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Patient Transport Service Patient Experience Report

Patient Transport Service
Cambridgeshire ICB January to March 2024

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Summary

Introduction

The East of England Ambulance Service (EEAST) has a comprehensive annual patient survey programme, which includes the continuous patient 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 January to March 2024.

Methodology

The PTS 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.

In addition, September 2023 marked the start of the Patient Survey Team implementing a Pilot PTS SMS text messaging survey. Cambridgeshire and Peterborough were 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.

Sample

The PTS online survey is undertaken by way of a self-selected sample via EEAST's public website. A random sample of Cambridgeshire and Peterborough PTS patients is also collated each month with these patients either sent an invitation to feedback letter or an SMS survey signposting message with a link to the online survey. During Q4, 1575 SMS survey signposting messages were sent and 271 invitation letters were posted.

Conclusion

Overall, 81.3% of respondents (135) who answered the FFT question and had used the Trust's PTS within the Cambridgeshire area during January to March 2024, rated the service received as either 'good' or 'very good.'

87.2% of respondents (116) felt their transport booking call had been answered 'quickly,' respondents were mostly satisfied (90.2%) with the length of time their journey took, with 82.7% of patients (105) arriving 'on time' (46.5%), 'early' (29.9%) or 'very early' (6.3%) for their medical appointment. 73.9% of respondents (82) had waited between 0 to 60 minutes for their return transport, with 29 respondents (26.1%) advising that the wait was over one hour.

Positively, PTS staff attitude was mostly rated as 'good' (13.9%) or 'excellent' (81.0%), with the majority of respondents (94.9%) 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, attitude of call centre staff, waiting times and uncertainty with transport arrangements.

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.

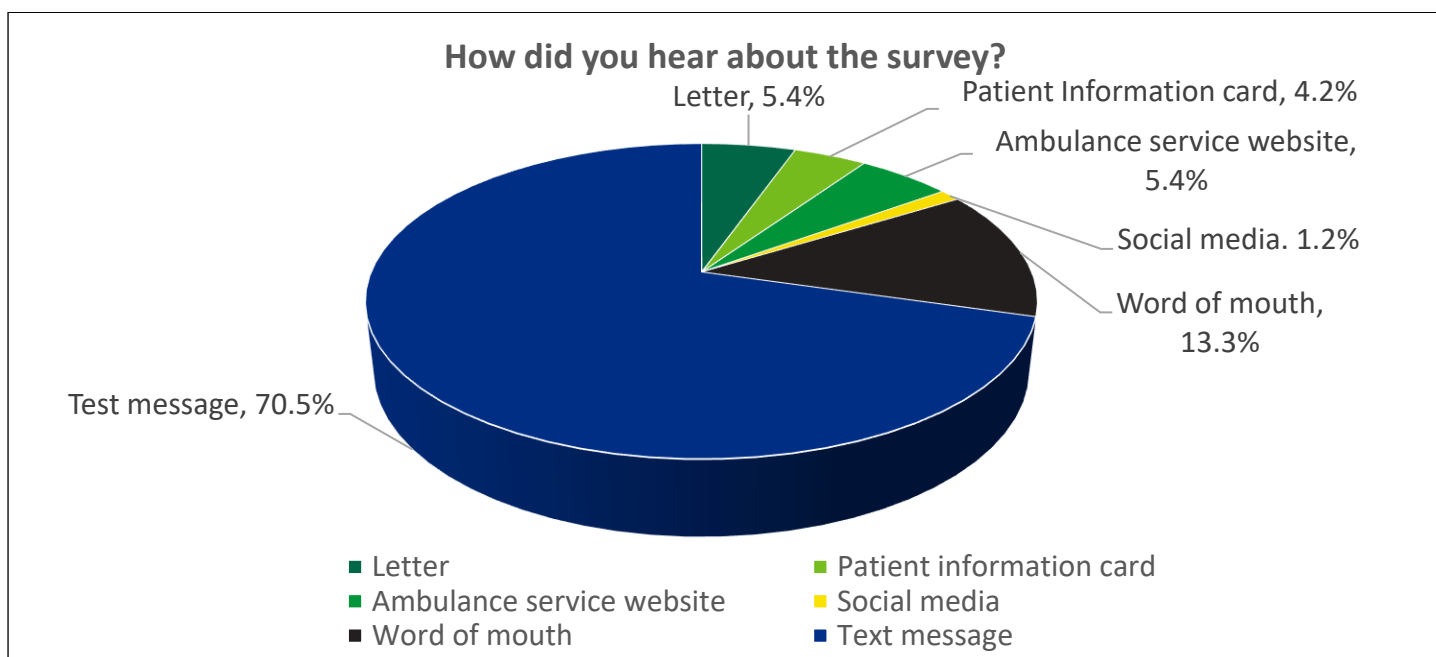
Results

Overall, **164** completed survey submissions were received from patients who had used the PTS within the Cambridgeshire area during Quarter 4 2024: January (51), February (46) and March (67).

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, 70.5% of respondents had heard about the survey through the SMS text message service. Other responses included 'word of mouth' (13.3%), 'patient information card' (4.2%), 'invitation to feedback letter' (5.6%), 'Trust website' (5.4%), or 'social media' (1.2%).

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, 166 respondents who used the Trust's PTS within the Cambridgeshire area answered the FFT question. (81.3%) of these respondents rated the service received as either 'good' (10.2%) or 'very good' (71.1%). 25 respondents (15.1%) rated the service as either 'poor' (3.0%) or 'very poor' (12.0%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
2	January	Polite, efficient and very reassuring medics.
3	January	Arrived early both ways, and driver polite and unapproachable.
6	January	They were very helpful, friendly and went above and beyond.
7	January	Nurses were very attentive.
11	January	The team were kind, patient and efficient, and fun.
13	January	The crew that transported us to the appointment were extremely caring and helpful. Nothing was too much trouble, and they took away any anxiety. The booking of the transport was slightly different as there was confusion with the destination and also the ability to transport a molift.
14	January	Kind, genuine people, with a sense of humor.
15	January	Very friendly and helpful service.
16	January	I was kept informed of the pick-up times. I was treated in a respectful and friendly manner. The process was explained to me. I felt safe and well cared for.
17	January	I couldn't manage without this service due to my medical issues.
18	January	The driver is very helpful as I need help moving. I was picked up very quickly.
20	January	The crew were really helpful and caring. I have mobility issues and they were really supportive. We arrived early and they showed me the coffee bar and said they would pick me up there.
21	January	Door to door service much better than the service that I had in Lincolnshire. Easy to book as well.

Patient number	Month	Positive comments received
22	January	Driver very helpful.
24	January	Very attentive and professional.
25	January	An excellent driver, who made sure I was comfortable and safe whilst travelling.
26	January	Caring, friendly staff.
27	January	Excellent all round.
30	January	The driver arrived to pick me up on time. The journey was very comfortable, with the driver avoiding as many potholes as possible. I arrived at Addenbrookes in plenty of time for my appointment.
34	January	Crew were excellent and attentive to my needs.
42	January	Always helpful.
55	January	It was good.
56	January	Very pleasant staff, helped onto stairlift and into bed.
59	January	Competent and cheerful operator, who kept us informed of journey and return arrangements. Felt safe and she was very helpful assisting me on ramp.
61	January	Your crew were flipping awesome, working under difficult conditions. It was insanely busy, your team were very professional whilst at the same time staying easygoing and light hearted to keep me at my ease. Thanks both.
62	January	Transport arrived when they said it would and all staff were so friendly and helpful. Made a stressful day a lot easier.

Patient number	Month	Positive comments received
66	January	The service was excellent, and the drivers were exemplary.
69	January	Very good experience, in very good time for appointment.
70	January	via voice message: "Just wanted to say thanks for the lovely job you're doing".
71	January	It was perfect. Pick-up was on time. Paramedics helpful. All told a completely hassle-free experience. A brilliant service. Thank you.
117	January	I went in a car this time, whereas I used to go to hospital in an ambulance. The service was just as good in a car. The driver still got a wheelchair for me when I was at the hospital.
33	February	Transport was on time both ways.
36	February	Lovely, friendly people.
39	February	Staff were very pleasant and helpful. Really good turnaround, didn't have to wait.
41	February	The driver was very helpful and friendly. We arrived on time also coming home.
43	February	Quick service and very pleasant drivers.
47	February	Efficient service with pleasant drivers. On time.
53	February	Transport arrived within the 2-hour slot and I arrived at hospital 20 minutes early. The crew knew what they were doing and treated me with politeness, care and kept me informed of any problems.
54	February	Friendly.
60	February	The staff were polite and very friendly and helpful.

Patient number	Month	Positive comments received
63	February	The transport was amazing. Got me to the hospital as quickly as possible, during a busy morning with traffic jams. I was lucky enough to have the same people to take me home on my return trip. Both friendly and easy to chat with.
64	February	When I finally got it, 3 hours after my appointment, it was brilliant. They were so lovely and accommodating. I had to wait for the ambulance in the end, which made up for the wait. As I spoke to the young paramedic the whole way home, and we laughed and laughed and found out we were both from Godmanchester. So, all the troubles of my day just melted away. I thought I was going to be in a lot of pain that night. As stresses my conditions. But I was so happy, I slept like a baby that night.
65	February	Staff were friendly and professional.
73	February	On time, polite and professional. Got me to where I wanted to be on home again, with no hassle or drama.
74	February	On time. Very polite driver – nice, safe driving.
75	February	Drivers were very professional, and I wasn't kept waiting very long.
79	February	They were very polite, took very good care of me.
82	February	Without hospital transport I wouldn't have been able to get to my appointment, which was essential to my hospital stay for treatment.
83	February	Lovely crew. Timings for journeys prompt.

Patient number	Month	Positive comments received
86	February	I was very pleased with the transport. There were two ambulance people to help, nothing was too much trouble for them. There was two of us on the transport – they looked after us and made sure we were comfortable and safe. I can't praise them enough; I would highly recommend the service. I would always use the service again. Thank you for all your help and care (name).
90	February	The driver and drivers were very caring, friendly and kind.
93	February	Courteous and efficient.
94	February	Fully attentive at all times.
145	February	Most times picked up at the time I expected.
81	March	Excellent crew, very helpful, friendly and very respectful. Great experience.
98	March	Driver was on time, very polite. Helped in and out the cab. Waited for me to come home. Again, very polite and helpful. Would like this lady, always.
99	March	A friendly service, made to feel very relaxed and comfortable.
102	March	They were kind and nothing was too much trouble – that put me at ease.
103	March	Hospital transport and all its staff are very helpful and friendly. They are all a credit to their service. They are so helpful in their job (on the outside), please keep up the good work.
104	March	Lovely, relaxed attitude, well looked after and caring medics/staff.

Patient number	Month	Positive comments received
106	March	The paramedics were so good, helpful, caring and showing kindness. They know their job well.
109	March	Very helpful and friendly.
110	March	Went over and above, shortened the journey, communicated well and were polite and respectful in the house. Ensured the patient was warm, comfortable and dry.
111	March	Paramedics were very patient with me as my mobility is very slow and gave me assistance getting in and out of my front door and wheelchair. They were kind and friendly, put me at ease and I felt I was in safe hands.
112	March	Friendly driver, got me there on time.
113	March	The driver was an absolute joy to be with. He was funny and put me at my ease. He was at all times professional. I found the journey to the Walton Centre rather uncomfortable. It would have been better if we went in a car, if possible. The driver (name) was a great reflection of the ambulance service; he was respectful, considerate, engaging and a total asset to the ambulance service and deserves all praise. There was absolutely nothing negative, quite the opposite. It's a shame you don't have more like (name). He was everything you would expect an ambulance man to be reassuring, polite, good sense of humor, respectful and a very good driver. I felt safe the whole time I was with him. He made the journey experience a very good one, and I believe he deserves all praise and be awarded for his whole demeanor and skill at the wheel. He instantly put me at ease. I feel he is a great reflection of the ambulance, and as I said previously, a very good asset to the ambulance service.
108	March	Arrived in a timely manner. Driver was very good and helpful.
116	March	Impressive service, great journey.

Patient number	Month	Positive comments received
115	March	Both drivers (name and name) were on time, drove very safely, and were very pleasant company. Clearly, they were both very experienced and expert drivers. Please thank them both personally from me. They really made the journey to my PET scan to be very straightforward.
120	March	(Name I believe her name was) was extremely kind and patient. Despite the ward not being ready, (name) ensured I was able to leave safely and on time. What was quite a nerve-wracking experience, (name) made me laugh and feel calm and safe.
122	March	The driver was very gentle, and full attention, and liked the same music as me.
123	March	Very good service.
124	March	The driver was very helpful and considerate.
125	March	Kept up to date on arrival time for collection. Return journey the same.
126	March	Transport was waiting for me, ahead of my release from the hospital departure area. The driver was very careful and considerate. He made sure someone came to the car to help me out. He was also very polite.
128	March	Very polite and really caring.
129	March	They were on time, polite and got me to my appointment.
130	March	Same driver as last time. Knew exactly where I lived. As polite and helpful as usual. Couldn't ask for better service.
132	March	Driver was very sociable.
135	March	It was absolutely 1st class. It was on time and waited until I was ready to come home. The two men who were with the transport were 100% friendly and always asking if I was OK.

