



Patient Transport Service Patient Experience Report

Patient Transport Service
Hertfordshire Q3 October to December 2022

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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 but also 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 October to December 2022.

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). 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.

Sample

The PTS online survey is undertaken by way of a self-selected sample as it is available to complete via EEAST's public website. However, a random sample of PTS patients is also collated each month (approximately 250 patients who have used transport within the Hertfordshire area), with these patients posted an invitation to feedback letter.

Most patients complete the survey online, although paper versions of the questionnaire are available if preferred. Any paper survey responses have been included within this report. 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, 81.8% of respondents (27) who answered the FFT question and had used the Trust's PTS within the Hertfordshire area during October to December 2022, rated the service received as either 'good' or 'very good.'

Patients generally felt that their PTS booking telephone call had been answered 'quickly' (84.0%) and rated the booking system as 'good' or 'very good.' 79.3% of respondents (23) were satisfied with the length of time their journey took, with 83.3% of respondents advising that they were either 'on time' (58.3%) or 'early' (25.0%) for their medical appointment. 18 respondents (72.0%) had waited between 0 to 60 minutes for their return transport; however, seven patients (28.0%) had waited over one hour.

Positively, PTS staff were rated as 'good' (13.8%) or 'excellent' (86.2%), with respondents advising that they had also 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 area of dissatisfaction related to transport delays and non-attendance.

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, **35** completed survey submissions were received from patients who had used the PTS within the Hertfordshire area during Quarter 3 2022/23: October (15), November (11) and December (9).

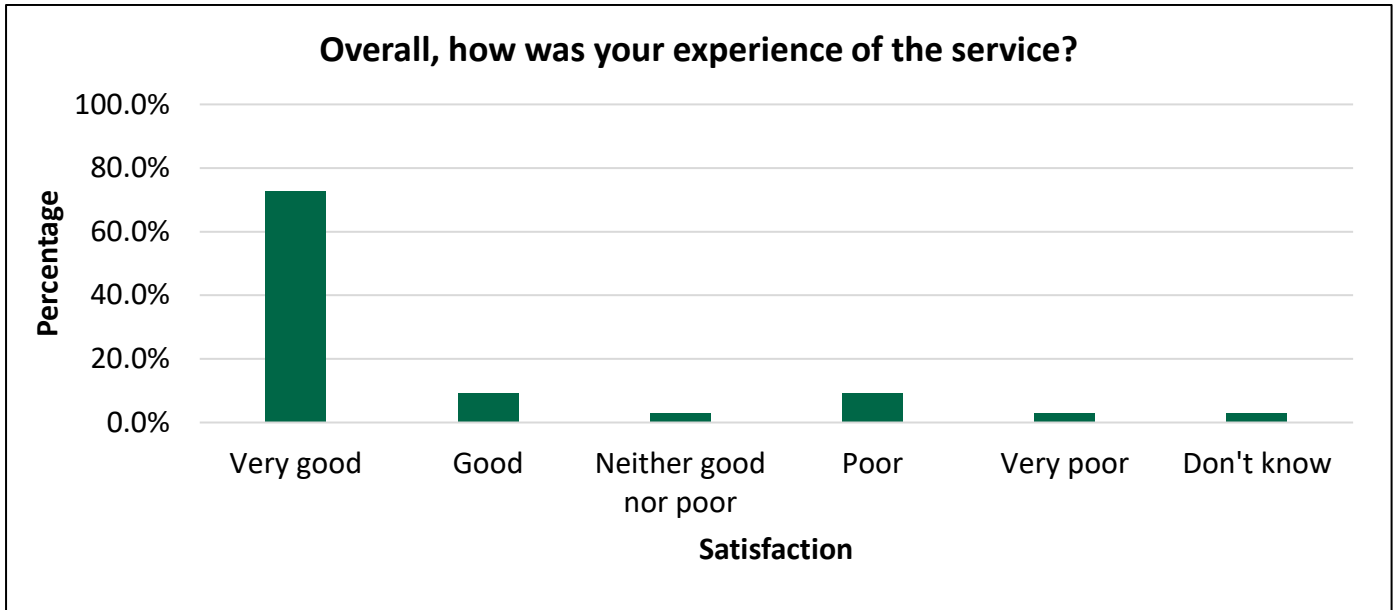
The results to the survey questions can be found below. Please note that the percentages in the below tables/charts do not include the patients who either did not respond to the question or who were 'unable to say.' Some patients may also have provided multiple answers to questions.

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, 34 respondents (97.1%) had been signposted to the survey through the invitation to feedback letter. One respondent (2.9%) had heard about the survey through 'word of mouth.'

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, 33 respondents who used the Trust's PTS within the Hertfordshire area answered the FFT question. 27 (81.8%) of these respondents rated the service received as either 'good' (9.1%) or 'very good' (72.7%). One respondent (3.0%) rated the service as 'neither good nor poor,' and four respondents (12.1%) felt the service was 'poor' (9.1%) or 'very poor' (3.0%).

The remaining respondents either did not complete this question or answered, 'don't know.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	October	Efficient and friendly.
2	October	Friendly and caring.
3	October	Because the ambulance crews are wonderful in every way, polite, helpful, and kind.
6	October	Arrived on time and helped me on and off ambulance.
9	October	The service was very good from the ambulance crew, I felt safe.
13	October	Cheerful and helpful crew delivering me safely back home on my discharge from hospital. I used the ambulance transport service again on 8 th November for my follow up appointment at hospital. Again, the crew were excellent particularly as protesters caused closure of the M25. Through skillful knowledge of alternative routes, they managed to get me to my appointment. I should mention that there are a number of steps from my house to street level. As I am currently unable to walk, transporting me to the ambulance is a challenge.
15	October	It was excellent.
18	November	Excellent professional service. I would not be able to attend my hospital appointments without this service.
23	November	On time arriving and on reaching hospital.

