



# Patient Transport Service Patient Experience Report

Patient Transport Service  
North Essex: April to June 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 and to highlight areas for service improvement.

This report summarises the results to the PTS experience survey, for patients who used the service within the North Essex area during July to September 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). The patient samples are traced using the Demographic Batch Trace Service, with any patients who do not trace removed from the sample prior to mail out. The invitation letter provides a unique reference number for the patient to enter upon completion of the survey,

which enables the survey results to be separated by contract area. Patients can also provide the first half of their postcode if preferred. The contract area is recorded as unknown if this information is unavailable.

## 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 (approximately 150 patients who have used transport within the North Essex 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. 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 (18) who answered the FFT question and had used the Trust's PTS within the North Essex area during July to September 2023, rated the service received as either 'good' or 'very good.'

82.4% of respondents (14) felt their transport booking call had been answered 'quickly,' with most respondents also satisfied with the booking system. Respondents were generally satisfied (95.0%) with the length of time their journey took, with 93.8% of patients (15) arriving 'on time' (43.8%), 'early' (37.5%) or 'very early' (12.5%) for their medical appointment. 86.7% of respondents (13) had waited between 0 to 60 minutes for their return transport, with two respondents (13.3%) advising that they had waited over one hour.

PTS staff were generally rated as 'good' (9.5%) or 'excellent' (81.0%), with 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 mostly related to the delays and transport booking communication.

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.

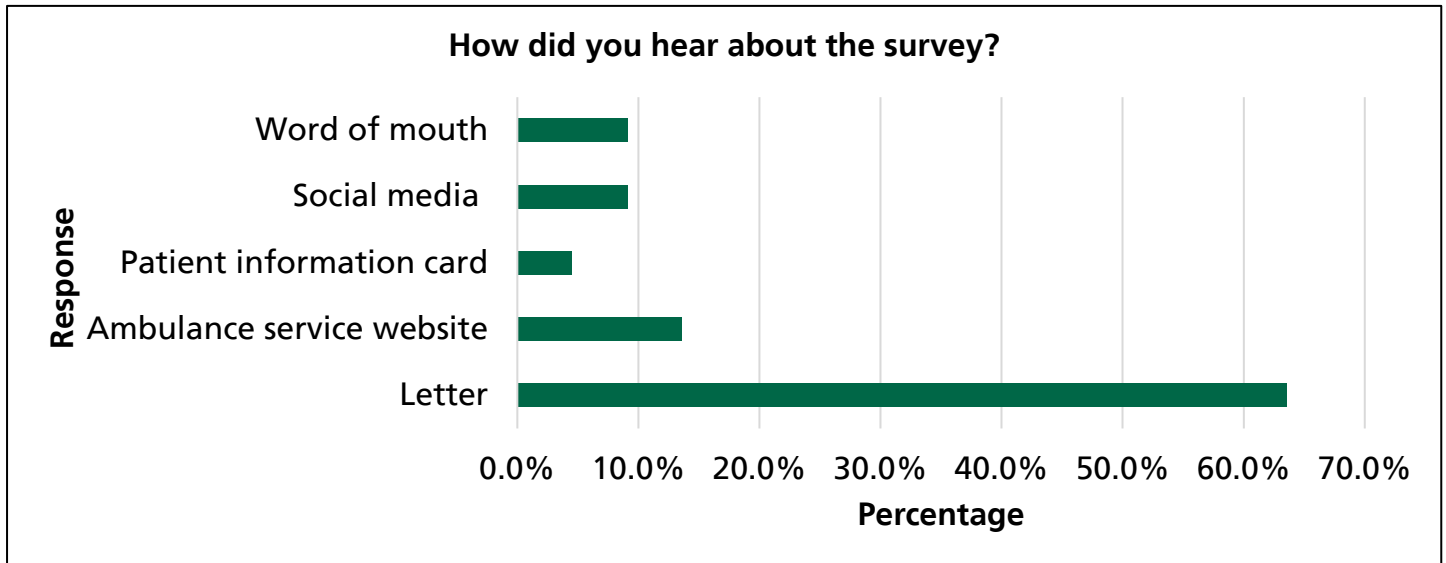
## Results

Overall, **22** completed survey submissions were received from patients who had used the PTS within the North Essex area during Quarter 2 of 2023/24: July (12), August (4) and September (6). 16 (76.2%) out of 21 respondents advised that they were the patient.

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' or 'preferred not 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, 14 respondents (63.6%) had heard about the survey through the invitation to feedback letter. Other responses included 'ambulance service website' (13.6%), 'social media' (9.1%), 'word of mouth' (9.1%) and 'patient information card' (4.5%).

