



Patient Transport Service Patient Experience Report

Patient Transport Service
Hertfordshire: Q4 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 in the Hertfordshire area during January to March 2024.

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.

In addition to the above methods, SMS survey signposting was implemented within the Hertfordshire area during February 2024.

Sample

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

A random sample of PTS patients is also collated each month, with these patients posted an invitation to feedback letter or an SMS survey signposting message with a link to the online survey. During Q4, 1752 SMS survey signposting messages were sent and 411 survey invitation letters were posted.

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 is 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, **78.8%** of respondents (175) who answered the FFT question and had used the Trust's PTS within the Hertfordshire area during January to March 2024, rated the service received as either 'good' or 'very good.'

76.3% of respondents (135) felt their transport booking call had been answered 'quickly,' although 20.9% of respondents (37) felt their call had taken 'a long time' to be answered. Respondents were generally satisfied (85.4%) with the length of time their journey took, with 80.1% of patients (145) arriving in good time for their medical appointment. 56.7% of respondents (93) had waited between 0 to 60 minutes for their return transport. However, 71 respondents (43.3%) had waited over one hour.

PTS staff were rated highly as 'good' (18.4%) or 'excellent' (77.4%), with 204 (97.1%) of respondents 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. Areas of dissatisfaction related to **delays, communication, and vehicle cleanliness/comfort.**

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.

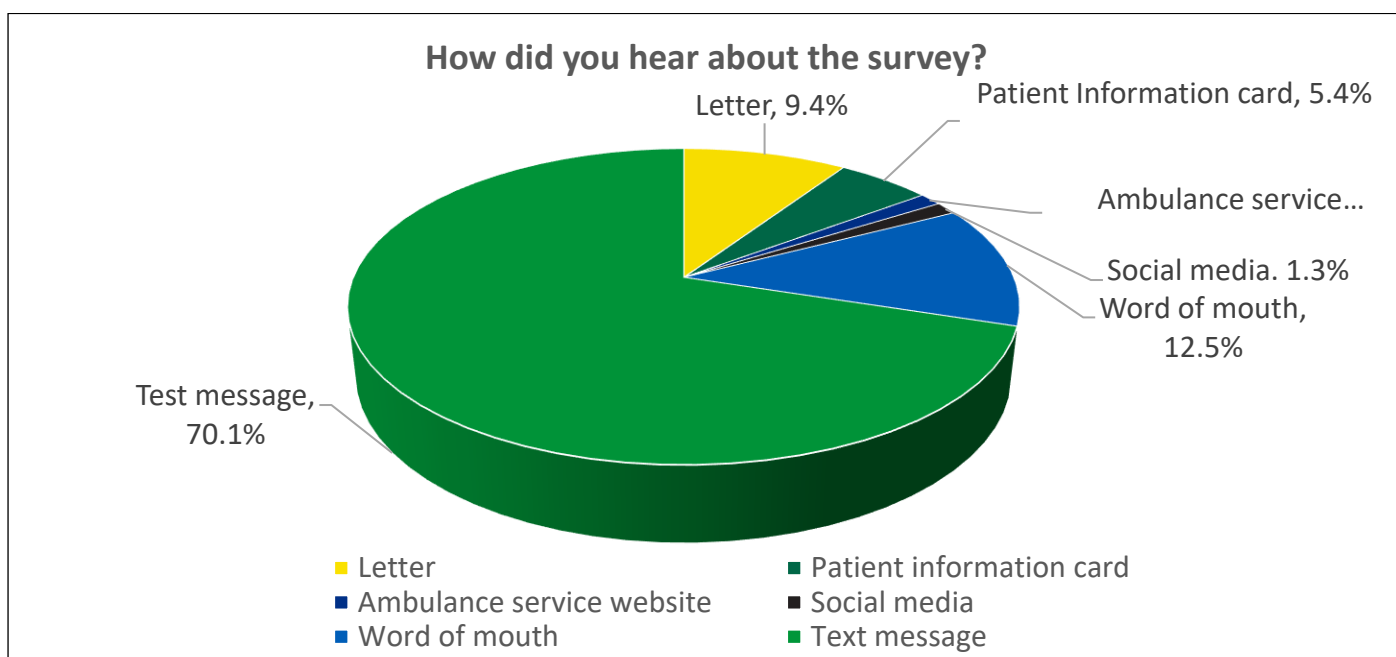
Results

Overall, **224** completed survey submissions were received from patients who had used the PTS within the Hertfordshire area during Quarter 4 of 2023/24: January (37), February (116) and March (71).

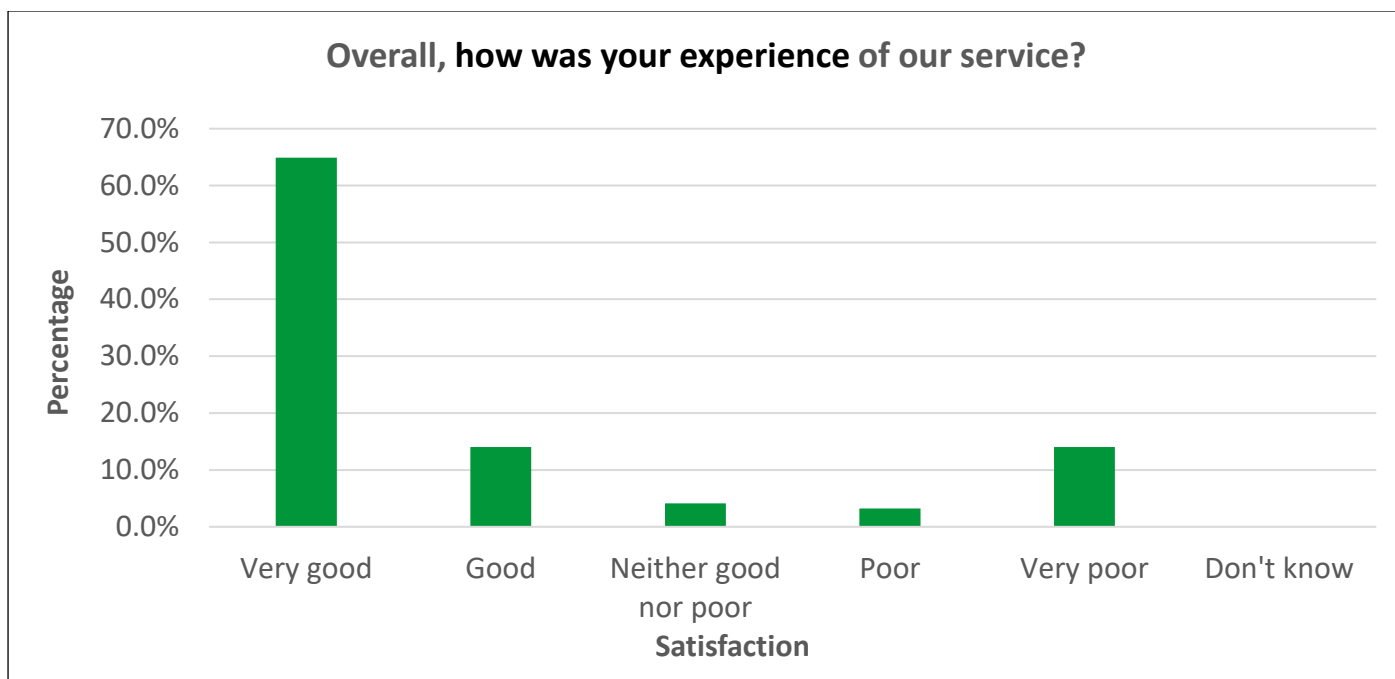
Please note that the percentages in the below tables/charts do not include the patients who either did not respond to the question or who were 'unable to say.' Some patients may also have provided multiple answers to questions.

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, 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, 222 respondents who used the Trust’s PTS within the Hertfordshire area answered the FFT question. 175 (78.8%) of these respondents rated the service received as either ‘good’ (14.0%) or ‘very good’ (64.9%). Other responses included: ‘neither good nor poor’ (4.1%), ‘poor’ (3.2%) or ‘very poor’ (14.0%).

The remaining respondents did not complete this question.

Please can you tell us why you gave this answer?

Patient	Month	Positive comments received
6	January	The lady was very caring and helpful.
8	January	The paramedics were both very respectful and courteous and treated my mum with care and dignity.
9	January	Drivers are really helpful, polite and friendly.

Patient	Month	Positive Comments received
11	January	Polite and courteous drivers and helpful too.
13	January	They were very helpful.
18	January	The whole experience was carried out in a very professional manner.
25	January	Helpful staff. No problems.
34	January	They were very good, reliable and helpful.
45	January	Efficient prompt service. Kind helpful driver.
53	January	I used your service because I need help and your staff are very good and helpful.
65	January	I was looked after well by both teams.
67	January	The transport was very punctual and helpful to me. The ride made me arrive on time to the hospital and the drivers were very kind as well.
68	January	The lady who answered the phone re my query, had just started in the job. I hope you can identify her to pass on my thanks. She was cheerful, helpful and efficient.
69	January	On the first journey I was nervous, second felt better, more confident. Nice helpers, very efficient. Thank you all for the help.
71	January	The driver and other crew member took great care to ensure I was comfortable throughout the journey.
73	January	The ambulance drivers were very helpful.
78	January	Ambulance on time and delivered me on time. Attendants helpful and attentive.
79	January	Because I was taken to a commodious departure lounge where I was to await my conveyance by ambulance from, one Hospital to another hospital. At all times during this journey, I was treated with great care.

Patient	Month	Positive Comments received
90	January	Service and the two helpers were excellent.
98	January	They were very courteous and helpful while booking the transport. Everyone that I have who has taken me to my appointments has been very helpful and made my husband feel at ease.
110	January	Lovely, friendly, helpful staff.
125	January	The driver arrived on time for my appointment and was very friendly.
126	January	On each occasion we have experienced care and concern with kindness and good humour. They always ensure that I am as comfortable as possible and are always ready to help if needed.
1	February	Efficient, as discussed.
2	February	Both staff were very attentive and showed respect and kindness to my elderly mother.
3	February	Staff pleasant and helpful. Direct route. No problems on the way. Ready to assist with stairs, though not necessary. Get well looked after. Unfortunate that they arrived just as I was about to get a meal.
5	February	Well organised, with minimum waiting and caring staff.
7	February	Guys were polite and friendly and made the journey home easy.
10	February	Was very helpful.
12	February	On time, driver very helpful, quick and easy ride home.
16	February	The service provider is fantastic, and a BIG thank you to the people who help me in my hour of need.
17	February	Very welcome people, and they care about the patient. They love people.
29	February	The pickup and drop off has been on time every time. I have been treated with empathy, tolerance and patience by the drivers.

Patient	Month	Positive Comments received
32	February	The driver was so polite, helpful and cheerful.
36	February	Two paramedics were professional and friendly. Took me from where I live to the hospital orthopaedics, and then back again.
37	February	Friendly and helpful.
41	February	It was very straightforward to book the transport and it came in good time. Also, I didn't have to wait long after the treatment to be taken back home.
43	February	The lovely people who collected and returned me today were very good and couldn't have helped me and my fellow patients any more than they did!
47	February	For your excellent service.
49	February	I didn't have to wait long for the transport to arrive.
52	February	The respect I'm given, and the kindness shown makes a big difference to my hospital visit. Thank you, you all do a great job!
58	February	A service I needed, and it delivered.
59	February	The staff were friendly and helpful.
61	February	The service was excellent.
63	February	Arrived on time and got me to my appointment on time too. The driver was helpful and pleasant.
64	February	Very polite and helpful service.
66	February	Because he picked me up and got me there on time and I was picked up after a couple of hours and taken home. He was very polite and friendly.
83	February	Helpful and caring.
84	February	Because the driver was very helpful.