Patient number	Month	Positive comments received
137	March	They went above and beyond couldn't have been better.
138	March	Driver intelligent, all ok.
140	March	The crew were very polite and helpful. They treated me with respect and took me to where my appointment was.
141	March	The driver is prompt, friendly and reliable. Good driver and felt throughout.
142	March	It safely transported me home from Peterborough City Hospital to my home in Huntingdon following complex surgery.
144	March	Pleasant, quiet and enjoyable.
147	March	The two ladies who transported me were kind, friendly and ensured my dignity was maintained at all times, whilst informing me of everything they were doing every step of the way. Thank you so much.
148	March	Always on time, very pleasant drivers.
149	March	The driver was very friendly, arrived at time stated, drove with care. Didn't leave us until my husband was settled in the room. Arrived back at time he said he would be. All around 5* treatment.
150	March	Because they care about you, and they make sure you are safe in the ambulance and getting there safely.
151	March	They were kind, courteous and didn't leave me waiting around.
152	March	It was competent and caring.
153	March	Polite staff. Comfortable service.
155	March	The journey home was very nice, they were on time and delivered me straight to my chair. Wonderful service.

Patient number	Month	Positive comments received
156	March	These guys were not due to pick me up, but due to unforeseen circumstances my pickup people were delayed (the Ambulance men presumed) on A14 where there was a bad accident. They were sent to pick me up. By now, the time for my appointment had been and gone as they came very late but were cheerful and happy to help me to my appointment. I was half an hour late, but everyone did not seem to mind, as I had informed my clinic as I had the man on the phone who arranges transport. These guys said I was an extra patient they'd been asked to pick up, but they were happy to do so.
157	March	I've never used hospital transport before, so I was unsure of what to expect. The driver was lovely and offered me assistance getting into the vehicle and chatted to me during the journey. She dropped me off right outside the eye department and telephoned me to let me know when she was picking me up. Excellent service throughout, thank you.
158	March	Driver was very pleasant and helpful.
159	March	Great service.
160	March	I was taken too and picked up from the hospital. The driver was keen to chat, which helped my anxiety, and he was awesomely professional and dutiful. Couldn't have asked for anymore, except being told to be ready too early. Thank you so much.
161	March	Prompt, efficient, helpful and friendly service.
165	March	Polite and helpful.
162	March	I am completely, physically disabled but felt safe and secure during the transport and well looked after by the team. They knew exactly how to position, handle and transfer me from the hospital to my bed at home. Great guys doing a fantastic job.
164	March	The ambulance crew were great and reassuring during my transfer.

Patient number	Month	Mixed / neutral comments received
4	January	The only negative reason for saying good was the 90-minute wait, after my appointment ended.
8	January	Quite late to pick us up. Got to appointments just on time. We could not stay in the clinic for collection, but the service was notified of this, both by myself and the clinic. Took the drivers ages to find us.
9	January	Was ok journey, just very late.
19	January	(Name) is my usual driver, and he is excellent. All other drivers have been very good too. The one gripe I have is. when I don't find out until the day before I have to ring transport is not going to be able to take me. But those that turn up have always been very good and reliable.
23	January	I had a little bit of difficulty getting into and out of the volunteer's car as its sills were quite high. I had a long wait for return transport, but I believe this was caused by there being delays at Addenbrookes for another patient. However, the driver did keep reception at Papworth fully informed.
29	January	Excellent driver called (name). In future it would be useful to give the driver the telephone number of pick up. I live in an area not always able to use just post code!
37	February	Efficient and courteous staff, only blip was the timelapse between part 1 and part 2 of my journey home.
51	February	The ambulance drivers great. The people at the hospital need to book people in on time correctly (to prevent 3 hours wait after appointment to get home) and think about journeys, rather than 2 ambulances doing same round or not even close to each other.

Patient number	Month	Mixed / neutral comments received
31	January	<p>Very good when collecting my husband and yarn into hospital – this was excellent. Unfortunately, upon discharge, he was taken to the discharge lounge at 3:30pm and was there until 8:30pm, when it was decided they couldn't bring him home. We were waiting until 8:45pm, rang the hospital and was told they wouldn't lift him from the bed into whatever they needed to bring him back in the ambulance. My husband is tetraplegic and is vulnerable, and this was an unpleasant experience emotionally for him and us. We decided to go and find him and brought him home ourselves, arriving back home at 11:45pm. He was exhausted and was recovering from a severe infection. It just seemed unorganized, but the staff were very kind on the Aspen ward and went to fetch a hoist to lift him into his electric wheelchair, that we had taken in. There should be a hoist on every ward and trained staff to use it as a fundamental part operating the wards efficiently and reducing the stress on patients and families. Thank you.</p>
67	February	<p>Because the staff bend over backwards to help you in every way, they can to make me feel so safe. It's a pity the service is let down by the lack of vehicles and enough staff to manage it. I'm a regular user of this service and travel at least once a fortnight. I have had to wait for my return journey for up to 3 hours and on one occasion 6 hours, never less than 2.</p>
105	March	<p>The person I spoke to when I rang to book the transport was officious and unhelpful. I would give her 1 out of 10. However, the NHS ambulance people who transported me home were exemplary. As a person with anxiety and panic attacks, they were very much appreciated. I would give them full marks plus for their attitude, ability and professionalism.</p>

Patient number	Month	Mixed / neutral comments received
92	February	Both drivers were lovely, great conversationalist. The morning driver was so interesting – retired met police officer and the lady and man who picked me up from hospital. Was a very bumpy drive, which after cervical spine neck surgery wasn't ideal or comfy but helped me into my home. I was hurried to be discharged, which wasn't ideal as was still having a cup of tea and nurses asked me to get dressed as they had arrived. I hadn't even got up to go to the toilet, which they made me do before discharge in October. Instead, as was still wobbly put in wheelchair and discharged.
107	March	Took almost 2 hours on transport to get to my appointment. Last time transport was booked, they rang about 1 hour before my appointment and said they were running late. Obviously, the clinic could not see me as I'd be over an hour late for my appointment, even though transport was booked well in advance for a previous appointment. Transport cancelled my appointment on the day because they couldn't collect me.
114	March	The taxi service provided by the transport service ALWAYS arrives late. Not 10 minutes but an hour, which causes me great stress, and by the time the taxi arrives, and the driver tells me he was not told he was meant to be with me an hour earlier, he then drives like a lunatic to try and get me there on time. In my opinion, the transport centre has no idea how far clients are and when they call a taxi company in Peterborough, they do not realise I live at least 30 minutes away (on a good day). The system is rubbish – when a driver who lives 5 minutes away doesn't get the job but a taxi company in Peterborough 22 miles away does. Whenever the local services attend to me it is absolutely perfect. All the staff from Wisbech Ambulance service are fantastic, caring & attentive.

Patient number	Month	Mixed / neutral comments received
119	March	Pick up ok, but had to wait 6 hours to come home.
131	March	Was extremely late dropping me off to physiotherapy, even more late picking me up to drop me home. Appointment was at 12 and was told to be ready at 10 but wasn't collected till 1225. My appointment was 20 minutes, was picked up at 2:30. I was asked what was wrong with me; stated I had fibromyalgia, ambulance member said 'well I have fibromyalgia', rolled eyes as if to say 'I'm still doing work, sat driving round in an ambulance and opening doors' then retracted by saying 'oh well, I guess it affects people differently'. Then during the trip home, I saw and heard the two members of staff helper and driver) discussing how it 'it's only a short way up the corner'. The tone was very clearly off and implying that I should be perhaps walking or flying to and from for the physiotherapy session. Service is amazing and necessary, but people should not be judged on appearance as no other factors. - 25 years old, mixed race, white & Asian person.
127	March	I had booked the transport for my appointment at 2pm which arrived on time, but I did not get home until 1945. I was left on my own for over 4 hours, in a hospital wheelchair at the transport desk, unable to get a drink or use the toilet.
133	March	Most of the service personnel were very good, with the exception of one occasion.
154	March	Apart from being late and a little on the bumpy side, we got there okay. I also cannot drive long distances, otherwise I would have taken my own car.
163	March	Bumpy, was bad for broken bones.

Patient number	Month	Areas for potential improvement
10	January	Poor service, bad liars. Ambulance said he called and knock on my door, which never happened.
12	January	My travel was meant to be arranged from Cambridge to London's UCLH Hospital outpatients. This was explained to me by Cambridgeshire transport booking office that I would need to be ready by 9am on a Saturday, to be picked up for my appointment at 1:30pm. I then noticed it was past 11am – I called the booking office to find out where my travel was and was told this is cancelled with no explanation and that someone was meant to get back to me at some point. I have now missed my appointment, which means I have to wait until September and cannot contact anyone as this is over a weekend leaving me at a dead end. I am very disappointed in this service and hope this does not happen to anyone else.
28	January	I had 2 prebooked (2 weeks in advance) transport collections cancelled with 1 hours' notice before my designated pick-up time. An appointment for overnight stay in hospital for neurological assessments at Oxford University Hospital. 2 times I have had to suffer and endure mental health issues preparing for the appointment, for it to be cancelled with no time to inform OUH of the cancellation. The service you provided seriously impacted my mental health.
50	January	Because I can't walk after my 1 off knee replacement, I booked my return home for 5 o'clock. It never turned up. When I phoned them to see where the transport was, they said it was never booked even though I had the reference number. They then told me I had to wait another hour and a half. Due to all the pain, I was in I couldn't wait, so ended up paying out £45 for a taxi.
52	January	Late being picked up so late for appointment. Had to wait over two hours to be collected to return to care home. Lady, 94 years old, wheelchair bound.

Patient number	Month	Areas for potential improvement
35	February	Arrived 2 hours late.
37	February	Never turned up, after 3 months in critical care etc., I had to make my own way home at 7pm, in PJs. Terrible!
57	February	My dad was brought home, and the men told us his SATs dropped to 60 on his oximeter. They increased his oxygen to 3litres. This should never have been done as he had COPD. This caused him damage, to where he died once he was home, due to his low saturations. I will be raising a formal complaint and an investigation. These people are not trained in medical support and this in turn – my dad has lost his life. These men did not know how to transfer my dad from stretcher to bed – instead made him stand as they stated he wasn't mobile. He had only been in hospital 1 day! They turned him, bear hugged and sat him on the bed, not repositioning him, which my mother and I had to do. I am not happy with the service, or lack of service.
78	February	The driver wasn't very friendly or talkative.
80	February	No transport turned up, although I waited over seven hours. Very distressing for both myself and aggravated as I had a dog at home alone.
85	February	Arrived late, and told I had to wait over 3 hours for collection back. Being disabled and in pain was unbearable, I phoned a friend to borrow money to get a taxi back and was awake all night in pain.

Patient number	Month	Areas for potential improvement
84	February	<p>As a bariatric patient I have, on many occasions, been unable to travel to appointments due to lack of appropriate equipment. Many times, the wrong ambulance has been sent or a wheelchair unsuitable for myself has been sent. This recent time, I had booked a stretcher transfer as the wheelchair option had failed multiple times. The stretcher was too tall for me to sit on, so the crew decided to man handle me onto the bed. I had told the crew repeatedly I have a bad back and cannot lie down, but the male crew member still insisted on pushing me into a laying position, all while I was crying no. If a step had been available for me to use to gain access, I would hopefully imagine this would not of happened. I still have not managed to attend my clinic appointment; it's been 6 months now. I have now had to rent a wheelchair at a cost of £130 for my next attempt to attend this clinic. If this fails, then I will be filing a complaint.</p>
88	February	<p>I'm a disabled person, who is always in a powerchair and cannot walk. I can only stand up if there is an aid to hold. If I stand up, I cannot walk without an aid because I cannot keep my balance at all. When I asked for an ambulance, I asked for the one with the lift. They sent me the one with ramp. The ramp is 17° and I cannot ride my powerchair if the angle is 8° or less as the powerchair could easily tip over backwards. They did not send me another ambulance and told to me to go to the hospital by my mobility car. There is a little number of disabled car park at the Papworth Hospital/Addenbrookes Hospital, and it is almost impossible to find a parking space. My appointment has been cancelled that day because of ambulance service.</p>
139	February	<p>Twice the driver was late – the first time I missed the appointment altogether. Then on the return journey I was deliberately kept waiting for hours in a cold area. There is no way (Name) would have been treated like this.</p>

Patient number	Month	Areas for potential improvement
118	February	I had NHS transport booked post-surgery to get me home from hospital (no family or friends in the area to help me) but had to postpone it as the hospital wanted to keep me in overnight. Tried to rebook the transport for the next day but was told I wasn't eligible as I was "mobile". It was less than 24 hours post-surgery, so I wasn't feeling well, and I had been told not to drive. I'm not sure how that is deemed as being mobile, plus I had a bandage on my face due to nose bleeds and there are no buses in the village where I live to be able to get home. The nurse who tried to book the transport for me also said the man on the phone at NHS transport was rude.
97	March	Because I had to be sat outside in a truck, while they waited half an hour for another crew to come and support me into the bungalow. When the other crew got to us, the man said, "why didn't you wheel her in a wheelchair and support her up the steps?". I was very cold, as I only had a hospital gown on.
100	March	They set a low standard and failed to achieve it. I was clear what time I was expected at the hospital, but the driver still turned up 5 minutes prior to my appointment. 0/5!
101	March	Drove too fast – I was following behind, speeds excessive and absolutely no need for speeds of this kind. When my mum arrived at the hospital, she was moved to a recovery room because she was retching and trying to be sick – she doesn't ever suffer from travel sickness. She should have been transported in a wheelchair, but the ride was double booked and already taken up with another in a wheelchair user, therefore she had to transfer which caused more upset and confusion. Cancelled the ride back as she was going to be there longer than anticipated but wouldn't have rebooked anyway, as would have put her at risk and caused unnecessary upset. Managed to get her home in my car, just such a shame as could be a very valuable service but not worth using again due to the upset it caused.

