



# Patient Transport Service Patient Experience Report

Patient Transport Service  
Hertfordshire Q4 January to March 2023

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Report Period: January to March 2023

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# Summary

## Introduction

The East of England Ambulance Service (EEAST) has a comprehensive annual patient survey programme, which includes the continuous patient experience survey for the Patient Transport Service (PTS). This online survey is signposted using a variety of methods and is available for patients to feedback on their experience at any time.

The objective of the PTS survey is to establish patient satisfaction, to involve patients in the healthcare and service received and to monitor the quality of the care and service provided by the Trust. Listening to patient feedback enables the Trust to identify what is working well 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 January to March 2023.

## Methodology

The online survey is available on the Trust's public website for patients to complete at any time. The survey has been promoted using various methods, including the Trust's social media channels and patient information cards (which include the web address and QR code to the survey). The information cards have been distributed across the region and PTS staff have been asked to provide these to patients following their contact with the service.

The Patient Survey Team also post invitation to feedback letters to a random sample of PTS patients each month (obtained through Cleric and provided by the Trust's Information Management Team). 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, 84.8% of respondents (28) who answered the FFT question and had used the Trust's PTS within the Hertfordshire area during January to March 2023, rated the service received as either 'good' or 'very good.'

Patients generally felt that their PTS booking telephone call had been answered 'quickly' (87.0%) and rated the booking system as 'good' or 'very good.' 85.2% of respondents (23) were satisfied with the length of time their journey took, with 87.5% of respondents advising that they were either 'on time' (45.8%) or 'early' (41.7%) 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' (18.5%) or 'excellent' (77.8%), 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.

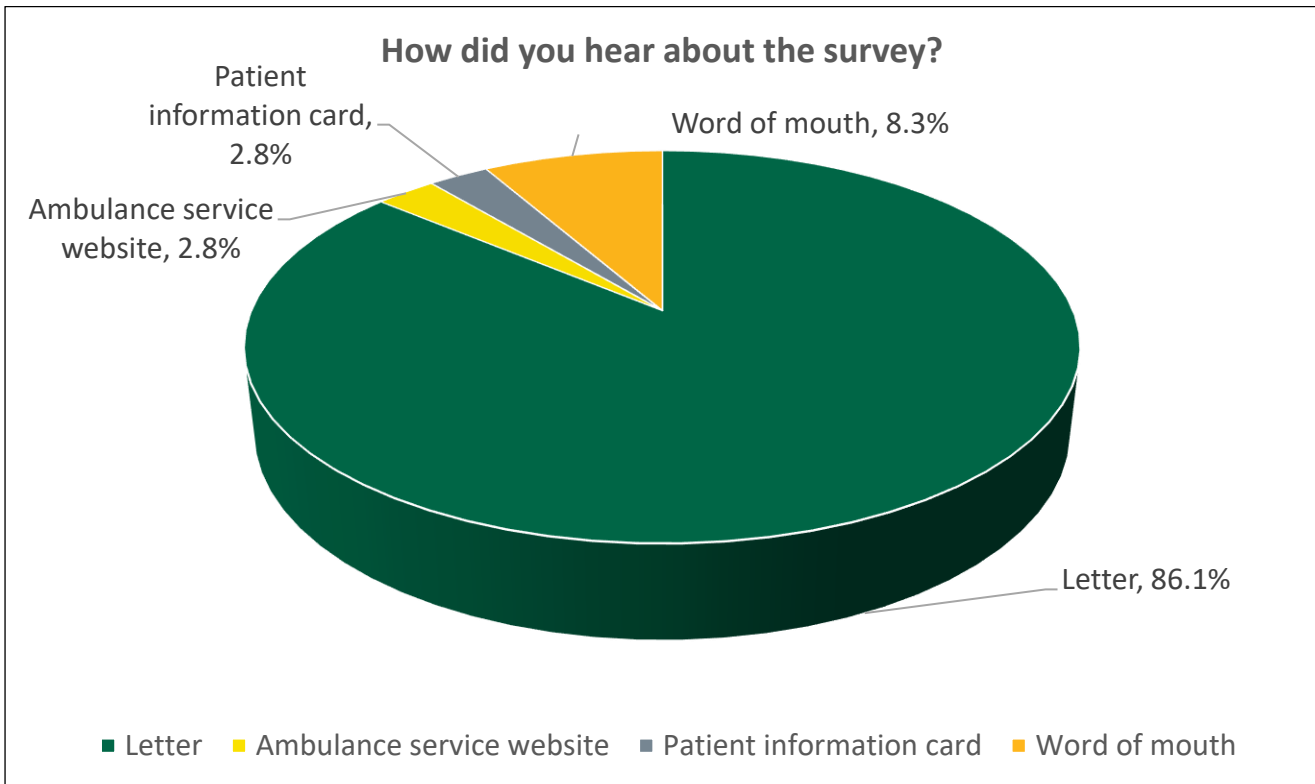
## Results

Overall, **36** completed survey submissions were received from patients who had used the PTS within the Hertfordshire area during Quarter 4 2022/23: January (12), February (15) and March (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.