Patient	Month	Positive Comments received
86	February	I used this service over the past 3 months for my hospital appointments and physiotherapy. The service was very punctual and were all very helpful and friendly. I would like to thank them all for their help.
88	February	The response time was very quick and the technicians very kind and understanding.
89	February	The good service and kind help.
92	February	The drivers are so helpful, well mannered, cheerful and conversational.
93	February	The staff were very friendly and helpful, made me feel relaxed.
96	February	The people who have driven me to and from my appointments since I stopped driving have been exemplary. Those who are responsible for the logistics are efficient too especially considering how much in demand the service is now. I very much appreciate you all.
99	February	The team were so friendly and really did their all to make it a comfortable experience for my mum.
100	February	Service given was prompt and friendly drivers.
101	February	I think the service provided is very good. The people who pick and drop me off are wonderful. Being partially blind and disabled I just couldn't cope without this service and am truly grateful for the support I get from it.
102	February	Very helpful people.
103	February	Polite people.
104	February	Arrived an hour early.
105	February	The driver was polite and friendly. 1st time I used your transport.
106	February	Drivers were great.

Patient	Month	Positive Comments received
107	February	The driver was friendly, which made journey more relaxing.
108	February	They were willing to work with a patient who had very complex needs. They were professional and friendly.
109	February	Because I was treated with dignity and respect.
111	February	Because it was very good.
113	February	Working under stress I've found the staff to be efficient, courteous and helpful.
114	February	Driver was polite and friendly.
115	February	Even if they came a bit late due to some problems, they arranged to talk to the appointment staff at the hospital to wait for me to get there and not cancel the appointment. They were professionals and good mannered. Thank you!
118	February	The transport team were very friendly and explained with apologies why they were late. They were thoughtful and kind throughout. Also – as the alternative would have been a wheelchair taxi – the onboarding and unloading was safe and comfortable.
119	February	It was so much appreciated to have my mum taken safely home from hospital (after her operation and inpatient stay) in a very smart, safe and accessible vehicle, driven by the kindest and jolliest of helpful ambulance drivers. It made getting back home much less stressful than we anticipated. Thank you so much.
120	February	Excellent service – knocked on my door, made sure I had my bag etc, double checked my home was locked up and secure, took me to the hospital straight to the department I had to go to and checked me in with the receptionist. All I had to do was wait to be called in. Once my appointment was finished, I called the service to come and pick me up. Again, extremely helpful and polite staff, took me home, made sure I was ok before leaving. Excellent service from booking to end. Without this service, I would not be able to go to the hospital appointments.

Patient	Month	Positive Comments received
123	February	The driver was kind, friendly and caring.
124	February	Polite, efficient and kept me calm, as I was quite poorly.
130	February	Crew members were respectful and considerate. They talked through everything that was happening and kept me informed throughout the journey.
135	February	Very kind ambulance man.
136	February	Because they were very helpful when needed.
138	February	Very helpful and friendly, felt safe.
141	February	All are very helpful.
144	February	The driver is always on time, looks carefully after the patients, makes sure the patients get exactly where they need to be, keeps communicating with them. Overall, it is a very high-quality service, which is very helpful to patients suffering from serious debilitating diseases.
145	February	Staff very efficient, professional and thoughtful.
148	February	Good service by the crew assigned.
152	February	Such kind and supportive staff, thoughtful and considerate.
153	February	Because he was very polite, helpful and understanding.
155	February	The car was punctual and the driver friendly. No problems!
159	February	I was having a bad asthma attack and they arrived under the half hour, only 30 minutes to arrive.
165	February	Transport arrived on time and arrived at the hospital in time for appointment. Wheelchair was provided, as requested.
166	February	Perfect. Every one of the drivers and assistants are spot on, friendly and do everything to help.

Patient	Month	Positive Comments received
167	February	Ambulance staff amazing.
203	February	The staff were excellent, very friendly and helpful, vehicles not so much.
127	March	Just all good and good driver.
128	March	Excellent, polite and considerate.
132	March	They helped my daughter get me over my wheelchair ramps as she struggled.
134	March	Very good driver and helpful.
142	March	Friendly, felt like they were taking the best care. Best part is they talk to you.
146	March	Friendly person to person service and made as comfortable as possible in the circumstances.
150	March	Excellent care from the team going to the hospital and coming home.
151	March	The transport arrived on time. Driver and carer very friendly and cooperative. Took me home and delivered to my wife. I could not fault it. Well done and thank you.
157	March	Crews are so kind and helpful, and you can have a laugh with them. Good drivers to make for a good trip.
160	March	Helpful, prompt and very friendly.
161	March	Time taken from ward to home was excellent.
163	March	Great service, polite and punctual.
164	March	Service always great, they call when late or early, always polite and help me to the transport and back in the house. Great help.
169	March	Because the service was very good.

Patient	Month	Positive Comments received
171	March	Smooth transfer and treated with respect.
172	March	I am very happy with transport services.
173	March	Arrived on time and very friendly staff.
174	March	Excellent service.
177	March	Arrived on time, cheery even though difficult to negotiate getting me out of house, efficient and took me to department in hospital.
178	March	Helpful, considerate and friendly staff.
179	March	They were caring, friendly, polite and insured that I got home safely.
180	March	The staff were polite and helpful.
181	March	Very nice and friendly drivers and picked up within the allotted time.
184	March	On time, polite and helpful.
185	March	Because of my age and condition, I rely on the transport for hospital visits. The drivers and all the staff I have dealings with are so helpful.
186	March	Arrived on time and they were very helpful.
188	March	Very nice ambulance driver.
189	March	The very helpful team that make you feel safe and comfortable.
191	March	Great staff.
192	March	Drivers were very good and very polite.
193	March	Staff were courteous, helpful and on time.
204	March	Driver on time and good communication from your office staff. Very caring and efficient. Couldn't fault them.

Patient	Month	Positive Comments received
205	March	The ambulance service is excellent, but they are so overworked.
198	March	My driver was absolutely wonderful. He opened the car door for me, and he wasn't over chatty. An extremely nice man. Very informative of my journey i.e. on way home he explained why we had to go "the scenic route" because of roadworks on motorway. Overall, a very pleasant experience. Thank you.
206	March	Very good service, polite, friendly and helpful.
207	March	Comfy and the staff were kind, professional and helpful.
208	March	Pleasant staff, very helpful and efficient.
209	March	Did not wait long for transport to arrive. Very comfortable mode of transport. Driver very friendly, efficient and helpful.
210	March	Patient arrived home earlier than was expected by the family No discharge paperwork at all - probably not the fault of the PTS; but should have been noted.
211	March	The service has very good, nothing was too much trouble.
214	March	Kind, caring staff that looked after me very well.
215	March	Because the driver was nice and caring.
217	March	Very friendly driver.
218	March	Helpful and always on time.
220	March	Transport was on time; staff were kind and considerate. Was able to have a member of my family with me.
221	March	The service was on time and the drivers very pleasant.
222	March	The care and attention I received was excellent. Both were extremely thorough and reassuring.
223	March	Everyone is so kind and considerate.

Patient	Month	Mixed/Neutral comments received
14	January	When the hospital tried to book the patient transport, they refused to take me because I was out the area as for some reason they had me living down in a different county still, instead of where I am now; but when the patient transport was used the month before, there wasn't a problem and I still lived where I am now. Three times it got refused – in the end I had a private hospital car, but I was stressed for 2 days and 1 night as to how I was getting home. With my condition, stress is the one thing I need to avoid.
46	January	I have been on patient transport for over ten years – they have always given first class care and service, as have numerous emergency ambulances and paramedics. Only failures are when I then get to hospital care.
72	January	Most crews are excellent. However, you need to allow more time for travel between patients and medical destinations. Sometimes it is very stressful when the appointment time approaches and there is no sign of the crew. I know delays can happen due to traffic, emergencies etc. but just give the crews more time, bearing in mind they have to handle/load patients into their vehicle.
74	January	The ambulance crew were very helpful and friendly and ensured I was both safe and comfortable for my transfer. On this basis, I would have marked the service as very good. My biggest disappointment was timing. I was advised by the ward nurses that my transfer from there to the community had been arranged for 10:30, but in the event the ambulance didn't arrive until after 4:00pm. This was disconcerting as the nurses had advised me the hospital would not accept admissions after 5:00pm. The ambulance had another patient to drop-off first and we didn't arrive at hospital until after 5:30pm. The front door was locked, and the reception area was in darkness; I feared I'd be returned and put in a corridor again pending a bed becoming available. Fortunately, a member of staff exited through the closed entrance and the ambulance crew seized the opportunity to gain access. Thereafter, my admittance was without issue.

Patient	Month	Mixed/Neutral comments received
21	January	My mother (the person who used the transport) is living with dementia, the crew were very friendly but clearly hadn't been trained to communicate well with someone living with dementia.
76	January	Everyone I see is so helpful and the telephone service is excellent. Now that you have the new Ford vans the ride is 100% better. Unfortunately, I have to use a stretcher, so every bump in the old vans were painful.
170	January	Several journeys. Only concern was the waiting time after an appointment on one occasion.
23	February	Transport arrived very late at time of appointment. Lacked the required equipment to get my husband downstairs but crew were very able and resourceful. Return journey was very long waited for, again ill equipped and had to go somewhere to get a stretcher, before returning to transport us home. Again, crew was great.
28	February	Very good service. The only downside is the very long wait for the return journey.
38	February	I was over one hour late for my appointment. This was no fault of the crew but operations.
50	February	Driver excellent, call centre poor.
55	February	There have been a couple of times where I had other patients in the vehicle with me, which caused me some distress, as I'm a cancer patient and immunocompromised at this time on treatment. I had made sure that the operator knew this when I called to make the arrangement for transport.
85	February	I would have said very good as staff were professional, kind and caring but the delay in getting transport to bring my mum out of hospital was horrendous.
131	February	Not sure if you mean the service that took me to A&E in February.
147	February	Staff very helpful, but a lot of waiting time.

Patient	Month	Mixed/Neutral comments received
158	February	The ambulance crew were amazing, however the time spent waiting for the return home was 6-7 hours.
212	February	The poor driver was sent to a different county first and then where we live for my husband. His appointment was at 10am, but the driver turned up at 11.05. The person who expected him to do the journeys on time needs sacking. He left at 5.30 too he said – an impossible task, let alone at peak time.
162	March	I was very happy with the service, but the only thing is that it's too long waiting to come back home.
183	March	Overall service good. Late to some appointments where dispatch send you to pick up another patient. Then when we are not ready by pick up time, they take you off the bus, even though it was not our fault. This is very stressful for my mum.
190	March	I was late to get into hospital last week, as staff had to collect a vehicle with a wheelchair, which wasn't required for my trip to hospital; I informed booking that I would only require a wheelchair after my procedure. The ambulance crew were brilliant and phoned the unit that I would be late. I was due to be collected at 18.30 but collected at 19.40 – the unit was due to close at 19.00. Again, ambulance crew brilliant, but I didn't have a phone call or text to say if or when I would be collected, so very stressed about this.
197	March	Collection in the morning very good but delay for return journey.
199	March	Came about 45 minutes early so had to rush to get ready. Good journey. But had to wait 1 hour on return, as service forgot to pick up. Then the replacement taxi was arguing with reception about picking up from hospital.
219	March	The ambulance staff were delightful and professional and as individuals commendable. But they took my mother from the hospital to the wrong care home and caused her considerable delay, confusion and distress.

Patient	Month	Negative comments received
44	January	The driver from the Taxi company was in a hurry to leave and came late, thereby missing the outpatient appointment at Lister Hospital (I was admitted to Winter Ward at Watford General Hospital). The driver who came for the return journey did not find me and went away. Eventually, with the assistance of outpatient receptionist, I travelled home in my husband's car.
75	January	The ambulance crew that came and checked my husband and fitted a cannula were amazing and couldn't do enough. They carefully monitored him on the way to hospital. I have nothing but praise for them. His discharge from hospital - a different story. He came home on what was the coldest day of the year, in short sleeved hospital pyjamas, even though clothes were available (that part was the fault of the hospital). Imagine my horror on his return to see him covered with a sheet. His feet were not on the wheelchair footplate properly, consequently his toes were grazed from dragging on the ground. The crew moaned about the steps leading to our house because he had to be lifted. They also didn't know how to get him from the wheelchair to his hospital bed. Totally unacceptable.
201	January	They arrived 30 minutes before the appointment, when they stated 2 hours before. Then they weren't able to get me onboard, as they were full. Very poor service.
4	January	They arrived 10 minutes AFTER my appointment started and then proceeded to take 15 minutes trying to call the hospital to see if my appointment was still available and if my escort was allowed to come with. I explained how I had booked him in because I need an escort but they still refused.
26	February	Long wait for return journey.
31	February	They said they had delivered me home and I was still laying in the hospital bed.