Patient number	Month	Areas for potential improvement
121	March	My mother's journey was cancelled by the planners as it was classed as "not urgent enough". How qualified was this planner to make that decision? Yes, it was not life threatening, but she could also have a lifelong eye problem – she is already totally blind in her right eye. There was another driver whose work was cancelled, and he said he had no work for 2 hours 12pm! I know this as I work for PTS.
136	March	My mother's surgery has had to be cancelled 3 times because there is never an ambulance to take her to her appointment. She is bed bound and unable to get in a car. Her sight is at risk because of the constant delays. She never knows until the morning of her surgery if she'll even get to the hospital that day. She's been waiting for months and each of her 3 surgery dates have had to be cancelled because of the lack of transportation. It's highly disappointing.
146	March	The transport was 1.5 hours late arriving. The driver then drove at excessive speeds to try and catch up.

Are you the patient?

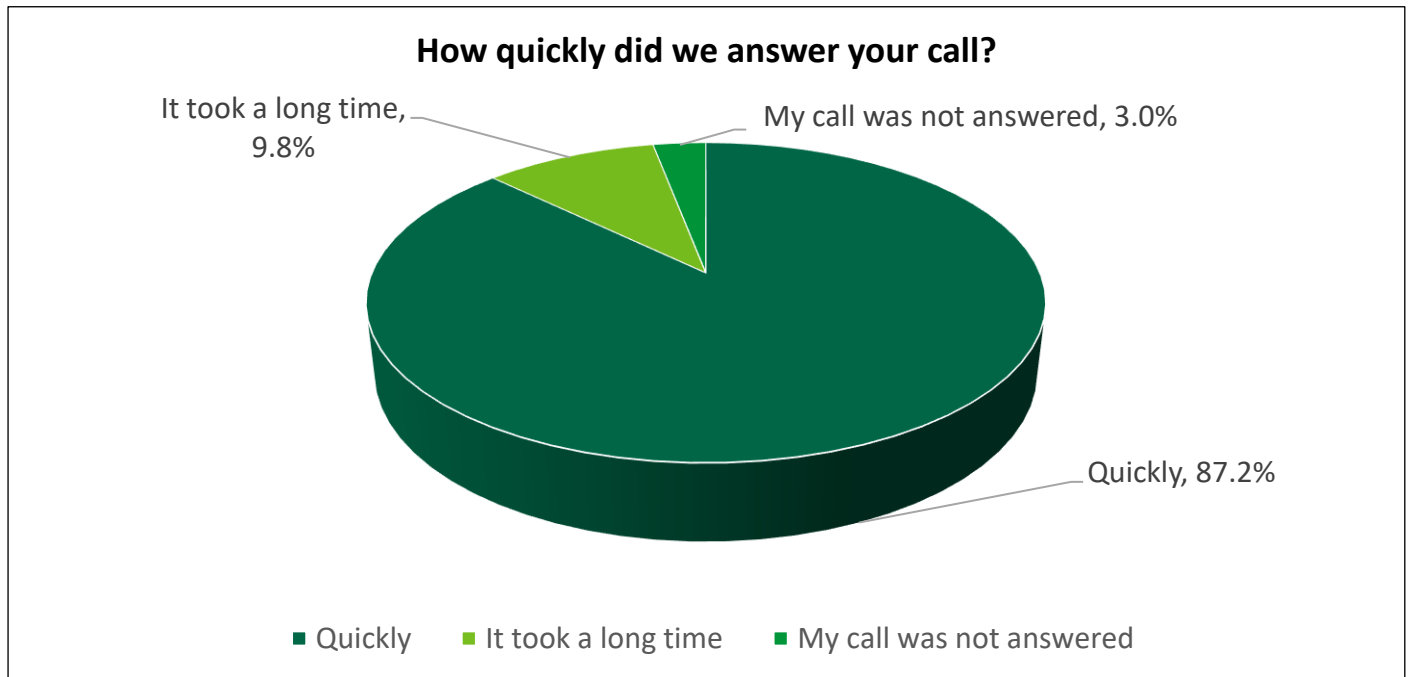
Overall, 141 (85.5%) of the 165 respondents who answered the above question advised that they were the patient and 24 (14.5%) respondents answered that they were not the patient.

An example of the comments also received:

- *“Daughter,” “Son,” “Wife” and “Friend.”*

How quickly did we answer your call?

Of the 133 respondents who answered the above question 116 (87.2%) recalled their call to the PTS as being answered 'quickly.' However, 13 respondents felt that it took 'a long time' (9.8%) and four respondents (3.0%) advised that their call was not answered. The remaining respondents either did not complete this question or were 'unable to say'.

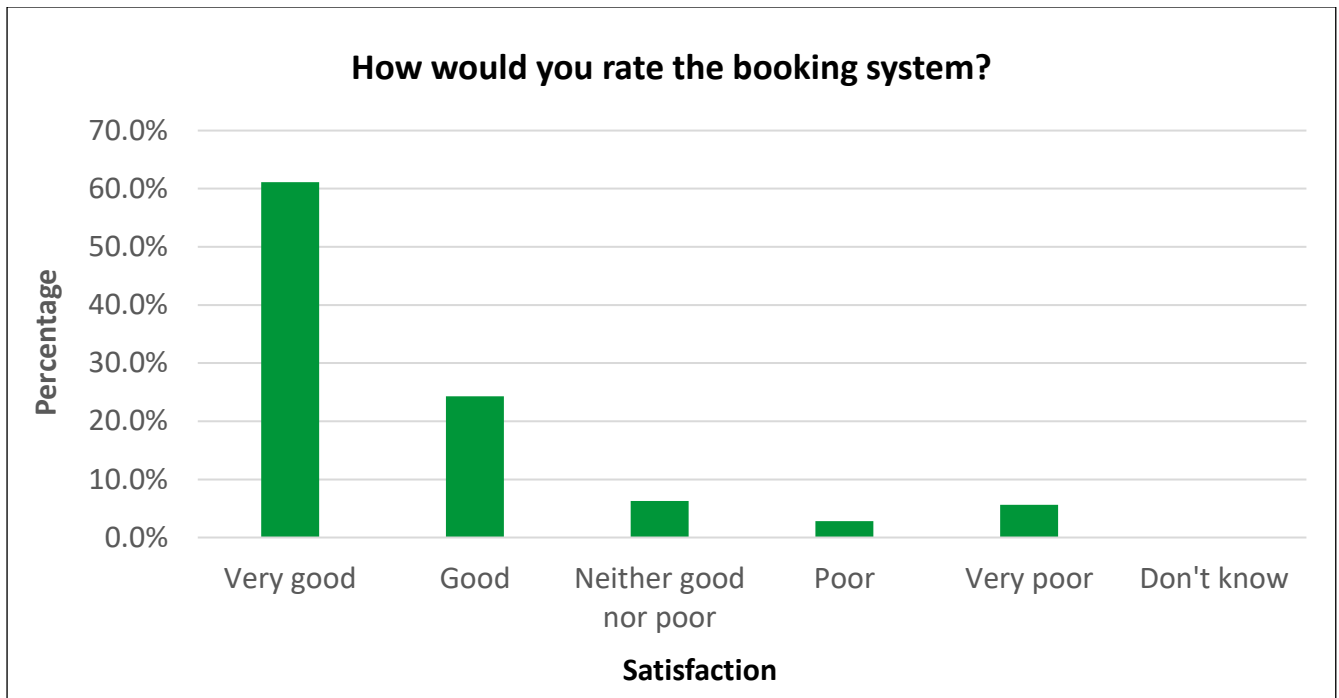


Were you clearly informed of the date and time of your transport booking?

Of the 152 respondents who answered the above question 144 (94.7%) advised that they had been clearly informed of the date and time of their transport booking. Eight 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 144 respondents who were able to answer the above question, 123 (85.4%) rated the booking system as either 'good' (24.3%) or 'very good' (61.1%). Nine respondents (6.3%) rated the booking system as 'neither good nor poor' and 12 respondents (8.3%) rated the system as either 'poor' (2.8%) or 'very poor' (5.6%).

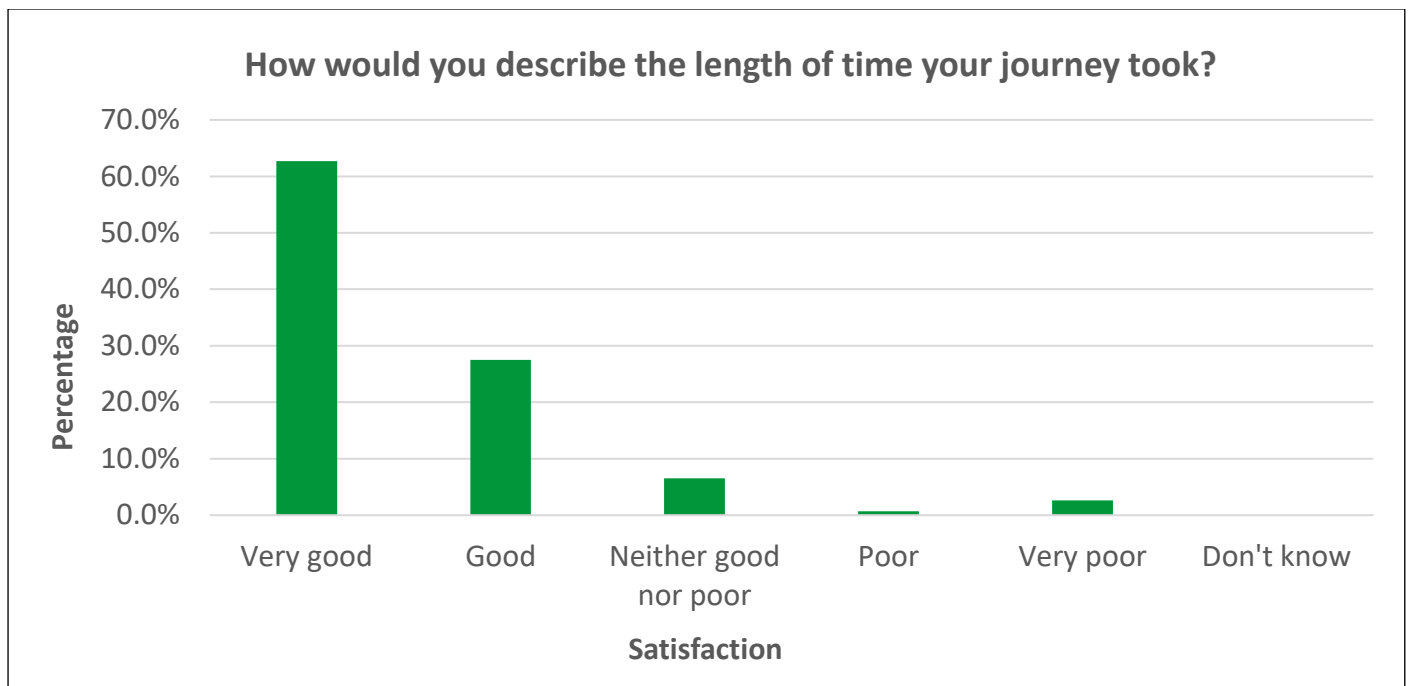
The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

Of the 147 respondents who answered the above question (91.8%) recalled the PTS staff as having introduced themselves upon their arrival. However, 12 respondents did not recall the PTS staff introducing themselves.

