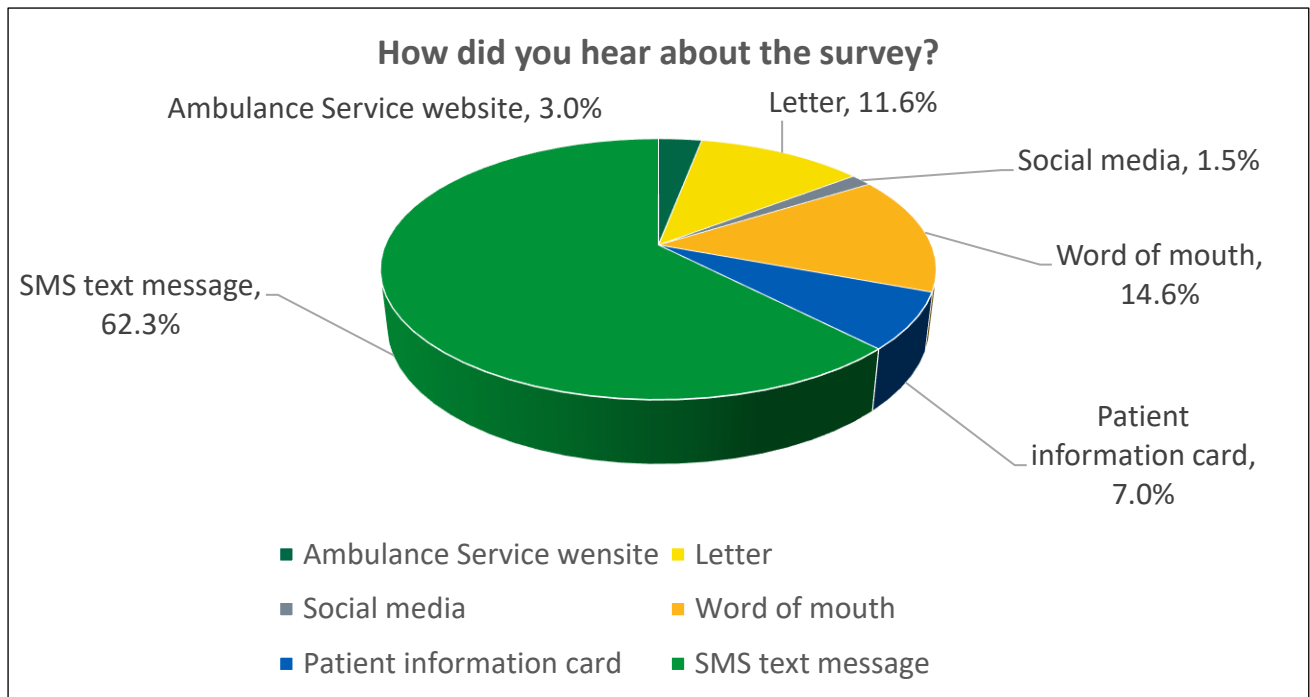
Results

Overall, **199** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 3 2023: October (57), November (91) and December (51).

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, 62.3% of respondents had heard about the survey through the SMS text message service. Other responses included ‘word of mouth’ (14.6%), ‘patient information card’ (7.0%), ‘invitation to feedback letter’ (11.6%), ‘Trust website’ (3.0%), or ‘social media’ (1.5%).

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, 199 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. (86.9%) of these respondents rated the service received as either 'good' (11.6%) or 'very good' (75.4%). 20 respondents (10.0%) rated the service as either 'poor' (5.0%) or 'very poor' (5.0%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	October	The driver was polite and courteous on arrival and assisted me with getting out of the house.
2	October	Ambulance care assistant was very friendly and helpful.
3	October	Team were very helpful and prompt.
4	October	Arrival and return on time, very polite driver.
7	October	Transport is always reliable and within time frame. Couriers all patient oriented and friendly.
11	October	Friendly staff and helpful.
12	October	They were prompt, and I got to my appointment in good time.
16	October	Great service. Both the guys were really nice.
17	October	Excellent service and friendly staff.
20	October	My mother-in-law said how seamless the journeys were.
22	October	Crew were excellent very friendly and helpful.
23	October	Really friendly crew, chatty throughout the journey. Totally appreciate the service.
24	October	The Ambulance men are very friendly and took me right to the door as it was pouring with rain. A happy team puts one at ease
26	October	The exceptional driver very helpful.
29	October	Kind friendly drivers.

Patient number	Month	Positive comments received
30	October	The staff on my return journey were extremely helpful 😊..as I was struggling and both the driver and the other half of team kept watching out for me and talking to me to ensure that I was ok, with the possibility of taking me back to hospital if I was not ok. Even as they pulled up at my property, they wheelchaired me to my front door n came in n made sure I was OK to be left alone. If I had an award to give these 2 amazing people. I would gladly give it to them. I could not have asked for a better crew to be honest.
31	October	Easy to book. Friendly, polite and considerate drivers. Kept well informed.
32	October	The driver was punctual, helpful, pleasant and could have a conversation with her. Altogether a very pleasant journey.
33	October	The ambulance man was very patient, polite and helpful.
34	October	I found all the ambulance personnel to be very helpful, and always chatting to make your journey a very memorable experience.
37	October	Ambulance people were caring and made dad feel safe. 1st class.
38	October	It was a pleasure thank you.
40	October	Help for my mum back to home ❤️ Thanks.
41	October	The whole experience was very positive. The two ladies were very friendly, and the ambulance ride was very smooth. I would have found it very difficult to get to Papworth without the help of patient transport.
42	October	Reliable friendly and on time excellent service.

Patient number	Month	Positive comments received
43	October	Very kind and friendly driver made me feel safe and relaxed travelling home after a long stay in hospital, many thanks.
45	October	Reliable friendly drivers.
46	October	The ambulance staff are friendly, helpful and usually very kind. They go out of their way to assist you if you have a problem.
47	October	Collected on time, taken to my department in wheelchair, well looked after.
48	October	My driver arrived at ROH Birmingham at the appointed time on 5th November and assisted me with wheelchair and baggage into vehicle and ensured I was comfortable for the journey back to Cambridge, even providing me with a choice of music on the way. On arrival at my residence, he made sure I was safely able to have easy access to everything I might need at home. I thanked him for his most helpful and considerate service and offered a small donation for some refreshment when he was off duty, but despite my appreciation and best endeavors he nobly refused to accept.
49	October	Very prompt and helpful.
50	October	All the staff are very conscientious, friendly, and kind.
51	October	The driver was very helpful, as I have difficulty walking. Very cheerful and polite he obtained me a wheelchair both in and out from hospital to ambulance.
52	October	Everyone has always been very helpful and caring when I have used this service.
53	October	The crew were very helpful and supportive.
55	October	Father was treated with respect. Came on time. Efficient.

Patient number	Month	Positive comments received
54	October	Driver was very kind and driving very safely and got me to the hospital in time for my appointment.
56	October	I got collected by car, very clean & tidy. The driver is very polite & clean. On my homeward journey, the crew met me & put me in a wheelchair as I was not feeling well. By the time we got to the transport, they began to be very concerned. I reassured them that I was ok & it was due to tiredness & the weather. The driver kept checking with his buddy if all ok back there. When we finally got home, they put me in a wheelchair inside my bungalow, ensuring I was ok to be left alone. Very polite, helpful, courteous crew. They need recommending for medals!
57	October	An ambulance transported me from Kings Lynn Queen Elizabeth hospital directly to my home in Friday Bridge. Very fast, efficient, and punctual.
59	November	Good staff and very helpful.
62	November	Absolutely brilliant crews. So kind and compassionate.
63	November	Always polite and on time.
64	November	Friendly and helpful staff, smooth journey after a pelvic fracture and good transition into my house.
66	November	Booking was so easy talking to a very pleasant person. I requested a saloon car as I am disabled and cannot get in a SUV type vehicle. The driver was so helpful from start to finish. Thank you.
67	November	Both the drivers were very friendly kind helpful and polite.
68	November	Pleasant, polite, helpful.
70	November	Always on time and very pleasant.

Patient number	Month	Positive comments received
72	November	I find everyone friendly helpful, and the drivers chat which is nice when you don't see many people.
73	November	Helpful and friendly driver and assistant.
74	November	They were very helpful and respectful.
76	November	The driver and crew are very professional and very helpful down to the last need of the patients travelling with them.
77	November	I arrived in good time for my appointment and the staff were brilliant.
78	November	Excellent service.
83	November	Staff were polite and was kept informed of pick-up time.
84	November	Always get me to hospital on time Only late once in 2 years.
87	November	Very kind and considerate.
88	November	The ambulance people were considerate and caring.
89	November	Came on time a good journey to Addenbrookes and back very pleasant person.
91	November	The service that is professional and a very very good service the staff are always very friendly I don't know what I would do without this service thank you to all of the staff.
92	November	Fairly consistent with pick up times and reliable!
93	November	Because the drivers are very good.
94	November	Because the driver was on time and their behavior and services are excellent.
99	November	The ambulance crew was friendly and helpful.

Patient number	Month	Positive comments received
95	November	The staff did everything to make sure I was safe and comfy for the journey. They chatted to me. Could not have wanted better treatment.
101	November	They were polite and courteous.
102	November	All the team have looked after my families' daily requests for bookings for my Dad getting to Addenbrookes hospital. They went out of their way to help.
104	November	They were very helpful and accommodating.
105	November	Good service and very nice staff.
106	November	Ambulance crew were very kind & efficient.
108	November	Ambulance people were very caring and helpful nothing was too much trouble.
111	November	Excellent service. Drivers have all been polite and friendly and have driven professionally - that is to say smooth and comfortable rides. Also, very timely in getting me to my appointments. It has taken all the stress out of my clinic visits to have this service during my transplant recovery.
114	November	Excellent service and staff.
115	November	The journey was pleasant and comfortable. The crew was efficient and very pleasant. Could not fault anything.
117	November	Paramedics who attended to me were very professional, polite and understanding. They kept me informed as to what was going on at all times with no complications. They were very thoughtful of my needs and the drive to my local hospital at Hinchinbrook was smooth and uneventful. I was looked after at all times.

Patient number	Month	Positive comments received
112	November	The crew were excellent and very polite.
119	November	Picked up at the door and pushed my wheelchair all through the hospital to the department I was due. Then came to find me to return to ambulance for return trip. Driver and assistant were both very friendly and helpful.
120	November	Great conversation throughout Felt safe and confident throughout the journey.
121	November	The transport arrived on time and I was treated with respect and given the aid I needed. The transport was there to bring me home and ensured I got into my house safely.
123	November	I use the service a lot as seriously ill and always fantastic service and so compassionate.
128	November	Excellent service.
129	November	Very friendly driver and overall, I'm satisfied with the experience.
130	November	The crew were very helpful and respectful with my disability.
131	November	Driver was very polite and helpful.
135	November	The paramedics who brought me home were helpful, compassionate, and encouraging. Thank you.
137	November	Comfort and well looked after.
139	November	Arrived to collect me within the time slot. Driver(s) were very sociable.
144	November	First class service.
146	November	Easy to arrange with pleasant people.