Patient	Month	Negative comments received
27	February	I had an appointment on 6th February for 11am. At 10.40am the transport had not come. I called and was told that the driver rang the bell and there was no answer, so he left. I explained to the operator my bell did not ring. The operator said the drivers don't lie. I then said that the driver could also have called me on the phone to check if I was alright. I was sad on that day, because my treatment is based on this appointment and so not having the driver show up was upsetting.
39	February	The journey to my appointment was very good. The ambulance cabby was polite, on time and the ride was very smooth. After my appointment, which was exactly one hour as expected, I waited for transport back. I waited for three and a half hours until a transport vehicle told me they could take me. It was so long that the reception and dental team got worried about me and offered me water and their own food, so I didn't go hungry. When I eventually got into a vehicle, I was told I might not be able to be taken because of a locked floor anchor being in the way. Eventually after lots of work by the vehicle team, the anchor was able to be removed and I was able to be moved into the vehicle and safely secured. The subsequent drive home was one of the worst I've ever experienced with extreme accelerating, braking and turning by the driver. This was all after a previous attempt to attend the same department had to be cancelled because patient transport had arrived too late to take me in time.
40	February	Nobody came to pick me up for an urgent cancer appointment at 3 o'clock. I was told to be ready by 2 and I waited 2 hours. I was cut off on the phone, I was told that they were on the way 3 times, and I was told that they were at my door for 15 minutes trying to get in.
42	February	Please improve as follows: driving safely, shorter journey, much shorter time in transit and fewer people per vehicle.
48	February	They took my mum to the wrong hospital.

Patient	Month	Negative comments received
51	February	They don't do the allocation of transport properly. I had an eye surgery on 7 December morning. They took me there on time but although I was ready to go home by 1pm, they picked me up at 7pm. They should allow the transport to wait if the treatment will only take 30 minutes or less than an hour. I always feel stressed and anxious whenever I have to wait for them to take me home. I had a Dexa scan last week; they picked me up from home 45minutes late. Luckily, I was seen. I was then told that I had to wait for 90 minutes for someone to take me home. I met a couple at the hospital who lives not far from my home who offered to take me home, instead of waiting for hours.
57	February	No interaction with the coordinator.
70	February	You sent a taxi from ABC and the driver was a joke and very very unprofessional. He showed up at 20 minutes to 4pm and got an attitude with me. The incident is on my ring doorbell. (mobile number) is my number.
77	February	My experience on January 11th was excellent. I have nothing but praise. My experience on February 1st started well with the same excellent driver as before. I was driven to hospital in good time and taken to radiology by wheelchair. The procedure was a little before the allotted time and took no longer than 20 minutes. I returned to the waiting room before 1pm to wait for a driver to collect me for the return journey. This didn't happen until after 4.30pm, by which time I was sobbing with pain. I am 86, incontinent, arthritic and walk with 2 sticks. Sitting in a chair for any length of time is painful, as I need good back support. Staring at a tv describing the history of radiology on a loop was mind numbing. I had had no breakfast (by request from radiology). A receptionist took pity on me and got me a sandwich. The ambulance that eventually came was from north London. It was a very disappointing, dispiriting, waste of time experience.

Patient	Month	Negative comments received
80	February	Sometimes the drivers are very late and then my appointments get shorter time, which causes delays getting another appointment which can be frustrating. Yesterday I had an appointment but was let down as I had a call from hospital transport that they couldn't provide me transport, which was booked in advance weeks ago and again adding a stressful situation at a very short notice. Due to this, my appointment was cancelled and now I have to wait another two months suffering with pain. There have been times waiting up to 5 to 6 hours for transport to take me home from the hospital. The pick up from home to hospital has improved a little.
91	February	I would like to start by saying that ALL crew members were absolutely fantastic. However, the appointment for my mum, who is 88, was at Hospital for an X-ray at 13.00. She was told to be ready by 11.00 which she was but was not picked up until 13.30. She had the X-ray at approximately 14.30 and was then made to wait in the patient discharge waiting area until nearly 19.00, before she was collected to come home. This caused her severe anxiety and pain as she had to sit in a wheelchair for many hours, in a position which her condition was not what she should be doing. I can only put this down to the lack of staff/ vehicles and although we were very glad of the availability of the service, this experience has led me to make alternative arrangements, so she would not be able to endure such an experience again.
94	February	Transport was booked for 1pm but arrived at 5pm. A carry chair was requested by the ward staff because of steps leading to front door, but they used a wheelchair. Very uncomfortable for my 87-year-old mother when they bumped her up the front steps.
112	February	Transport made My with dementia wait 5 hours to be picked up and my experience they never arrived for my appointment, so lost that one. My second, which I was going for a procedure, they arrived late and had to phone the hospital and they said that by the time I arrived it would be too late, so not happy. I then had to pay £160 for a taxi 2 weeks later to get me there and back, so I knew I would get to the appointment.

Patient	Month	Negative comments received
116	February	Transport could not be provided, had to make my own arrangements.
117	February	Ambulance staff did not know about my leg extended out and that I required a stretcher, even though we spoke to the transport services and told them all the details, for the third time. I had to cancel two appointments.
121	February	It never even turned up... rubbish service, rubbish response to phone calls, not good enough.
122	February	Transport cancelled one hour before appointment.
133	February	Never turned up. Missed my appointment.
140	February	Driver didn't turn up and I missed my appointment because I had no transport. Control said the driver went missing and they couldn't locate him. I was very angry as this should not have happened, especially when you called the day before to confirm.
154	February	The ambulance drivers suggested patient transport. From 23.00 we were being told by the nursing staff that transport was on its way and would not be long. Had we known earlier, we could have asked relatives to pick us up. The car arrived at 6.55am. Driver told us they do not work nights! Why didn't the staff know this. Bad communication! A very uncomfortable night for us.
149	March	The booked transport did not arrive because I did not make my appointment. No reason was offered for failure of transport to arrive.
176	March	Transport to the appointment left me feeling anxious about making it on time, as it arrived 20 minutes prior to the appointment. Transport never arrived for pickup for at least 5 hours, leaving us stranded at the hospital, with no way of getting home.
202	March	Did not show up and I missed my appointment.

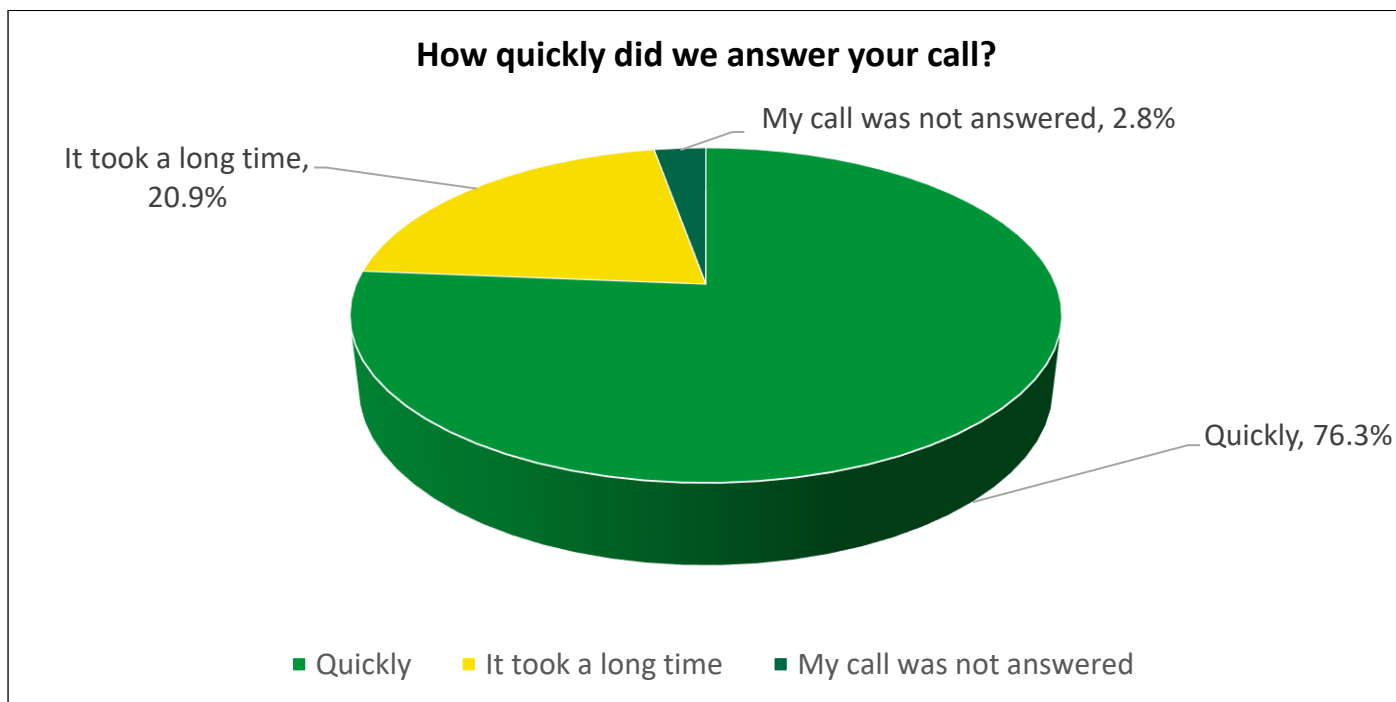
Patient	Month	Negative comments received
182	March	<p>I used the patient transport service to attend a wheelchair assessment appointment was on 20th March 2024. The first appointment, a week earlier, had been cancelled because booked transport did not arrive. I was late to the second appointment because transport arrived late. Upon arrival, rather than get on with loading me in my electric chair, the team wanted to moan about the traffic diversion that had made them late. I was very anxious about missing a second appointment and expressed a wish to get on board. I was told 'it's only wheelchair services, they don't care about you being late'. Once on board and moving I was ignored by the team. Instead, they had conversations about other 'problematic' service users and discussed that there wasn't available transport for my return journey. This was something to do with other vehicles not having the facility to load an electric wheelchair and that they had other commitments. This obviously added to my anxiety after my appointment.</p>
187	March	<p>The transport man who picked my mum up in the afternoon after her appointment was very rude, made my mum upset and she ended up in tears. In the end, we refused the transport and got a taxi instead, who was kind, considerate and very nice. If a taxi man can be thoughtful, then why can a transport driver, who deals with patients all day long, be like that. The transport that brought my mum to hospital were lovely and what you would expect of them. They brought her in a wheelchair but the man who was going to pick her up to take her home refused to take her in a wheelchair and was rude about it. So, we as a family are not happy at all.</p>
194	March	<p>The collection arrived 1 hour early so we could not finish lunch. Fortunately, we were taken early. At 2pm we were finished. We then waited almost 4 hours for the collection for the return journey, during which time we were told that Bedfordshire didn't deliver to Hertfordshire. Eventually we were collected. We were the 2nd delivery. Having gone via Hemel, the journey was extremely rough and I was violently sick in the ambulance, arriving 2 hours after departure.</p>

Patient	Month	Negative comments received
196	March	Never turned up. We called three times. First, when it was 30 minutes late. Then when it was 90 minutes late. All I got was excuses about driver not starting until 1pm, when we should have been picked up at 12:20pm. Could not tell me when to expect a driver to arrive. At 2pm we cancelled, having managed to secure other transport. We were not contacted by yourselves at any time to inform us of any delay or problem. This caused severe stress to my 83-year-old mother, the patient.
213	March	I had to wait around 2 hours, dressed only in a nightdress and dressing gown. The operatives were very good when they arrived but the organisation was not. The staff at the hospital should have helped me dress before sending me to wait. The wait was far too long.
195	March	Every time I use this service, as I have to be disabled and can barely walk, being picked up and transported to hospital is okay but there is never transport home, unless I'm prepared to sit waiting for hours. I have problems with using the toilet, as last time there was no walking frame to help me, and I had not eaten or had a drink for hours. I now dread going to hospital, but I have for the last three times had to get a cab home. This is dangerous for me as I have to end up walking to my flat, which puts me in a dangerous situation as I'm prone to falling over and making my situation worse.