Patient number	Month	Positive comments received
20	November	Arrived at house about 7.30 am and despite very heavy traffic got me to the hospital with plenty of time for my 9.00 am appointment. Also, driver went into the hospital to find out where my appointment was and came with me to the Rheumatology Department. He was waiting in Rheumatology Department when I completed my appointment to take me home. Excellent service.
24	November	I received excellent treatment from the ambulance service from making the initial booking to the return on my doorstep. Everyone is so professional and kind. I am given help in every way needed.
27	December	We were picked up and arrived on time, for the appointment, and were picked up and taken home shortly after the appointment.
28	December	Treated with care.
29	December	Everything was done efficiently and in a friendly manner.
32	December	Pickup time was punctual, dealt with me with care and kindness.
34	December	The drivers were great, kind, and considerate!!

Patient number	Month	Mixed/neutral comments received
10	October	Outbound, very efficient. Return, very poor due to poor scheduling.
14	October	The staff were excellent. However, I had to wait almost five hours to return home, and this might have been because of misinformation about the size of my wheelchair. I could have returned earlier in the same vehicle as another patient if this had not been the case. I was told my chair would not fit the ramp, but the same vehicle eventually collected me.

Patient number	Month	Mixed/neutral comments received
16	November	They are lovely, they always turn up on time. Very happy, helpful, and nice, it's the coming home that's a bit dodgy.
19	November	Picking up from my home is good, friendly, and very helpful It is the return journey that is the problem.
31	December	I am often late being picked up and am consequently late for appointments.
35	December	Pick up wrong but good service.

Patient number	Month	Negative comments received
17	November	On this occasion the service was not good. The ward informed me that mum was booked to leave hospital using patient transport on the 9th of Nov. At 4.20pm, mum still hadn't heard anything, so I contacted the discharge team. I was informed that she is still due to be transported but are looking for a 2 nd person as mum cannot transfer and she needs 2 people with her. At 19.30pm, the ward called me to say she wouldn't be collected until 11.30pm. This would be far too late, unfair on mum and the care home, so arrangements were made for the following day. Mum eventually arrived back in the care home in the afternoon. It is extremely distressing for elderly people to be promised something then it doesn't happen. All this added to mum's stress and creates new complications.
21	November	Patient transport was late arriving, so I was late for my appointment.

Patient number	Month	Negative comments received
26	November	I'm sorry I can't complete the form for appointment on 22 Nov 2022, because the hospital transport didn't turn up and I can't manage my own transport. I have had 3 appointments since. Thank you.
33	December	Although, transport was booked to take me and my power chair to hospital they never turned up.

Are you the patient?

Overall, 24 (75.0%) of the 32 respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included spouse, daughter, and niece.

How quickly did we answer your call?

Of the 25 respondents who answered the above question, 21 (84.0%) recalled their call to the PTS as being answered 'quickly.' However, four respondents felt it took 'a long time' (16.0%).

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?

All 28 respondents who answered the above question advised that they had 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 26 respondents who were able to answer the above question, 24 (92.3%) rated the booking system as either 'good' (26.9%) or 'very good' (65.4%). One respondent (3.8%) rated the system as 'neither good nor poor' and one respondent (3.8%) felt the booking system was 'poor.'

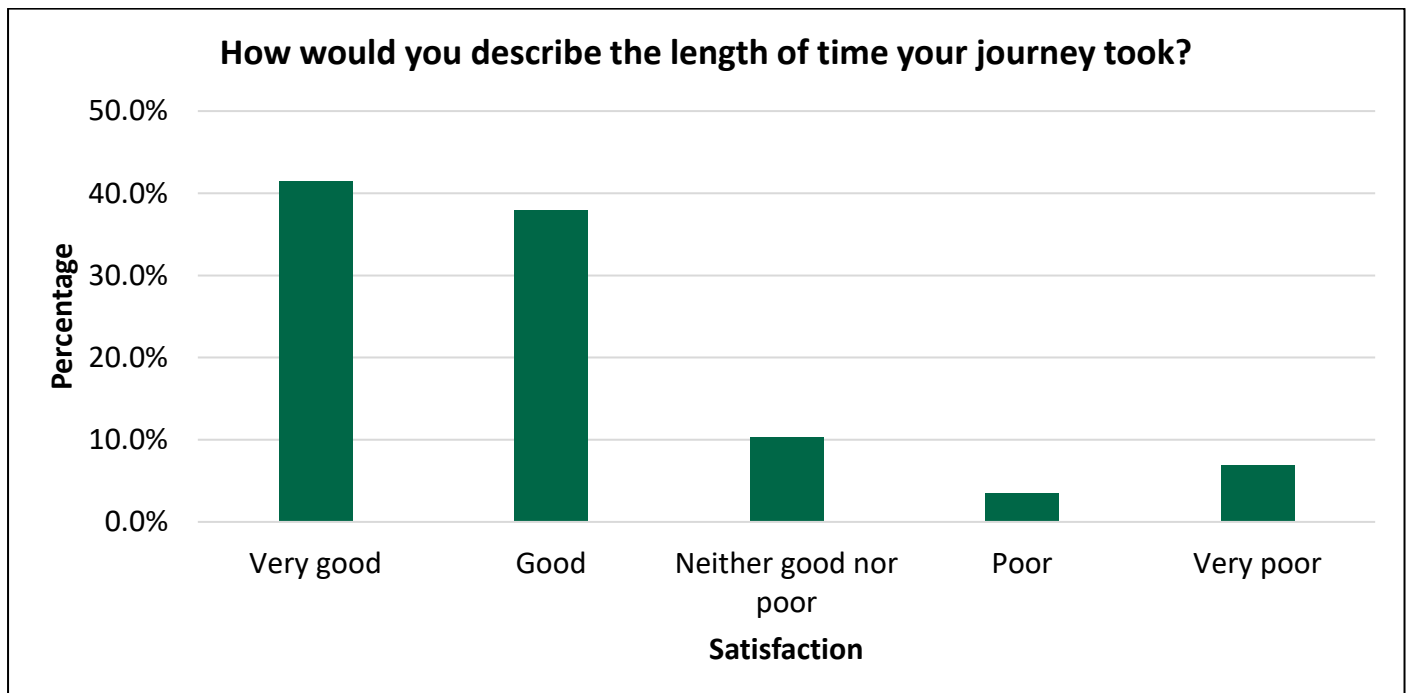
The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

All 28 respondents who answered the above question advised that the PTS staff had introduced themselves upon their arrival.