## 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, 22 respondents who used the Trust's PTS within the North East Essex area answered the FFT question. 18 (81.8%) of these respondents rated the service received as either 'good' (4.5%) or 'very good' (77.3%). Other responses included: 'neither good nor poor' (4.5%) or 'very poor' (13.6%).

### Please can you tell us why you gave this answer?

Patient	Month	Positive comments received
2	July	The girls were great, very professional. Put my wife at ease.
4	July	The lady and gentleman were so kind. The lady was so, so, so caring and thoughtful. She made me giggle and laugh and put me at ease.
6	July	Patient transport operator couldn't be more understanding or helpful.
8	July	I found the service very good. I was picked up in plenty of time and after the appointment I had chance to have a cup of coffee and a natter with others.
13	July	Your drivers and escorts are always kind to me and help me in and out of the transport whether it's an ambulance or car, nothing is too much trouble for them.
7	July	Twice in July I needed transport over 55 miles away for myself. My husband had used this service in 2022 for the stroke clinic.
14	August	Met all my expectations.
15	August	I couldn't fault any of your ladies and gentleman. They have all gone above and beyond on all occasions.

Patient	Month	Positive comments received
17	August	The ambulance men were very kind and considerate, also very polite.
18	September	The driver was very pleasant and helpful, always pleasant journey with this service.
19	September	Was not waiting too long but could be better.
20	September	They were very helpful and friendly especially as I am disabled and in a wheelchair.
21	September	Staff were careful, kindly, and considerate.

Patient	Month	Mixed/Neutral comments received
3	July	Quite long wait late at night but at least I got home and didn't block bed for night.

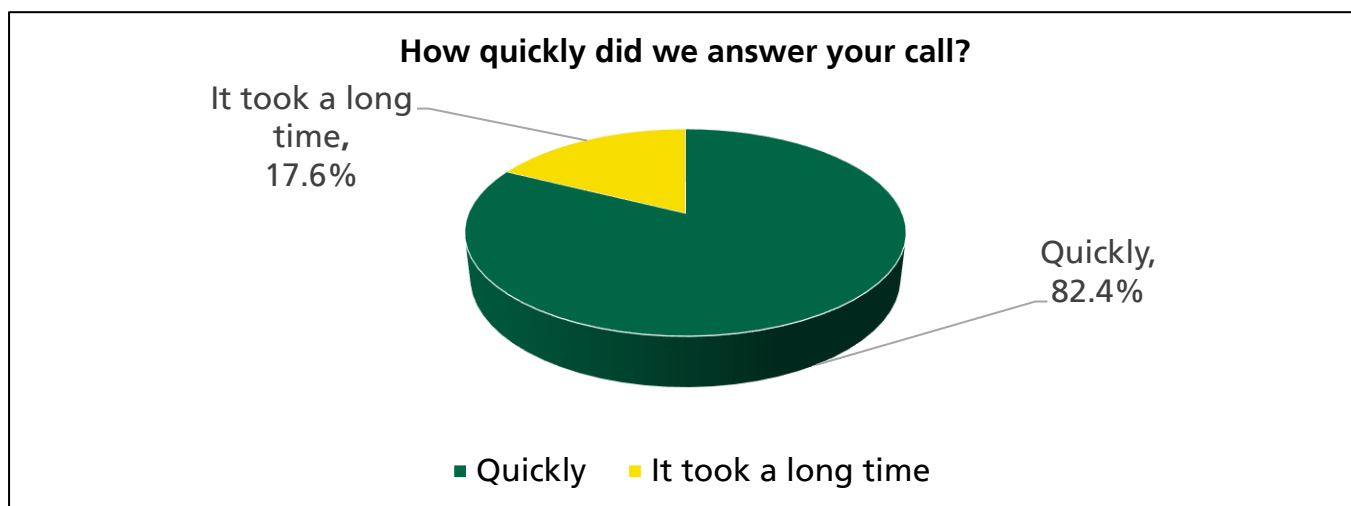
Patient	Month	Negative comments received
1	July	I cannot get transport back from hospital to North East Essex. Nobody will accept responsibility or take a booking. Hospital say it is NE Essex. NE Essex say it is hospital. I am going round in circles. Am I expected to get public transport after a heart procedure?
11	July	30 mins before pickup I received a phone call saying it was cancelled. I was not offered a taxi. I asked for one and the operator had to seek permission before it was confirmed that I could have a taxi.