Are you the patient?

Overall, 185 (83.7%) of the 221 respondents who answered the above question advised that they were the patient. 36 respondents (16.3%) advised that they were answering on behalf of the patient. The remaining respondents did not complete this question.

How quickly did we answer your call?



Of the 177 respondents who answered the above question, (76.3%) recalled their call to the PTS as being answered 'quickly.' However, 37 respondents (20.9%) felt that it took 'a long time.'

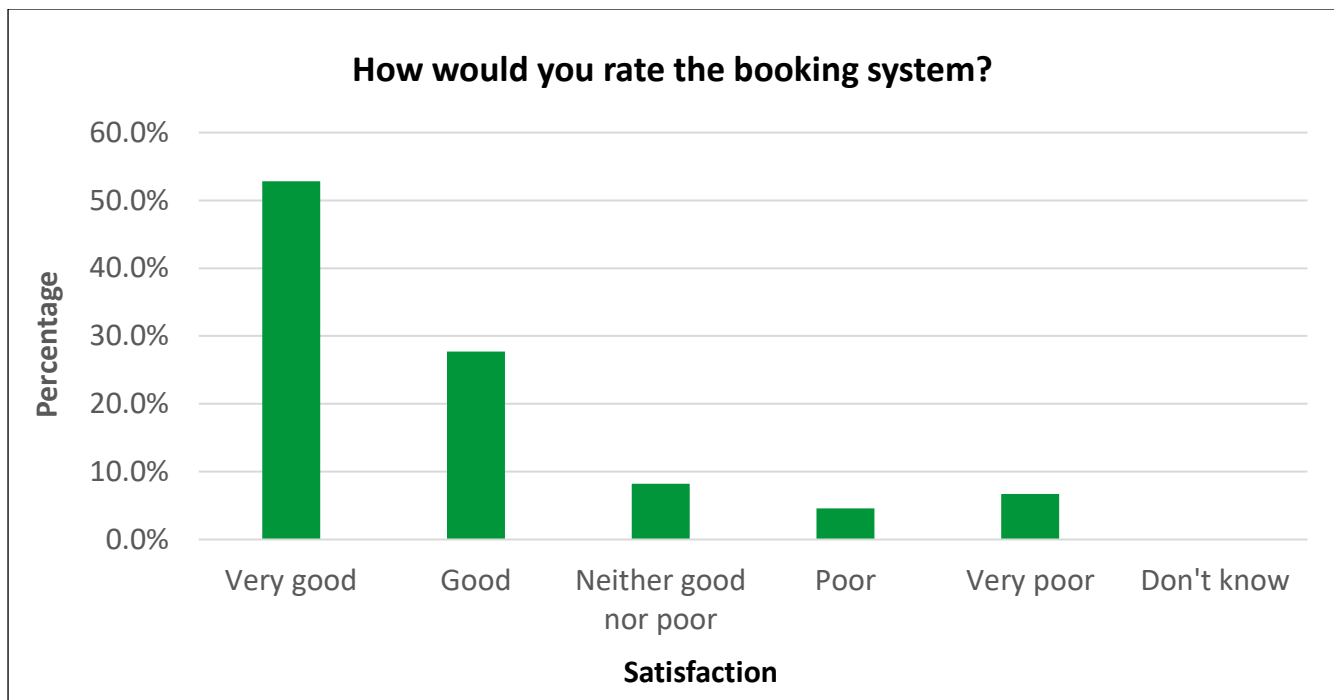
The remaining respondents either did not complete this question or were 'unable to say'.

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

Of the 93 respondents who answered the above question, 89 (95.7%) advised that they had been clearly informed. However, four respondents (4.3%) advised that they had not been clearly informed of the date and time of their transport booking.

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

How would you rate the booking system?



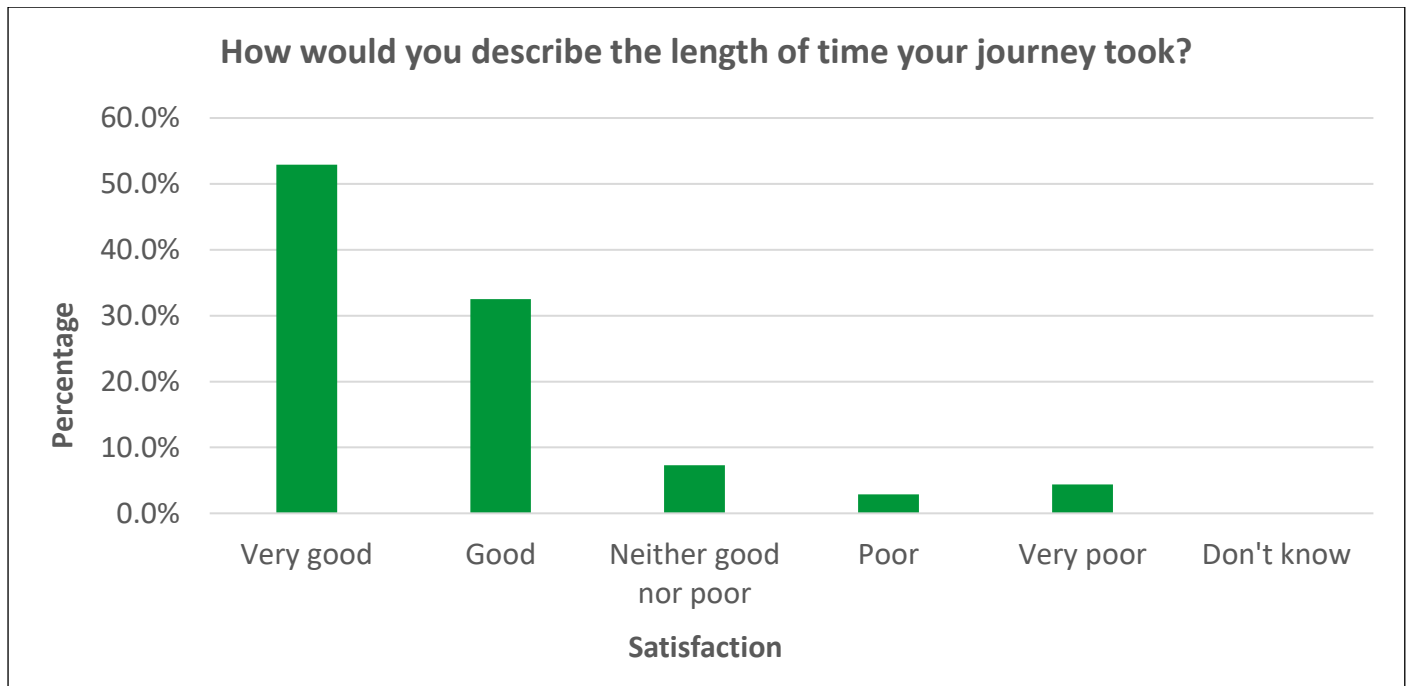
Of the 195 respondents who answered the above question, 157 (80.5%) rated the booking system as either 'good' (27.7%) or 'very good' (52.8%) and 16 respondents (8.2%) rated the booking system as 'neither good nor poor.' 22 respondents answered either 'poor' (4.6%) or 'very poor' (6.7%).

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

Did the service staff introduce themselves?

182 (91.9%) out of 198 respondents recalled the PTS staff as having introduced themselves upon their arrival. 16 respondents (8.1%) did not remember receiving an introduction. The remaining respondents either did not complete this question or were 'unable to say.'

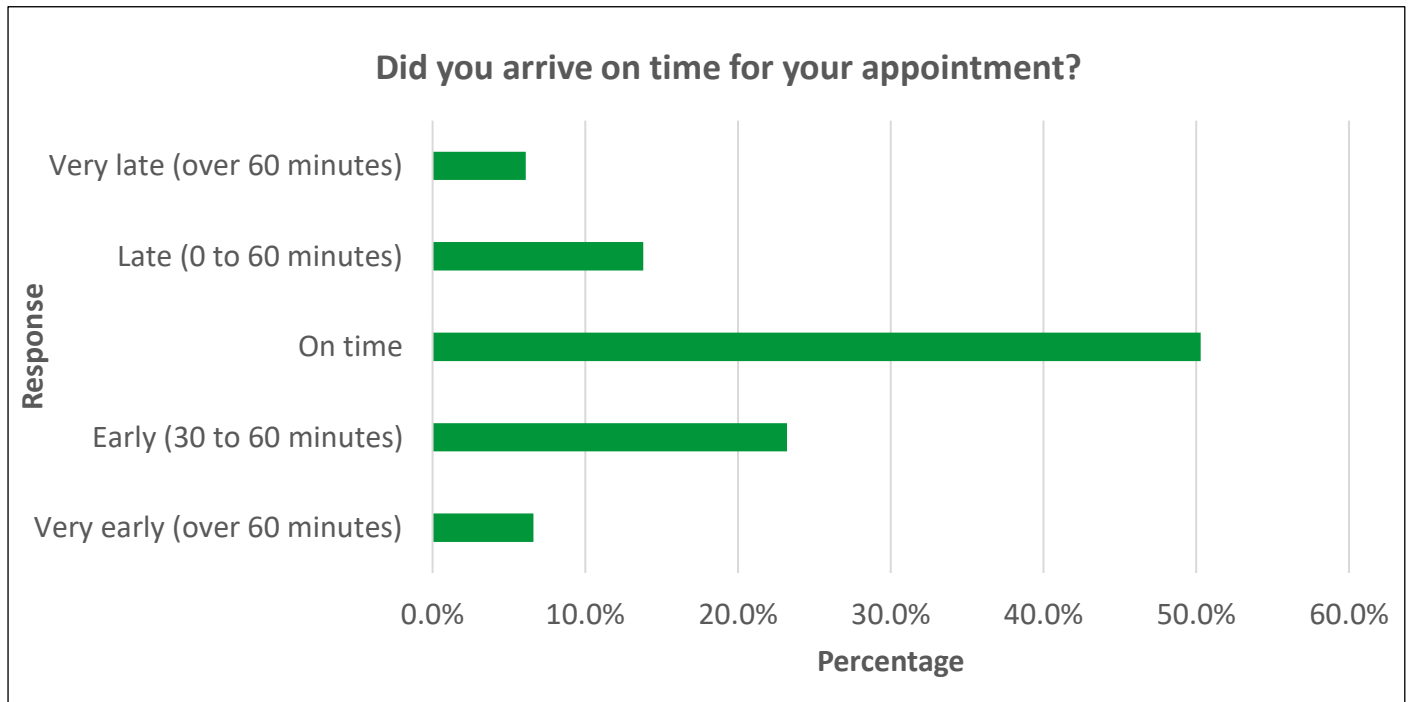
How would you describe the length of time your journey took?



Overall, 176 (85.4%) out of 206 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (32.5%) or 'very good' (52.9%) responses and 15 respondents (7.3%) described the journey length as 'neither good nor poor.' 15 respondents rated the journey as 'poor' (2.9%) or 'very poor' (4.4%).

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

Did you arrive on time for your appointment?