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

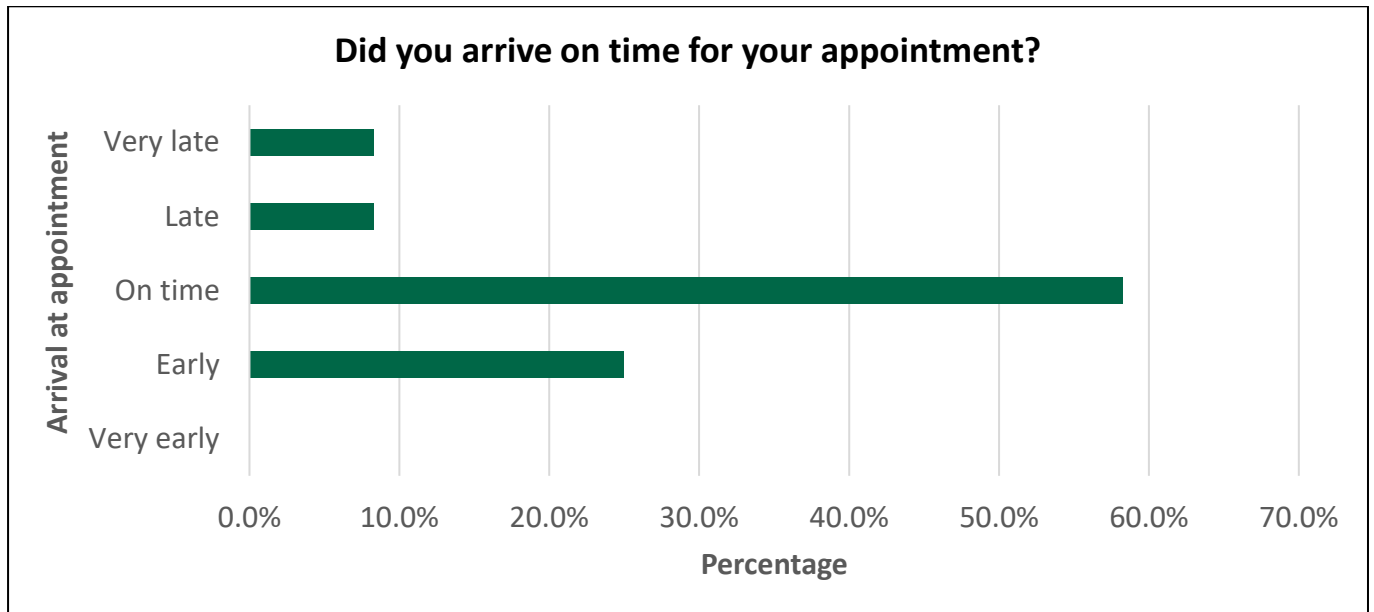
How would you describe the length of time your journey took?



Overall, 23 (79.3%) of the 29 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (37.9%) or 'very good' (41.4%) responses. Three respondents rated the journey length as 'neither good or poor' and three respondents felt the length of journey was 'poor' (3.4%) or 'very poor' (6.9%).

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

Did you arrive on time for your appointment?



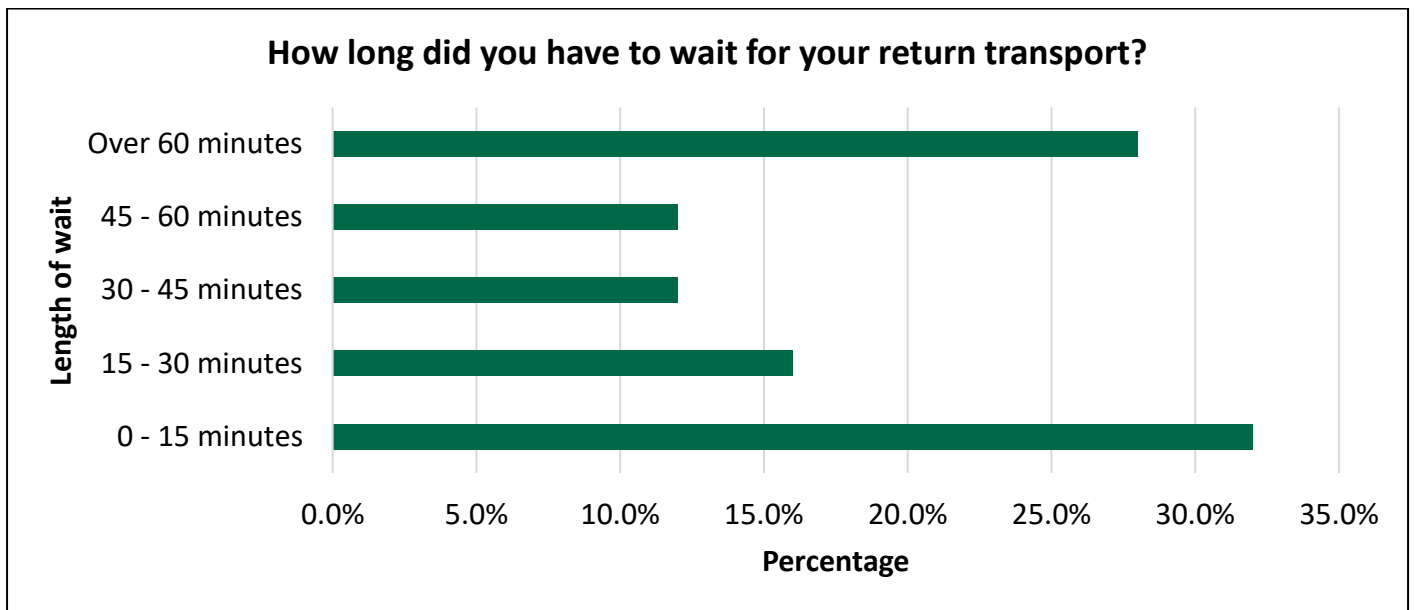
Of the 24 respondents who answered the above question, 20 (83.3%) had arrived either 'on time' (58.3%) or 'early' (25.0%) at the hospital/clinic. However, four respondents had arrived 'late' (8.3%) or 'very late' (8.3%) for their medical appointment.