Patient	Month	Negative comments received
16	September	My wife was being picked up from hospital to transfer home. The ward booked the transport at 9.30am and was given 4pm as collection time. At 5.30pm, the ward rang to ask about no show and was told the time had been changed to 7pm but no-one had informed us. At 7.30pm, the nurse was told they were 25 minutes away. At 9.30pm there was still no one here. Finally, my wife got a call on her mobile at 9.50pm from a taxi driver to say he had been at hospital since 9pm but had not been provided with any patient details so had had to make calls to the office to get our information. We arrived home at 12.01am.

### Are you the patient?

Overall, 16 (76.2%) out of 21 respondents advised that they were the patient. Five respondents (23.8%) were providing feedback on behalf of the patient. The remaining respondent did not complete this question.

### How quickly did we answer your call?





Of the 17 respondents who answered the above question, 14 (82.4%) recalled their call to the booking line being answered 'quickly.' However, three respondents (17.6%) felt that it took 'a long time' for their call to be answered.

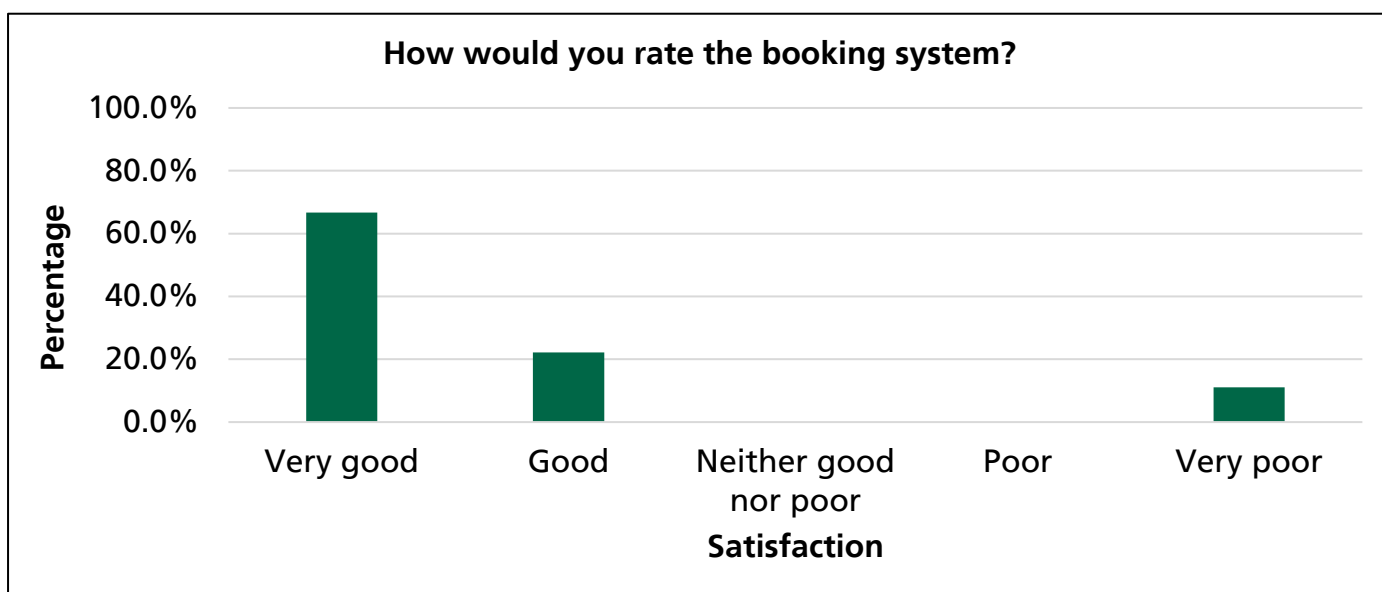
The remaining respondents either did not complete this question or were 'unable to say'.

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

All 17 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 18 respondents who answered the above question, 16 (88.9%) rated the booking system as either 'good' (22.2%) or 'very good' (66.7%). Two respondents rated the system as 'very poor' (11.1%).

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

## Did the service staff introduce themselves?

17 (94.4%) out of 18 respondents recalled the PTS staff as having introduced themselves upon their arrival. One respondent (5.6%) did not remember receiving an introduction.