Patient number	Month	Positive comments received
140	November	The crew were not only professional but were kind and considerate. I have always been treated well and cannot think of anything else but good for them. I have also informed a couple of disabled people who were not aware of your service who have had trouble attending appointments.
141	November	Excellent service. I have had to use it several times this last year. The paramedics are really helpful. I would like to say a big thank you to everyone, especially Name and Name. Thank you to everyone connected to the service.
149	December	Was well looked after and drivers kept in touch to find out when ready to leave.
150	December	Better than expectations.
151	December	Team very good.
152	December	Always helpful and courteous.
153	December	The staff were really kind and delivered me home safely!
154	December	They are very helpful and polite, and they always make sure I get into my house safely before they leave.
155	December	Driver was very polite and helpful.
156	December	Efficient and friendly.
157	December	My driver was excellent very friendly helped me into car made sure I was secure same on return journey.
158	December	I found the service to be very good because the driver was very polite and prompt and on time and gave satisfactory comfort. During the driving to my appointment and back again.
159	December	Excellent attention by staff.

Patient number	Month	Positive comments received
160	December	The Ambulance Car Driver, was excellent. A first-rate driver as well as being courteous, friendly and professional at all times.
163	December	Arrived earlier than expected. Extremely pleasant and helpful staff. I felt very well looked after.
167	December	The transport has always been very satisfying and a pleasant journey.
170	December	On time, polite, knowledgeable, pleasant. Took me in and delivered me to the waiting area near to the WC as requested by me. Collected me promptly, delivered me safely and assisted my wife with the wheelchair.
172	December	Lovely drivers. Pleasant friendly. Kept informed if issue with late departure. Felt relaxed as both my drivers were excellent at their work, thank you.
173	December	The driver and paramedic collected me on time was considerate and polite made sure I got safely to my apt and collected me and brought me home.
175	December	Staff friendly looked after my dignity and explained as to why I needed to go to hospital.
176	December	Prompt, polite.
178	December	Got me home quickly, nice chat too!
179	December	Staff were very courteous and timely.
180	December	Thank you.

Patient number	Month	Positive comments received
181	December	Your ambulance staff were very kind, friendly and helpful. The hospital arranged my transport after I had an emergency operation following my visit to my daughter's house. The staff couldn't have been more caring.
182	December	I was helped in every way, and could not have ask for a better team, and arrived at my appointment on time, thank you!
186	December	Superb, thank you.
188	December	Excellent service. Polite drivers. Got me to my appointment on time. Without this service I wouldn't be able to attend my appointments - having mobility issues it's invaluable. Excellent team of driver.
189	December	Prompt service friendly staff.
190	December	Very good service from the ambulance men they were very professional and very helpful.
192	December	I have a lot of experience with ambulance services. Yours is pretty good.
196	December	Friendly service very helpful.
197	December	Very kind people.
199	December	Because I appreciate all you do and the help that you give and the care that is shown by all staff involved.

Patient number	Month	Mixed / neutral comments received
8	October	We have used patient transport often since my husband's diagnosis, felt had to prove his eligibility every time we booked a journey surely records are kept.
25	October	Because I have never used your service or asked to.
14	October	Overall good service. Had 2 occasions where I had to get hospital to sort some home transport out as I was still waiting for my taxi at 7pm, after my appointment finished at 2pm. Having chemo, I felt pretty poorly and thought this was an unacceptable time to sit waiting for a lift home.
15	October	The journey to the hospital was good. The ambulance crew were friendly, patient & courteous. The downside was a 3 hour wait to come back home. This is not an acceptable time for a wheelchair user to have to wait around in a hospital. You dare not have a drink as help is needed with toileting & what else can you do on a cold day?
36	October	The driver was late to collect us and went all around the houses (no other passengers) to Addenbrookes. Return journey we waited 4 hours to be collected from X Ray. Appointment ended at 9am, receptionists phoned repeatedly for the transport. We were picked up at 1330. The driver was lovely.
61	November	Taxi was provided both ways.
79	November	Despite being extremely busy the ambulance got me from Peterborough to Leicester only 5 minutes late. The lady driver was superb, and the control rang Leicester ahead of my arrival to explain. Everything was done to make me as comfortable as possible.
81	November	I was taken quite quickly to the orthotic clinic.

Patient number	Month	Mixed / neutral comments received
90	November	This journey was cancelled for 15/11/23.
98	November	I sometimes don't get picked they are very late sometime and sometimes carer had to come get me.
96	November	This was for a transfer home after a hospital stay, arranged by the hospital. I have given good rather than very good because of two failed attempts to carry out the transfer on the previous day - I realise these were unavoidable but they did impact on my arrangements. The service eventually provided was faultless, the staff were cheerful, caring and efficient - a credit to themselves and the service.
100	November	Short wait for help assistance given promptly.
110	November	The telephone staff are extremely helpful and accommodating and the transport staff are very helpful and friendly. There have been 2 or 3 occasions where I've been collected late and found myself in a panic, but the staff do their best.
118	November	I know transport is a precious commodity and I do appreciate being able to get to the Royal Papworth this way, but waiting to get home can be a very long wait.
126	November	Some staff were great and friendly. Some seemed like they were in a rush and wanted things to hurry up. I heard staff talking about other colleagues in a negative manner and I was late on three appointments. One being so late I had to wait at the hospital all day just to be seen.
133	November	Ok.
136	November	I sympathise with the dreadful effect that the desperate state of the NHS is having on your service. (Particularly extremely long waits).

Patient number	Month	Mixed / neutral comments received
148	November	They arrived on time. There are times due to bad traffic it affects the time of arrival but that I'd to be expected. But overall very pleased with the service.
161	December	Very good going to hospital but unorganised returning home.
162	December	They brought to the back door and placed me inside my house.
164	December	Staff friendly and chatty except coming back, the guy sat in the front.
165	December	Apart from I had a phone call to say that my ambulance was of the road at 11.19am and she would ring me back, but never DID! I rang back at 12.50pm and was told yes, I had transport they would be 40 minutes but turned up 5 mins later, I wasn't ready as I'm bedbound!! But they had there 20 minutes break and waited for me, as it wasn't my fault with permission from their boss, talk about being stressed out!!, but (name and name) were absolutely amazing, couldn't fault them at all, very professional at all times and made my son and I feel at ease going and coming home, thank you so much to them.
166	December	It's a vital service.
168	December	The new vehicles you have are thinner than the last ones, which made it more comfortable. Also, there is no hoists now and everything has to be done with a very slow winch.
183	December	Too many to fit in this space.
184	December	The staff.
187	December	I had to wait a long time for my return journey, but it wasn't a problem, and the ambulance staff were lovely.

Patient number	Month	Mixed / neutral comments received
191	December	Although I was asked to be ready 2 hours before the appointment {I assume to allow for other passengers} I received a phone call from the driver to say he would be arriving only 1 hour earlier. He arrived on time and reached the hospital in adequate time for my appointment. This is the first time I have used the service and was very pleased with the result. Unfortunately, because my treatment took longer than expected the Hospital had to arrange Taxi for the return journey.
192	December	Apart from unforeseeable timing delays, the staff are top notch, helpful, caring.
194	December	Because it was fine.

Patient number	Month	Areas for potential improvement
21	October	Because (name) was left in a bad way.
27	October	Because I had to wait for 4 and half hours to get home as my transport was told not to come into the hospital to pick me up.
35	October	The transport never arrived. When I rang to find out why, they said there wasn't room for me. They said someone tried ringing, but no answer. If there was a call, and I didn't answer, why was voicemail not used to leave a message?
44	October	The transport was late, and I was late arriving for my appointment.
58	November	Always issues, lack of communication.
60	November	2x didn't turn up 4 my appointment now got to wait months for another one.
80	November	Unknown pickup times. Very varied pickup times. To many drop offs some in opposite directions causing me to arrive home very close to midnight. Taxis arriving CDC to early or to late incurring waiting times Pairing of passenger's beggars' belief
85	November	I am on immunosuppressant medication and my record is marked as Must Travel Alone due to the risk from viruses. On Friday 10th November, I was allocated transport in a car with 2 other patients. When the drivers queried this, they were told that there was no other option and that if this was not acceptable, I would have to wait until later for transport if it was available. I was pushed into accepting transport which was potentially hazardous to my health. This is not acceptable.

Patient number	Month	Areas for potential improvement
86	November	Driver turned up over two hours early, which made me feel under pressure as they said they “can’t wait” - though they did wait for five minutes after I protested.
109	November	Having been told to be ready for midday I was picked up just after 1.30, for a 2pm appointment. However, I of course then had a considerable wait to be seen.
122	November	I was scheduled to be collected at 3pm 23/11/23. I was not collected until 10 am 24/11/23.
124	November	Half the time you send us from the Cambridge dialysis unit all over the place, some people live close by or near each other but you don't have a clue about postcodes we wait hrs. Go places we don't need to put all day despite being unwell or not feeling well after dialysis need to get to grips with it your people who control the transport cost the NHS unnecessary money.
125	November	Transport turned up half hour late, was 15 minutes late for appointment.
134	November	My transport was cancelled twice in a row over the last couple of weeks.
143	November	I experienced several problems with the discharge plan being cancelled and confusion about the transport service plan in relation to getting home and a very difficult experience on many levels.

Are you the patient?

