



Patient Transport Service Easy Read Survey Report

Easy Read Survey Report

Author: Laura Mann, Patient Experience Manager (Surveys)

Tessa Medler, Patient Experience Facilitator

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Patient Transport Service Easy Read Survey Summary

Introduction

During 2022/23, the Disability Real Action Group of Norfolk (D.R.A.G.O.N.S) at the Norfolk and Norwich SEND Association (NANSA) worked with the Patient Experience Team at the East of England Ambulance Service NHS Trust (EEAST) to co-produce an easy read patient experience survey to find out what EEAST is doing well and what needs to be made better.

This report outlines the feedback received to the Patient Transport Service easy read survey between April and September 2023.

Sample

The survey is available on the EEAST website for patients to complete at any time. Other survey formats are also available on request.

Response

60 completed surveys were received between April and September 2023.

Conclusion

Most patients (93.2%) rated the service as 'good' or 'very good.' All patients felt ambulance service staff had been kind and listened to them. Patients also said staff communicated in a way they could understand.

51.9% of patients did not have additional sensory needs. However, 48.1% of patients had any additional sensory needs met.

64.3% of patients were told what it would be like in the ambulance. Patients could also take any important items with them if needed.







Most comments were positive about the ambulance service and staff. However, areas for improvement related to delays and ambulance safety.

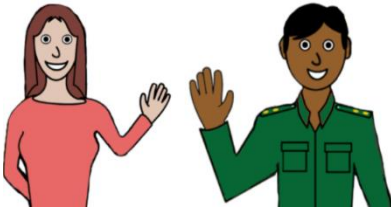
The easy read survey will remain on the EEAST's website. The survey results will continue to be reported to ensure learning and to make our service better.

Results:







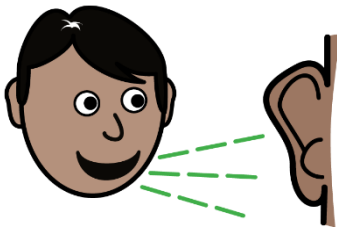
What was it like to use our service?

Response option		Response
	Very good	45 (75.0%)
	Good	11 (18.3%)
	Neither good nor poor	0 (0.0%)
	Poor	0 (0.0%)
	Very poor	2 (3.3%)
	Don't know	2 (3.3%)






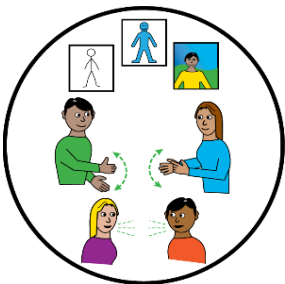
Were the ambulance service staff kind?

Response option		Number of patients
	Yes	57 (100.0%)
	No	0 (0.0%)
	I did not take any items	0 (0.0%)
	Unable to say / no response	Three patients were not able to answer this question





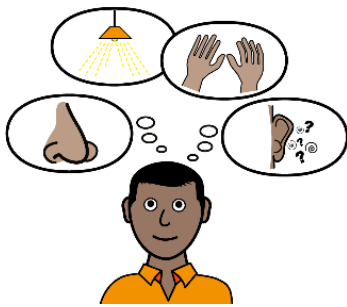
Did the ambulance service staff listen to you?

Response option		Number of patients
	Yes	57 (100.0%)
	No	0 (100.0%)
	Unable to say / no response	0 (100.0%)







Did the ambulance service staff communicate in a way you could understand?

Response option		Number of patients
	Yes	56 (98.2%)
	No	1 (1.8%)







Were any sensory needs met by the ambulance service staff?

	Response option	Number of patients
	Yes	25 (48.1%)
	No	0 (0.0%)
	No sensory needs	27 (51.9%)
	Unable to say / no response	8 patients were not able to answer this question








Were you told what it would be like in the ambulance?

Response option		Number of patients
	Yes	27 (64.3%)
	No	6 (14.3%)
	I did not go in an ambulance	9 (21.4%)
	Unable to say / no response	18 patients were not able to answer this question

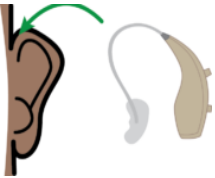






Were you able to take any of the important items listed below:

Response option	Number of patients
	<p>Sensory equipment</p> <p>2 (2.9%)</p>
	<p>I-Pad/tablet</p> <p>4 (5.9%)</p>
	<p>Comforter</p> <p>7 (10.3%)</p>
	<p>Mobility equipment</p> <p>12 (17.6%)</p>
	<p>Ear defenders</p> <p>2 (2.9%)</p>

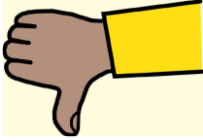



Were you able to take any of the important items listed below:

	Reponse option	Number of patients
	Hearing aids	4 (5.9%)
	Glasses	11 (16.2%)
	Communication equipment	6 (8.8%)
	Other	2 (2.9%)
	No items needed	18 (26.5%)







Were you able to take any of the important items listed below:

Response option		Number of patients
	I was not able to take any items	0 (0.0%)
	Unable to say / no response	29 patients were not able to answer this question.



Were any items returned to you after your contact with the service?

Response option		Number of patients
	Yes	14 (45.2%)
	No	4 (12.9%)
	I did not take any items	13 (41.9%)
	Unable to say / no response	29 patients were not able to answer this question

Please note: Most of the imagery used within this survey report has been designed and produced by the ‘Easy on the I’ Learning Disability Service, Leeds, and York Partnership NHS Foundation Trust.

Any additional images have been created by the East of England Ambulance Service NHS Trust