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

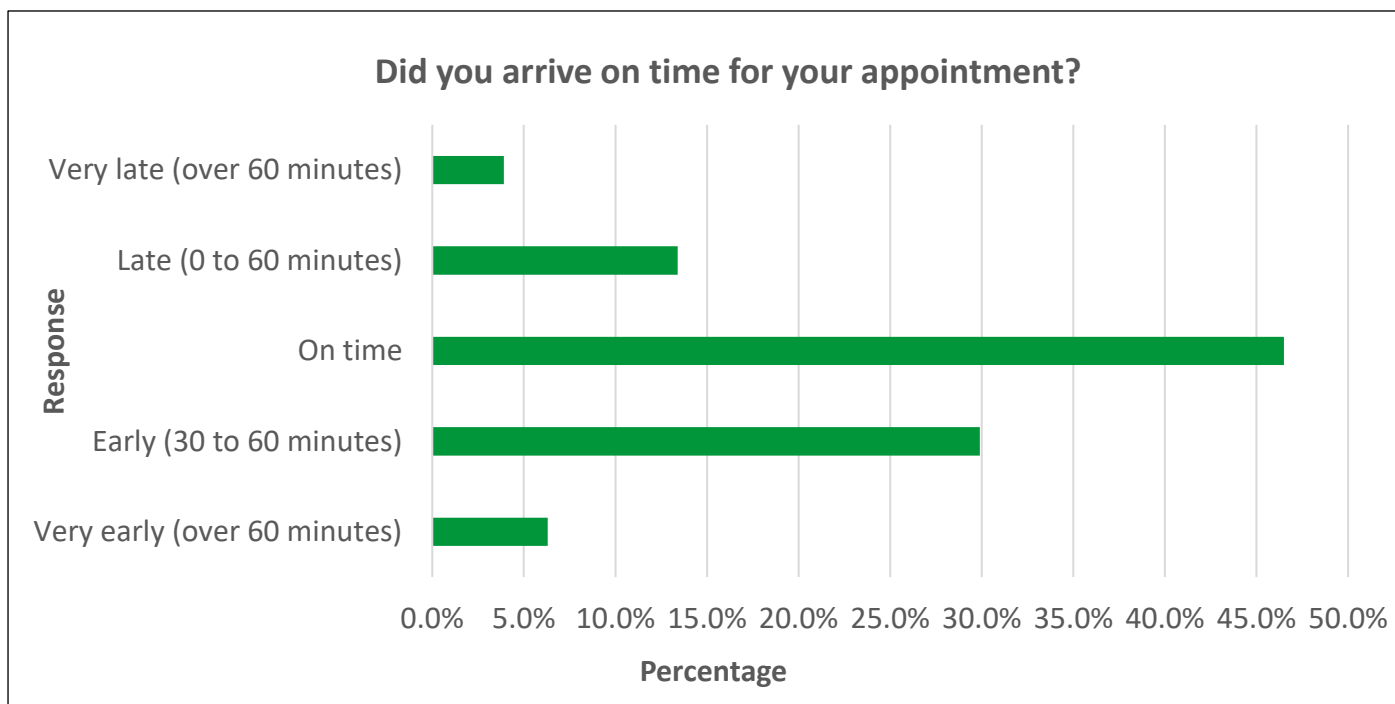
How would you describe the length of time your journey took?



Overall, 138 (90.2%) of the 153 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (27.5%) or 'very good' (62.7%). However, five respondents (3.3%) answered either 'poor' (0.7%) or 'very poor' (2.6%).

The remaining respondents either answered 'neither good nor poor' (6.5%), did not complete this question or were 'unable to say.'

Did you arrive on time for your appointment?



Of the 127 respondents who answered the above question, 105 (82.7%) had arrived either 'on time' (46.5%), 'early' (29.9%) or 'Very early' (6.3%) at the hospital/clinic. 17 respondents answered they arrived either 'late' (13.4%) or 'very late' (3.9%) for their medical appointment.

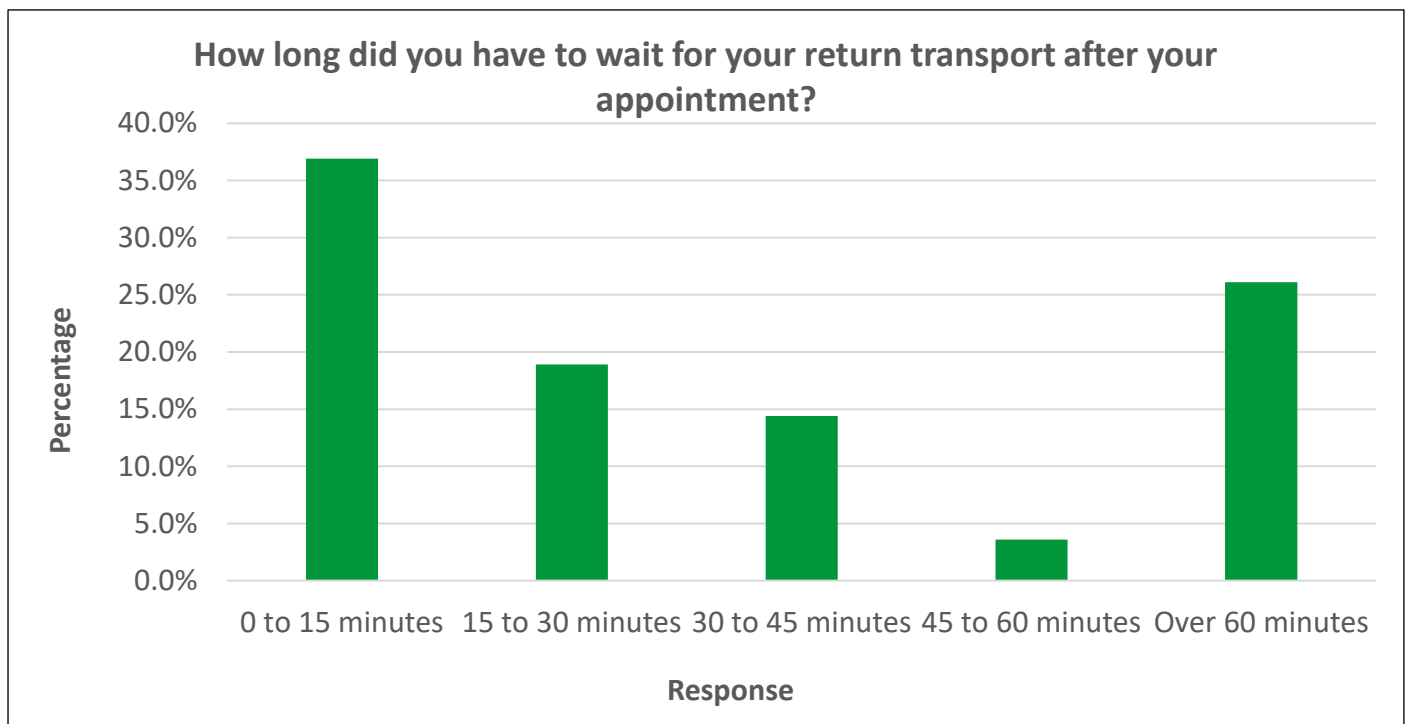
The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

Seven (29.2%) respondents advised they had been informed of any transport delay, but 14 (66.7%) respondents did not recall being contacted.

The remaining respondents did not complete this question.

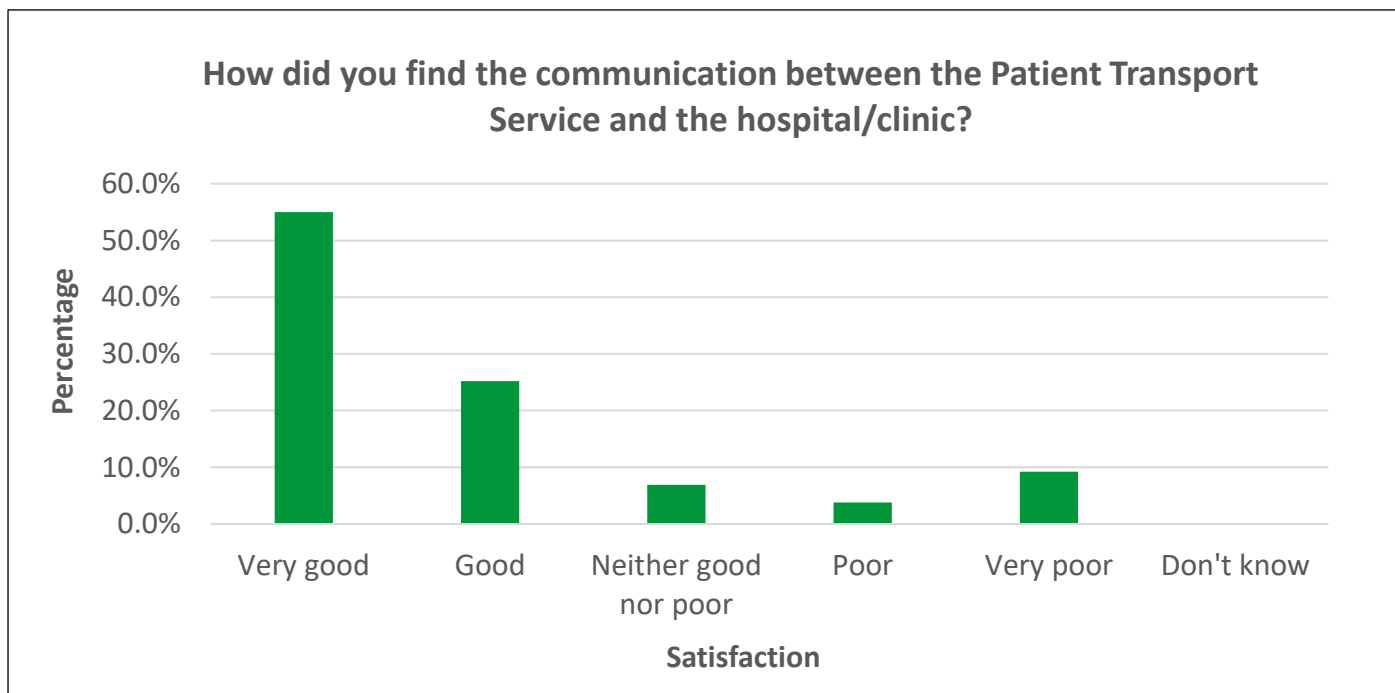
How long did you have to wait for your return transport after your appointment?



Overall, 73.9% of respondents (82) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (36.9%), 15 to 30 minutes (18.9%), 30 to 45 minutes (14.4%) and 45 to 60 minutes (3.6%). However, 29 patients (26.1%) had waited over 60 minutes following their medical appointment.

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

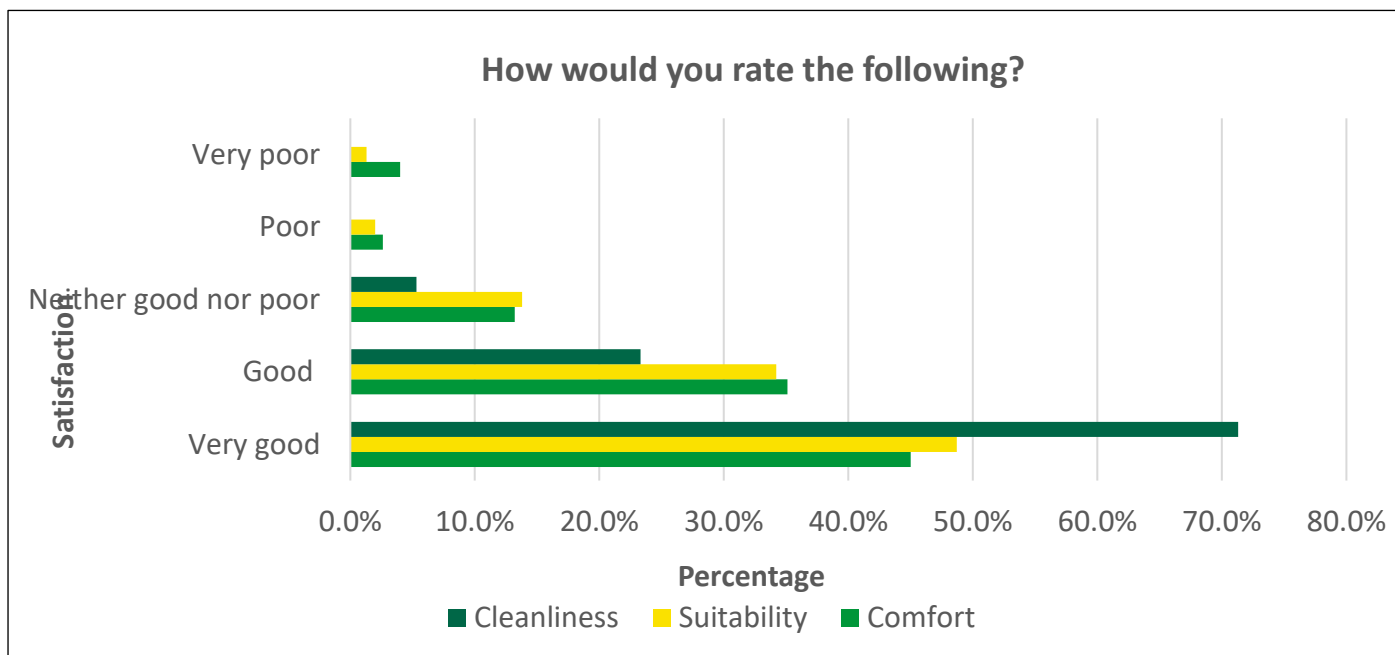
How did you find the communication between the Patient Transport Service and the hospital / clinic?