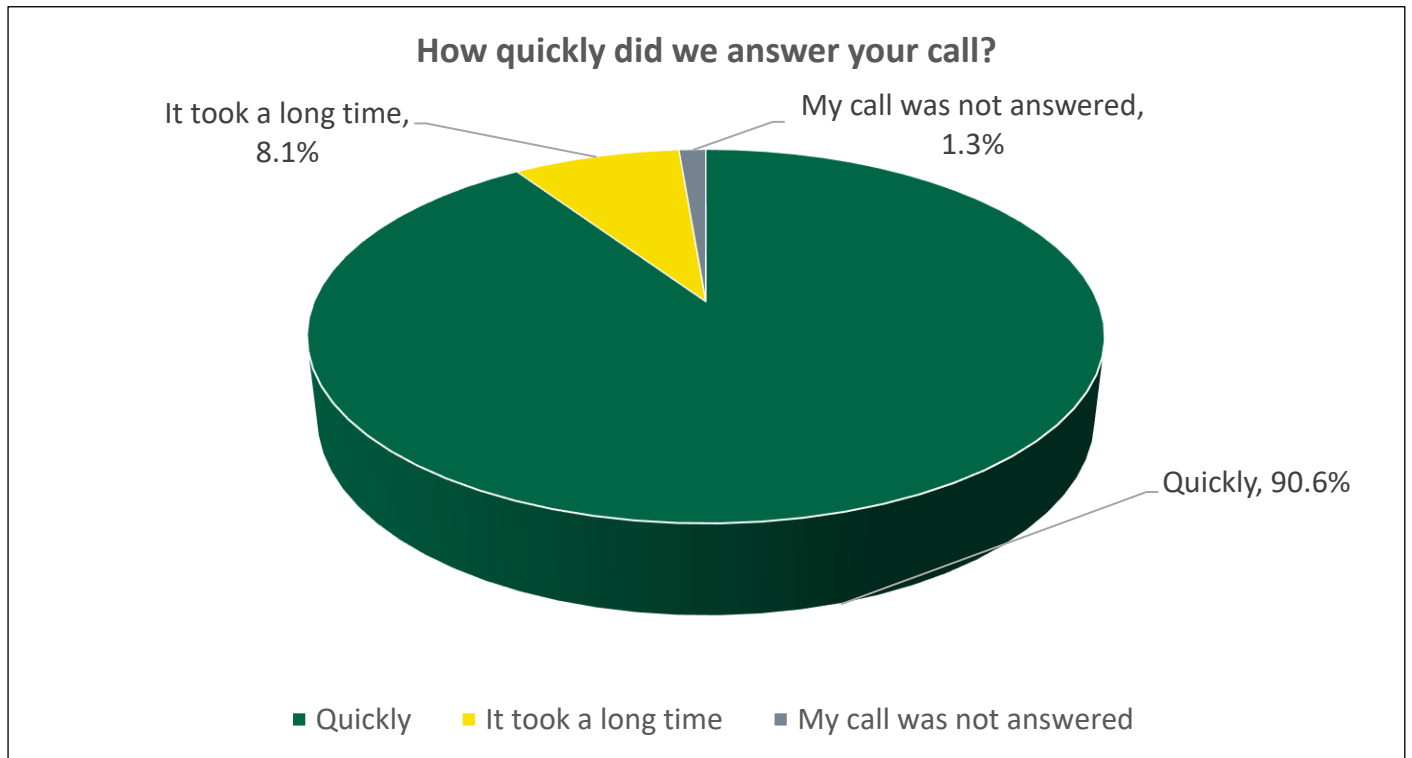
Overall, 176 (88.4%) of the 199 respondents who answered the above question advised that they were the patient and 23 respondents answered that they were not the patient.

The below comments were also received:

- *“Daughter.” (Patient 61, Patient 76, Patient 80, Patient 118 and Patient 162)*
- *“Son.” (Patient 63, Patient 97 and Patient 184)*
- *“A very old friend.” (Patient 34)*
- *“Carer.” (Patient 15)*
- *“Daughter in law.” (Patient 62)*
- *“Husband.” (Patient 56)*
- *“Mother / mum.” (Patient 83, Patient 192, Patient 194 and Patient 139)*
- *“Next of kin.” (Patient 101 and Patient 111)*
- *“Sister.” (Patient 196)*
- *“Wife / Carer.” (Patient 8, Patient 71, Patient 75 and Patient 163)*

How quickly did we answer your call?

Of the 160 respondents who answered the above question 145 (90.6%) recalled their call to the PTS as being answered 'quickly.' However, 13 respondents felt that it took 'a long time' (8.1%) and two respondents (1.3%) advised that their call was not answered. The remaining respondents either did not complete this question or were 'unable to say'.



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

Of the 181 respondents who answered the above question 178 (98.3%) 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.'

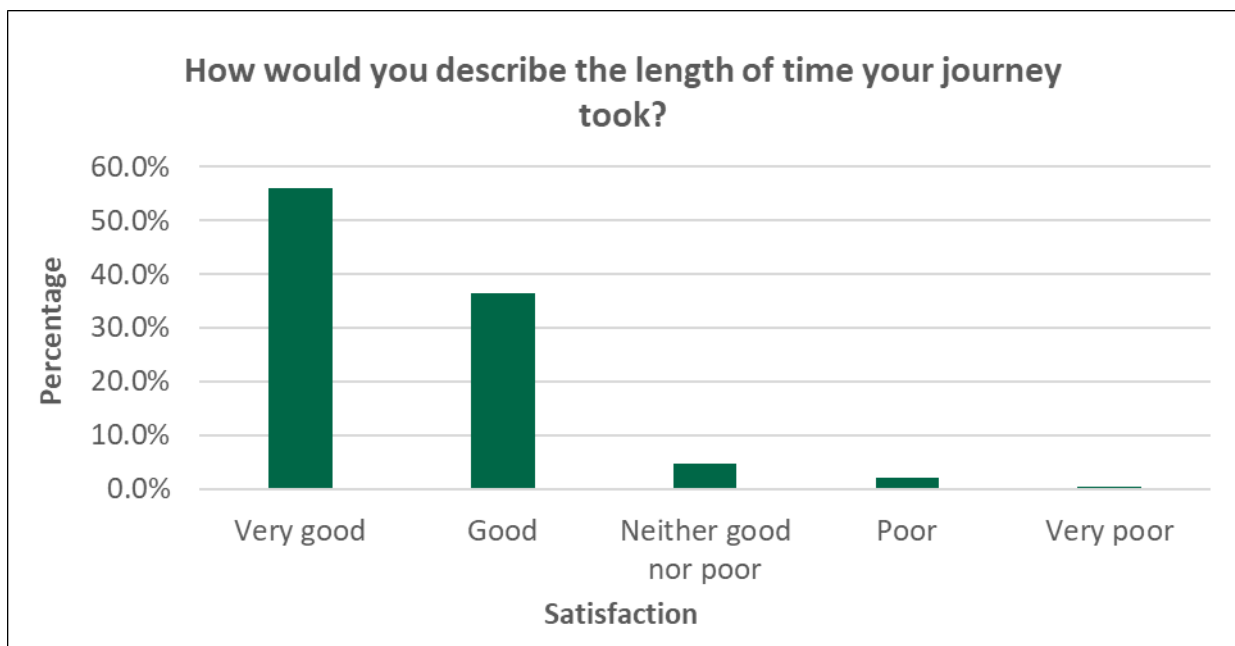
How would you rate the booking system?

Of the 179 respondents who were able to answer the above question, 161 (89.9%) rated the booking system as either 'good' (24.6%) or 'very good' (65.4%). 10 respondents (5.6%) rated the booking system as 'neither good nor poor' and eight respondents (4.5%) rated the system as either 'poor' (2.2%) or 'very poor' (2.2%). The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

Of the 183 respondents who answered the above question (98.9%) recalled the PTS staff as having introduced themselves upon their arrival. However, two 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, 173 (92.5%) of the 187 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (36.4%) or 'very good' (56.1%). However, five respondents (2.7%) answered either 'poor' (2.1%) or 'very poor' (0.5%).

The remaining respondents either answered 'neither good nor poor' (4.8%), did not complete this question or were 'unable to say.'

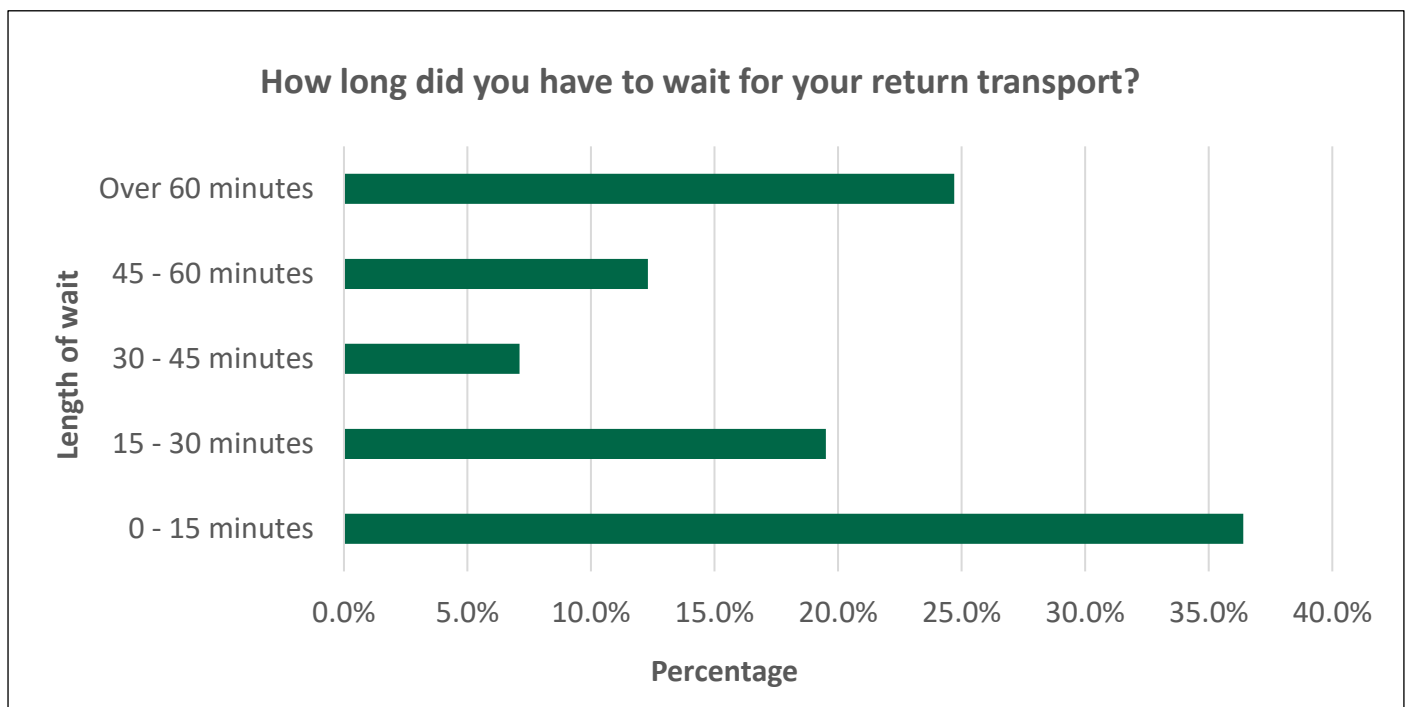
Did you arrive on time for your appointment?