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

If we were late, did we contact you?

All nine respondents who responded to the above question answered, 'not applicable.'

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



Of the 25 respondents who answered the above question, 18 (72.0%) had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (32.0%), 15 to 30 minutes (16.0%), 40 to 45 minutes (12.0%) and 45 to 60 minutes (12.0%). Seven patients (28.0%) had waited over one hour following their medical appointment.

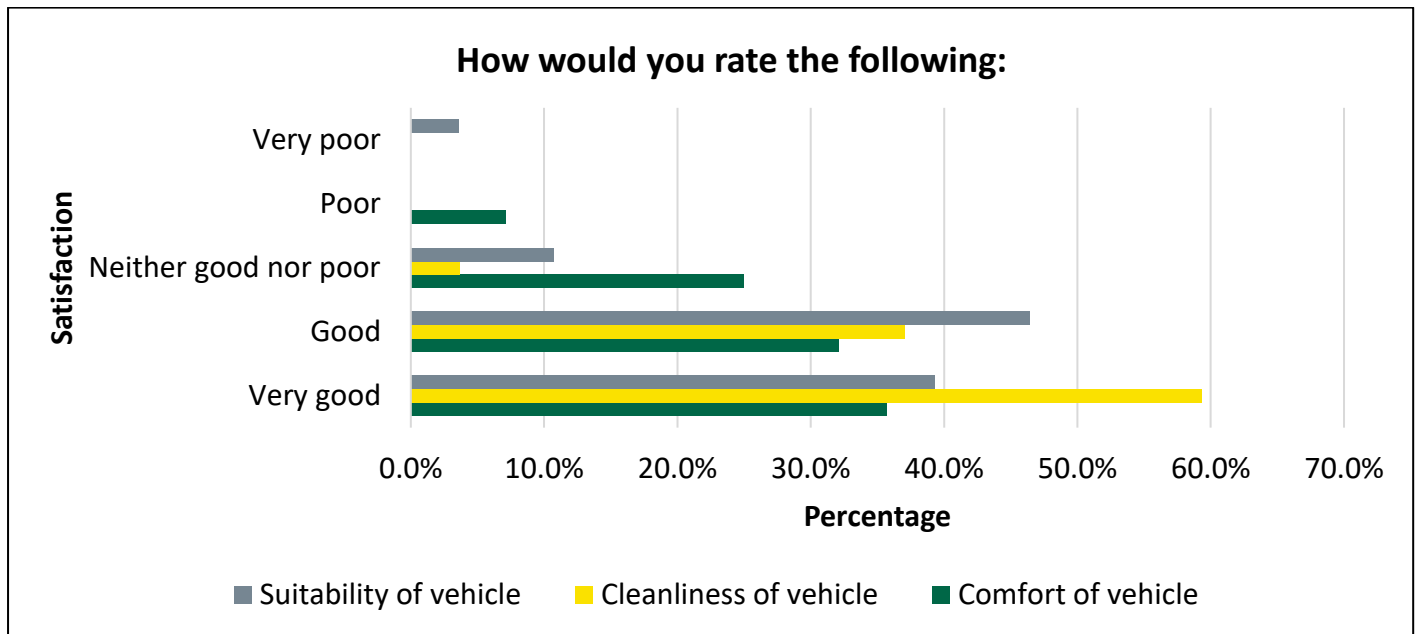
The remaining respondents either did not complete this question or answered, 'not applicable.'

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

Of the 23 respondents who answered the above question, 21 (91.3%) rated the communication between the PTS and the hospital/clinic as either 'good' (43.5%) or 'very good' (47.8%). One respondent (4.3%) felt it was 'neither good nor poor' and one respondent (4.3%) rated the communication as 'poor.'

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 most highly as ‘good’ (37.9%) or ‘very good’ (59.3%). Lower levels of satisfaction were seen with vehicle suitability (85.7%) and vehicle comfort (67.9%).

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

How would you describe the attitude of the staff?

All 29 respondents who answered the above question rated staff attitude as ‘good’ (13.8%) or ‘excellent’ (86.2%).

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

Did the staff treat you with dignity and respect?

All 29 respondents who answered the above question felt they were ‘definitely’ treated with dignity and respect by the PTS staff.

The remaining respondents did not complete this question.

Did the service staff drive safely?