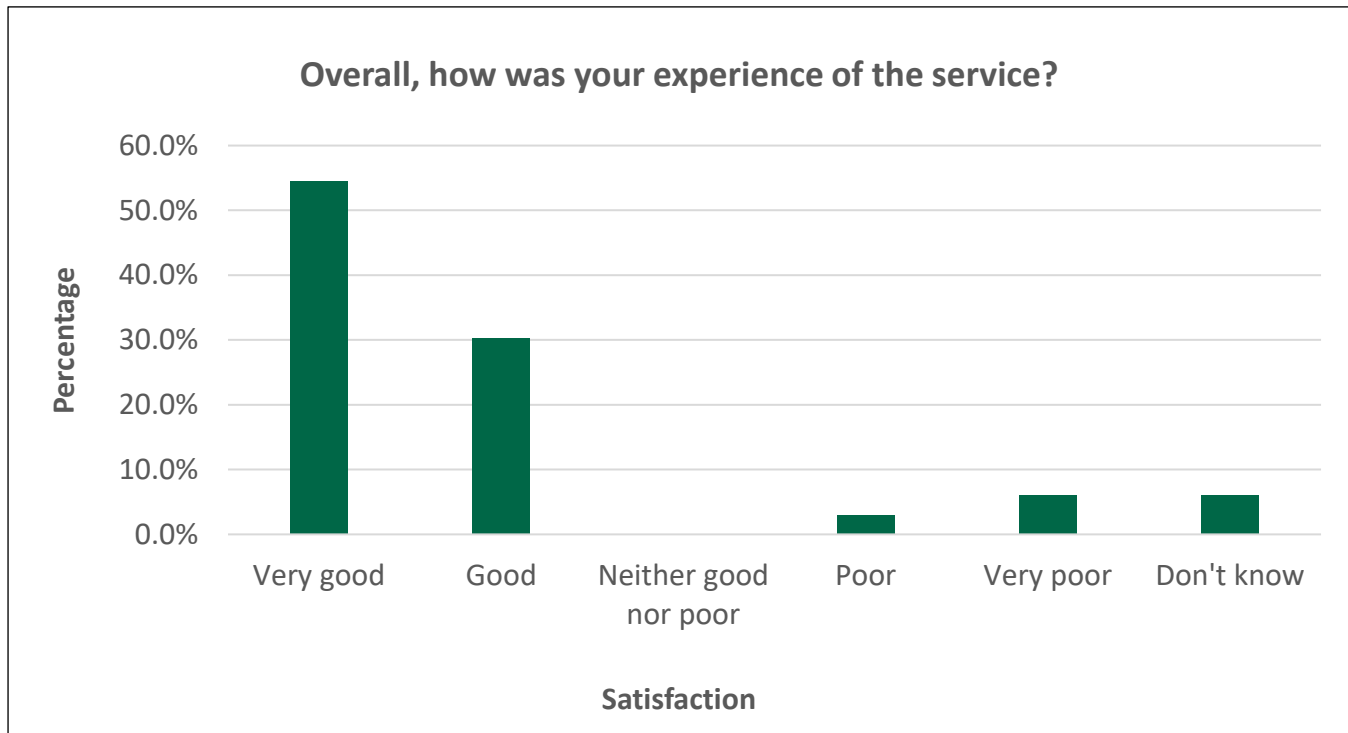
Due to the small number of survey submissions received, caution must be taken when interpreting the results which may not be representative.

## How did you hear about the survey?



Overall, 86.1% of respondents had been signposted to the survey through the invitation to feedback letter. Other responses included, 'Ambulance service website' (2.8%), 'Word of mouth' (8.3%) and 'Patient information card' (2.8%).

## 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. 28 (84.8%) of these respondents rated the service received as either 'good' (30.3%) or 'very good' (54.5%). Three respondents (9.1%) felt the service was 'poor' (3.0%) or 'very poor' (6.1%) and two respondents answered 'don't know'.

The remaining respondents did not complete this question.

<b>Patient number</b>	<b>Month</b>	<b>Comments received in relation to: Overall, how was your experience of the service? Please can you tell us why you gave this answer?</b>
2	January	The service is absolutely wonderful. It was the first time I had used it as I have been lucky to be able to have family take me but this time they were all working. 2 men picked me up in a proper ambulance they were going to get me a wheelchair but I told them I could work with my sticks out to the ambulance. When I came home to lovely ladies brought me and saw me indoors and made sure I was safe. I will certainly use the service again it reassured me and was helpful.
3	January	Very friendly and polite, and looked after me with great care.
4	January	Excellent crews. kind, helpful. Although not always on time they do their best and ring ahead.
5	January	Transport arrived late - hospital cancelled appointment as clinic would have closed by the time we would have arrived.
6	January	Prompt and helpful.
7	January	I arrived in time for my appointment.
8	January	I have to use a walking frame and both drivers were very helpful. They took me from the ambulance to the clinic at the hospital a short walk. I usually have a long walk at Lister hospital.
9	January	I gave this answer because of the kindness from the lady and driver, both help me from my home to the transport as I had a broken arm after a fall. Also I was very upset because I didn't know whether I was going to get good news or bad and they were very kind.
12	February	Arrived early very helpful, very attentive made me comfortable and safe.
13	February	I could not find anything wrong with it.

<b>Patient number</b>	<b>Month</b>	<b>Comments received in relation to: Overall, how was your experience of the service? Please can you tell us why you gave this answer?</b>
14	February	Because it was very good.
15	February	Because of the prompt, courteous and helpful service I experienced.
16	February	The two lady crew had not been told my 92 year old mother was upstairs and needed to be carried downstairs, they surveyed the situation and decided to use their carry chair. When we arrived at Lister hospital (Stevenage), there were no wheelchairs available, so they used their wheelchair to take us to A&E X-ray department, they used their wheelchair and put mother on the normal seat in the waiting area and said when we are called in for the X-ray say we need a wheelchair and they will arrange it. We were called, they called for a porter to bring a wheelchair, but he never showed up. About 30 minutes latter the same lady crew returned to pick up another patient, saw we were still waiting, and gave us their patients wheelchair. We were called in for the X-ray, and the nurse asked he receptionist to arrange our transport home. We waited and waited, and about 2 hours later found us, asking if mother was (name), as they had been sent to ward 9 and could not find us, so had left.
17	February	Always on time and willing to help.
18	March	Well looked after, polite caring crew.
20	March	(name and name) were cheerful, efficient, professional and very reassuring. They returned me home after my procedure on Monday 27th. They are a credit to their profession.
22	February	Staff very helpful and considerate to my comfort, being aware of my compressed fracture spinal problems. Unfortunately, any transport of any kind causes me more pain in my back, which I know can't be avoided.



<b>Patient number</b>	<b>Month</b>	<b>Comments received in relation to: Overall, how was your experience of the service? Please can you tell us why you gave this answer?</b>
23	February	7th Feb visit 1: Emergency from home to Watford Gen Hosp. Excellent response (originally suggested would be 2 hrs before the ambulance could arrive). It arrived within 1 hour. Once we arrived at the hospital (11pm-ish) I was attended to quite quickly and with care and kindness. 17th Feb visit 2: Return home, after broken hip accident. Very old ambulance. 1 attendant very rude and wasn't going to permit 2 zimmer frames and 2 extra bags. One patient- two bags. After 1 and hospital staff pleaded that the zimmers were essential, he repented. We re-packed 4 bags into 2 and from there on he was pleasant and helpful (but caused great stress and anxiety at the beginning of our journey). There was ample space in the ambulance.
24	February	As I am at present housebound, unable to walk unaided and my family are not available I found the service very useful, helpful and caring. Any delays in collecting me, both before and after my hospital appointments were due to extensive road works resulting in traffic problems.
25	January	This was a waste of a stamp and time asking my husband to complete the survey. The Ambulance staff could see that he does not speak and is blind. He has really bad Alzheimer's and was sent back to the care home for palliative care.
26	January	Always in time for treatment's, staff courteous & caring, treated with dignity & respect, always a smile and/or a jolly word.
27	March	I found it friendly and efficient.
28	March	Staff were friendly and very helpful.
32	February	Wonderful service, looked after so well. The ambulance people take such good care.