Of the 162 respondents who answered the above question, 136 (84.0%) had arrived either 'on time' (48.1%), 'early' (31.5%) or 'Very early' (4.3%) at the hospital/clinic. 26 respondents answered they arrived either 'late' (11.1%) or 'very late' (4.9%) 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?

Four respondents advised they had been informed of any transport delay, but 18 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?



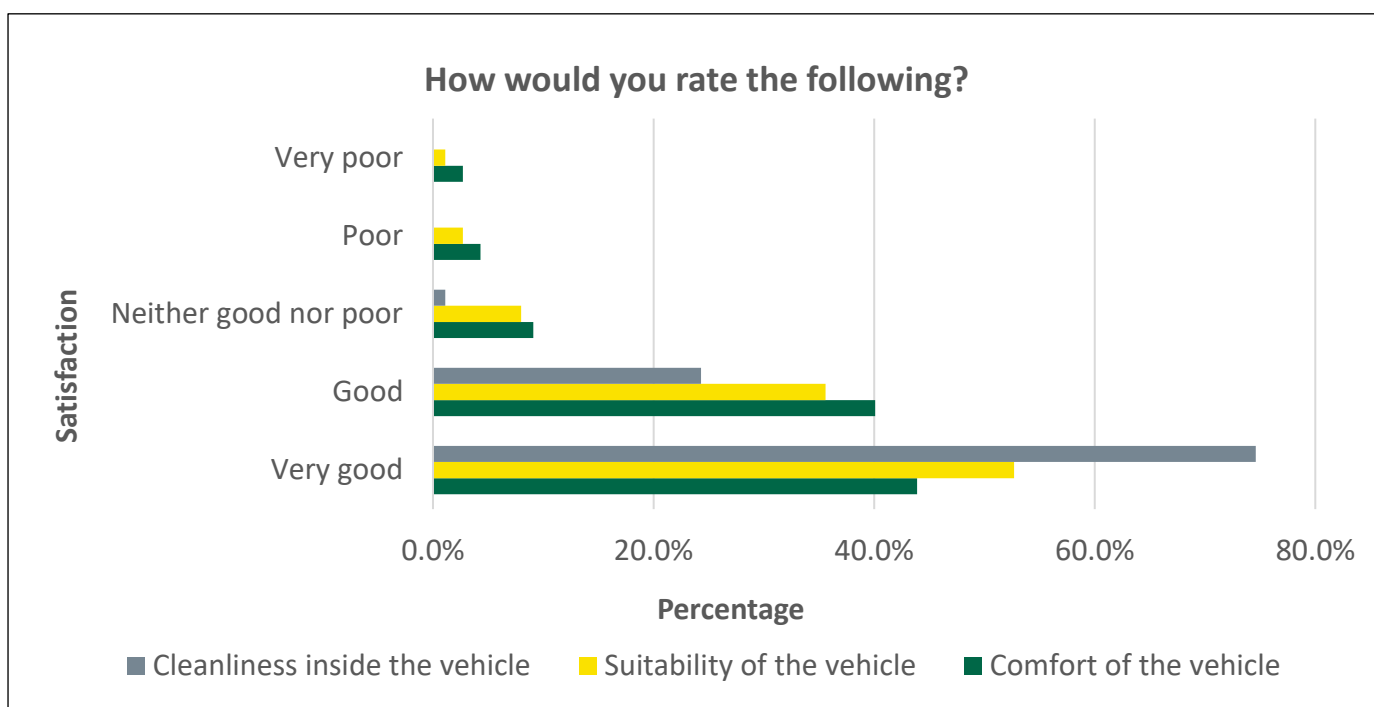
Overall, 75.3% of respondents (116) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (36.4%), 15 to 30 minutes (19.5%), 30 to 45 minutes (7.1%) and 45 to 60 minutes (12.3%). However, 38 patients (24.7%) had waited over 60 minutes following their 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, 153 (93.3%) of 164 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (31.1%) or 'very good' (53.0%) or 'neither good nor poor' (9.1%). However, 11 respondents rated the communication as either 'poor' (3.7%) or 'very poor' (3.0%). 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' (24.3%) or 'very good' (74.6%).

Respondents were least satisfied with the comfort of the vehicle, which was rated by most respondents as 'very good' (43.9%) or 'good' (40.1%), however, 17 respondents (9.1%) rated the comfort as 'neither good nor poor' and 13 respondents rated the comfort of the vehicle as either 'poor' (4.3%) or 'very poor' (2.7%).

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

How would you describe the attitude of the staff?

Overall, 188 (98.4%) of the 191 respondents who answered the above question rated staff attitude as either 'good' (11.0%) or 'excellent' (87.4%). Three respondents (1.6%) 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?

189 (99.5%) of the 190 respondents who answered the above question recalled 'definitely' (95.8%) or 'to some extent' (3.7%) being treated with dignity and respect. However, one respondent (0.5%) 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?

All 187 respondents who answered the above question, responded that they felt the PTS vehicle had been driven safely.

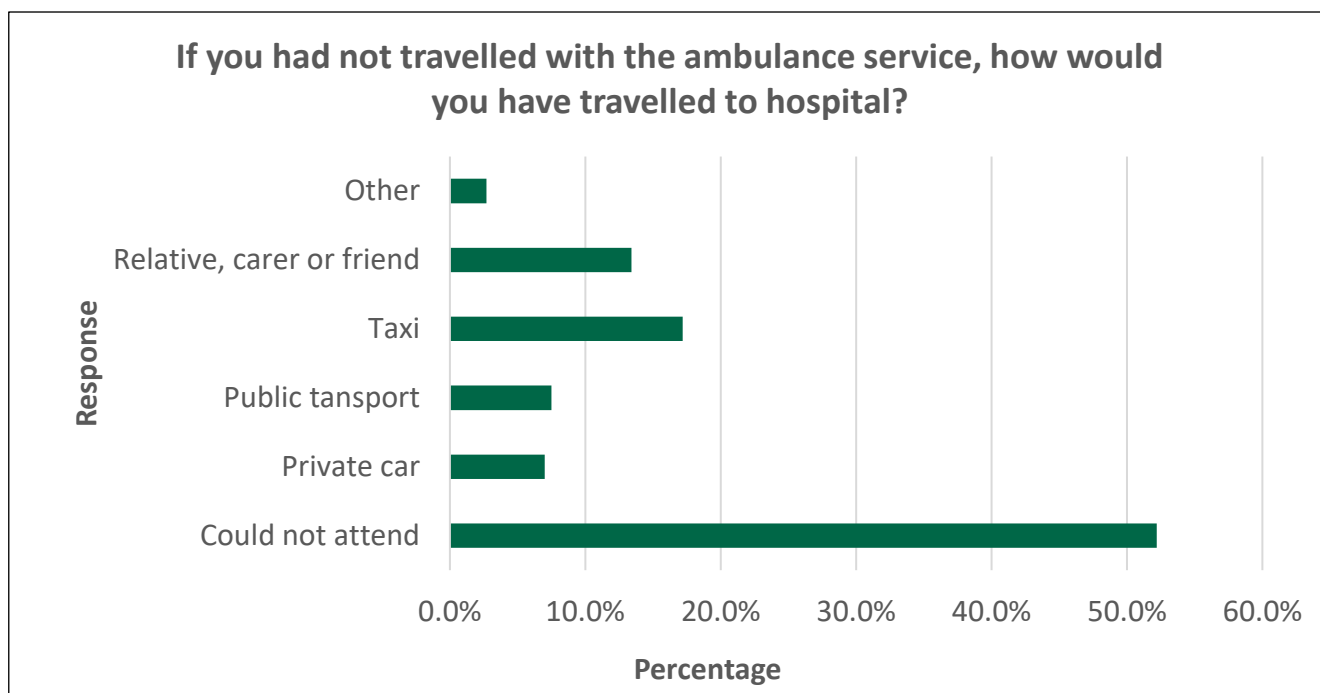
The remaining respondents did not complete this question or were 'unable to say.'

Did the staff offer assistance if required?

179 (94.7%) of the 189 respondents who answered the above question advised that assistance had been offered. However, 10 respondents (5.3%) 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. 97 of the 186 (52.2%) responses advised that they **could not** have attended their appointment. Other responses included: 'private car' (7.0%), 'relative, carer or friend' (13.4%), 'taxi' (17.2%), 'public transport' (7.5%), or 'other' (2.7%).

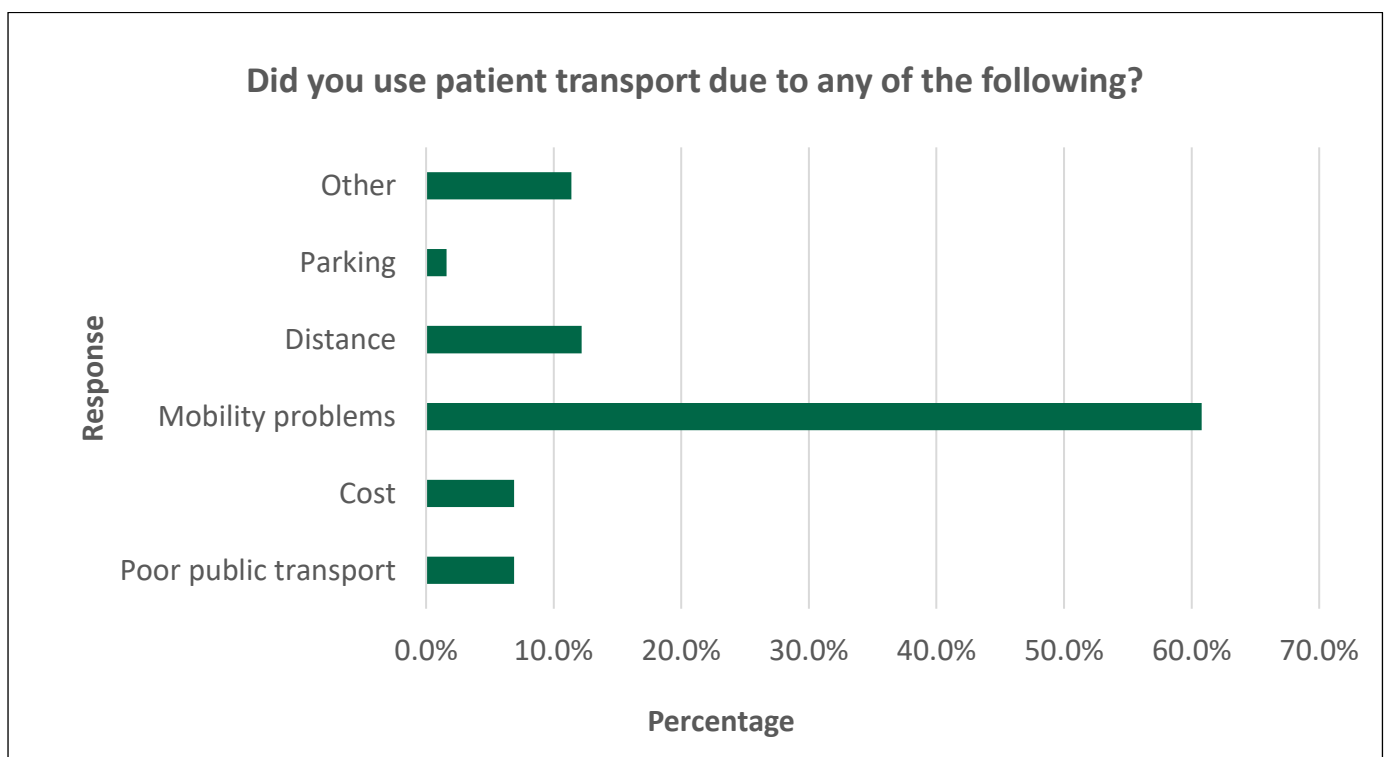
23 respondents answered, 'unable to say,' and two respondents did not complete this question.