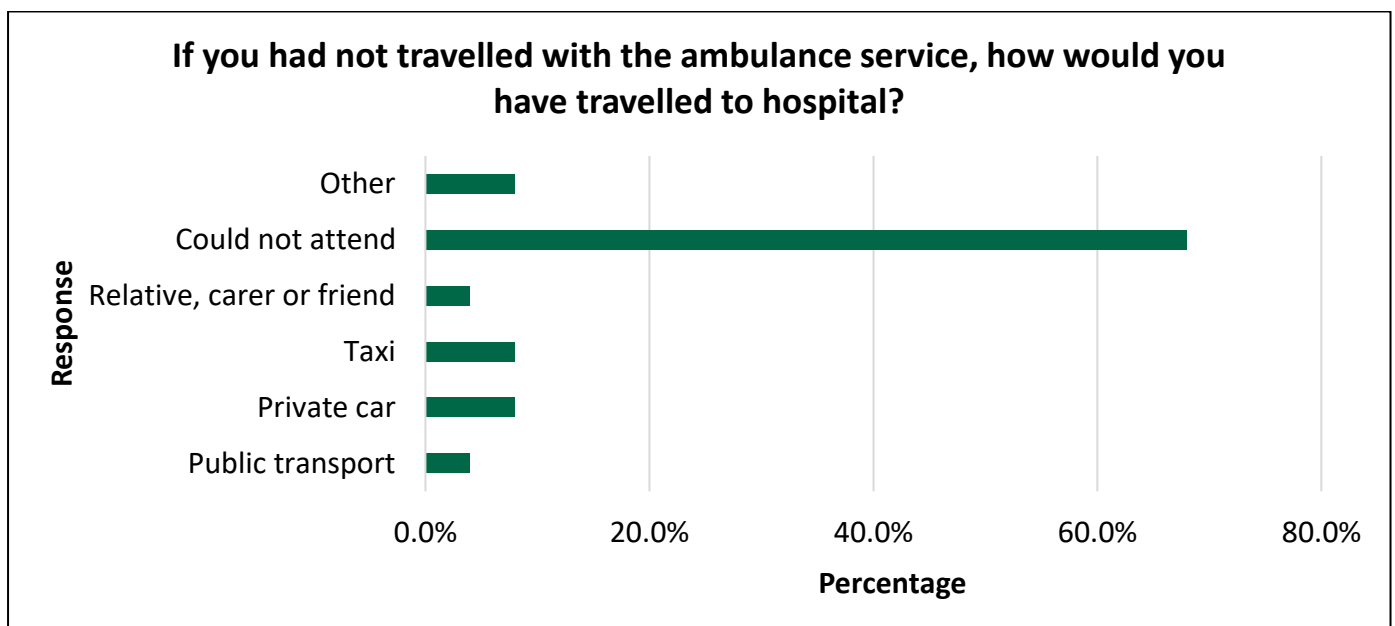
All 28 respondents who responded to the above question felt that staff had driven safely. The remaining respondents either did not complete this question or were 'unable to say' on the vehicle had been driven.

Did the staff offer assistance if required?

All 29 respondents who answered the above question stated that assistance had either been offered (96.6%) or had not been required (3.4%).

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?



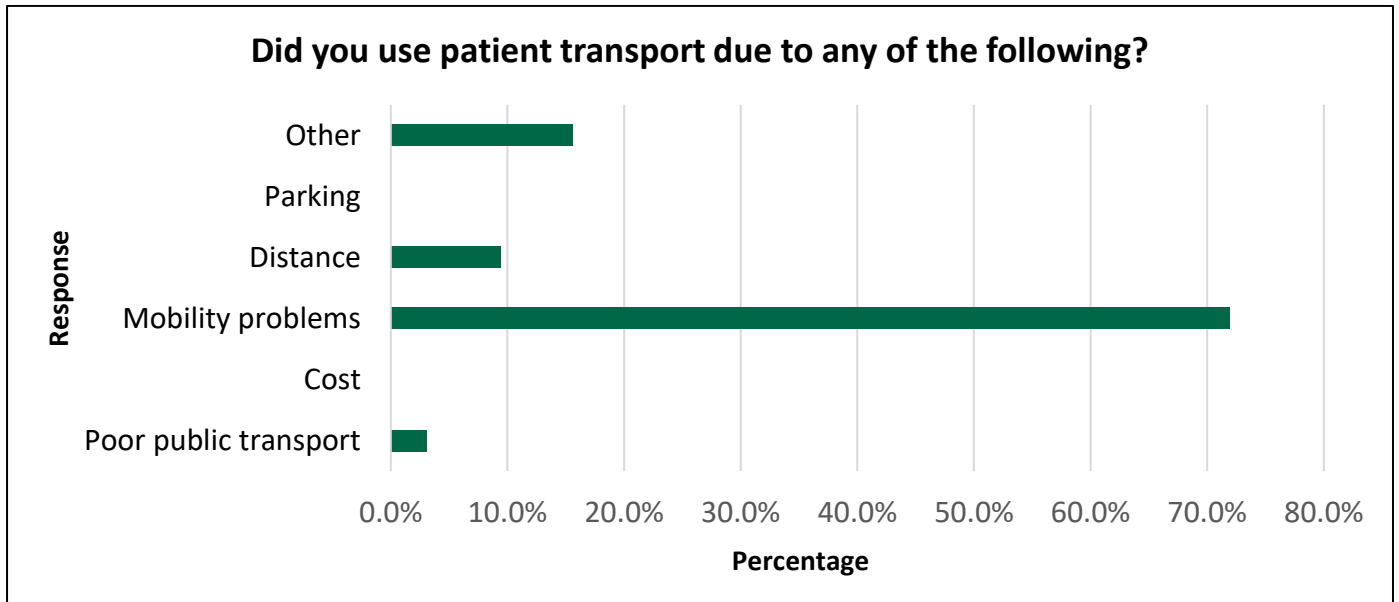
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 17 (68.0%) out of 25 respondents advised that they could not have attended their appointment. Other responses included: 'private car' (8.0%), 'taxi' (8.0%), 'other' (8.0%), 'public transport' (4.0%) and 'relative, carer or friend' (4.0%).

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

The below comment was also received:

- *"I am in wheelchair, have to get wheelchair taxi." (Patient 35, December)*

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



Overall, 23 (71.9%) of the 32 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (15.6%), 'distance' (9.4%) and 'poor public transport' (3.1%).