<b>Patient number</b>	<b>Month</b>	<b>Comments received in relation to: Overall, how was your experience of the service? Please can you tell us why you gave this answer?</b>
33	February	Pick up on time please.
34	March	On time very present driver.
36	February	The service staff were considerate & courteous & had to carry / did carry me up 33 outside steps.

### **Are you the patient?**

Overall, 25 (80.6%) of the 31 respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included 'daughter,' 'wife' and 'son.'

### **How quickly did we answer your call?**

Of the 23 respondents who answered the above question, 20 (87.0%) recalled their call to the PTS as being answered 'quickly.' However, three respondents felt it took 'a long time' (13.0%).

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?**

Of the 25 respondents who answered the above question, 24 (96.0%) 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 23 respondents who were able to answer the above question, 22 (95.7%) rated the booking system as either 'good' (26.1%) or 'very good' (69.6%) and one respondent (4.3%) rated the system as 'neither good nor poor.'

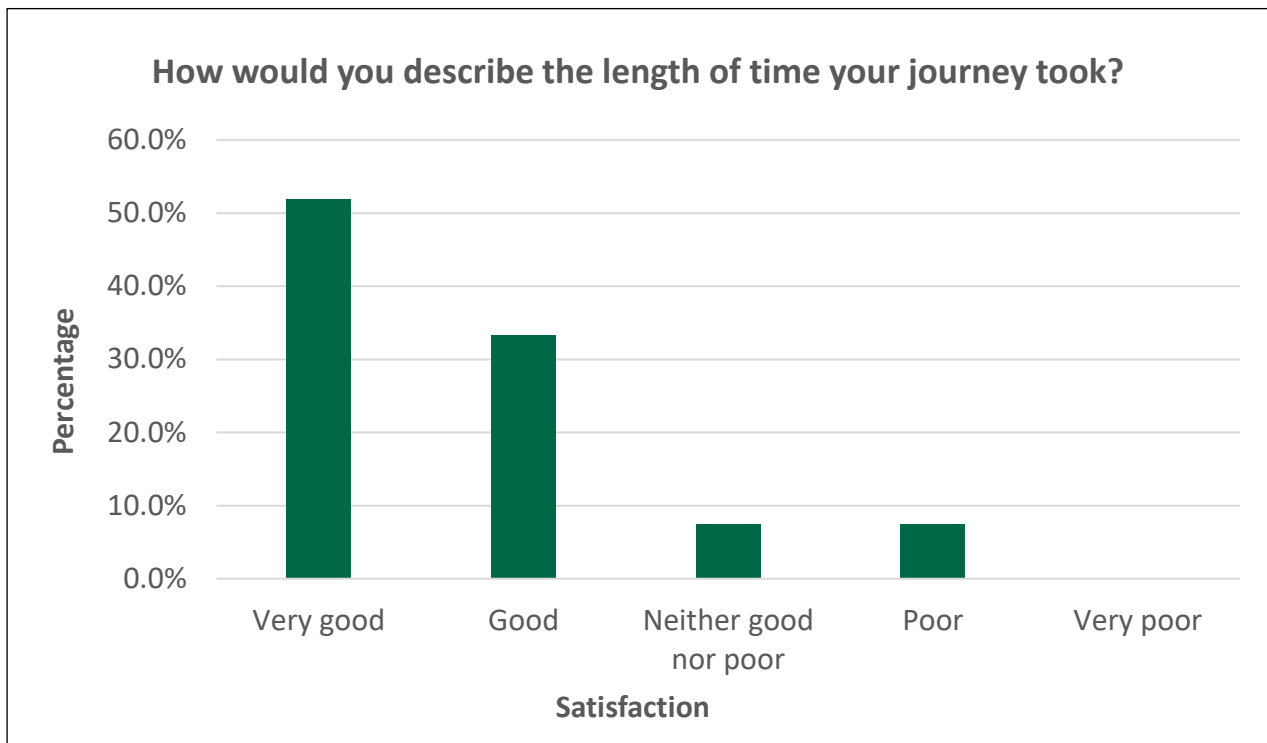
The remaining respondents either did not complete this question or were 'unable to say.'

## **Did the service staff introduce themselves?**

Of the 24 respondents who answered the above question 22 (91.7%) advised that the PTS staff had introduced themselves upon their arrival. However, two respondents (8.3%) advised that the staff has not introduced themselves.

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

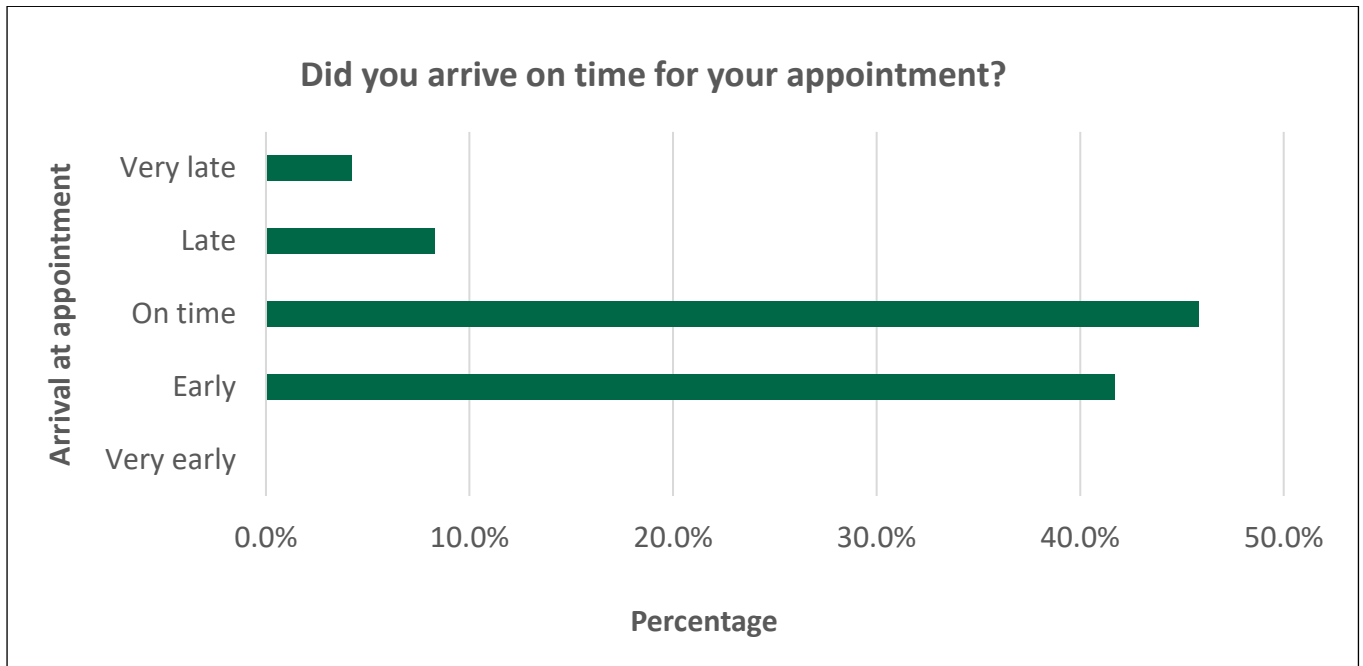
## How would you describe the length of time your journey took?