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

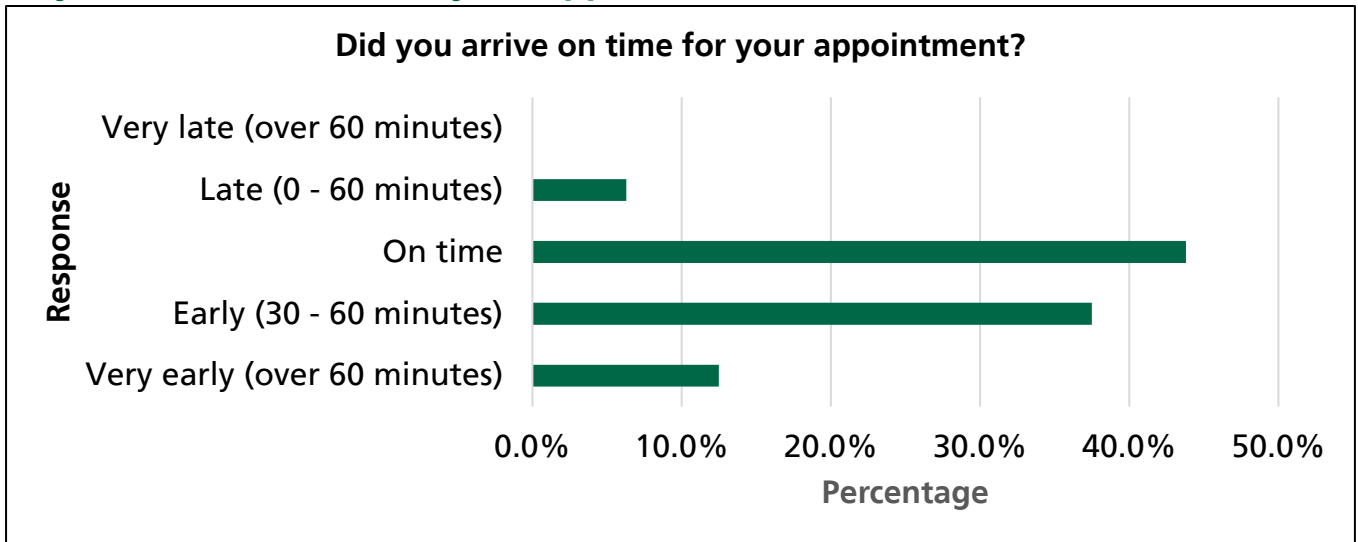
## How would you describe the length of time your journey took?



Overall, 19 (95.0%) out of 20 respondents were satisfied with the length of time their journey took and provided 'good' (50.0%) or 'very good' (45.0%) responses. One respondent (5.0%) rated journey length as 'neither good nor poor.'

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

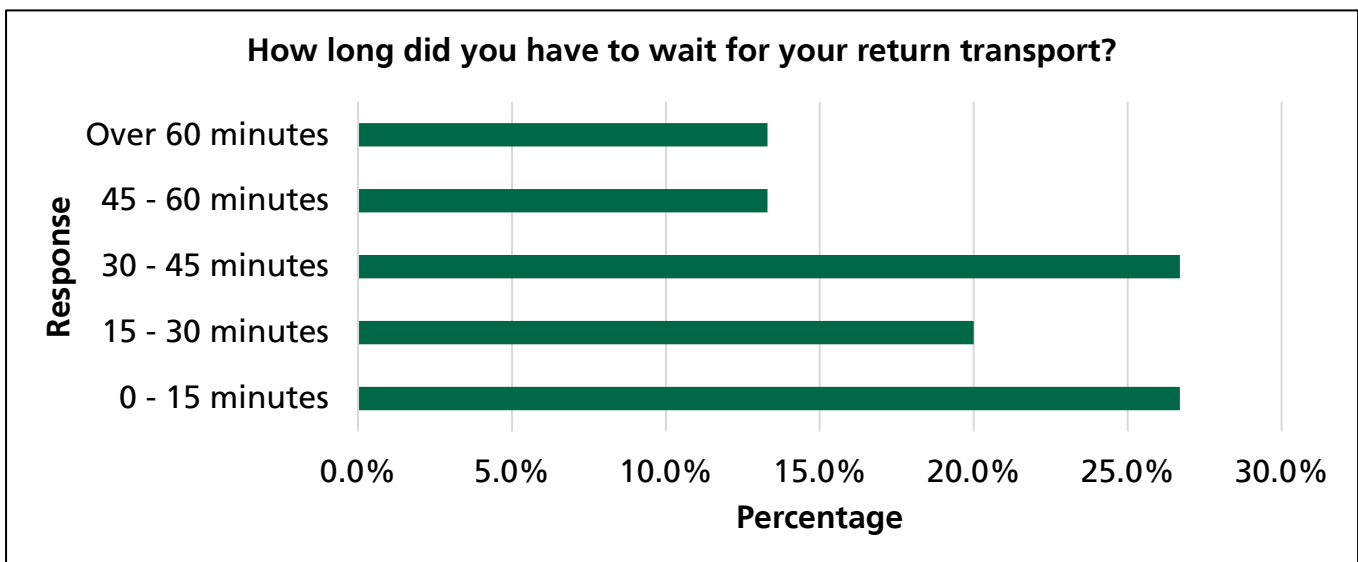
## Did you arrive on time for your appointment?