The below comments were also received:

- *"No one available to collect from hospital." (Patient 2, October)*
- *"Could not get there any other way." (Patient 20, November)*
- *"Son was unwell so couldn't take me." (Patient 21, November)*
- *"My husband had a fall, thus the ambulance was contacted after I had phoned the surgery, the Dr there phoned back and said that an ambulance had been requested to take my husband to hospital for x-rays on his hip and ankle, as he was in extreme pain, this complicated by the fact that he is housebound with severe arthritis in both legs." (Patient 22, November)*

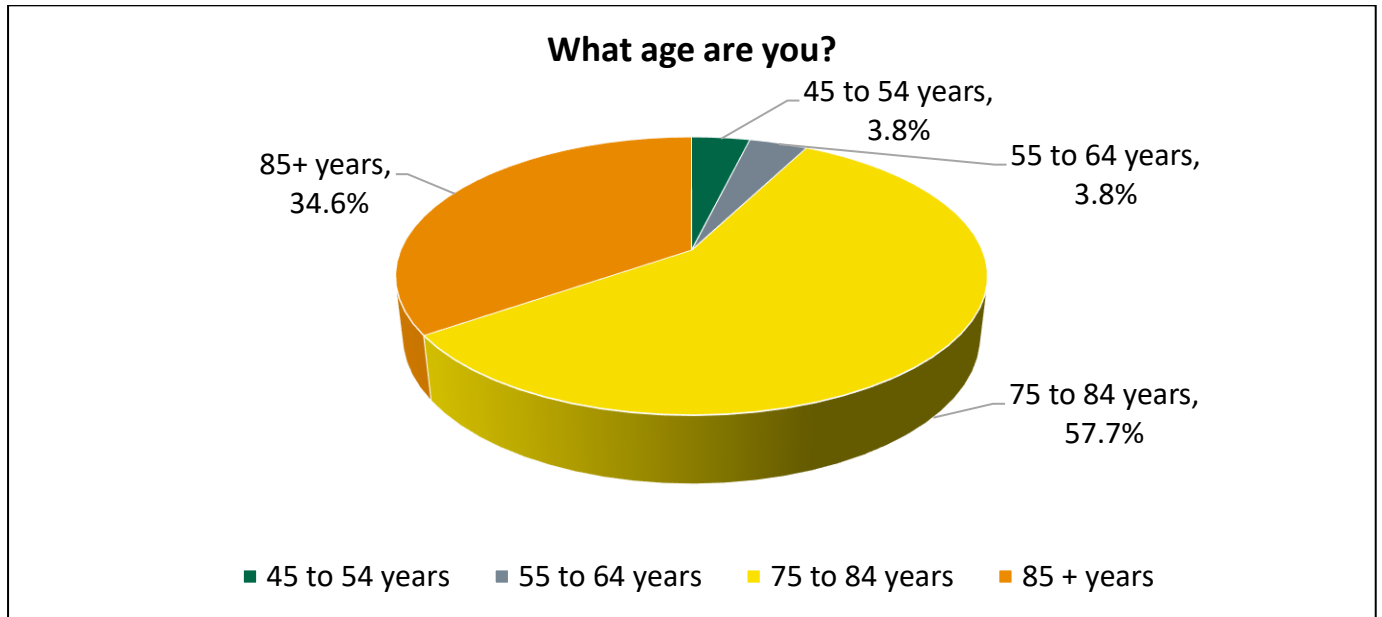
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
2	October	Very pleased and grateful for the service.
3	October	No, I don't think so at all, it's always been lovely 10/10.
14	October	Retain information on size of chair and ramp required. In my case time & fuel costs could have been saved.
15	October	Everything was excellent & I am very grateful & may I add the driver was playing the most lovely music, being in a choir myself I wanted to sing along to all the musicals & other popular music, thank you so much nice lady!
16	November	Turn up earlier to take me home, 4.5hrs is along way to wait with cancer on the spine.
18	November	Made sure I was checked in at reception this did not happen when I arrived and left in a waiting area.
19	November	Appointment was for 9.45am, at St. Albans Hospital. Traffic was bad on that day. The main problem is after my appointment at the hospital, the waiting time for the Ambulance to pick me up to go home. The time waiting can be hours, the constant telephone calls to the transport to find out when they will arrive. On the 7th, I was told the return trip was booked for 11am, it did not arrive, the nurses we're ringing only to be told it was on its way. The staff got me some lunch because I still in the clinic WAITING???? I finally got home at 3.30pm This is not the first time being kept waiting at the eye clinic. What will happen on my next trip??? Should I book a hotel???? I am nervous that trip and may cancel????
20	November	Nothing I can think of.