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':

- "I was being transported from one hospital to another." (Patient 55, November)
- "I was taken home after a night in A&E. Otherwise, I normally get to and from the hospital in my powered wheelchair." (Patient 175, December)
- "Non weight bearing on broken ankle, so would not have got there without." (Patient 192, December)
- "As I had fallen over and was unable to walk." (Patient 198, December)

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



Overall, 149 (60.8%) of the 245 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport' (6.9%), 'cost' (6.9%), 'distance' (12.2%), 'parking' (1.6%) and 'other' (11.4%).

One patient did not answer the question.

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

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

- *"Anxiety." (Patient 12, October)*
- *"CKD patient." (Patient 18, November)*
- *"No one else can drive. Not safe to use public transport as cancer patient." (Patient 21, November)*
- *"It's a long walk to bus stop being unwell makes it a difficult journey." (Patient 32, November)*
- *"Transfer from one hospital to another." (Patient 33, November)*
- *"Medical need. I am not allowed to drive or use public transport." (Patient 45, November)*
- *"I was being transported from one hospital to another." (Patient 55, November)*
- *"Had dilating eye drops so I was not able to drive." (Patient 74, October)*
- *"Time of app was later in day. We would have had to change trains and as my husband is blind, we find that difficult." (Patient 75, October)*
- *"Eye clinic, not allowed to drive." (Patient 78, October)*
- *"Recommended by the hospital for my travel home from a hospital stay." (Patient 86, October)*
- *"No other option of getting from one hospital to another." (Patient 87, October)*
- *"Unable to drive at the moment." (Patient 106, November)*
- *"Transfer between one hospital and another." (Patient 113, November)*
- *"Brain tumour and registered as partially sighted blind." (Patient 126, November)*
- *"Hospital inpatient." (Patient 138, November)*
- *"Unable to access transport so early in morning. My bus service has short service." (Patient 152, December)*
- *"Chemo." (Patient 158, December)*
- *"Cancer patient." (Patient 188, December)*
- *"Learning disabilities." (Patient 192, December)*

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

Patient number	Month	Positive comments received
1	October	Not really.
3	October	Excellent service.
7	October	All good!
8	October	Not this time.
16	October	No, everything was perfect.
17	October	Very satisfied with the service.
21	October	Everything was fine.
23	October	Nothing at all, delays are unfortunate due to the nature of the service. As a patient I expect to be ready to go on time but in some instances, journeys are more delicate than others also no one can predict traffic delays etc.
24	October	Nothing - all aspects of the service were first rate.
26	November	Nothing. The service was / is excellent.
28	November	It's been an excellent service.
30	November	Nothing very good service very pleased.
31	November	I was pleased with my driver (name) very professional & good driving nothing to change perfect.
32	November	There's nothing springs to mind I can't fault you, I've slowly got to know the people involved, lovely people they are always ask how I am.
36	November	Nothing as it is perfect the way it is.
39	November	The patient transport system is excellent and in my opinion cannot be improved.

Patient number	Month	Positive comments received
41	November	Everything was fine.
51	November	Keep the service as it very good Don't fix if it's not broken.
52	November	Overall, a very good service, only impacted at times due to staffing problems!
53	November	Could not do any better than what you're doing at present.
54	November	None everything was brilliant.
55	November	Nothing I was very well treated.
60	November	There was nothing that can have been done better.
65	October	Nothing at all, delays are unfortunate due to the nature of the service. As a patient I expect to be ready to go on time but in some instances, journeys are more delicate than others also no one can predict traffic delays etc
66	October	Nothing all was good.
71	November	Excellent service thanks.
73	October	As far I personally concerned. Nothing it was all good. excellent. polite, respectful etc. Honestly couldn't have wanted better transport.
75	October	Nothing as far as we're concerned, we were very pleased with the whole process from start to finish.
76	October	The service was excellent. My mother and I are extremely grateful for this service.
81	October	No, was great.
84	October	I was perfectly satisfied with the whole experience.
85	October	It was all good.

35

Patient number	Month	Positive comments received
86	October	Everything was perfect.
90	October	Nothing all good.
91	October	I was very happy and grateful for the service received to return me to home following operation surgery and hospitalisation at ROH Birmingham.
94	October	Nothing that springs to mind. All round excellent service.
95	October	The service works perfectly for my needs.
103	November	Everything was perfect you can't mess with that Thankyou x
115	November	Everything was very good.
119	November	I cannot think of anything which would have improved my first use of this service.
121	November	Absolutely fantastic staff.
136	October	Nothing, as far as I was concerned. Only once I have been asked by Transport on phone do I really need to use the service as i have a car. I told her yes I can drive to Dr's 1/4 mile up in the village but I have 6 heart stents & use a 4 wheeled & can't drive all that way. When asked about family, yes Kent, M25, Suffolk, Essex & Portugal! My appointment was cancelled due to Dr's strike. The next time I rang, no problems. I guess they are always busy & trying to fit people in. I don't hold her accountable she was only doing her job, bless her.
137	October	Service that I experienced was excellent.
145	December	There was nothing you could have done better.

Patient number	Month	Positive comments received
146	December	All fine thank you.
147	December	All very good.
149	December	I don't think you could've done anything better the service was excellent.
151	December	Just keep on doing what you do. You provide a very good service which, at times, must be very challenging.
153	December	No everything was fine.
154	December	All was excellent!
156	December	Nothing really all was good.
157	December	Nothing, if I'm to use the transport again I will ask for Name and Name. Fantastic Team, I will always want to go with them they were absolutely amazing loved them!!! Couldn't have been any better, I even had a pillow!! Thank you so much you two.
159	December	There wasn't anything you could have done better.
166	December	Not a thing. Excellent provision. Thank you.
167	December	Can't think, since I've become disabled, I've used hospital transport due to necessity and am very happy with the service.
175	December	Nothing. Everything was perfect.
180	December	No, I was pleased that I could get there, with staff so helpful and thank you.
186	December	Everything was very good.
188	December	None at the moment, everything went very well

Patient number	Month	Positive comments received
192	December	Hospital transport is a lifeline. That is not an understatement for (name) and me, who also uses your service. It is vital. Thank you.
193	December	All fine.
196	December	Very good.

Patient number	Month	Neutral / mixed comments received
6	October	It would have been nice not to have had to wait for 2,3/4 hours for transport after my treatment.
14	October	Ensure patients are not left waiting for lifts home for longer than an hour.
15	October	Pre warn me to expect a 3 hour wait to return home. Could have taken food, tablet or book to keep occupied.
18	November	There needs to be more patient involvement with the service and better communication to the patient. Delays are understandable but the patient needs to be made aware.
67	October	Text the right person.
68	October	There isn't.
34	Oct-23	Waiting time for the return journey could be improved, but overall an excellent service.
39	Oct-23	All the people I dealt with were very good and so was journey. However, whenever I have used this service it has always been 1 1/2 hours late which is stressful as i have had to make sure I would be seen and was not sure whether ambulance was going to turn up.

Patient number	Month	Neutral / mixed comments received
56	Oct-23	Nothing, as far as I was concerned. Only once I have been asked by Transport on phone do I really need to use the service as I have a car. I told her yes I can drive to Dr's 1/4 mile up in the village but I have 6 heart stents & use a 4 wheeled & can't drive all that way. My appointment was cancelled due to Dr's strike. The next time I rang, no problems. I guess they are always busy & trying to fit people in. I don't hold her accountable she was only doing her job, bless her.
101	Nov-23	Overall, a very good service, only impacted at times due to staffing problems!
106	Nov-23	FYI: My father used the transport service when he was discharged from hospital to home
130	Nov-23	Crew nothing. Booking of my appointment would be better in the morning/early afternoon.
150	Dec-23	You covered most situations.

Patient number	Month	Areas for potential improvement
6	Oct-23	It would have been nice not to have had to wait for 2, 3/4 hours for transport after my treatment
14	Oct-23	Ensure patients are not left waiting for lifts home for longer than an hour.
15	Oct-23	Pre warn me to expect a 3 hour wait to return home. Could have taken food, tablet or book to keep occupied.
20	November	Just turn up on time.

Patient number	Month	Areas for potential improvement
18	November	There needs to be more patient involvement with the service and better communication to the patient. Delays are understandable but the patient needs to be made aware.
27	November	Make the new vehicles more wheelchair friendly. Taking the trolley bed out every time takes a lot of time and effort for the crew.
72	October	Better comfortable seating.
74	October	Waiting time after appointment decreased although I appreciate that this is not always possible. The ramps on the new vehicles are too steep and quite frightening especially when coming out backwards tottoin a wheelchair.
77	October	Waiting time for the return journey could be improved, but overall an excellent service.
78	October	You could have turned up.
87	October	Turn up on time.
33	November	The only slight thing would be that the ambulance was loud and rattled. The driver used a pillow to prevent the metal ramp at the back from rattling against itself.
38	November	The only issue is the comfort of the vehicle.
40	November	Call me and give me alerts as to when you expect to arrive Try and keep regularity. Get a map Be aware of traffic hotspots busy hours.
44	November	Sometimes wait for up to 3 hours to return home.
45	November	Staff at the dispatch desk require training on why patients are marked as must travel alone and the potential medical consequences of not following this.