Of the 16 respondents who answered the above question, 15 (93.8%) had arrived either 'on time' (43.8%), 'early' (37.5%) or 'very early' (12.5%) at the hospital/clinic. One patient (6.3%) had arrived 'late' for their medical appointment, with this patient also advising that they had not been informed of the delay.

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

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



Overall, 86.7% of respondents (13) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (26.7%), 15 to 30 minutes (20.0%), 30 to 45 minutes (26.7%) and 45 – 60 minutes (13.3%). Two patients (13.3%) had waited over 60 minutes following their medical appointment.

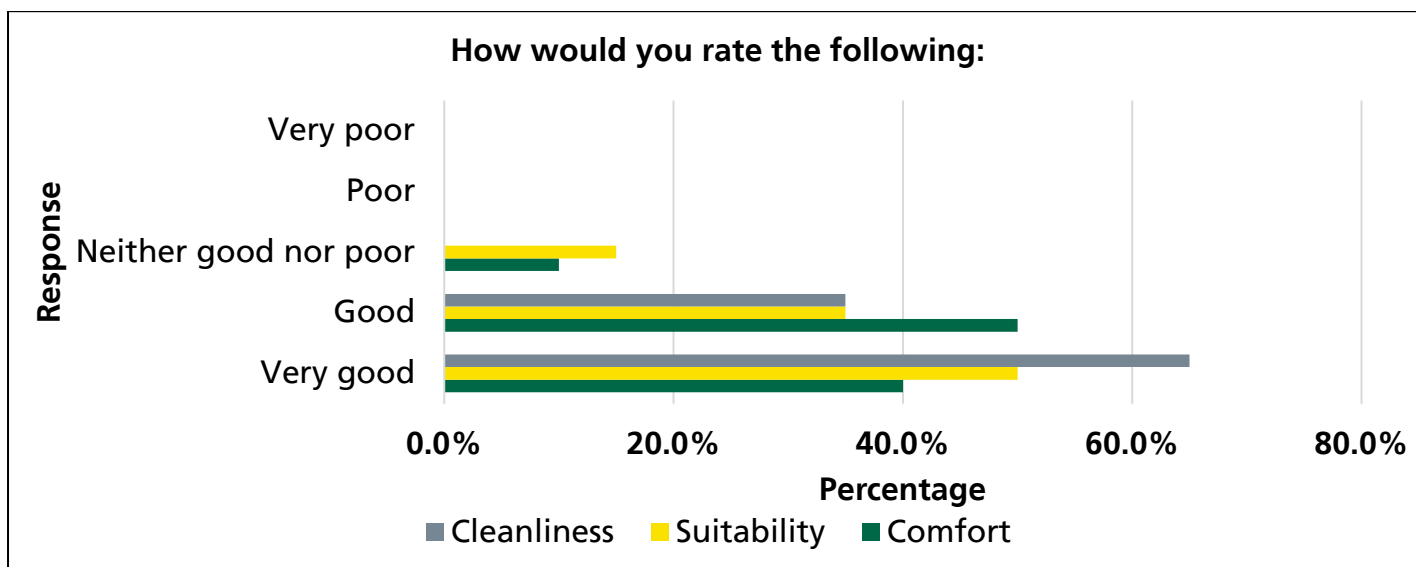
The remaining respondents either did not complete this question or answered, 'not applicable.'

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

Overall, 16 (88.9%) out of 18 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (33.3%) or 'very good' (55.6%). Two respondents (11.1%) felt the communication had been 'poor' (5.6%) or 'very poor' (5.6%).

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, with vehicle cleanliness most highly as either 'good' (35.0%) or 'very good' (65.0%). Vehicle comfort and suitability were rated slightly less favourably (overall satisfaction scores of 90.0% and 85.0% respectively).

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

## How would you describe the attitude of the staff?

Overall, 19 (90.5%) out of 21 respondents rated staff attitude as either 'good' (9.5%) or 'excellent' (81.0%). However, two respondents (9.1%) felt staff attitude had been 'poor.'

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

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

20 (95.2%) of the 21 respondents who answered the above question recalled being treated with dignity and respect. One respondent (4.8%) did not feel they had been treated respectfully or with dignity.

## Did the service staff drive safely?

All 20 respondents who were able to answer the above question advised that the PTS staff had driven safely.