Overall, 23 (85.2%) of the 27 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (33.3%) or 'very good' (51.9%) responses. Two respondents rated the journey length as 'neither good or poor' and two respondents felt the length of journey was 'poor' (7.4%).

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

## Did you arrive on time for your appointment?



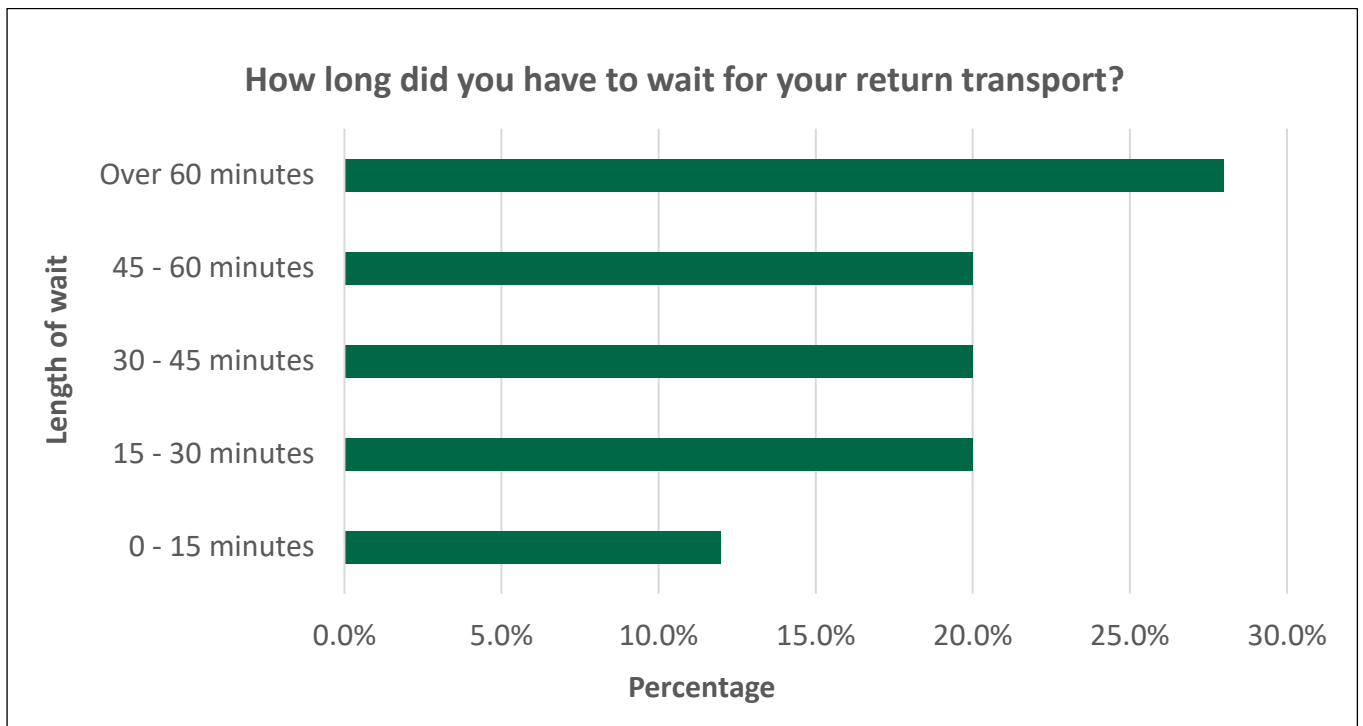
Of the 24 respondents who answered the above question, 21 (87.5%) had arrived either 'on time' (45.8%) or 'early' (41.7%) at the hospital/clinic. However, three respondents had arrived 'late' (8.3%) or 'very late' (4.2%) for their medical appointment.

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

## If we were late, did we contact you?

All three respondents who responded to the above question answered, 'no' they had not been contacted.

## 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 (12.0%), 15 to 30 minutes (20.0%), 30 to 45 minutes (20.0%) and 45 to 60 minutes (20.0%). Seven patients (28.0%) had waited over one hour following their medical appointment.

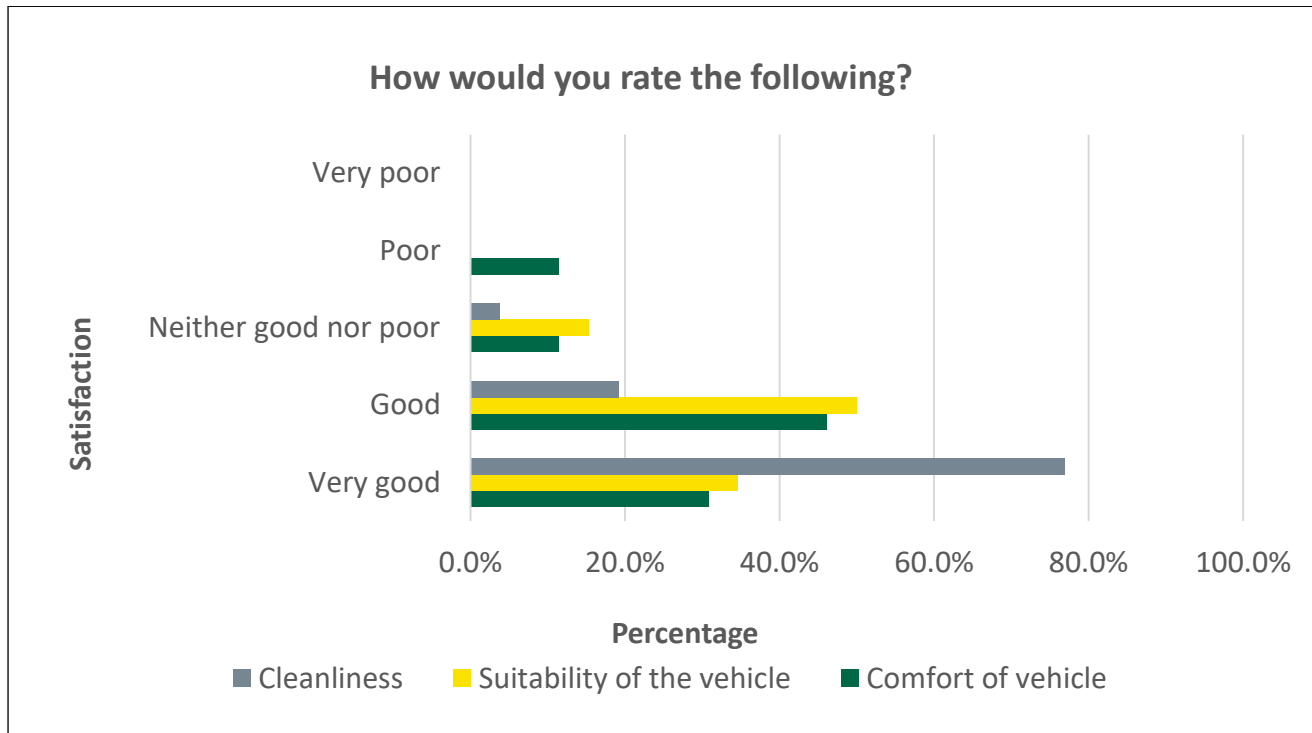
The remaining respondents either did not complete this question or answered, 'not applicable.'