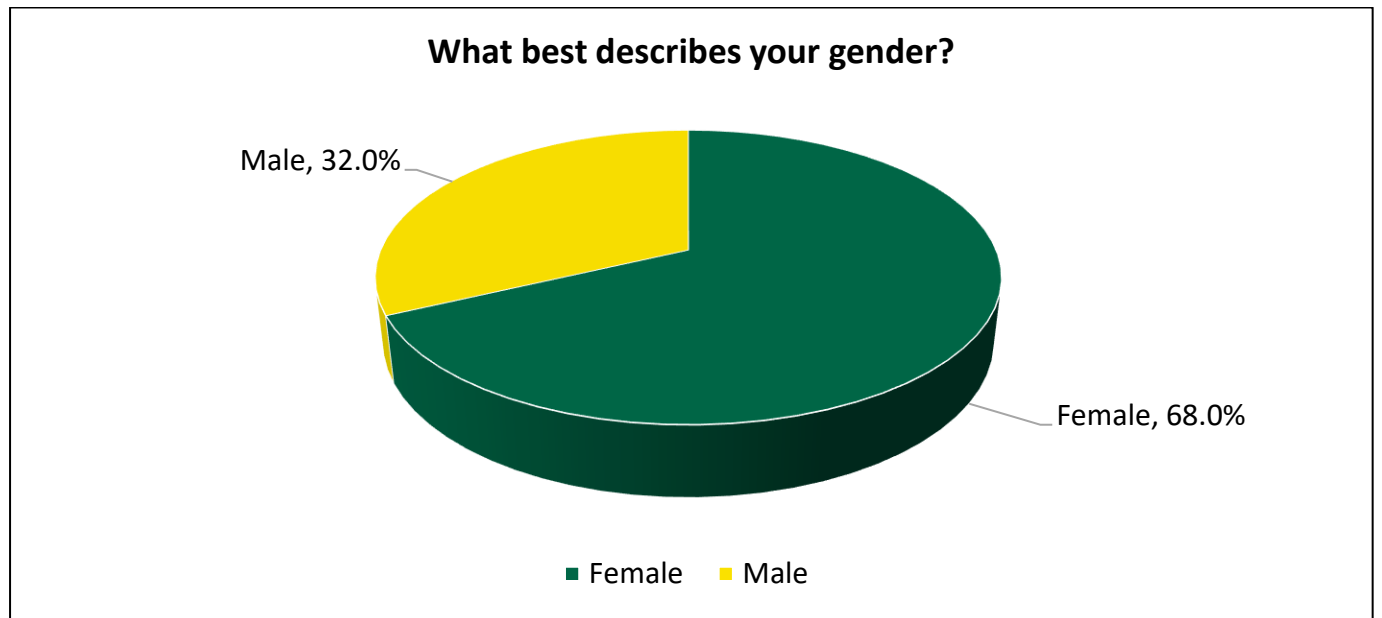
Patient number	Month	Comments received
21	November	Arrived on time to pick me up.
22	November	Nothing. The crews that came were so caring, above and beyond our expectations, especially staying with my husband so long on reaching the hospital. All information given was comprehensive so we understood what would happen, when, and for how long. We are so thankful that they all work all hours, day and night and without them, how would we be able to cope when we have such urgent health problems.
23	November	Nothing, everything was right.
24	November	I honestly cannot think of anything else that could be done to Improve my use of this service.
27	December	We have used this system, just once for a hospital appointment, we both have mobility issues currently, and the hospital was too far away but the appointment was urgent, so transport was arranged. We are both so grateful and think the service was outstanding.
31	December	Picking me up late so I was 1 hour 10 minutes late for my appointment.
32	December	Nothing to add.
34	December	You were great.
33	December	Turn up when requested.
35	December	Office talk to driver for pick up.

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 27 respondents who answered the above question advised that they were of a 'White' ethnic group.

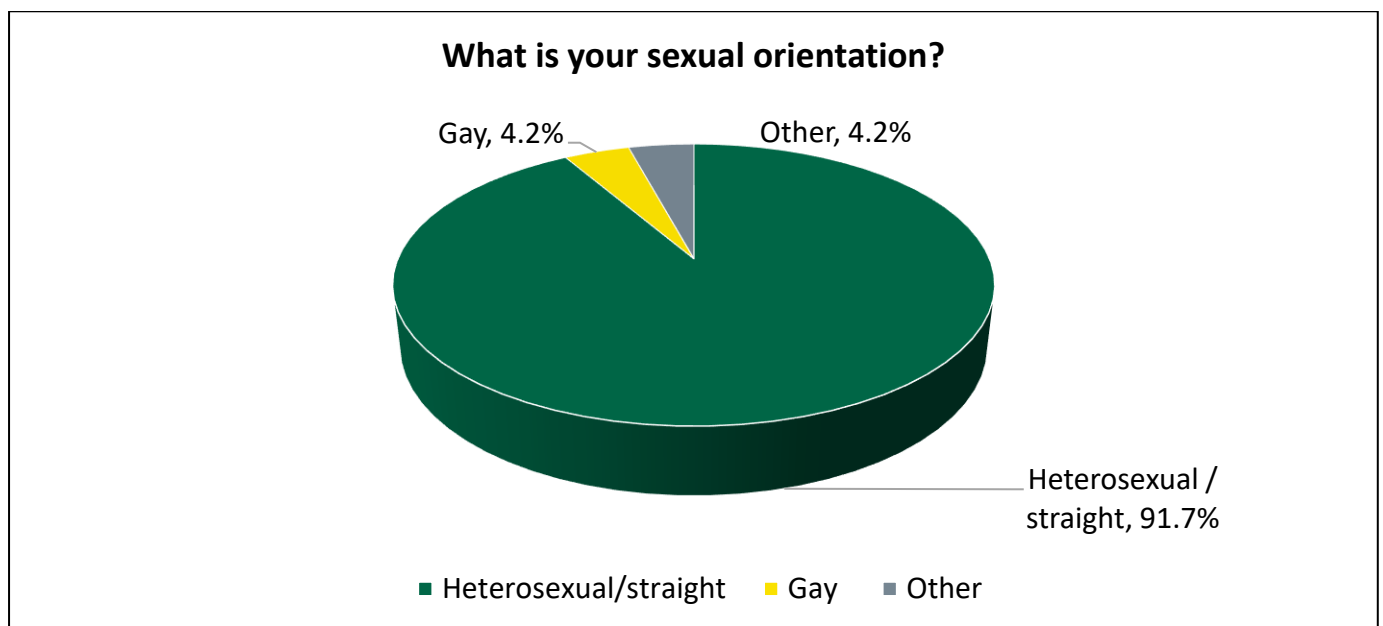
The remaining patients did not complete this question or 'preferred not to say.'

What is your religion or belief?