Overall, 114 (87.0%) of 131 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (25.2%), 'very good' (55.0%) or 'neither good nor poor' (6.9%). However, 17 respondents rated the communication as either 'poor' (3.8%) or 'very poor' (9.2%).

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’ (23.3%) or ‘very good’ (71.3%).

Respondents were least satisfied with the comfort of the vehicle, which was rated by most respondents as ‘very good’ (45.0%) or ‘good’ (35.1%), however, 20 respondents (13.2%) rated the comfort as ‘neither good nor poor’ and 10 respondents rated the comfort of the vehicle as either ‘poor’ (2.6%) or ‘very poor’ (4.0%).

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

How would you describe the attitude of the staff?

Overall, 150 (94.9%) of the 158 respondents who answered the above question rated staff attitude as either ‘good’ (13.9%) or ‘excellent’ (81.0%). Eight respondents (81.0%) 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?

150 (94.9%) of the 158 respondents who answered the above question recalled 'definitely' (90.5%) or 'to some extent' (4.4%) being treated with dignity and respect. However, eight respondents (5.1%) 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 149 respondents who answered the above question, 146 (98.0%) responded that they felt the PTS vehicle had been driven safely. However, three respondents (2.0%) did not feel that the PTS vehicle was driven safely.

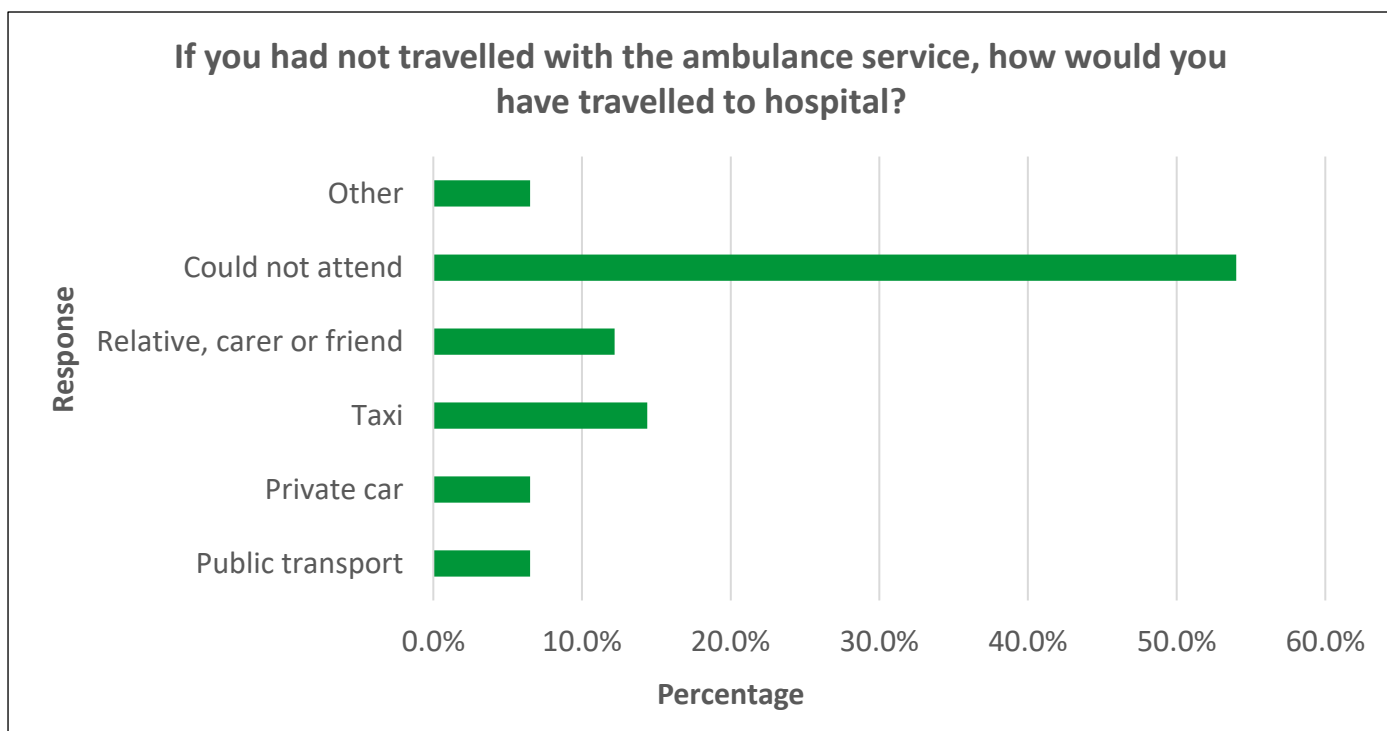
The remaining respondents did not complete this question or were 'unable to say.'

Did the staff offer assistance if required?

144 (94.7%) of the 152 respondents who answered the above question advised that assistance had been offered. However, five respondents (3.3%) advised that assistance 'was not required' and three respondents 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. 75 of the 139 (54.0%) responses advised that they **could not** have attended their appointment. Other responses included: 'private car' (6.5%), 'relative, carer or friend' (12.2%), 'taxi' (14.4%), 'public transport' (6.5%), or 'other' (6.5%).

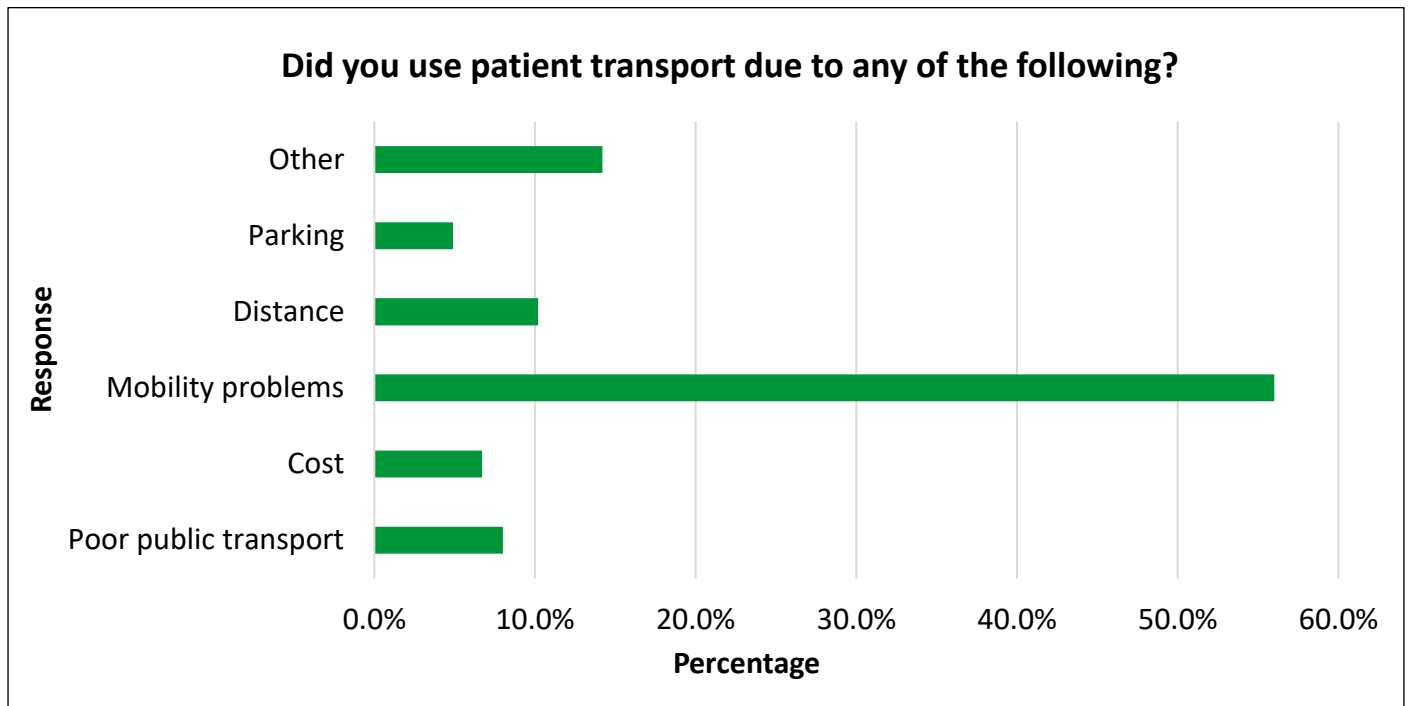
The remaining respondents did not complete this question or were 'unable to say.'

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

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

- *"He was too poorly and unresponsive so would have been in an ambulance." (Patient 31, January)*
- *"I had no family to come and collect me as they are 170 miles away. I was completely stuck!" (Patient 80, February)*
- *"Had to beg a friend for a lift, but she was meant to be working." (Patient 118, February)*
- *"I was going home from hospital." (Patient 120, March)*
- *"My journey was from Hospital to my home." (Patient 126, March)*
- *"Still waiting for an ambulance." (Patient 136, March)*
- *"I was discharged from hospital. Discharge staff arranged my transport." (Patient 142, March)*

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



Overall, 126 (56.0%) of the 225 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport' (8.0%), 'cost' (6.7%), 'distance' (10.2%), 'parking' (4.9%) and 'other' (14.2%).

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':

- "Emergency call." (Patient 2, January)
- "Already in hospital." (Patient 9, January)
- "Transfer between hospitals as an in patient." (Patient 16, January)
- "Illness hospital transfer." (Patient 26, January)
- "Mental health." (Patient 28, January)
- "Too poorly." (Patient 31, January)
- "Would not have been able to get there." (Patient 33, February)

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

- *"No car at that time." (Patient 41, February)*
- *"Having reconstruction from bowel cancer so have to use a stretcher to travel also." (Patient 44, January)*
- *"Felt too ill to safely drive." (Patient 59, January)*
- *"Had to be sedated so needed two person crew to take me home where non driver friend was waiting for me." (Patient 62, January)*
- *"1st chemotherapy treatment and was advised it was too far to travel alone." (Patient 66, January)*
- *"Following an admission to hospital it was important that I attended my appointment and therefore hospital transport was arranged." (Patient 82, February)*
- *"Live alone family abroad and BFF at work so have no one take me to hospital for surgery and would had pay for taxi to from. Was grilled why a neighbour couldn't have taken me which unfair expect elderly neighbour and those younger who work." (Patient 92, February)*
- *"I have panic attacks travelling, especially in cars. I have been treated for this in 2 different hospitals for this in the past." (Patient 105, March)*
- *"I couldn't move." (Patient 106, March)*
- *"Sedation." (Patient 112, March)*
- *"No car; friend not available on that day." (Patient 115, March)*
- *"Unable to understand or communicate with the doctors." (Patient 121, March)*
- *"Advice of medical staff on a particular occasion." (Patient 133, March)*
- *"Distance and as having chemo treatments advised by consultant not to drive as the drug contains high level of alcohol to assist with drug uptake so advised not to drive, plus I have cancer therefore eligible for this service free." (Patient 143, March)*
- *"Unable to drive after treatment." (Patient 148, March)*
- *"I am on oxygen and have mobility problems." (Patient 151, March)*
- *"I was transferred from PCH to Royal Papworth arranged by PCH." (Patient 164, March)*

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

Patient number	Month	Positive comments received
2	January	Nothing, all good.
3	January	All went better than expected. Hope the rest of the journeys follow suit.
4	January	Was happy with the service provided.
11	January	I cannot think of anything.
14	January	All good.
18	January	I was picked up by car, which is much better for me, as I cannot climb up steps.
20	January	The whole service was excellent.
34	January	Excellent service.
55	January	It was very good.
62	January	Nothing, booking was easy, transport punctual and staff efficient and nice.
66	January	To be honest nothing really, you couldn't have done more. I'm so grateful, thank you.
69	January	You cannot improve on perfection.
36	February	You did everything right.
39	February	Not a lot really. I get very anxious because in the past I have had to wait hours to get picked up.
63	February	Service was amazing, nothing more they could do to make my trip any better. They went above and beyond.
65	February	Nothing a great service.

Patient number	Month	Positive comments received
98	March	The lady driver was excellent. The whole service was great. You don't need to do anything extra.
102	March	Absolutely brilliant. I am unable to walk, I felt really safe. Thank you.
103	March	The old saying is 'if it's not broken don't fix it'. The service works very well (until someone changes it to save money).
104	March	The hospital arranged the transport after my foot operation as I had no family to return home with. The arrangement could not have been better.
106	March	You did your best and I am happy with your services, as you saved a life. Keep doing the same.
113	March	You cannot improve on perfection.
115	March	Not possible! All went perfectly well.
120	March	Nothing. All was perfect. Thank you.
125	March	Not really very important that I travel with him, and this was made possible for us. Thank you.
126	March	Everything was most satisfactory. No complaints whatsoever.
135	March	Nothing could have been better.
140	March	There was nothing you could have done better.
141	March	Really nothing; it was a good service from start to finish.
149	March	As far as my husband and I are concerned, everything went smoothly from start to finish.