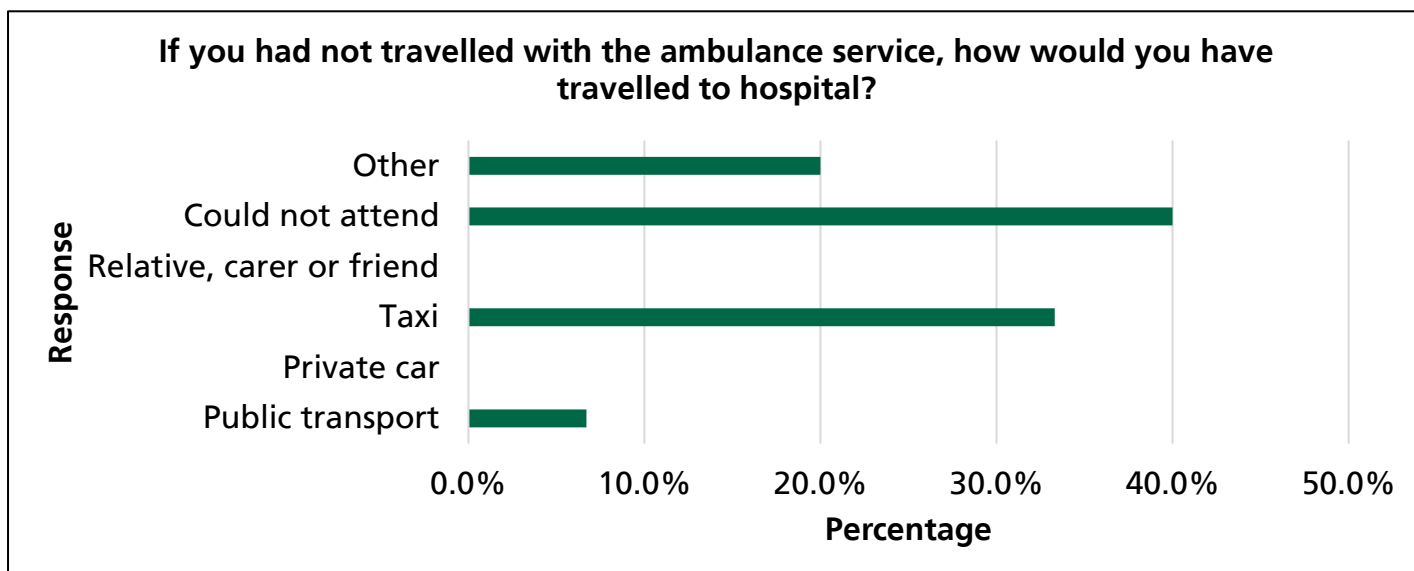
The remaining respondents either did not complete this question or were 'unable to say.'

## Did the staff offer assistance if required?

Overall, 19 (95.0%) of the 20 respondents who answered the above question advised that assistance had either been offered (90.0%) or had not been required (5.0%). One respondent (5.0%) did not recall the offer of assistance.

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?



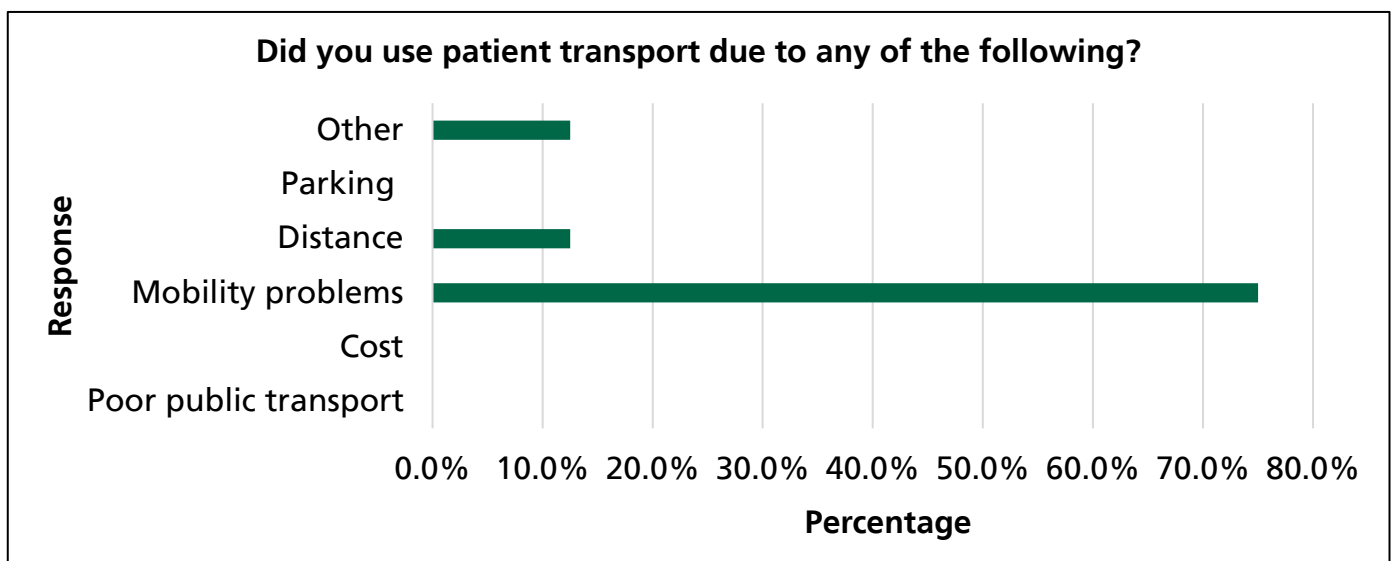
Various responses were received in relation to how the patient would have travelled to hospital had transport not been provided.