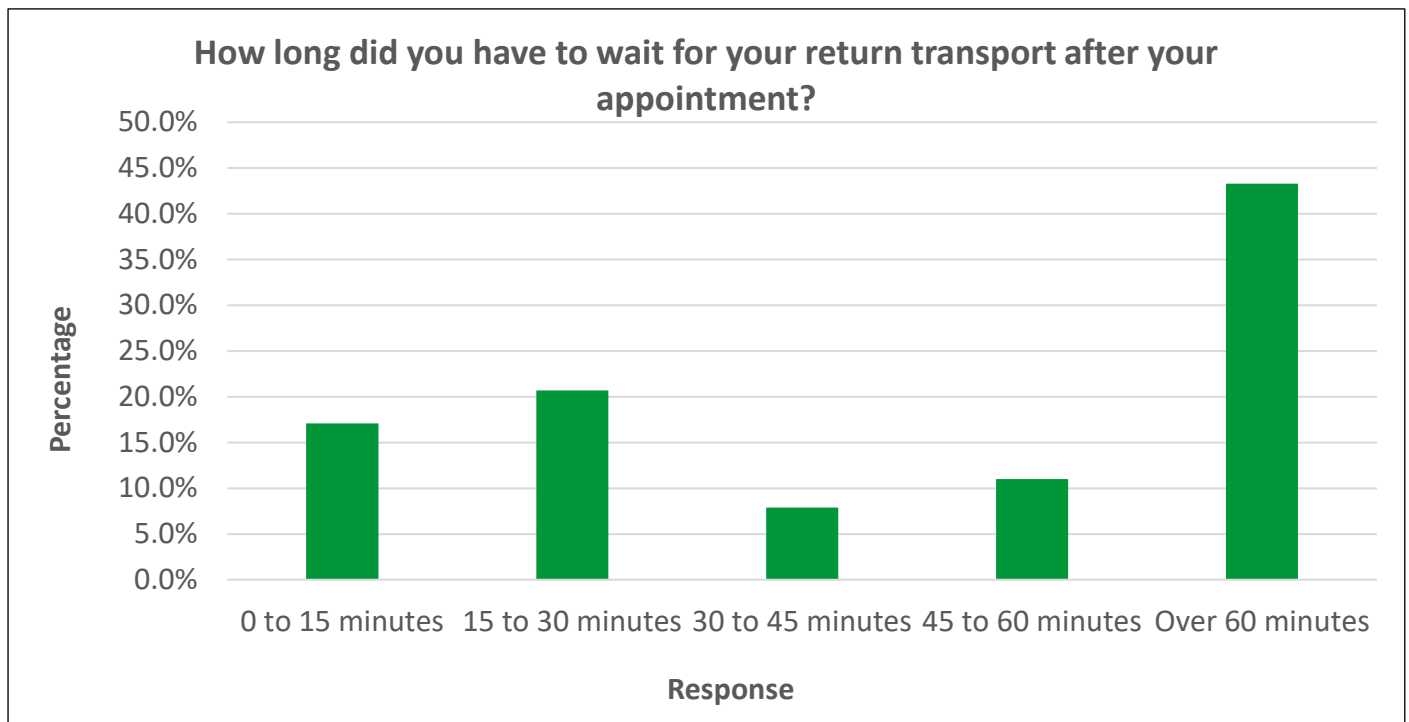
Of the 181 respondents who answered the above question, (80.1%) had arrived either 'on time' (50.3%) or 'early' (23.2%) or 'very early' (6.6%) for their medical appointment. Five patients had arrived 'late' (13.8%) or 'very late' (6.1%).

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

If we were late, did we contact you?

32 respondents answered this question, 28 advised that they had not been informed and four respondents advised that they had been informed of any transport delay. The remaining respondents did not complete this question.

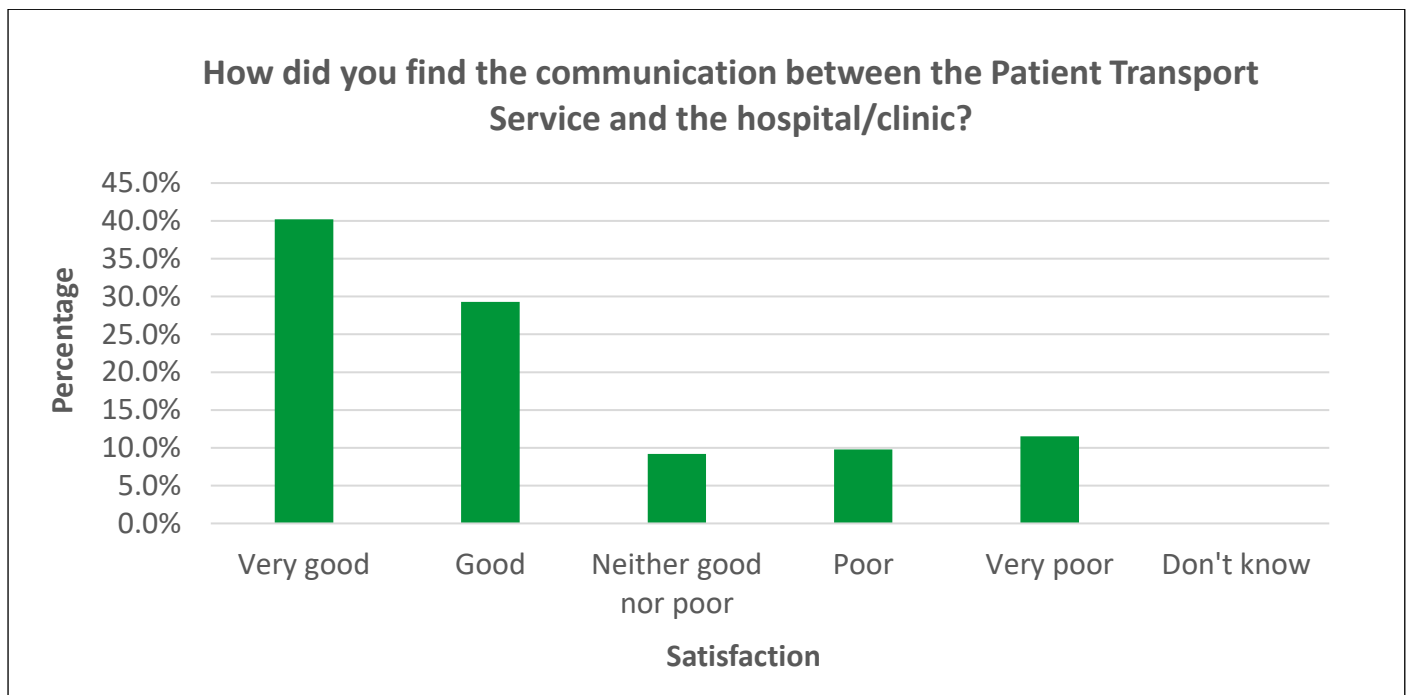
How long did you have to wait for your return transport after your appointment?



Overall, 56.7% of respondents (93) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (17.1%), 15 to 30 minutes (20.7%) 30 to 45 minutes (7.9%) and 45 to 60 minutes (11.0%). 71 patients (43.3%) had waited over 60 minutes following their medical appointment.

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

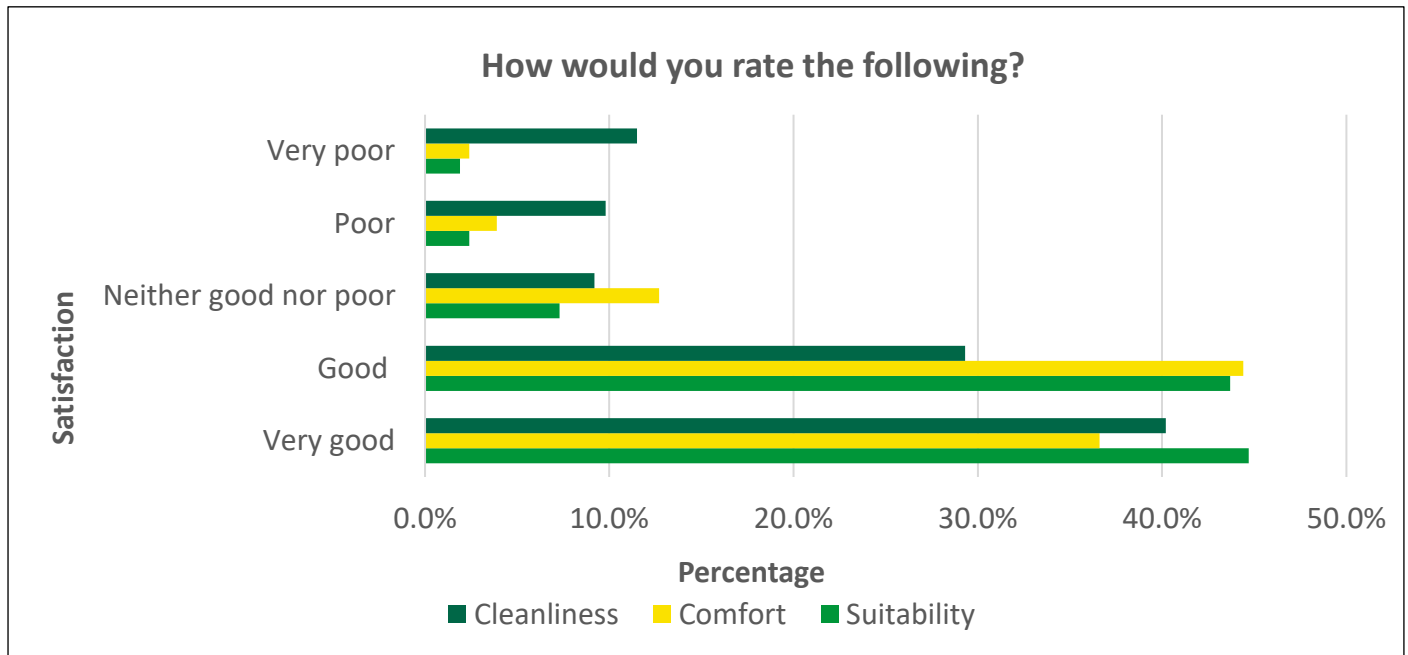
How did you find the communication between the Patient Transport Service and the hospital / clinic?



Overall, 121 (69.5%) out of 174 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (29.3%) or 'very good' (40.2%). 37 respondents (21.3%) felt the communication had been 'poor' (9.8%) or 'very poor' (11.5%).

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 suitability was rated most highly, with 88.3% of patients providing 'good' (43.7%) and 'very good' (44.7%) responses.

Vehicle cleanliness and vehicle comfort were rated less favourably, with overall satisfaction scores of 69.5% and 81.0% respectively.

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

How would you describe the attitude of the staff?

Of the 212 respondents who answered the above question, 203 rated staff as either 'good' (18.4%) or 'excellent' (77.4%).

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

Did the staff treat you with dignity and respect?

Overall, 204 (97.1%) out of 210 respondents advised that they were treated with dignity and respect 'definitely' (88.6%) or 'to some extent' (8.6%) by PTS staff. Six respondents did not feel they were treated respectfully or with dignity.

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

Did the service staff drive safely?

194 (98.0%) out of 198 respondents who answered the above question responded that they felt the PTS staff had driven safely. However, four respondents (2.0%) did not feel that the PTS vehicle had been driven safely.

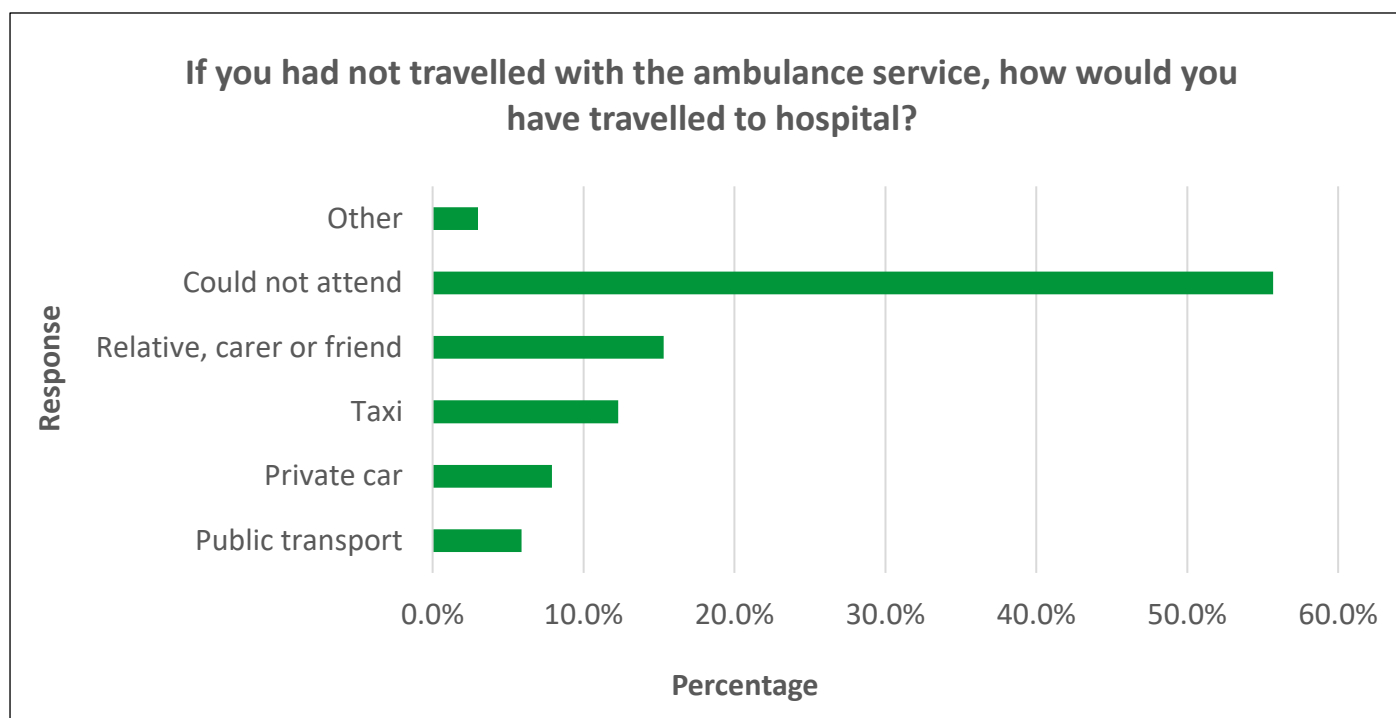
The remaining respondents either did not complete this question or were 'unable to say' how the PTS vehicle had been driven.