Patient number	Month	Positive comments received
150	March	No, you couldn't make it better than what it is.
153	March	Satisfactory service.
154	March	Everything was perfect, as far as I could see. Thank you very much for your help.
155	March	Everything was perfect.
156	March	Nothing. As I stated these guys were excellent.
157	March	No, excellent service from start to finish.
158	March	Could not have been better.
162	March	Patient transport was used to bring my husband home from a stay in the hospital.

Patient number	Month	Neutral / mixed comments received
13	January	Repetition of details at outset of call. I called 4 times for the same reason and spent most of the time repeating information.
29	January	My telephone number should have been given to my very competent driver. I had given the person taking my transport booking special direction to find me, plus the code to come into site. Sadly, the driver had none of this! She had spent considerable wasted time trying to find me. We arrived on time because she was such a good driver.
31	January	Told us that he wasn't going to be returning as planned upon return. The transport into hospital was excellent. However, coming home was a failure overall, as they weren't allowed to lift him from the trolley into a hospital wheelchair. It was the ward staff who sorted it out in the end. Thank you.
61	January	I confess I had no clue when the team were going to arrive - they simply appeared. That was not the fault of your team - it was down to communications issues within Addenbrookes hospital itself.
37	February	Not too much really.
47	February	I am a regular user, 3 times a week for dialysis. It takes a long time to get through on the phone to cancel bookings when transport is not required, due to my holidays of making my own way on occasions.
64	February	Nothing you could've done better, per say. I think the hospital staff should be trained on pre booking the transport. The really nice nurse had it sorted, but the other one said she couldn't do it.

Patient number	Month	Neutral / mixed comments received
105	March	Your telephone operator could have been more understanding and knowledgeable. Your drivers could not be improved. They were amazing.
110	March	A set time rather than a window when the transport would arrive but I'm perfectly happy.
114	March	Having had 28 sessions of radio/chemotherapy for my cancer, I was due to attend an MRI appointment to check my cancer progress on the 7th March. Imagine my shock when I got a call from transport the day before, to say I was not entitled to transport for that visit to Addenbrookes. Fortunately, my son was here and spoke to the caller who made a call to her superior and it was reinstated. I was told by my Oncology consultant I was entitled to transport, so who on earth gave that person the right to cancel my transport? Although I am having a moan, overall, I found the service very good; the drivers and attendants were all excellent, very caring, careful drivers and thoughtful about the patients. Thank you.
116	March	This morning the transport was a little on the late side, but we made it on time.
130	March	Only maybe get seats with softer covers, as people like me with not much covering on behind, do find them slightly uncomfortable.

Patient number	Month	Neutral / mixed comments received
131	March	Both journeys just wanted to talk about the privatisation and saying how the service was going to get worse, which obviously means they know it's not really working effectively because of that mere statement. Initial journey, workers blamed the lateness on the calling office not calling them to let them know they were picking me up until last minute, even though it was booked around a month prior. Picking me up was so late and they did not apologise once for being late, just seemed to act like it was normal. I think people have got into the mentality that the NHS and its partners providing a bad service is normalised behaviour because it's free healthcare, but this is wrong as it's subsidised by high taxes.
137	March	You couldn't but the ramp is very high and there are no handrails. If the ambulance men hadn't helped, I wouldn't have been able to get in, they were brilliant.
144	March	Maybe softer seats, but overall brilliant.
152	March	From the inpatient information, it would have been better to have been kept up to date with progress of arrival time from the hospital staff handling all the patient transport from the QE discharge lounge.

Patient number	Month	Areas for potential improvement
9	January	Arrive on time.
10	January	Get people in the job who do not lie, know the whole area of South Cambridge and the difference between the City South Cambridge and the fen Villages. Instead of sending people all around the area, which means adding some 3 hours or more in getting home.
12	January	The communication between transport service and hospitals needs to be way better. If you know nothing is available on the weekends, like drivers or vehicles, then communicate that straight away to the relevant hospital and contact the patient with a valid explanation. Your reception should also be understanding of this horrible situation, instead of making it seem as it is your fault in their lack of work.
23	January	If there are delays, it might be useful if drivers could text patients to keep them informed.
24	January	It would have been good to have had a call or text after you contacted the hospital to say you would be delayed. But this not a complaint, rather a suggestion.
28	January	There was one guy which took my call for a booking - on the (Cambridge) booking line that was incredibly rude to me. He had no patience or understanding of why I was needing to use the transport service. I have never been spoken to so rudely from anyone working within. Possibly more training for telephone communications.
52	January	Better organised in time structure. It's the same every time. Sometimes you don't turn up. Always late. Be more reliable.
51	February	Putting patients from the same area together and booking in properly at hospital for return, especially Addenbrooke's.
57	February	Core training for staff on patient's medical issues. Do not give 3 litres of oxygen to COPD patients, it will kill them!

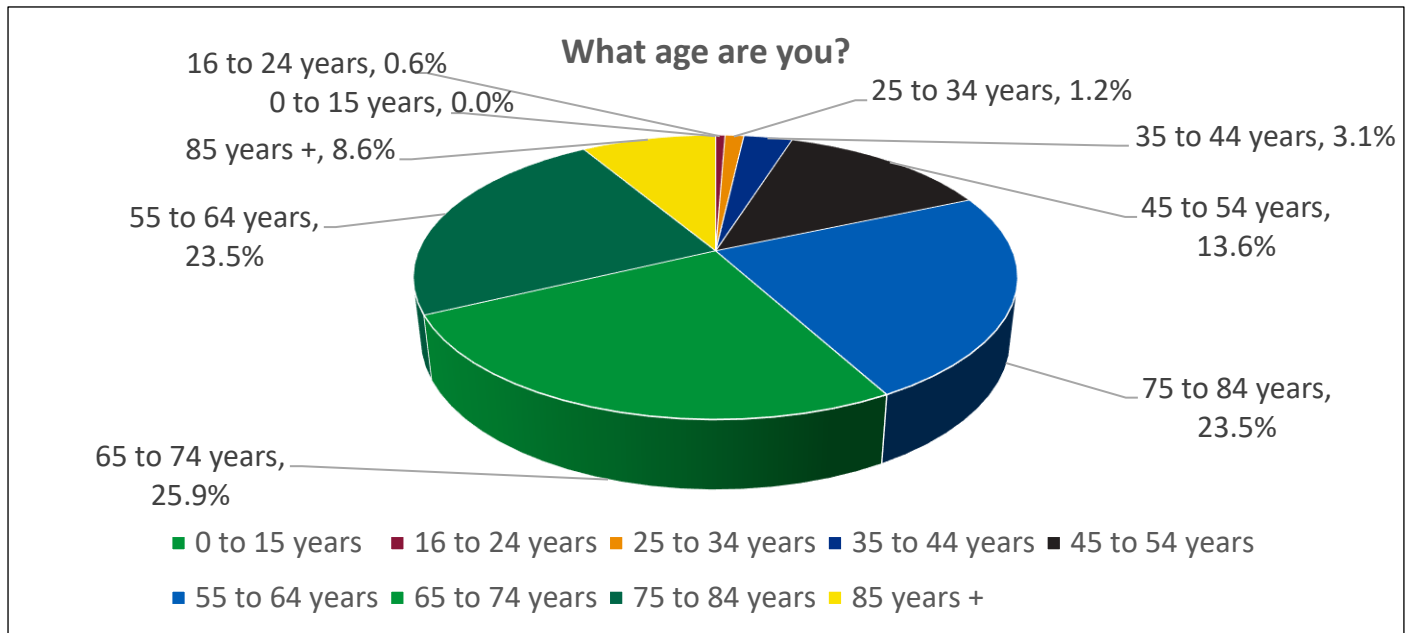
Patient number	Month	Areas for potential improvement
67	February	Shorter waiting time for the return journeys. One occasion I waited so long that the staff had gone home, and I was sent home by taxi, which wasn't satisfactory as I found it very difficult to get in the car.
80	February	To have turned would have been good! Discharged at 12:00 but no transport by 8:00pm is disgusting! Then a call came through that no transport was arriving at all. That's after 3 changes of time arrivals. Folks are unwell and vulnerable at these times, making a difficult situation worse.
82	February	Better communication for transportation to take patient back to the hospital, as no one seemed to know when I was being picked up and had to wait 2 hours after my appointment.
85	February	Not taking 3 hours to pick up for return journey.
86	February	Nothing, in my mind you gave everything spot on. Keep it up!
88	February	Please keep the ambulances that have the lift. Ramps are too dangerous. It is a 17° angle and I need a ramp no more than 8° angle. Lifts are the best and safer.
93	February	My operation had to be transferred to the afternoon list instead of being first on the morning list, due to transport being unable to get me there for the allocated time. Transport was booked 3 weeks in advance, but I was only notified on the morning of the admission of the time changes. As a result, I was left severely dehydrated, resulting in 7 attempts to cannulate me for the op.
139	February	Better communication.
118	February	Offered me transport – I'm still not sure why I was not eligible. I'm sure it wouldn't have been a problem if I was over 60 years of age and in the same situation.
100	March	Turn up on time.

Patient number	Month	Areas for potential improvement
92	February	Better attitude at time of booking – I was made to feel why no one could take me, even when I explained no family, live alone and 1 friend local at work, why I couldn't ask neighbours to help: who work and 1 elderly, and why can't I get public transport and why I should be eligible. Made to feel I shouldn't ask for help, when it is much needed and grilled if I meet eligibility and said I could get a taxi, despite being on benefits and PIP. I didn't appreciate it. The driver in the morning was lovely but dropped me at the wrong entrance and didn't offer to help me carry my bag inside, as I have neck, back and shoulder chronic pain, and I had to walk further, they just dropped me off, but he was lovely. We arrived 45 minutes early, which hospital say not to arrive any earlier than 15 minutes before admission, so not ideal as had to sit for a long time – sitting/standing in chronic pain is bad.
97	March	More polite. Not being so negative about getting me in. Checking notes before dropping someone off and phoning ahead before transporting a patient.
101	March	Slow down when driving, drive at or under speed limit, and don't double book patients.
107	March	A more reliable service is needed. More funding.
112	March	Send a text or email confirming booking.
121	March	Do not cancel the journey and not even inform the patient they will not turn up!
133	March	Make sure drivers give patients some notice of their arrival.
127	March	Being informed of the delay getting home and not being told of any delays. It would be nice to be spoken to politely. The staff were very rude to the point of making me feel like I was a burden.
136	March	Have more vehicles and staff available.

Patient number	Month	Areas for potential improvement
129	March	The appointment I had had been cancelled previously. As a patient, it's important I get to my clinics, yet each booking I make, I'm told that it's not guaranteed, and it may be cancelled. That is unacceptable.
143	March	Transportation controllers need to be proactive, not purely reactive. Very little logistical planning appears to be applied. I have worked in a response driven delivery environment and though sympathetic, believe the co-ordinators need to accept and listen to input from ambulance crew as clearly, they are ignoring positive suggestions.
146	March	<ol style="list-style-type: none"> 1. Arrive on time and inform patient of any delay. 2. Tell driver to drive more considerately for passengers. 3. Transport was arranged for return trip home after surgery, by the hospital, but again was running some three hours late, so I got a taxi home. Unfortunately, this is not the service which I have previously experienced.
151	March	Not make people beg for help, when they fit the criteria.
164	March	Newer, more comfortable ambulance.

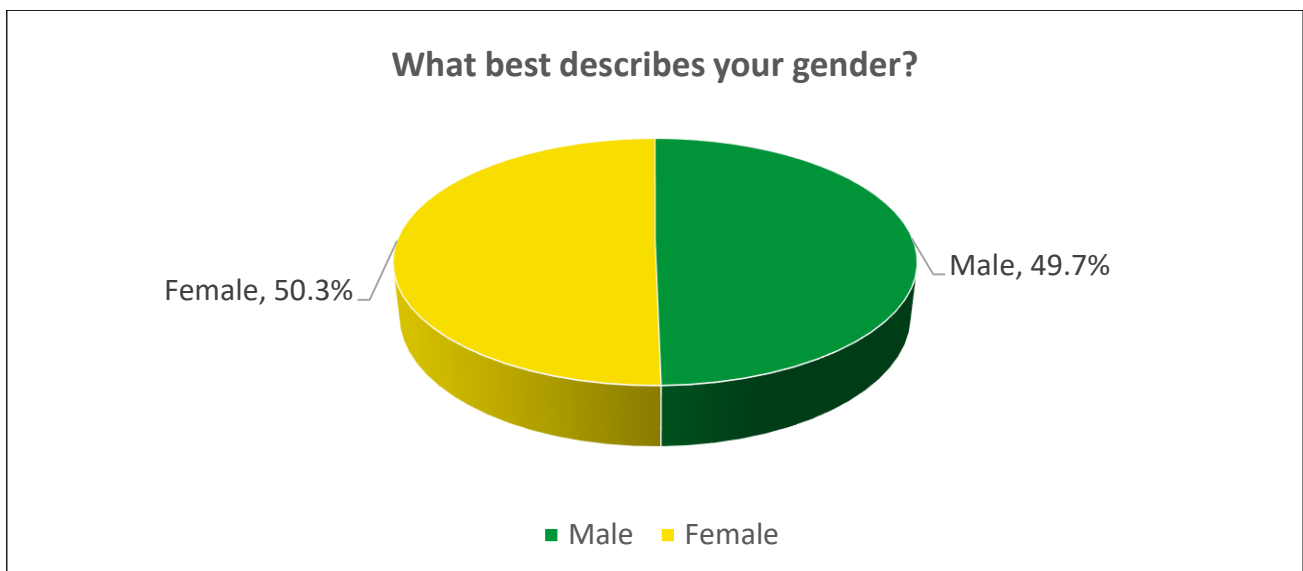
Equality and Diversity Information

What age are you?