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

Of the 24 respondents who answered the above question, 18 (75.0%) rated the communication between the PTS and the hospital/clinic as either 'good' (16.7%) or 'very good' (58.3%). Three respondents (12.5%) felt it was 'neither good nor poor' and three respondents (12.5%) rated the communication as either 'poor' (8.3%) or 'very poor' (4.2%)

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 most highly as 'good' (19.2%) or 'very good' (76.9%). Lower levels of satisfaction were seen with vehicle suitability (84.6%) and vehicle comfort (76.9%).

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 27 respondents who answered the above question 26 (96.3%) rated staff attitude as 'good' (18.5%) or 'excellent' (77.8%).

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

## Did the staff treat you with dignity and respect?

All 27 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 or were 'unable to say.'

## **Did the service staff drive safely?**

All 26 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' how the vehicle had been driven.

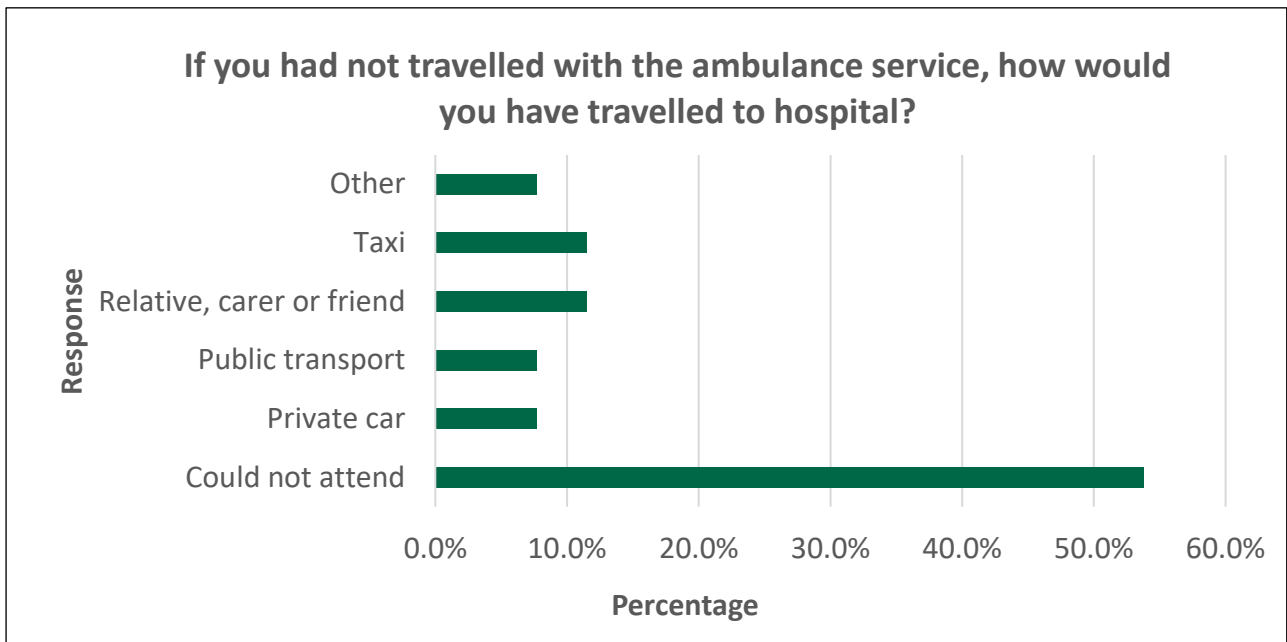
## **Did the staff offer assistance if required?**

All 27 respondents who answered the above question stated that assistance had either been offered.

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?



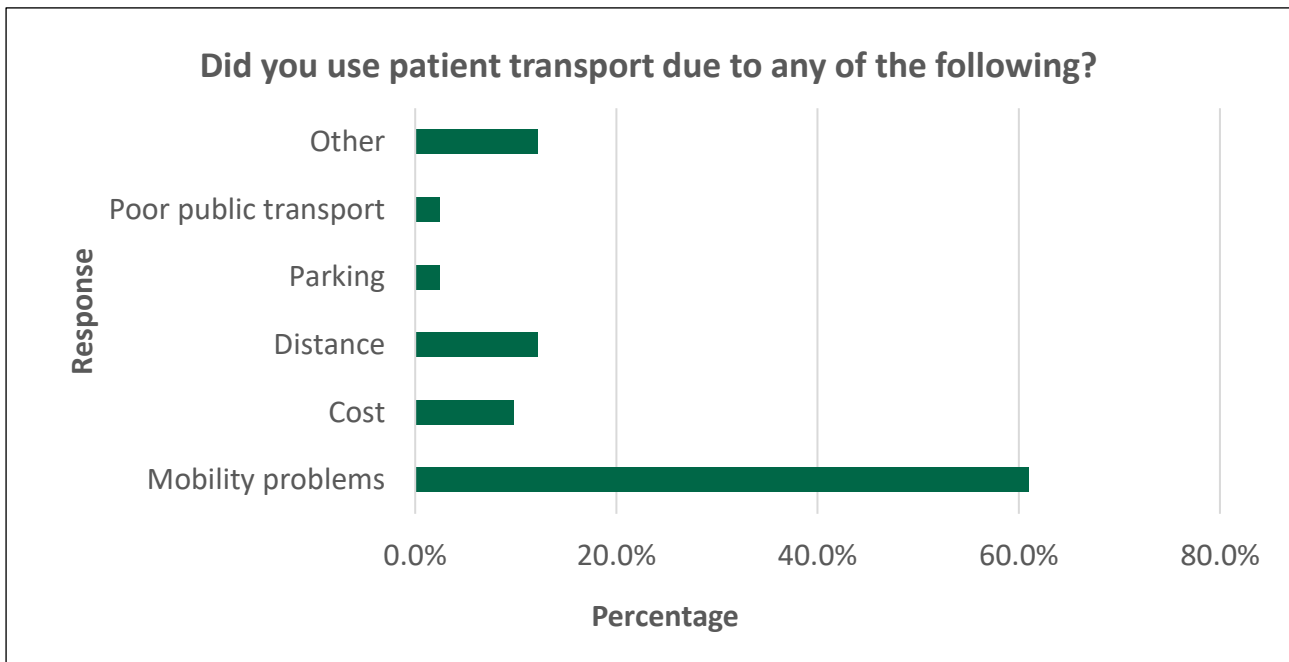
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 14 (53.8%) out of 26 respondents advised that they could not have attended their appointment. Other responses included: 'private car' (7.7%), 'taxi' (11.5%), 'other' (7.7%), 'public transport' (7.7%) and 'relative, carer or friend' (11.5%).