Did the staff offer assistance if required?

192 (93.7%) of the 205 respondents who answered the above question advised that assistance had been offered. However, four respondents (2.0%) advised that assistance was not offered and nine respondents (4.4%) advised that assistance 'was not required.'

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

If you had not travelled with the ambulance service, how would you have travelled to hospital? *(All answer types are listed, some multiple answers)*



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided.

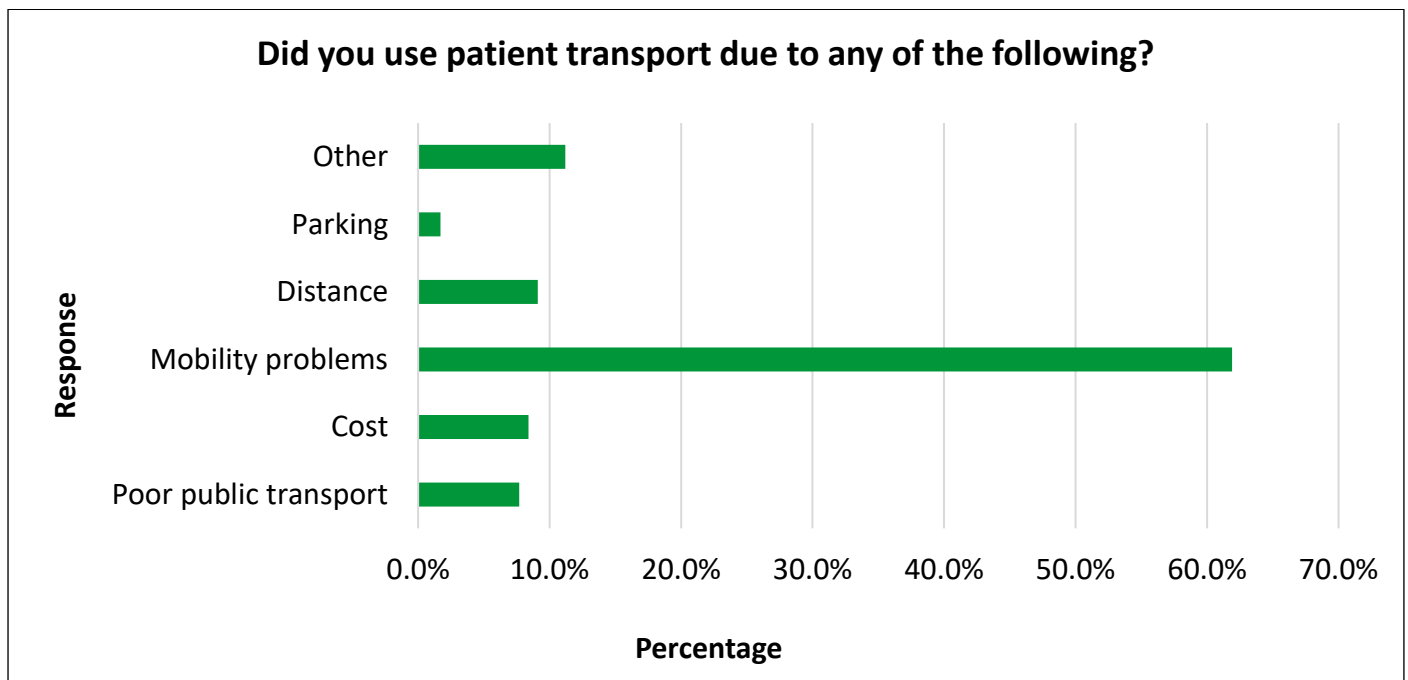
113 (55.7%) out of 203 respondents advised that they could not have attended their appointment. Other responses included: 'taxi' (12.3%), 'relative, carer or friend' (15.3%), 'public transport' (5.9%), 'private car' (7.9%) and 'other' (3.0%).

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

The below comment was also received:

- *"Was travelling home on discharge, not to hospital." (Patient 3, February)*
- *"I was an emergency and could not walk and weak and needed an ambulance." (Patient 65, January)*
- *"I was travelling home from hospital." (Patient 71, January)*
- *"No other way to travel could not get to appointment." (Patient 177, March)*
- *"I was being collected from the hospital to come home." (Patient 209, March)*

Did you use patient transport due to any of the following? *(All answer types are listed, some multiple answers)*



Various responses were given in relation to the reason for using patient transport. 177 (61.9%) of 286 responses cited 'mobility problems.' Other responses included: 'other' (11.2%), 'distance' (9.1%), 'cost' (8.4%), 'poor public transport,' and 'parking' (1.7%).

The below comments were also received:

- *"Arranged by hospital." (Patient 5, February)*
- *"Was in hospital." (Patient 6, January)*
- *"Was organised for us by macmillian nurses." (Patient 8, January)*
- *"I do not own a vehicle." (Patient 42, February)*
- *"No transport of my own." (Patient 55, February)*
- *"Dr called Ambulance." (Patient 75, January)*
- *"Due to a mental health issues." (Patient 80, February)*
- *"All of the above except parking." (Patient 96, February)*
- *"I was being transferred from Lister to Addenbrooke's and believe it had to be done by Ambulance Service." (Patient 107, February)*
- *"Anxiety." (Patient 123, February)*
- *"Had no one to collect me after an operation." (Patient 127, March)*
- *"Patient needed someone with him and I don't drive." (Patient 155, February)*

Continuation of comments received:

- *“My husband was very ill plus has mobility issues, doctor wanted the consultant to see him, without the transport we would not have been able to keep appointment.” (Patient 165, February)*
- *“Hospital, release.” (Patient 171, March)*
- *“No availability of assistance with the patient as my vehicle is not wheelchair accessible.” (Patient 176, March)*
- *“Limited vision.” (Patient 181, March)*
- *“I didn't have my car that day.” (Patient 187, March)*
- *“Early appointment, patient transport suggested by my clinic.” (Patient 197, March)*
- *“At time of transport, I was an inpatient at Watford general.” (Patient 208, March)*
- *“Very very ill.” (Patient 212, February)*
- *“Illness.” (Patient 222, March)*

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

Patient	Month	Positive comments received
6	January	(Name) was lovely, offered her help and made sure I was comfortable.
8	January	Thank you for treating my mum with care and dignity and making sure she was comfortable at all times. Also, for going out of your way to make sure that my aunt and I could travel in the ambulance with her.
18	January	Thank you so much for your continuing support with my requirements due to my severe mobility issues.
46	January	Dear (name) and all ambulance crews who have dealt with me over the last 4 years, I have lived in (location). I have the greatest respect for all of you and give each and every one of you my deepest thanks. God Bless and stay safe. (Name).
53	January	Just thank you all for your help and care to and from my house.
65	January	I was happy with how I was treated on both trips. Made comfy and both teams chatted to me and chilled me out.

Patient	Month	Positive comments received
74	January	The ambulance crew couldn't have been more accommodating and helpful. It made an otherwise potentially fraught journey, much easier.
76	January	All staff were excellent and caring.
90	January	The staff and everyone involved were so nice and helpful, I can't thank them enough.
2	February	They treated my mother with the utmost respect, chatted and made her journey very comfortable. They were extremely helpful too in getting her into the house. Excellent team. Sorry I did not take their names.
7	February	Excellent service, the 2 gentlemen were very helpful and friendly.
16	February	You're all absolutely wonderful with the way you treat us with care, consideration and patience with our needs.
26	February	Don't know your names but thanks for all your help.
27	February	I would like to thank the NHS staff who rebooked my appointment. I would like to thank the ambulance and car drivers, that I have driven in the past with, as they are friendly, despite being overworked.
29	February	The services have been awesome for me, being able to arrive on time for my appointments and I am happy to have been treated with empathy, tolerance and patience in the process of recovering from my sudden stroke.
32	February	Thank you so much for taking me to the hospital.
36	February	You were both very professional and friendly – a winning combination! Many thanks!
43	February	The phone staff and almost always the collection staff have been excellent. My congratulations to you all (almost).

Patient	Month	Positive comments received
47	February	The staff are excellent!
50	February	Staff always call when on the way; very prompt, courteous and professional.
59	February	The staff have been fantastic. The couple of staff that brought me home were so funny his name was (name), I can't remember the lady's name... but they made my journey comfortable and pleasant.
61	February	All the staff were excellent, particularly the drivers, they were excellent. Please give them my compliments.
64	February	Thank you for all your help during all my visits to Mount Vernon Hospital. Special thanks, to (name, name, name, name and name) and anyone else I may have forgotten. 1st class service all round. Thank you.
77	February	Every driver I have met has been friendly, courteous, helpful and excellent driving ability. Lovely people. From (name and number).
84	February	Staff very friendly and helpful.
86	February	All staff at call centre and all members of staff were great, but (name), who works as a single driver, was exceptional, many thanks.
88	February	Thank you so much for your support and help with my ailment.
89	February	Thank you all very much for helping me and kind help you all gave me. (Name).
91	February	All the staff that collected my mum to the appointment and the staff who brought her home were all extremely helpful and polite.
109	February	I was treated with respect and dignity, and that I thank you for.
114	February	Call handler was very friendly, polite and efficient. She made it very easy to book the transport quickly. The following calls from patient transport to myself to confirm my booking were also polite and friendly. Overall, a good experience.

Patient	Month	Positive comments received
115	February	Thank you for the quality of service and the professional staff provided!
117	February	All the transport staff that took me to the hospital were fantastic.
118	February	Many thanks to the team who made our journey fun – despite our waiting before and after the appointment.
145	February	Ambulance staff were brill, efficient and professional, thank you. (Name).
148	February	Thank you for your care and attention during my recent hospital visit to Papworth.
152	February	Thanks so much for your support and help during the appointment, you were both so helpful and funny too.
158	February	Absolutely wonderful ambulance staff who could not do enough. Transport staff were also amazing, whilst dealing with my home pickup.
167	February	All ambulance staff are amazing. They all did a great job.
132	March	Thank you to the male and female that drove the ambulance. Thank you for all your help with transferring me out of my wheelchair and onto my bed; if it wasn't for you, I would have ended up on the floor.
134	March	Very kind and helpful. All round first class.
142	March	Thank you. A sense of humour and a smile was just what I needed on that day. Please don't change.
146	March	Very much appreciated.
150	March	Very pleased with the way I was looked after.
151	March	No complaints whatsoever. Brilliant service.
161	March	They were both fantastic.