6 (40.0%) out of 15 respondents advised that they **could not** have attended their appointment. Other responses included: 'taxi' (33.3%), 'other' (20.0%) and 'public transport' (6.7%). The remaining respondents did not complete this question or were 'unable to say.'

The below comments were also received:

- *"Would have had to stay overnight."* (Patient 3, July)
- *"I was returning home from hospital."* (Patient 14, August)

**Did you use patient transport due to any of the following?** (Some multiple responses, all answer types listed)



18 (75.0%) of the 24 responses received cited mobility problems as the reason for requiring patient transport. Other responses included: 'distance' (12.5%) and 'other' (12.5%). The remaining respondents did not complete this question.

The below comments were also received:

- *"I used a taxi and transport cancelled."* (Patient 46, July)
- *"Being transferred between hospitals."* (Patient 35, September)

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

Patient	Month	Comments received
2	July	Nothing better.
13	July	As far as I am concerned the hospital transport is the best for me. I have always been treated with the upmost kindness and dignity. I have treatment at hospital every 4 weeks and other appointments at various times, so the transport service is very important to me.
15	August	No nothing at all. I couldn't rate them highly enough.
18	September	Everything was excellent.
20	September	I don't think the service I received could have been any better.

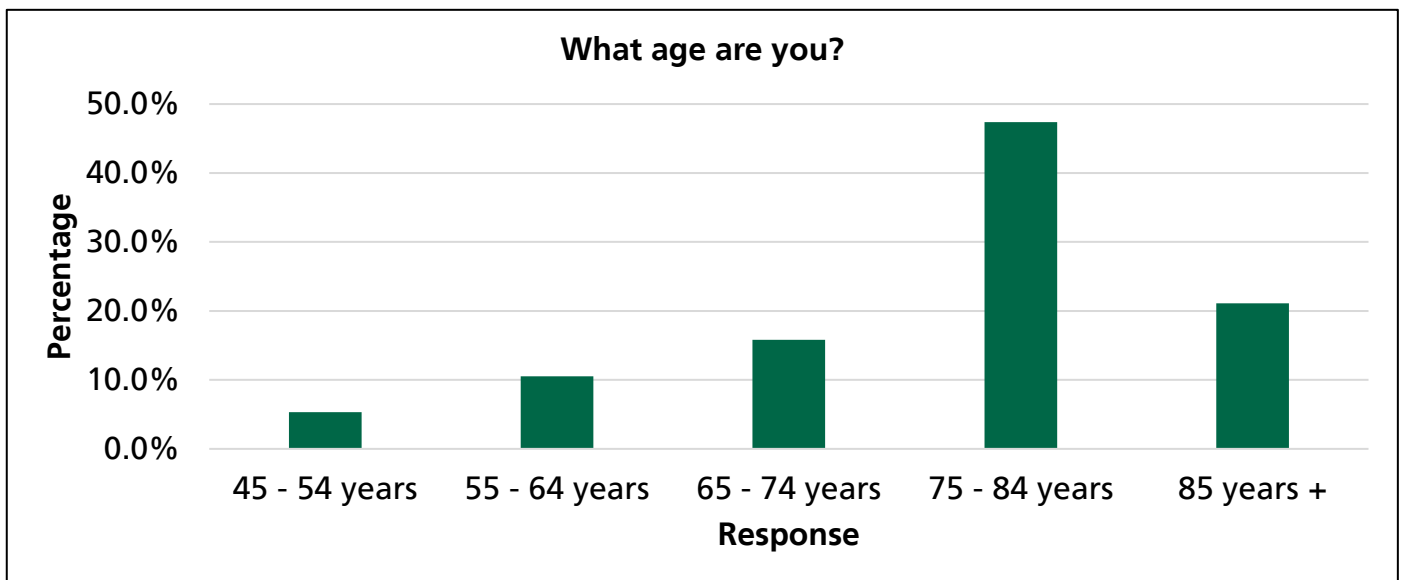
Patient number	Month	Suggested improvements
13	July	If a hospital says you can have transport home then let me book it. Neither hospital nor NE Essex would make a booking. Each claimed the other was responsible!
3	July	For me, maybe little quicker to get me from hospital but still grateful and understood. My sister has just booked (transport). She is petrified they gonna tell her she's dying; she also has mobility issues. But she's been told our dad can't travel with her. That they will use their wheelchair to take her to part in hospital she needs to go.
4	July	Nothing. Apart from the high step in the vehicle