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

The below comment was also received:

- "Daughter." (Patient 17, February)

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



Overall, 25 (61.0%) of the 41 respondents who answered the above question advised that they had travelled with the PTS due to 'mobility problems.' Other responses included: 'other' (12.2%), 'distance' (12.2%) and 'poor public transport' (2.4%).

The below comments were also received:

- *"Offered via a telephone call." (Patient 8, January)*
- *"Daughter good not take me." (Patient 13, January)*
- *"A short notice appointment." (Patient 14, February)*

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

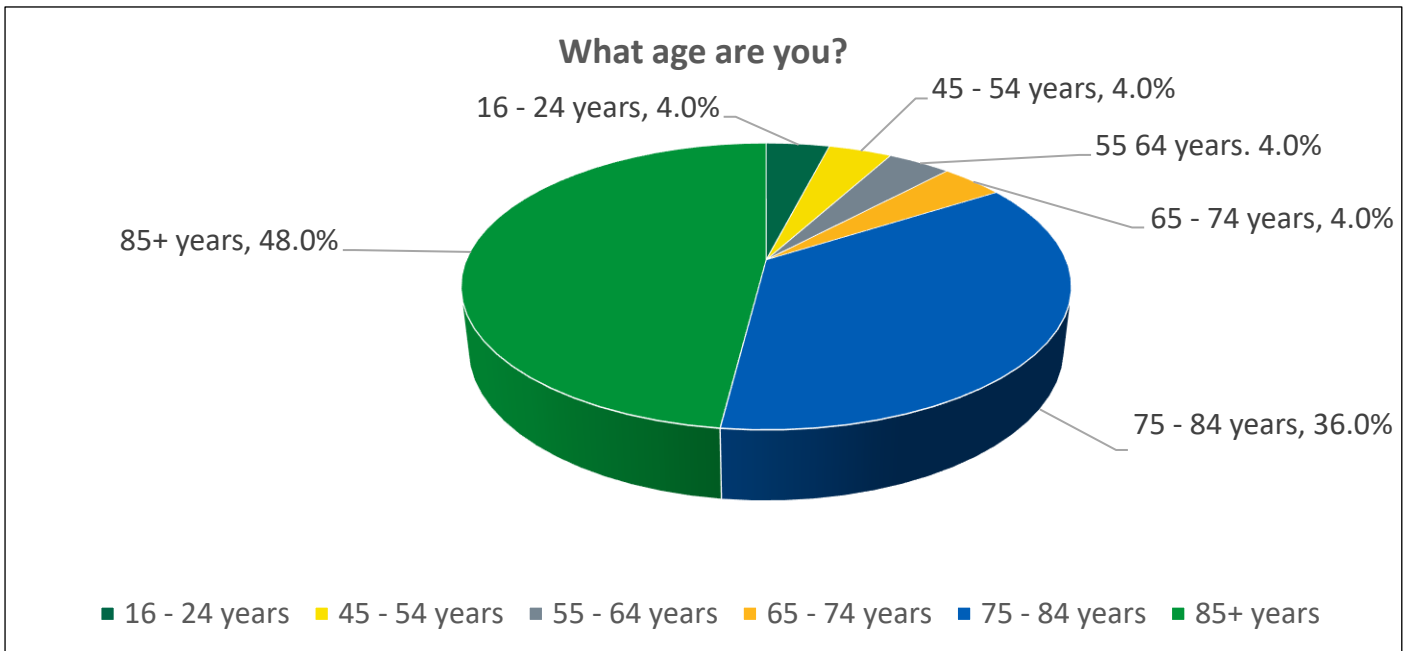
Patient number	Month	Comments received
3	January	Nothing I can think of.
4	January	I have answered across a few uses of Patient Transport as I have had to use it a lot recently. Several times the ambulances have been late through no fault of their own. My only gripe was with a visit to my local hospital for an xray. The crew to wait I went in early and came out to the waiting crew. The crew then received a call to leave me and go to Stevenage. The crew questioned this as I only lived 6 1/2 minutes away, they were told someone else would pick me up. Myself and the crew could not understand this as my postcode is AL as is the Hospital and Stevenage is SG 15 miles away. Where was the logic (six and half minutes). It got worse as I was left for 3hrs 31 minutes waiting for a lift home! The xray dept had closed but 2 staff had to stay behind for me (all because of the six and a half minutes). Why don't the operators check postcodes, travel times and distances. I have missed an appointment due to lateness and arrived half hour late, the crew rang ahead. These are unfortunate. I am so grateful for your service but was unhappy about waiting that day and I hadn't taken my oxygen as didn't expect to be away from home so long.
5	January	Contact the patient/carer directly with estimated time of arrival rather than through a third party.
7	January	I could not find any fault so no improvement needed.
13	January	For me you could not have done better.
14	February	If it aint broke don't fix it!
16	February	Pass on details to the crew better, train the hospitals to say the correct location of the patient to be picked up.
17	February	Not unless you want to provide a cup of tea!