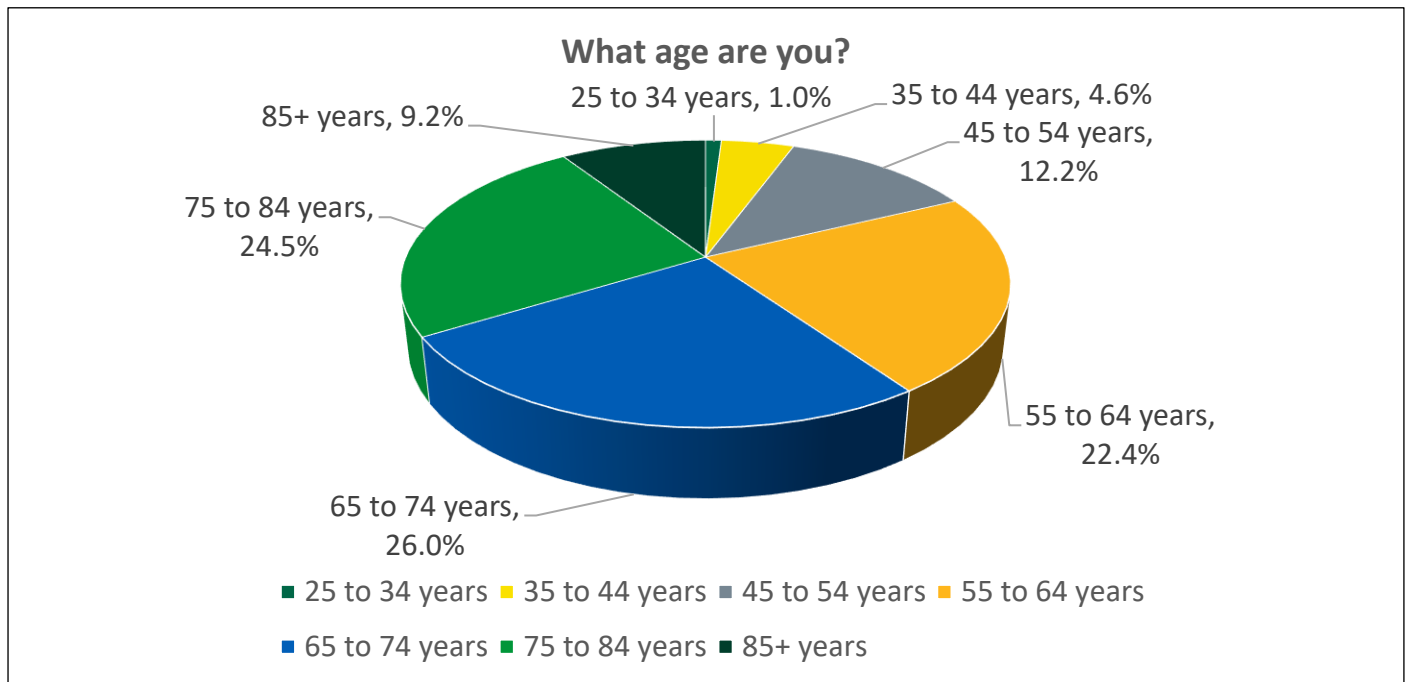
Patient number	Month	Areas for potential improvement
89	October	<p>Make access to the vehicle less dangerous. Side steps either too high or too low. If walking up the ramp there is nothing to hold on to. Base of seats too narrow to sit on comfortably. No handles next to seats to hold on to when vehicle is cornering. The ride is very uncomfortable potholes in the road and not any shock absorbers on vehicle as it seems. I would imagine there are people who suffer pain already wouldn't want to travel in most of the ambulances I have been in - 6 times a week on three dialysis days. If I suffered back pain the trip would be unbearable. Fixing someone in a wheelchair safely to travel, the ambulance person has to manoeuvre between my knees and the equipment to fix the wheelchair and even if I wasn't in the seat behind, they are on their hands and knees trying to fix the chair in - very time consuming sometimes. I think people who design these vehicles should try travelling in them before they pass them fit for use.</p>
47	November	<p>The driver was sent away over miscommunication, and I ended up waiting a lot longer.</p>
49	November	<p>After second treatment no car was available so in the end staff at Addenbrooke hospital got me a Ambulance to bring me back to Peterborough but had to wait 3 hours but the next transport was great for third treatment.</p>
52	November	<p>Overall, a very good service, only impacted at times due to staffing problems!</p>
100	November	<p>Pay the staff more.</p>
108	November	<p>If someone had called to say they weren't coming. I have used hospital transport previously and the team have been lovely, polite, respectful, and friendly. This is a. Booking and communication issue.</p>

Patient number	Month	Areas for potential improvement
105	November	I'm not liking the new ambulances, as wheelchairs have to be manoeuvred around the seats and although it wasn't a problem for me, I had to get up out of my seat to get a wheelchair patient in and the seats slightly swivel and there are not enough handles to hold on to.
113	November	The communication between ambulance transfers and the hospital should be a lot better. I was told I would be picked up between 10 am and midday and it was 530 in the evening that I eventually was collected. There was no communication to the hospital about the lateness of the ambulance to arriving the hospital themselves constantly had to call for an update.
114	November	Again, just the waiting time to get home was long. Many hours.
120	November	Arrive at the first agreed time.
122	November	The ambulance staff are brilliant it's the Chelmsford controllers haven't got a clue need training on maps and people's postcodes.
124	November	Pick patients up with enough time for them to attend their appointment at the right time. Send vehicles suitable for the patient's needs.
134	November	I had to wait 3 hours for the return transport after my appointment.
135	December	Maybe had a carry chair to get in and out of the house rather than wheelchair.
138	November	Less waiting time and a blanket around my shoulders as -0 and only in a cardigan.
140	November	Being given some sort of estimate as to how long I would have to wait for the return journey home.

Patient number	Month	Areas for potential improvement
155	November	Ambulance with steps in not so steep, particularly in respect of new ambulances.
152	December	Just clearer instructions for pickup at the hospital for return journey.
170	November	I am most concerned about the problems I experienced getting home with the confusion regarding cancelled discharge times X3 and then how the ambulance drivers would safely access the bungalow. Allusion to problems with bariatric patients? This was obviously a problem in the service and needs to be addressed.
177	December	Could improve return pick-up.
182	December	Waiting not too bad on the outward journey as at home. Waiting for the return journey in Addenbrookes transport hub is a different story. In the past I have waited up to 3 hours. The hub is cold and uncomfortable. I appreciate the dispatchers have a difficult job but an improvement in the system would be great.
187	December	The ambulances themselves are poorly designed. The design hinders the staff, especially when patients are in wheelchairs.
190	December	Have transport available later in the day.

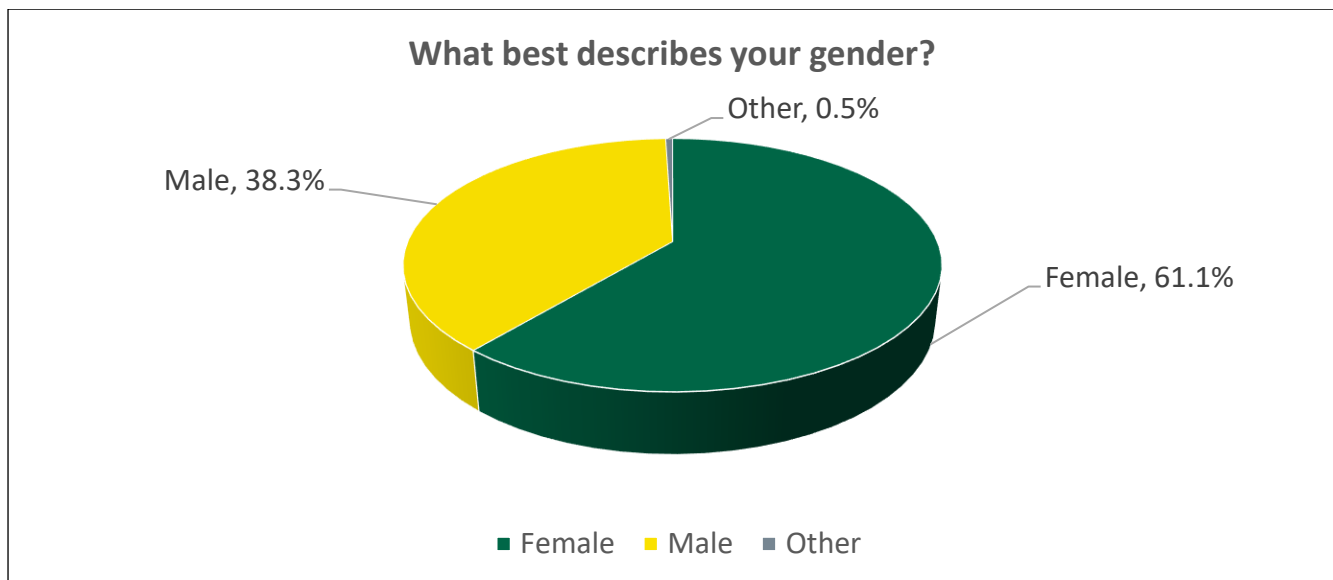
Equality and Diversity Information

What age are you?



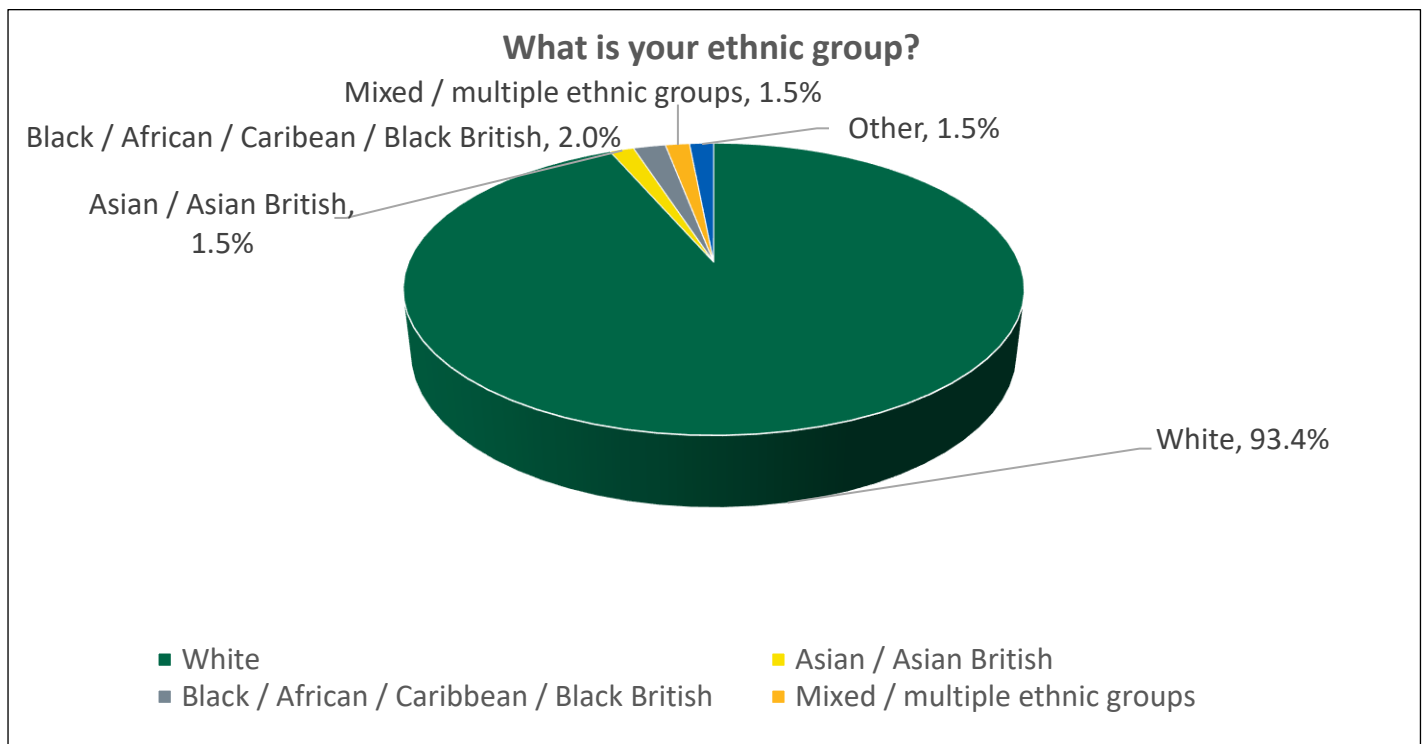
One patient 'preferred not to say.'