Patient	Month	Positive comments received
162	March	All the staff, when I phone or on the transport, are very polite and helpful.
163	March	Thank you for your help, it is much appreciated.
173	March	Thank you (name and name) for a safe and enjoyable journey from Potters Bar Community Hospital to my home. I would use you again, if need be.
174	March	Just to say thanks again to (name) for all his help.
180	March	Staff were polite and helpful.
181	March	First class service at all contacts, very grateful, thank you.
185	March	Have great respect for all staff attached to this service. Everyone I have dealt with has been kind and supportive.
189	March	Thank (name and name) for the kindness and helpfulness they gave me.
190	March	No issues at all with the ambulance crews and can only compliment them for the job they do.
192	March	Cannot praise the two drivers I had highly enough.
198	March	(Name), the call handler was very polite and explained all details clearly. (Name) (my driver), was extremely pleasant at all times. I was nervous about my appointment and (name) made me feel so much better and put me at ease. He told me he would be taking me home which I was extremely pleased about. (Name) was courteous and friendly without being overly chatty and intrusive. On the way home he'd remembered how I felt going and was very in tune with my upbeat mood as to how pleased I was that I attended my appointment, and he was very empathetic to my mood. Thank you very much (name), you were a delight.
199	March	Great phone service.

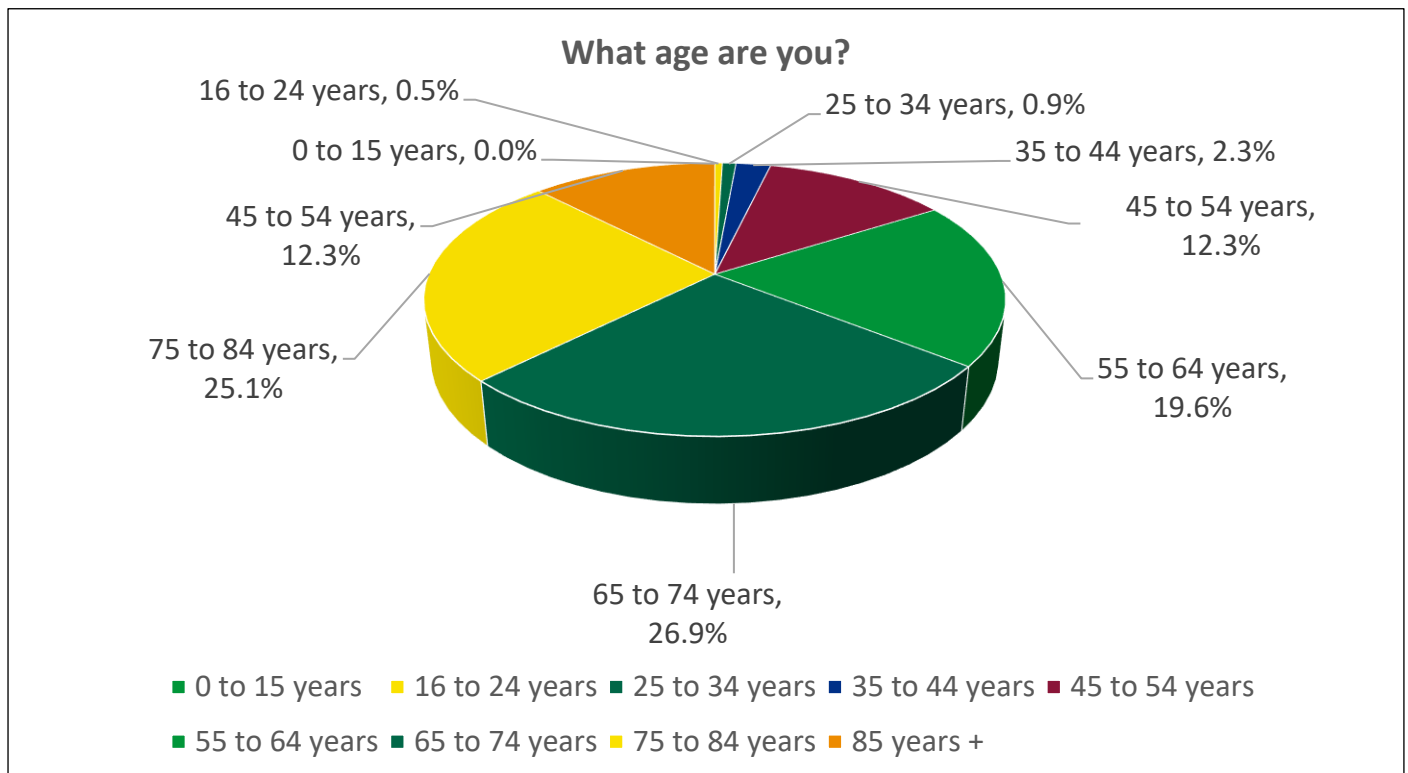
Patient	Month	Positive comments received
204	March	Thanks for a brilliant service, guys, you are a real credit to NHS. I look forward to seeing you next time.
207	March	Thank you all for taking part in my progress of convalescence you all have been amazingly kind and a great support, keeping me safe for my appointments. Under today's pressures you're all brilliant and a good laugh.
209	March	Driver very good communication and happy disposition.
214	March	Kind and respectful staff, especially the transport drivers.
215	March	Very friendly and caring.
218	March	Lovely people. Great care. Wonderful service.
222	March	The service was excellent.

Patient	Month	Mixed/neutral comments
57	February	(Name and number). Staff at (location) and ambulance crews superb! So helpful and friendly, a credit to NHS. It was the disorganisation of finding an ambulance to return us – personally this should have been arranged in advance.
70	February	NHS drivers are great. ABC Taxi is unprofessional.
194	March	The outbound staff were superb, the return less so.

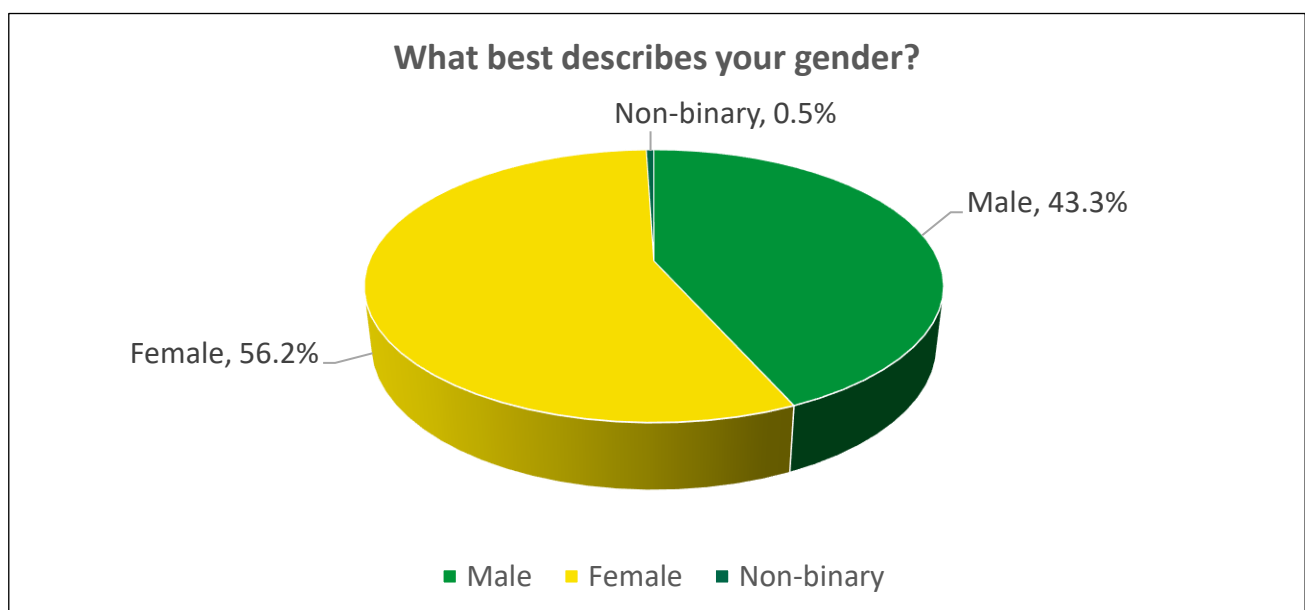
Patient	Month	Suggested improvements
196	March	Transport did not turn up. No communication to inform us of delay. When we contacted the service, they were not helpful and glib.

Equality and Diversity Information

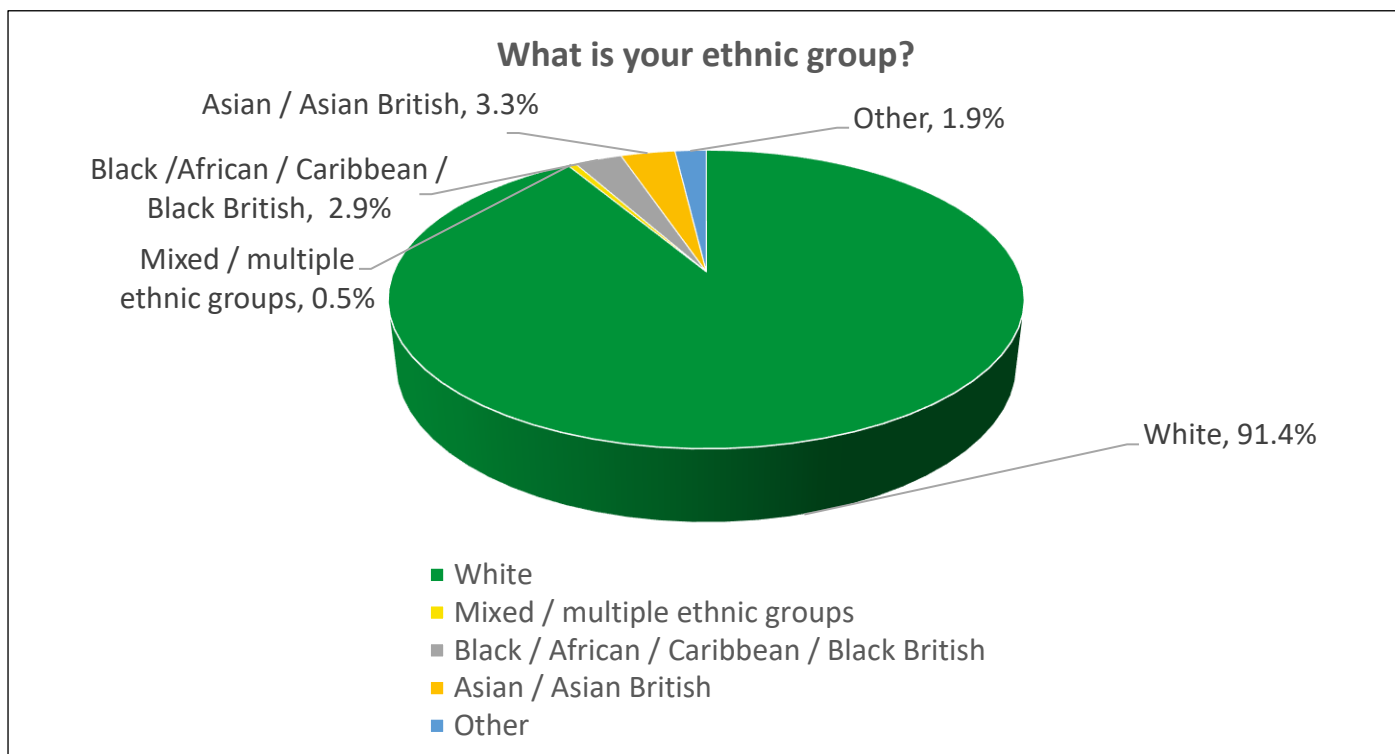
What age are you?