Patient number	Month	Comments received
18	March	When the crew left to pick patient from ward and to take her into her home, the back doors were left wide open, it was very cold. I just thought if a blind could be quickly pulled down, it would help.
20	March	Not regarding (name and name).
23	February	I fell and broke my hip on 7th Feb, quick response to hospital- care, consideration and pain killers given. Reasonably quick attention on arrival. Incredibly good treatment during 10 days in hospital, care, compassion, treatment of the whole person (not just the hip!). The whole experience nearly ruined by aggressive, rude attitude of 1 of the paramedics, who originally refused to transport 2 Zimmer frames (provided by the hospital and essential to my mobility). on my homeward journey. It left a rather unpleasant taste in the mouth, after what had been a caring and compassionate 10 days in hospital.
24	February	It would have been helpful if I had been told when booking for the first time that hospital departments usually allow extra time for patient transport to arrive for appointments. The delay in collecting me on that occasion caused me concern.
26	January	Service always excellent. Staff see me to door and up step/sand that I unlock my door safely before leaving. Wheelchair available if I need it to ambulance after treatment as am feeling ill.
32	February	There is nothing that could have made my trip any better.
33	February	Please pick up after the clinic in a timely manner. We have been waiting for an hour and a half and the patient is still here. No transport has been assigned yet, this is ridiculous.
34	March	All good.

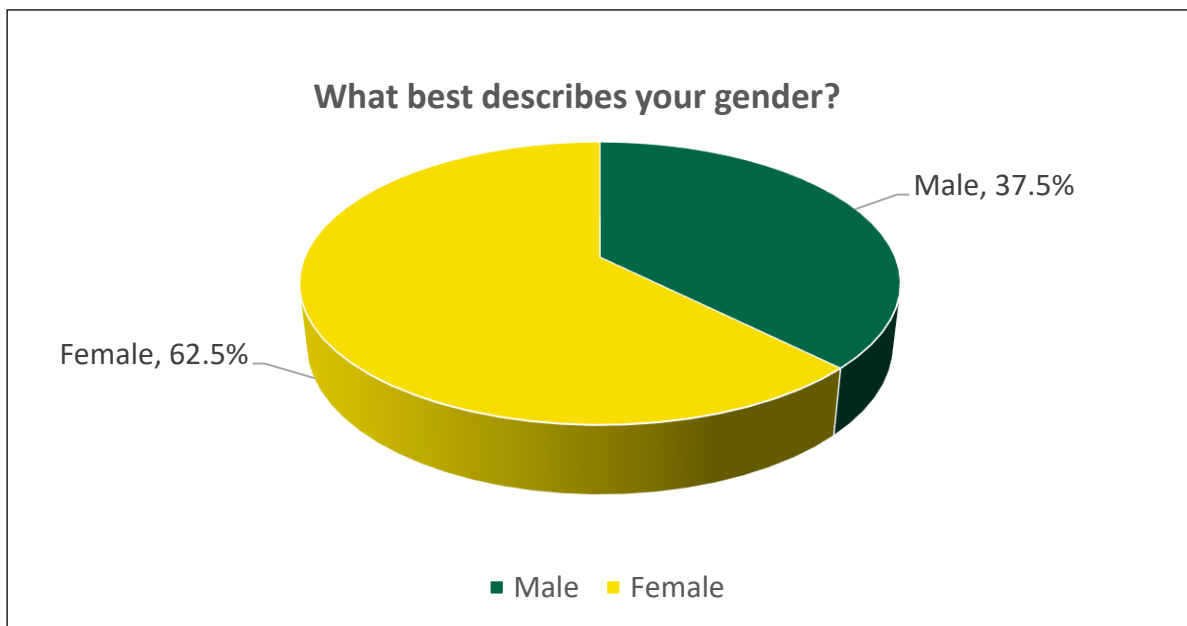
Patient number	Month	Comments received
36	February	Would have appreciated where possible a call to inform me that the service team weren't going to be able to pick me up in time for my hospital appointment. I must add that due to difficulties on the previous pick up, this is what caused the problem with my pick up.

## Equality and Diversity Information

### What age are you?



## What best describes your gender?



## What is your ethnic group?

Of the 24 respondents who answered the above question, 23 respondents advised that they were of a 'White' ethnic group and one respondent advised 'other.'

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

The below comment was also received:

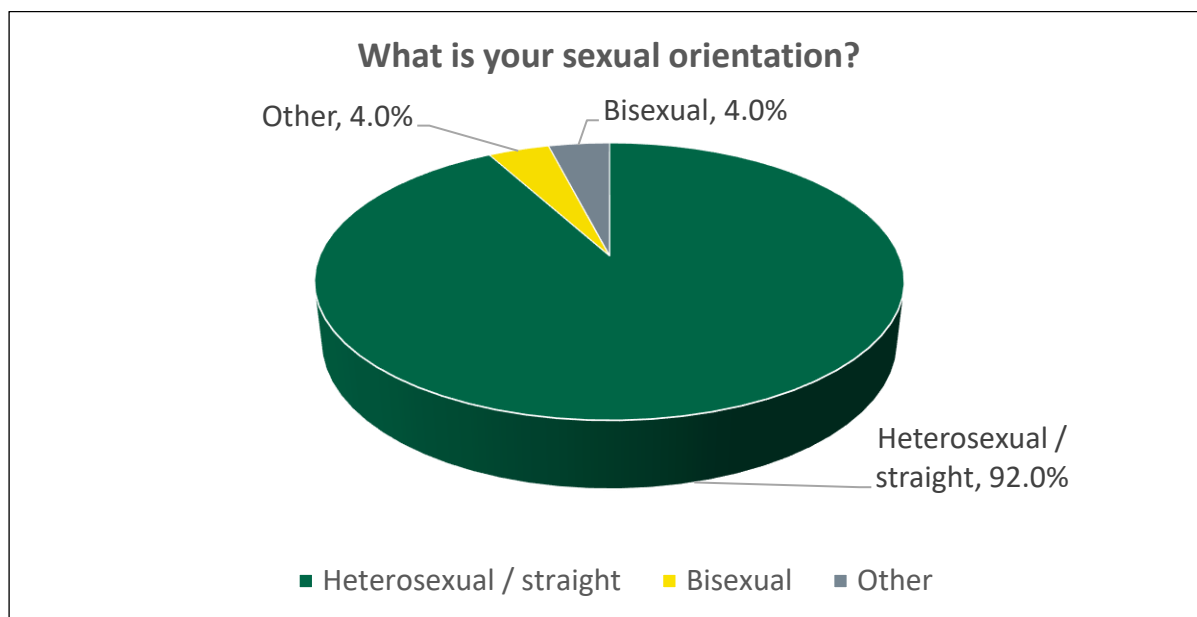
- "White Irish." (Patient 26, January)