What best describes your gender?



Six patients did not complete this question.

What is your ethnic group?

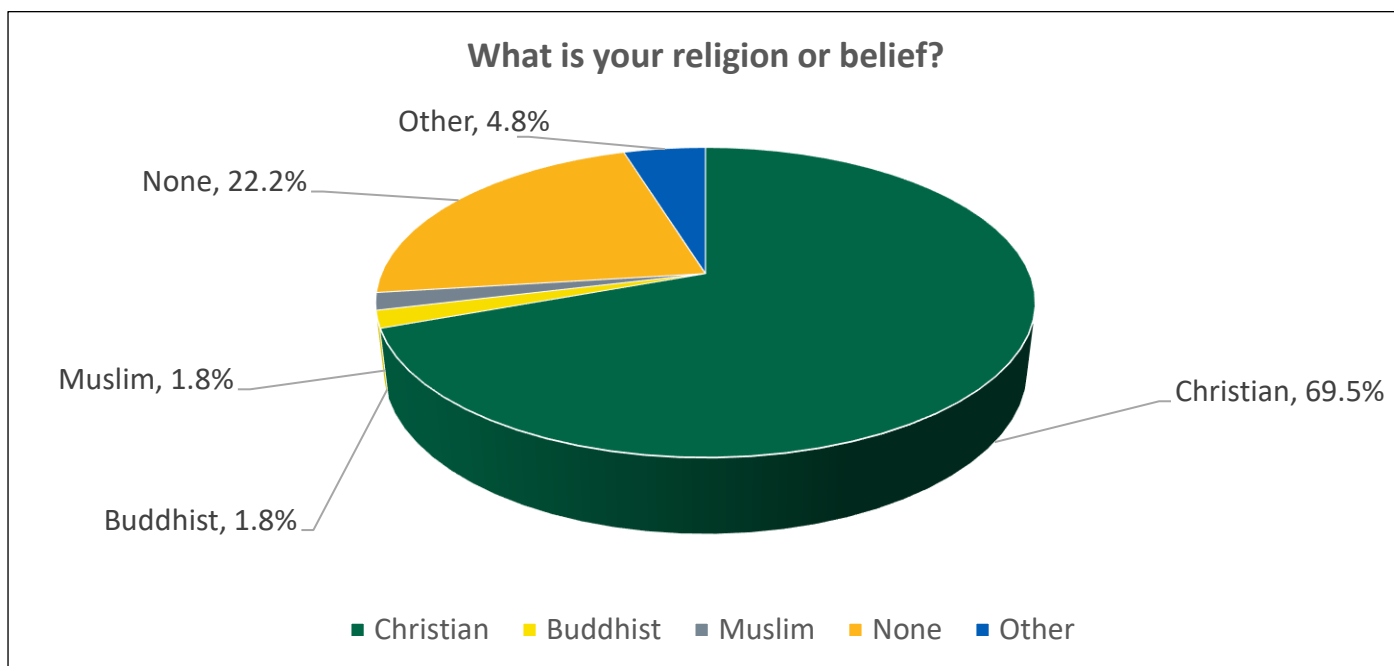


One patient 'preferred not to say' and two patients did not complete this question.

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

- *"Italian." (Patient 153, December)*

What is your religion or belief?

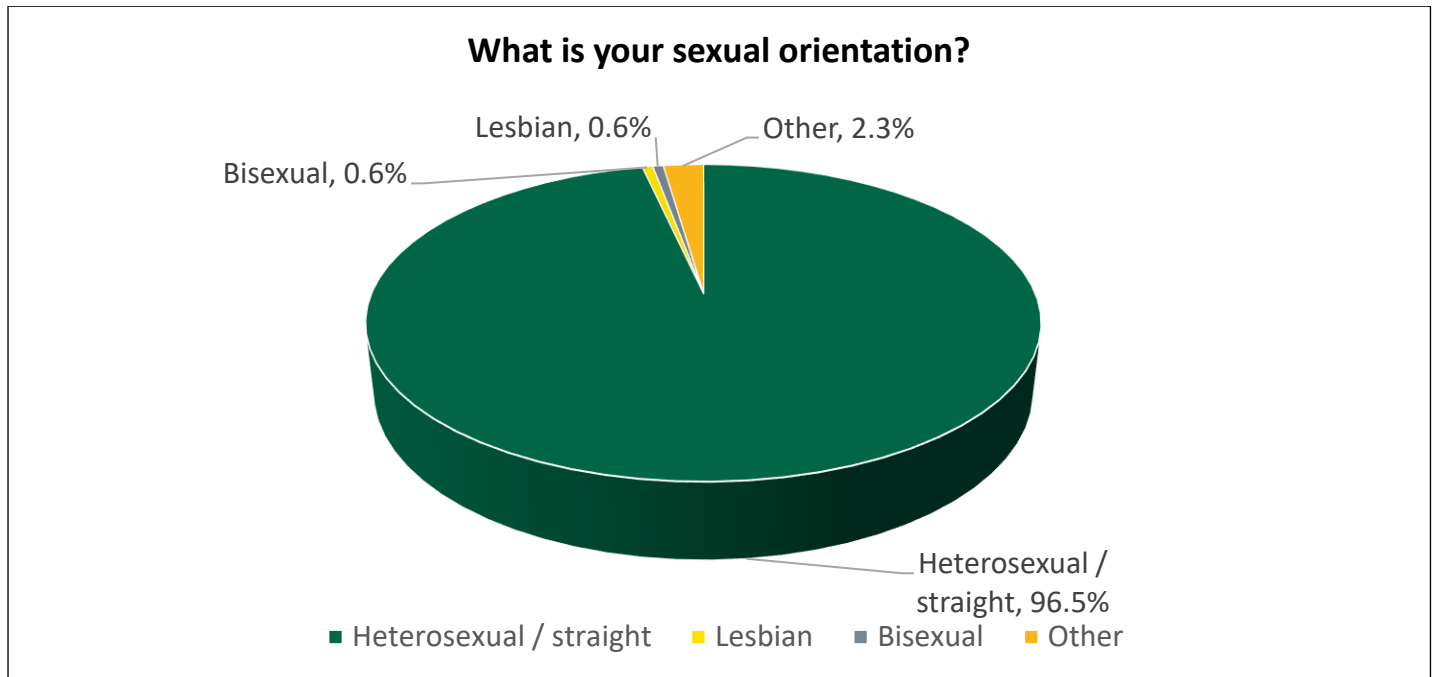


10 patients 'preferred not to say' and one patient did not complete this question.

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

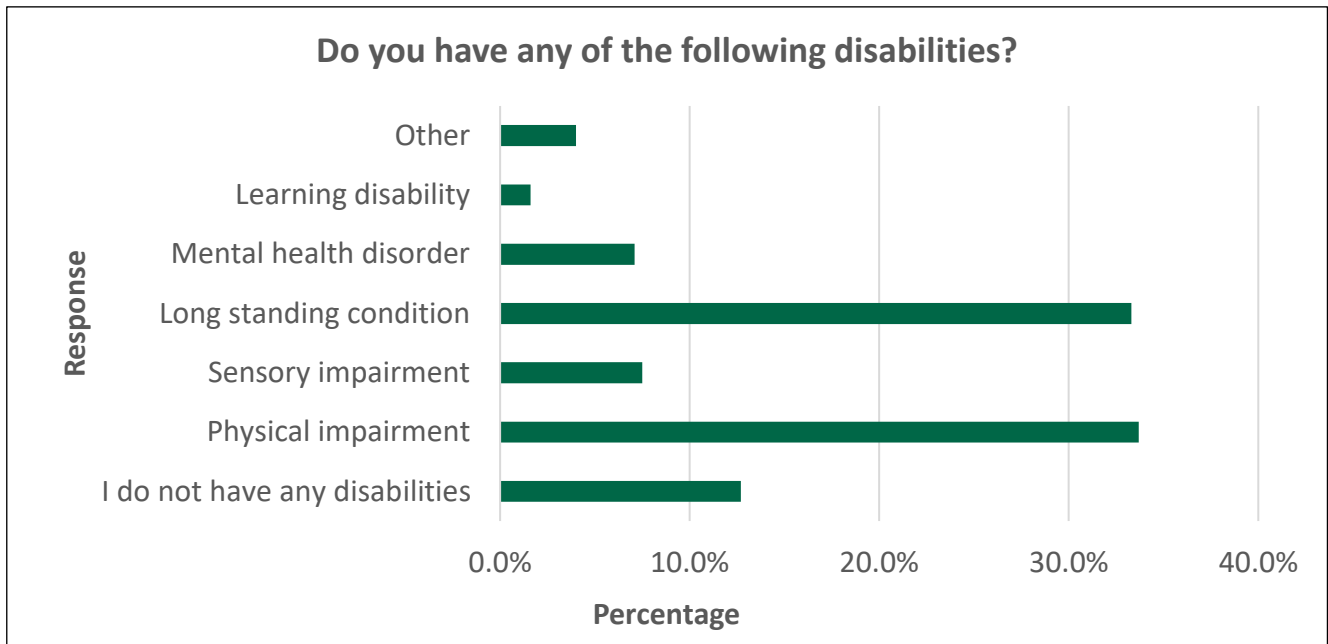
- "Don't have one." (Patient 32, November)
- "Methodist." (Patient 36, November)
- "Big bang." (Patient 67, October)
- "J.W." (Patient 72, October)
- "Catholic." (Patient 105, November & Patient 153, December)

What is your sexual orientation?