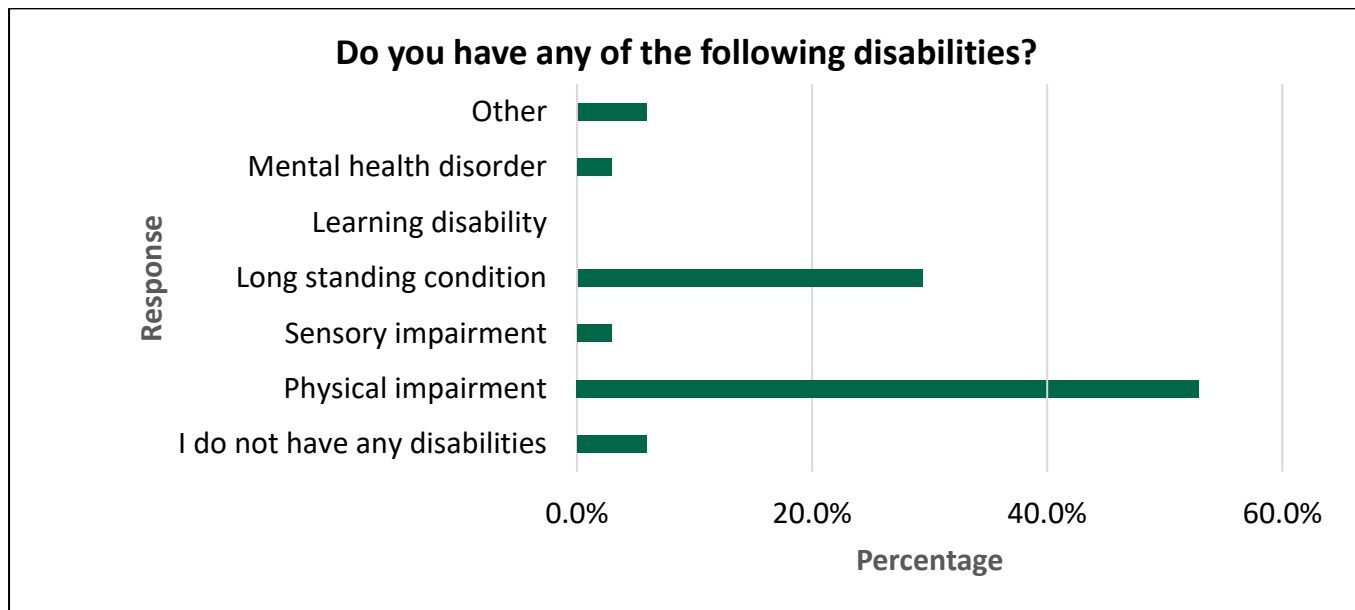
Of the 26 respondents who answered the above question, 23 (88.5%) advised that they held a Christian religion or belief and three (11.5%) responded that they did not hold a religion or belief.

The remaining respondents did not complete this question.

What is your sexual orientation?



Do you have any of the following disabilities?



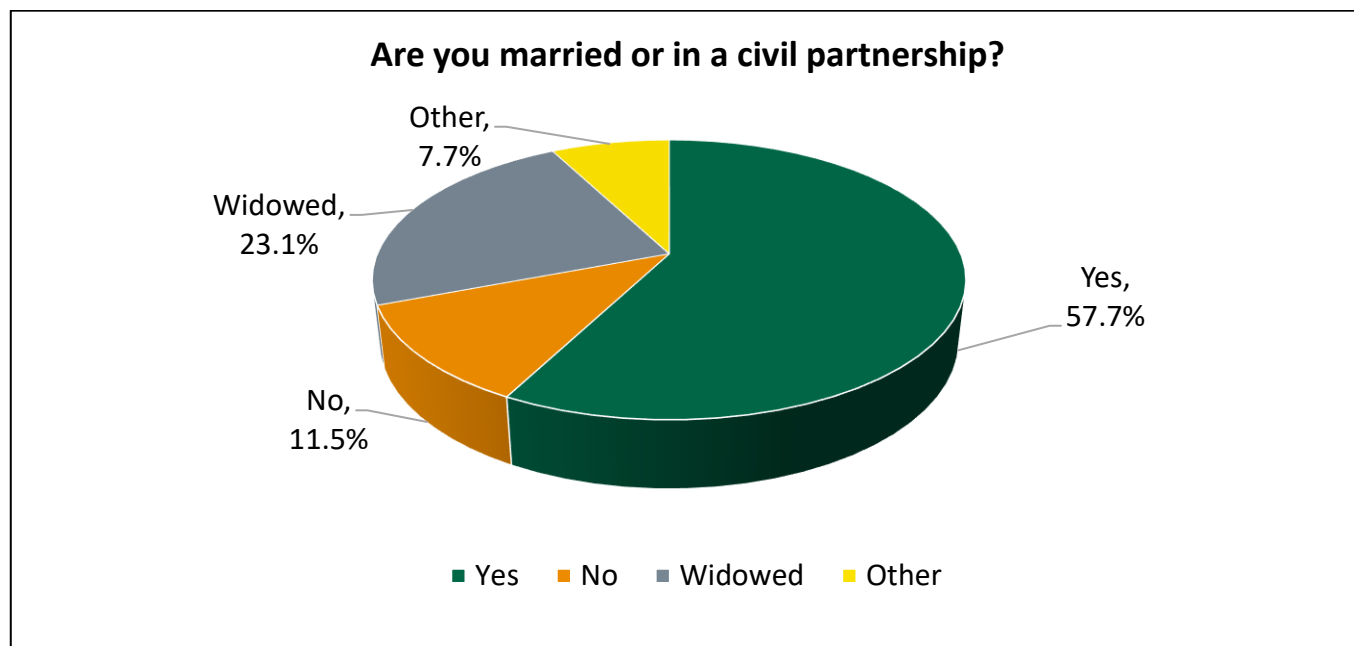
Overall, 18 (52.9%) respondents advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (29.4%), 'other' (5.9%), 'sensory impairment' (2.9%) and 'mental health disorder' (2.9%). Two respondents (5.9%) advised that they did not have a disability.

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

The below comments were also received:

- "Just old." (Patient 2, October)
- "Left leg missing." (Patient 35, December)

Are you married or in a civil partnership?



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.