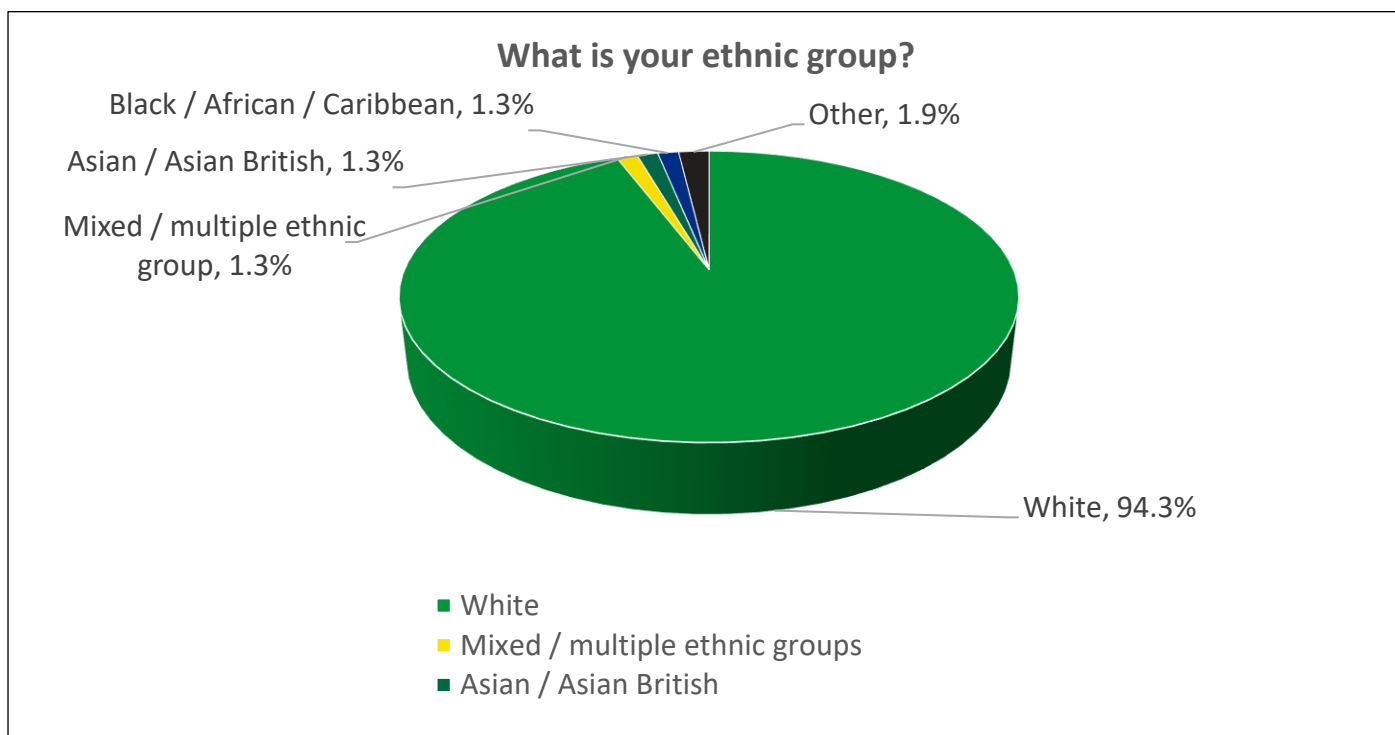
Two patients 'preferred not to say' and two patients did not complete this question.

What best describes your gender?



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

What is your ethnic group?

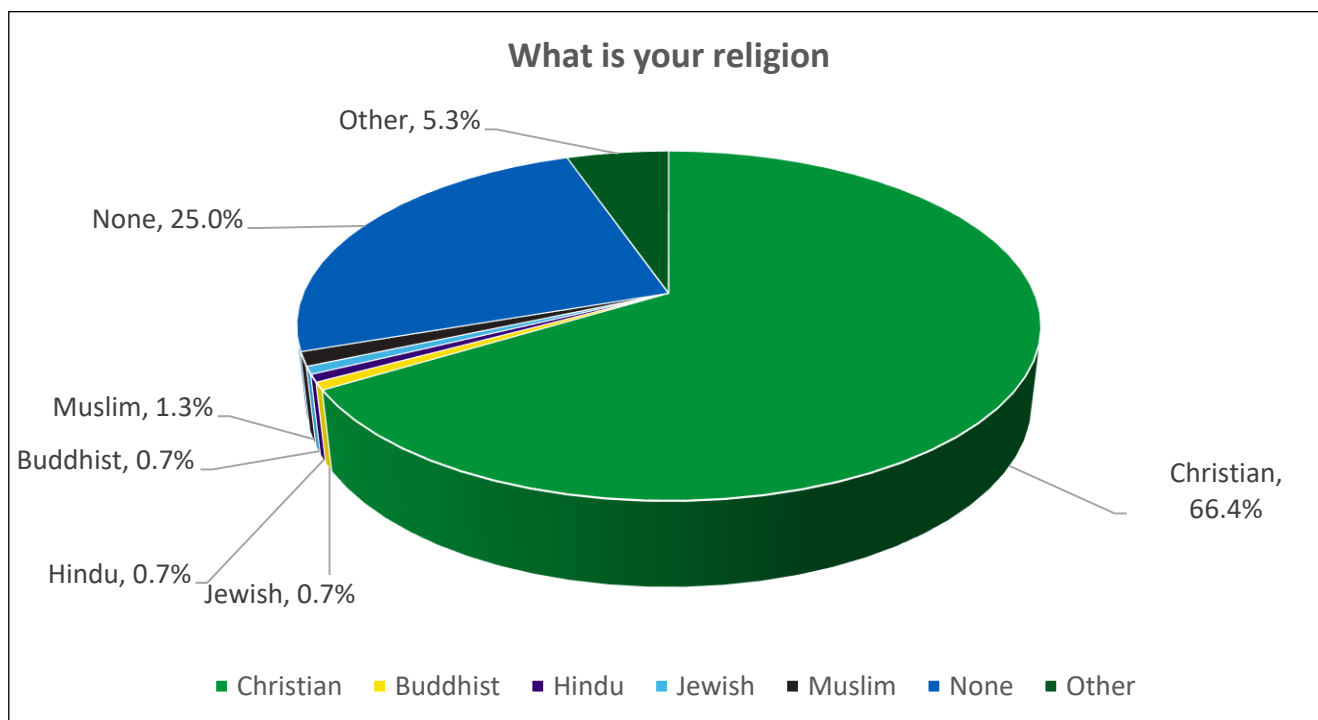


Five patients 'preferred not to say' and two patients did not complete this question.

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

- "Middle Eastern." (Patient 24, January)
- "Turkish." (Patient 88, February)
- "Black Asian." (Patient 106, March)

What is your religion or belief?

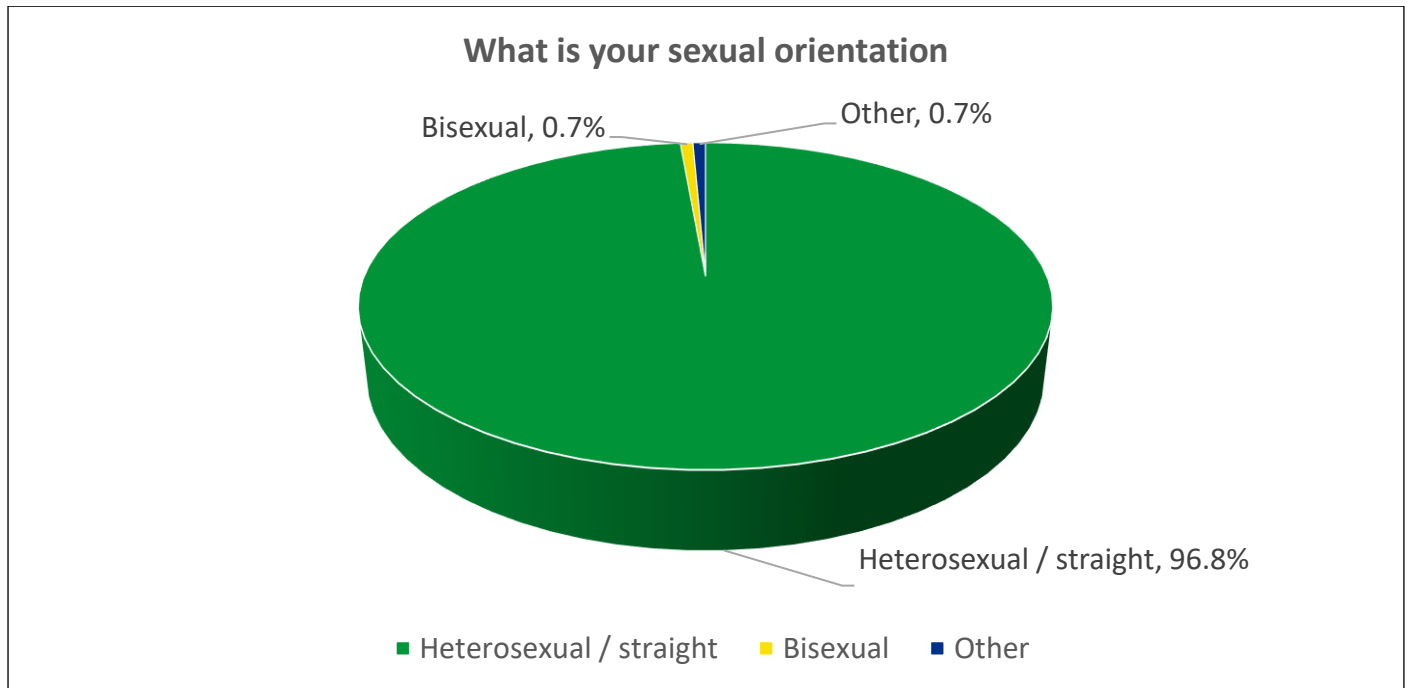


Five patients 'preferred not to say' and two patients did not complete this question.

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

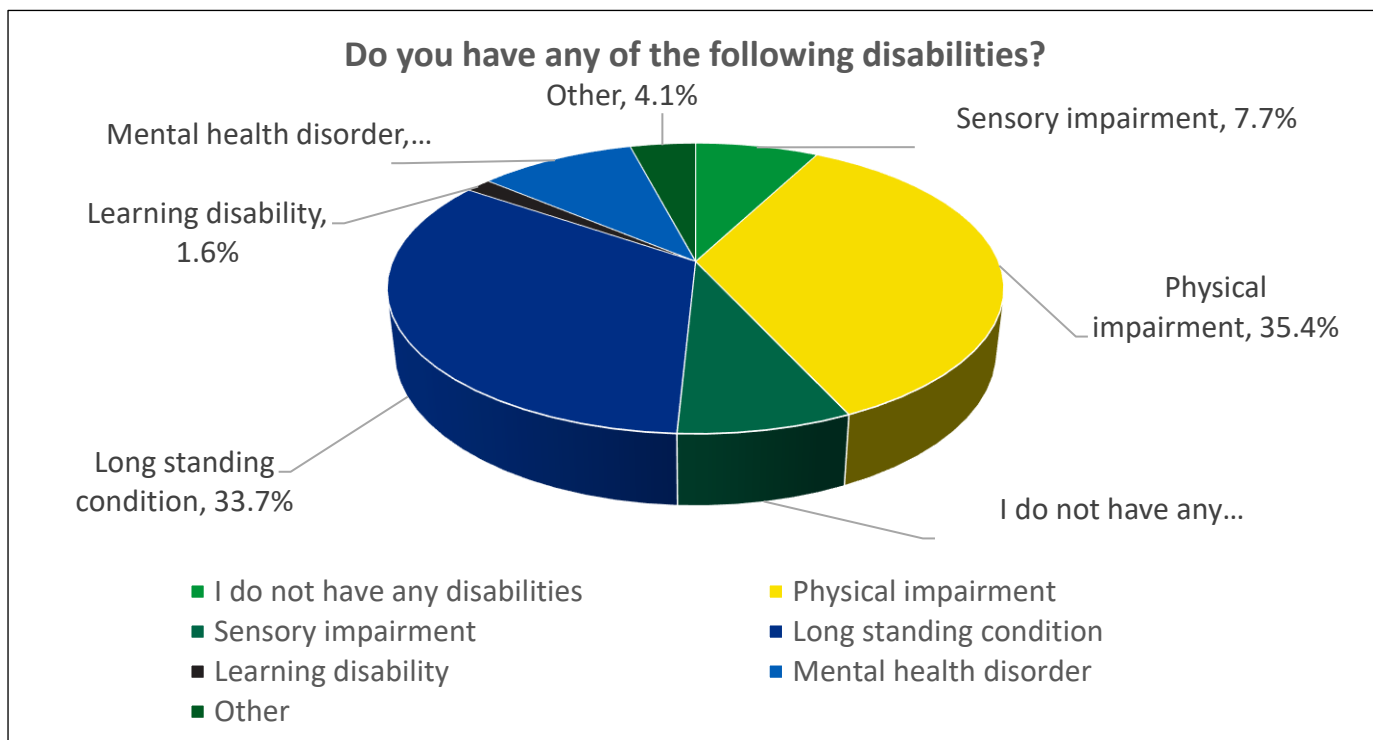
- "Atheist." (Patient 26, January)
- "Spiritual." (Patient 64, February & Patient 104, March)
- "C of E." (Patient 90, February)
- "I believe in people and their right to their own beliefs. I don't pigeonhole them." (Patient 105, March)
- "Try to follow Islam, not sure on some of the practices though deffo believe in God." (Patient 131, March)
- "Mystic." (Patient 133, March)

What is your sexual orientation?