Six patients 'preferred not to say' and one patient did not complete this question.

Do you have any of the following disabilities?

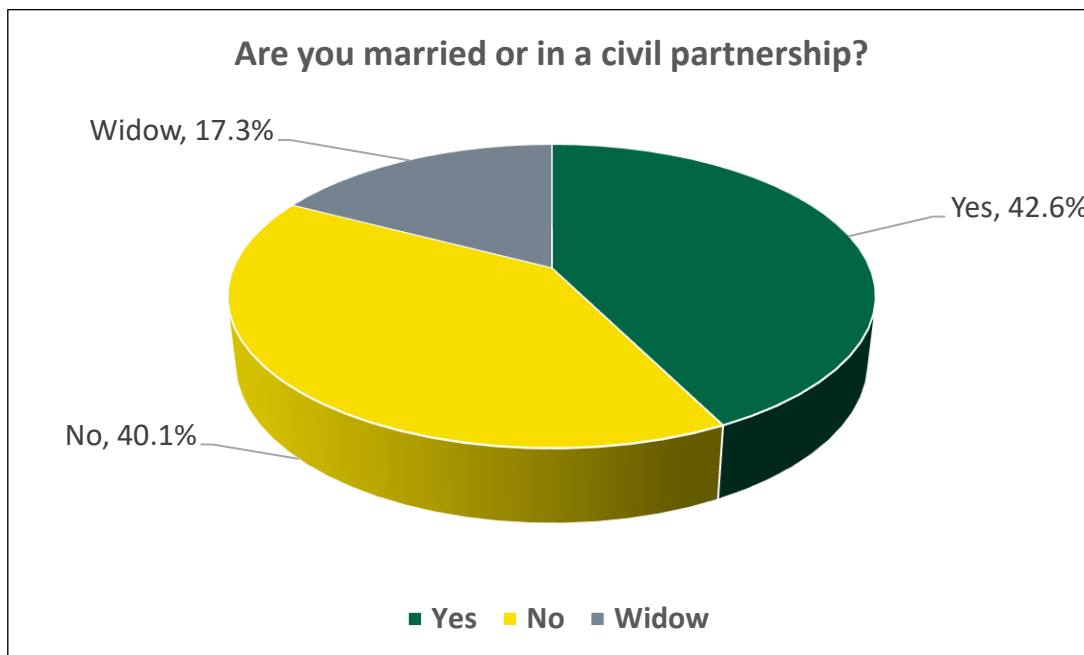


Overall, 85 (33.7%) respondents advised that they had a 'physical impairment.' Other responses included: 'Long standing condition' (33.3%), 'Sensory Impairment' (7.5%), 'long standing condition' (33.3%), 'mental health disorder' (7.1%) and 'learning disability' (1.6%). 10 respondents answered 'other' (4.0%) and 32 respondents (12.7%) advised that they did not have a disability.

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

- *"Post bladder and prostate cancer." (Patient 30, November)*
- *"Cancer." (Patient 32, November)*
- *"Cancer, lower back pain, COPD." (Patient 39, November)*
- *"Cancer." (Patient 49, November)*
- *"No Mobility." (Patient 56, November)*
- *"Knee replacement due." (Patient 68, October)*
- *"CRPS, FND." (Patient 96, November)*
- *"I broke my wrist and fractured my lower mandible, at that the time." (Patient 180, December)*

Are you married or in a civil partnership?



Six patients 'preferred not to say' and **two** patients did not complete this question.

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

- "Divorced." (Patient 39, November, 116, October and 195, November)
- "On a relationship but not living together." (Patient 115, November)
- "Separated." (Patient 148, December)

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	Additional compliments received:
14	October	Very helpful and polite staff. Never had any problems booking transport.
16	October	A good transport to Peterborough hospital.
17	October	Staff provide an excellent service.
89	October	Your ambulance staff are exceptional. Cheerful and welcoming even at 5.45 am. Always helpful and willing for me to take an arm to help me walk. Cannot fault them. We are lucky to have people who genuinely care. Thank you.
94	October	I would like to thank the ambulance gentleman who was excellent from start to finish for my journey and return for my hospital appointment. He was kind, polite and attended my every need with care and attention. Thank you.
95	October	I would like to thank everybody involved for making the process efficient, friendly and comfortable. It makes my visits to the hospital far less stressful.
97	November	Keep up the good work you are all amazing. Thank you so much.
99	November	Brilliant service never had a problem with the staff they are so kind and cater for my needs. when they can't make it on time they call the hospital to let them know I'll be late.
101	November	Both ambulance staff were very kind, understanding & treated my father with dignity whilst at the same time being extremely helpful & efficient. This made the discharge from hospital stress free.
103	November	Thankyou for your assistance o getting me home was great to meet you and really appreciated your hep x
104	November	Very helpful and polite.

Patient number	Month	Additional compliments received:
105	November	Just a big thank you for going above and beyond when I call and need assistance and thank you to the ambulance crew for their help and friendliness.
107	November	Thank you.
108	November	The team who drive and support us during the transfers are fabulous. Kind, respectful, show dignity at all times and are friendly. They are not the issue here this us a communication and booking issue. Happy to give more information if required.
113	November	I would like to say a huge, thank you to all of the people that work on the walnut ward at Hinchingsbrooke hospital. They are attentive to everyone's needs. I would also like to say thank you to everyone on the A&E department this is a very busy ward and the staff there are very professional.
114	November	Thank you so much for your kind and cheerful dispositions and being as helpful as you possibly could. Your kindness made the journeys go quicker and made the waiting problems that arose seem far less important. Many thanks!
116	October	Very good staff at all times.
117	November	Absolute brilliant.
119	November	I am very grateful for your assistance.
121	November	Absolutely fantastic crews and staff at the hospital. Lisa at the patient transport desk is absolutely brilliant and cares about us completely as do the crews.
122	November	To all the ambulance and taxi people .and clinic staff they are all polite helpful, please sort out your actual call handlers everyone is fed up with them.
126	November	Excellent service.

Patient number	Month	Additional compliments received:
131	November	Happy
133	November	Thank you both for making me feel as comfortable and reassured as possible. Going home after 6 weeks in hospital was daunting and you both made me feel supported. Thank you.
135	November	Thanks to the drivers who looked after me for getting me there and back safely and comfortably 😊
136	October	I would like to say a BIG thank you to the hospital transport staff who wheeled me to the ambulance transport & were very concerned about my health. (name & one other)? One was the driver constantly checking with? in the back to see if I was ok, & both going that extra mile to ensure I was safe in my home before leaving for the night. A BIG Thank you & bless you both for your kindness towards me. Would love to say medal on the way, as you both deserve one. Kind regards.
137	October	The ambulance crew were so helpful and patient with me. Excellent service thank you so much.
138	November	Kindly staff who looked after me and kept me informed of the different route needed and easy transfer up steps to home thankyou.
144	December	The ladies that brought me home were really friendly and good fun. They looked after me very well and we had a laugh a long the way which always helps. They delivered me home safely so thank you very much.
148	December	Great service thank you.
149	December	I would like to say thank you to all the staff and just say how professional polite and courteous that they all are getting me to and from my appointment on time in the safe and secure manner and lock lastly I would like to just wish you all a Merry Christmas thank you.

Patient number	Month	Additional compliments received:
150	December	Thank you for a most comfortable journey.
151	December	The Ambulance Car Driver is excellent at his job. He is a first-rate driver, courteous, friendly and professional at all times I rate him 10 out of 10, and consider him a great ambassador for your service.
152	December	Thanks 👍 to everyone for doing their best on the day. Lady rang 15mins before expected arrival which helped me settle my 🐕 before having to leave.
155	November	To the staff who answer the phone. Thank you for your politeness and patience. To all the ambulance crew who have picked me up and brought me home especially those who brought me back after surgery thank you for keeping up my spirits on some difficult appointments I had to attend.
156	December	Merry Christmas to all you hard working people. God bless you all.
157	December	Hello I am (name) and my son we went to Addenbrookes hospital yesterday (Tuesday 19/12 /23)around 1.30pm and came back about 6pm....We went with (name and name), who were absolutely Amazing, I couldn't fault them at all, they were an incredible team very professional from start to finish to my being comfortable on the stretcher, if I was warm enough, I was given a blanket and also asked if the heating was to hot/cold etc, if I wanted the radio on, which I did a pillow etc, we all got on so well good banter the time went so very quickly!! I also felt very safe with both of them drivers either way, fantastic young people, I would off been very proud to have called them my children!! Thank you so much NHS. Thank you so much (name & name) xxxx.

Patient number	Month	Additional compliments received:
159	December	The whole of the transport service has never let me down and they have always been very pleasant, and I have always been satisfied with the service.
161	November	Every member of staff is Great but i would like to make a special mention and thank you to (name and name).
163	December	Cheers mates, excellent journey. Where was the drinks trolley lol.
166	December	Thank you to all connected with my request and journey. I have no idea how I would reach my destination. All told so thankful we have an excellent caring service. To both drivers (name and name) Thank you so much for pleasant journeys. Regards.
167	December	A big thank you to the very nice call handling staff but especially a big thank you to Clare who collected me on 19/12 /23 to take me to an apt at clinic 14 Addenbrookes She remembered me from my previous address and was friendly considerate and helped me safely get to my apt on good time and collected me soon after my apt finished She's a star and everything the NHS means to me ..putting the care and safety and focus on the patient at the centre of everything the NHS does
168	December	Helpful, courteous.
169	December	Thank you as would have not been able to attend my important cardiology appointment.
174	December	Staff was so lovely and helpful. Call handler was very helpful. Thank you all.
178	December	Thank you for your service.
179	December	Thank you very much for your care and kindness when transporting me from Peterborough hospital to Stilton.

Patient number	Month	Additional compliments received:
180	December	Just thank the staff for their continued help. By the way, I am still going back and forth for this accident, I had on the 14th December.
182	December	Being housebound and living alone all the ambulance staff brighten my day with their kindness, cheerfulness and banter.
184	December	Superb many thanks.
187	December	The staff are amazing. Polite and understanding. I was treated with the utmost respect.
190	December	Efficient service.
193	December	Couldn't be better.
195	November	Thank you for being kind and thoughtful and caring.
197	December	Thank you for your help.