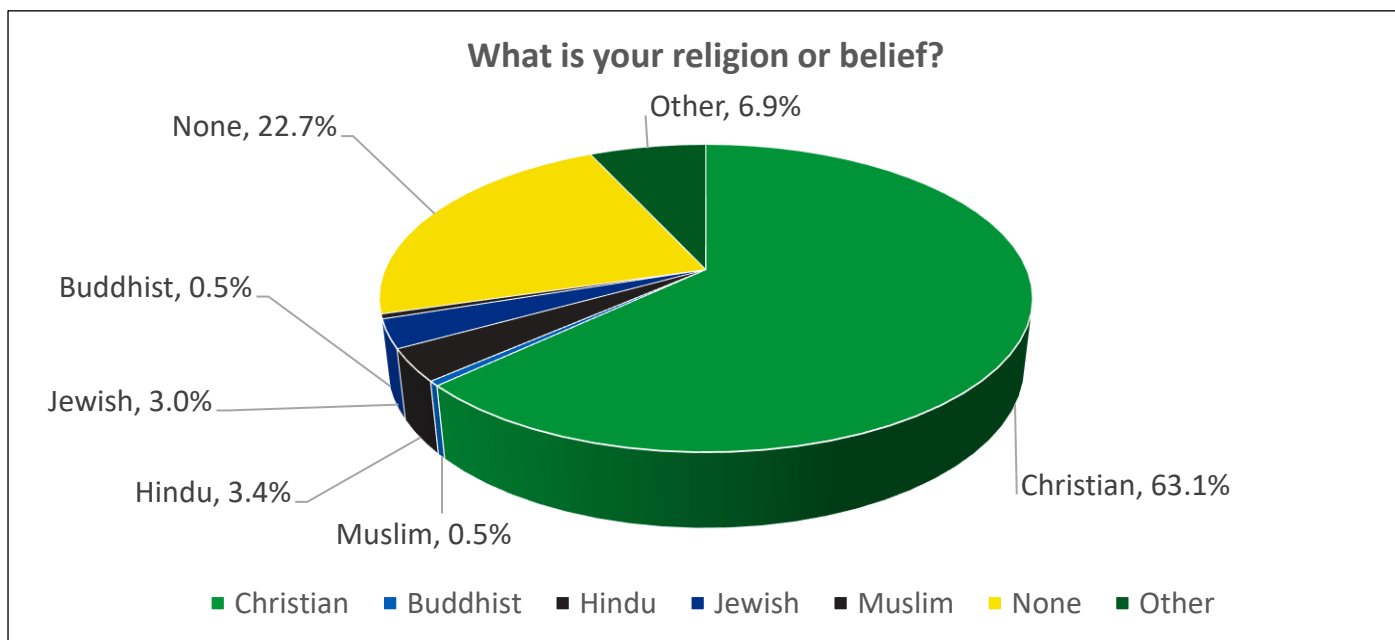
What best describes your gender?



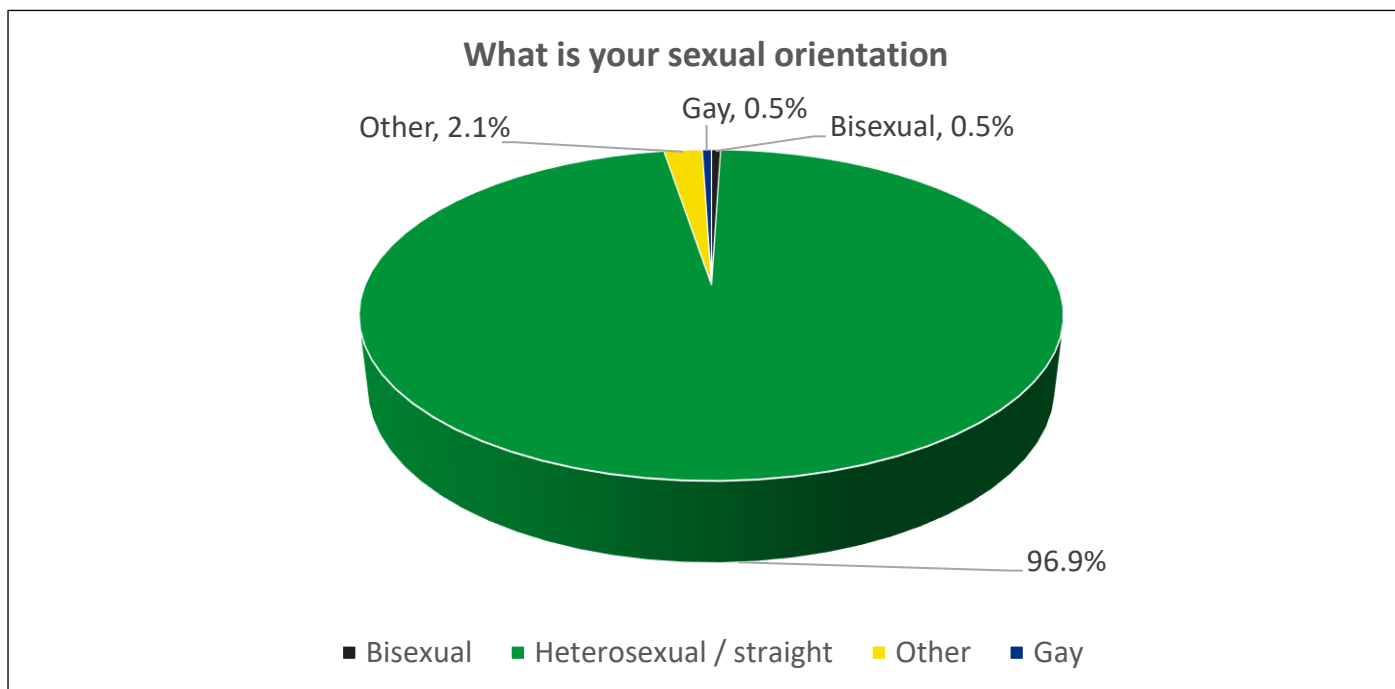
What is your ethnic group?



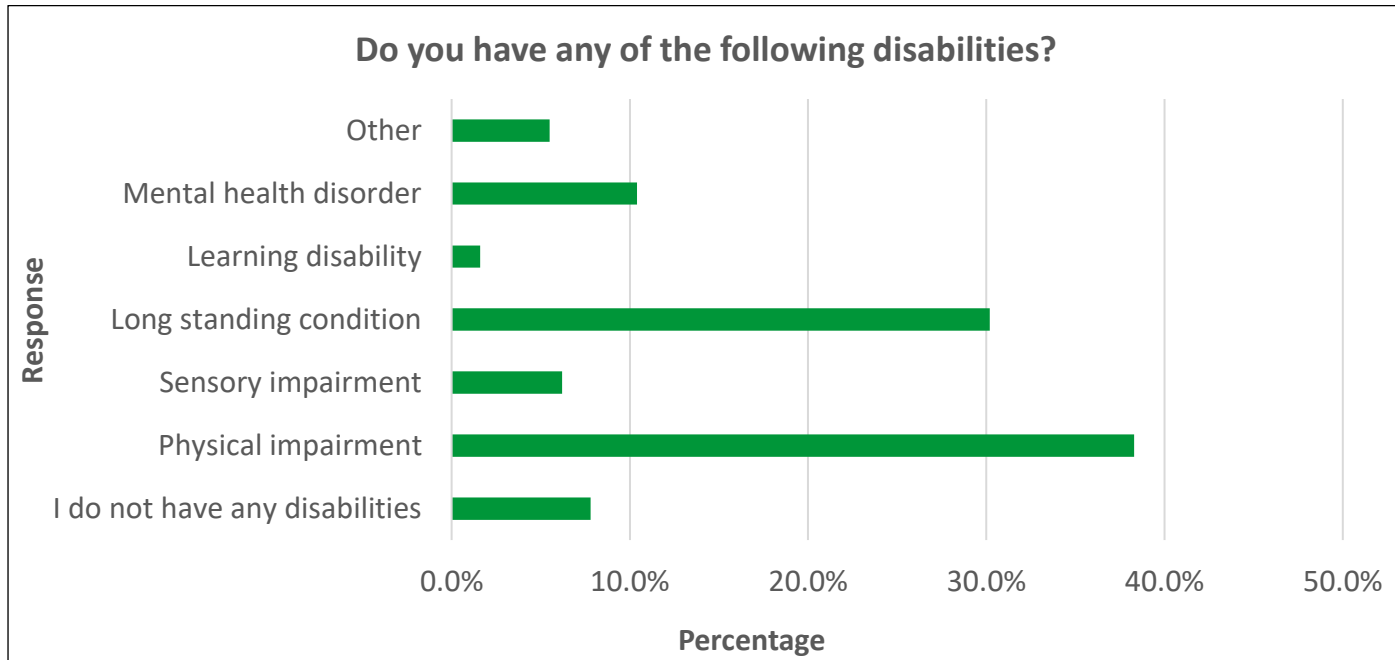
What is your religion or belief?



What is your sexual orientation?

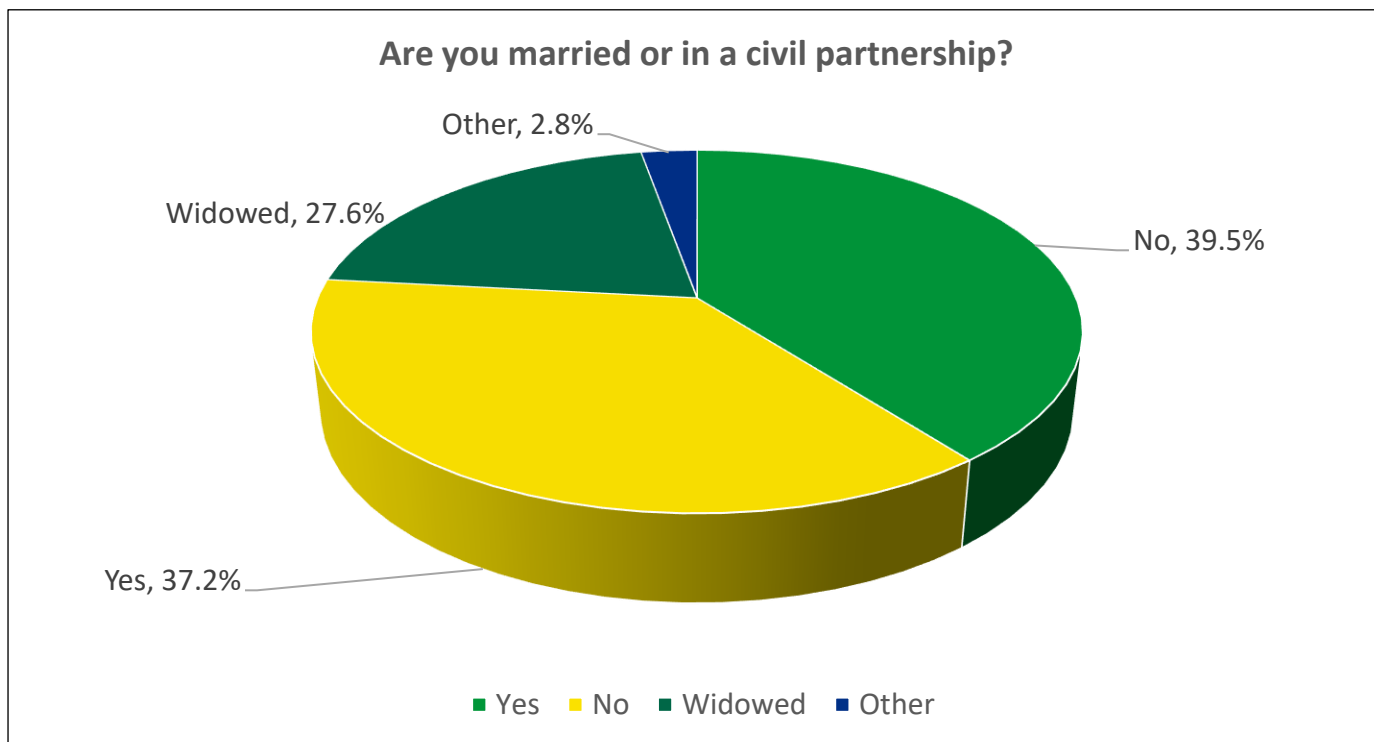


Do you have any of the following disabilities? (All answer types are listed, some multiple answers)



Overall, patients were most likely to have a 'physical impairment (38.3%). Other responses included: 'long standing condition' (30.2%), 'mental health disorder' (10.4%), 'sensory impairment' (6.2%), 'other' (5.5%) and 'learning disability' (1.6%). 24 patients did not have a disability.

Are you married or in a civil partnership?



Are you currently pregnant or have had a child within the last 12 months?

No respondents were either 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.