11 patients 'preferred not to say' and five patients did not complete this question.

Do you have any of the following disabilities?

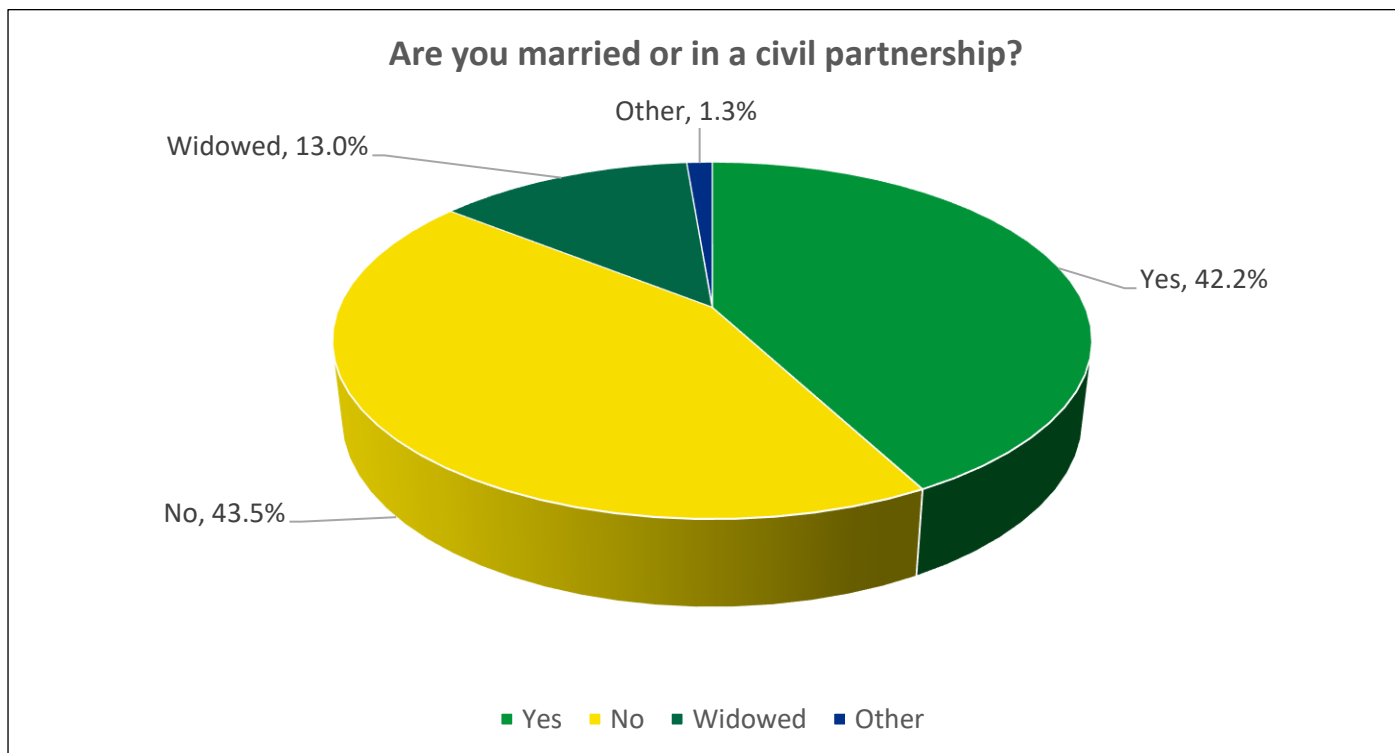


Overall, 87 (35.4%) respondents advised that they had a ‘physical impairment.’ Other responses included: ‘Sensory Impairment’ (7.7%), ‘long standing condition’ (33.7%), ‘mental health disorder’ (9.8%) and ‘learning disability’ (1.6%). 10 respondents answered ‘other’ (4.1%) and 19 respondents (7.7%) advised that they did not have a disability.

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

- “Bad hip.” (Patient 32, January)
- “Spinal Cord Injury. It's called CAUDA EQUINA SYMPTONS. I have lost walking skill and no sensation on my feet.” (Patient 88, February)
- “Physically disabled.” (Patient 120, March)
- “Sciatica.” (Patient 120, March)
- “Physical Health & Mental Health.” (Patient 131, March)
- “Lung problems and mobility.” (Patient 151, March)
- “Cancer.” (Patient 165, March)

Are you married or in a civil partnership?



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

- *"Divorced single."* (Patient 92, February)

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:
2	January	Don't remember names, two lovely gentlemen.
11	January	Thank you. You made all the difference to my day.
14	January	Thank you for a job well done.
16	January	Thank you for making my transfer journey between Peterborough City Hospital and Royal Papworth Hospital safe and comfortable and for keeping me informed.
18	January	The staff are always polite, friendly and helpful.
20	January	The call handler was most helpful and caring. The ambulance crew were excellent and couldn't have done more. They were both a credit to the ambulance service.
21	January	The whole experience from booking to journey went well, with staff who cared that I was ok.
25	January	Thank you for the excellent service you provided.
26	January	Cheers boys for making me chuckle when I was super stressed. Makes being a patient a lot easier.
27	January	Very good crew. Very polite. Excellent drivers so smooth. Thank you.
29	January	(Name), a volunteer driver was such a happy person to travel with. She had a problem finding me due to her not having been given the instructions I gave when booking my pickup. Therefore, we only had the hour to get to Stamford and Rutland hospital, but she was a star and did it.

Patient number	Month	Additional compliments received:
30	January	Thank you for the service you provide... without it I couldn't attend my transplant clinic and other medical appointments at Addenbrookes... from the helpful and polite phone operators to the drivers, I appreciate all the help you continue to provide me, thank you again.
61	January	Thank you for all our journeys over the years, always been here for me throughout my recovery, always polite and caring and ready to try make me smile, I really appreciate all of you guys, so thank you! 12 years and counting between East of England and East Northamptonshire team.
66	January	The ambulance men were kind and understanding.
69	January	All the staff are very friendly and will enter into conversation, not always easy to hear in the back of an ambulance (I wear hearing aids) but we do our best. I feel for the drivers when sent to pick someone up who is not there or isn't attending their appointment without notifying patient transport control. It's wasting their time and costing money which could be better used elsewhere.
70	January	Many thanks to the transport staff who were very accommodating, kind and helpful.
35	February	The call handler and the patients crew are always polite and always help.
37	February	All staff are very good.
47	February	Drivers to and from hospital were really friendly, chatty and helped me with a wheelchair after my procedure. All of them a real bonus to the service.

Patient number	Month	Additional compliments received:
51	February	I thought I already did that. The staff were extremely exceptional.
57	February	The staff are wonderful they make me feel completely safe and there helps beyond compare. I think they work very hard.
63	February	Very helpful staff, polite and caring.
65	February	I would like to say a big thank you to all the staff from the people who answer the phones, right through to everyone involved in the whole journey to the hospital.
73	February	Just to say thank you for the job you do.
80	February	Not to one person, but the entire crew, staff at the call centre, the staff at the hospital were excellent in every way and the Ambulance crew made my journey to and from the hospital enjoyable.
82	February	The people who took me to my appointment were very polite and friendly, as were the people who brought me back. I have never used this service before, but it was a great help to me, otherwise I would have had to find my own way there and wasn't familiar with the area. The service you provide is a godsend for people in similar situations to mine.
86	February	As I have already said in the survey, I can't complain about anything. I was picked up at the time I was told, looked after incredibly well. Sending a big, big thank you for taking such wonderful care on me.
90	February	Thank you for a wonderful journey back to PCH. Thank you for being so, kind friendly and thoughtful.

Patient number	Month	Additional compliments received:
93	February	I would like to thank the driver who took me home on (date) from Hinchingsbrooke. He was polite, had a cheerful attitude and was very helpful.
98	March	Thank you for providing such an excellent service.
99	March	To all the staff at hospital transport call centre, and to all the ambulance staff that take their patients to their hospital appointments, I would like to offer you all a very great thank you for your help and support in getting us all to our hospital appointments and a great big thank you to you all.
100	March	All the staff are fantastic, lots of smiley faces and though working hard had the time to be attentive to each individual patient. I stayed in overnight after my foot operation and it was like a 5-star hotel. So relaxing and comfortable. The ambulance staff were so lovely, making sure I was safely seated and took me straight to my front door. Nothing was too much trouble for them. Thank you so much. (Name, location and mobile number).
101	March	I cannot commend the transporting staff highly enough. I'd like to thank them for putting me at ease with their happy positive and professional care. Unfortunately, I cannot thank the call handler who upset me.
102	March	To All the staff who cared for me including the services offered. You worked hard. Thank you all for your selfless contribution towards my health. Your caring, kindness, support and putting a smile on my face when I was feeling worried on my health made me feel good and better. I am truly grateful to each one of you. Really appreciated and continue doing the same as you make us feel loved. Thank you.

Patient number	Month	Additional compliments received:
104	March	Thank you very much.
105	March	Excellent service, with polite and helpful staff.
106	March	Many thanks, excellent service.
108	March	Thank you very much for your help, careful driving and getting me to Addenbrookes on time. Especially given early start.
109	March	(Name) is an amazing ambulance driver, skilled but also a human being. He was really funny and great to talk to. He was one of the best ambulance crew members I have come across – he was considerate and very respectful. A great asset to the ambulance service. It's a shame there isn't more like (name), the world would be a much better place. It was a total pleasure to be in his company.
111	March	Many thanks to (name and name) for your excellent service. I always felt safe and comfortable in your care.
112	March	Thanks (name), great to see you again, carry on trucking.
120	March	Happy Easter, God bless all you.
129	March	Thank you for your help. I hope that funding is released, so a more organised service can be provided for those that need it.
132	March	Staff were patient, friendly and helpful.
133	March	You were 100% and could not have been any better during my time with you. Thank you very much.

Patient number	Month	Additional compliments received:
135	March	I wish to say thanks for the care and help they gave me.
136	March	Thank you.
142	March	<p>I found the ambulance crew to be very professional but very friendly and courteous. As to who was co-ordinating/call handling, all I can say is that lying to the customer saying the ambulance is on its way repeatedly just to appease them and get them off the line is unprofessional and disrespectful. Having at least 2.5 hours prior notice of my finish time I didn't get picked up until gone 2 hours after the time I finished! Several crews came and went during the wait and despite several calls by the hospital receptionist, the answer was always the same "they are on the way". The time I waited, a crew could have departed Heathrow airport and still arrived faster than your dispatch handler could organise. Very poor show and amateurish excuses. The ambulance that did finally pick me up was waiting at my hospital but was standing by as his patient was delayed due to a dispensary error at the hospital causing a long wait, so he was diverted after initially being told he was at Addenbrookes he mysteriously appeared within 5 minutes because he was actually at Hinchingbrooke! Clearly your call handlers have no logistical awareness of where your crew are or their availability, which is a frightening situation to be in as a patient or coordinator of a responsive service that you offer. The ambulance crew were excellent and how they cope with being diverted repeatedly from job to job is unbelievable and adds stress to their jobs which they do not need.</p>

Patient number	Month	Additional compliments received:
143	March	Everything was all good. Pleasant driver and clean and helpfully. Great service all through.
162	March	Thank you so much for bringing me home from the hospital just before Easter. Due to my MS, I am completely disabled but you made me feel safe and secure from my hospital bed to my home. Thanks for taking the time to chat too, it really put me at ease as my hospital stay was a very anxious time.
164	March	Thanks to the crew who transferred me from Peterborough City Hospital to Royal Papworth hospital on (date). It was an experience, and you were both great!
165	March	Thank you.