## What is your religion or belief?

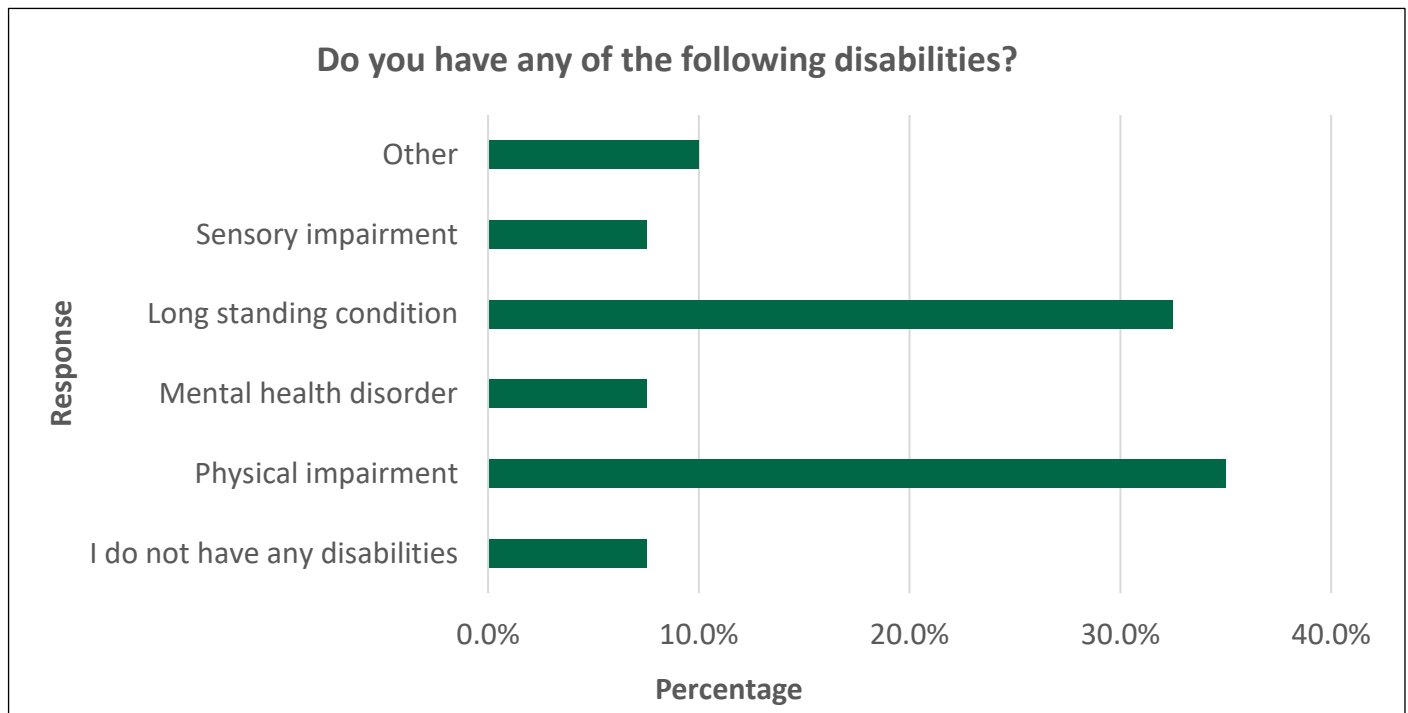
Of the 25 respondents who answered the above question, 21 (84.0%) advised that they held a Christian religion or belief. One responded 'Jewish' (4.0%), two 'none' (8.0%) and one 'other' (4.0%) religion or belief.

The remaining respondents did not complete this question.

## What is your sexual orientation?



## Do you have any of the following disabilities?



Overall, 14 (35.0%) respondents advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (32.5%), 'other' (10.0%), 'sensory impairment' (7.5%) and 'mental health disorder' (7.5%). Three respondents (7.7%) advised that they did not have a disability.

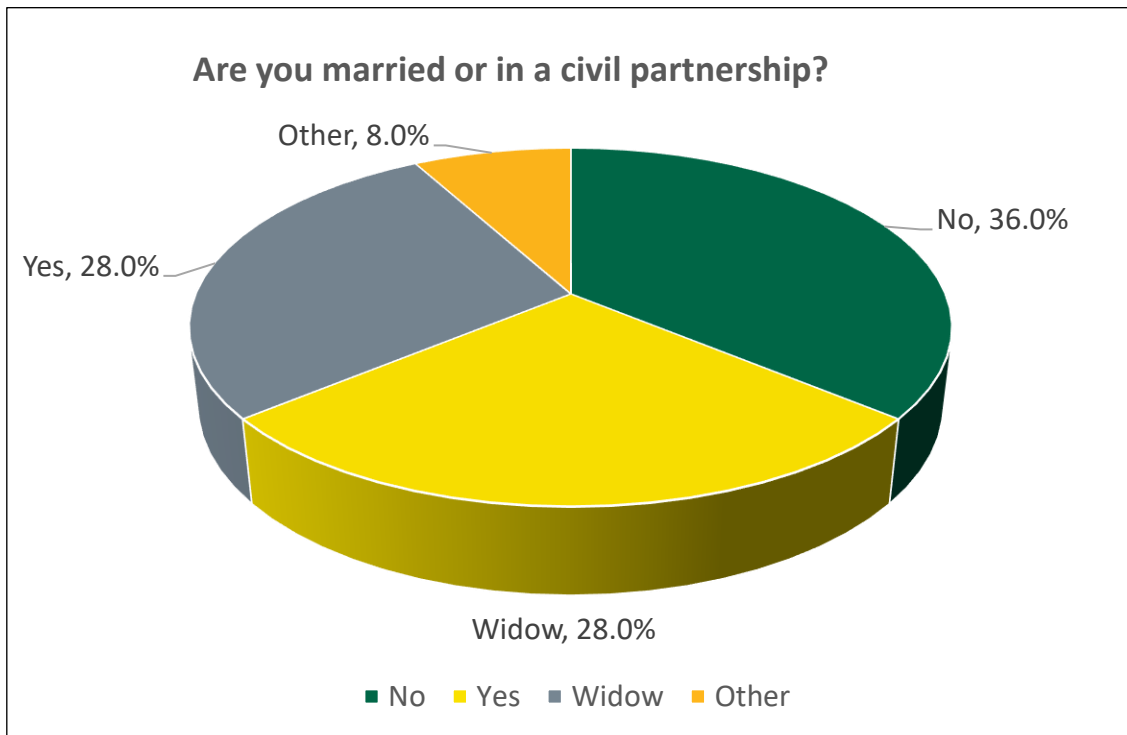
The remaining respondents either did not complete this question or 'preferred not to say.'

The below comments were also received:

- *"Mobility and unable to wear shoes due to lymphedema and extremely swollen feet."* (Patient 4, January)
- *"Walking and asthma."* (Patient 32, February)



## 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.