Patient	Month	Suggested improvements
7	July	<p>The times I was accepted for the transport was excellent. A car picked me up.</p> <p>Also, I was driven home in an ambulance after my lung cancer operation by a very kind lady ambulance driver. However, I need transport for another consultation and tests this month at the same hospital, but it has been refused. Apparently I don't meet the criteria.</p> <p>I think it must depend on the call handler who answers and takes details. When operations and appointments can only be done at certain hospitals miles away, it really is an added worry for the patient. Especially elderly patients who can't make their own way without getting a cab or trying to find a friend willing to make a long journey. This is just my experience, but I would still rate the service I did get as excellent.</p>
11	July	Not cancelled my booking 30 mins before pickup.
16	September	Communication with nursing staff and patient.
19	September	Always room to improve. Shorter waiting time coming home would be helpful. I do understand you are very busy but that would make a difference to me.

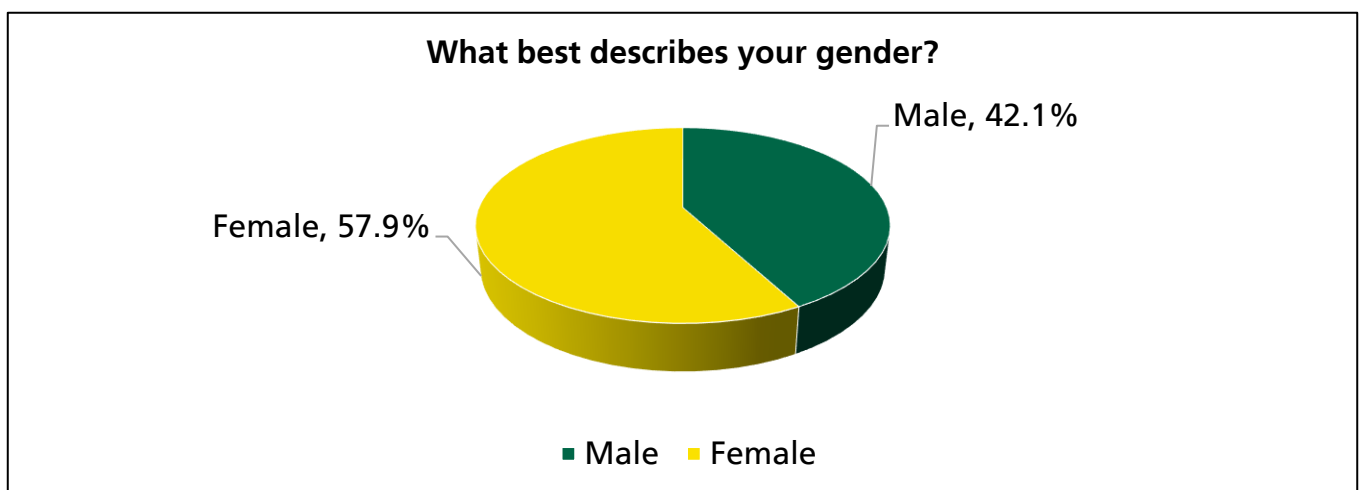
## Equality and Diversity Information

### What age are you?



Nine (47.4%) out of 19 respondents were aged between 75 to 84 years. Other responses included: 85 years and over (21.1%), 65 to 74 years (15.8%), 55 to 64 years (10.5%) and 45 to 54 years (5.3%).

### What best describes your gender?



## What is your ethnic group?

17 (94.4%) out of 18 respondents advised that they were of a White ethnic group. The remaining patients did not complete this question or 'preferred not to say.'

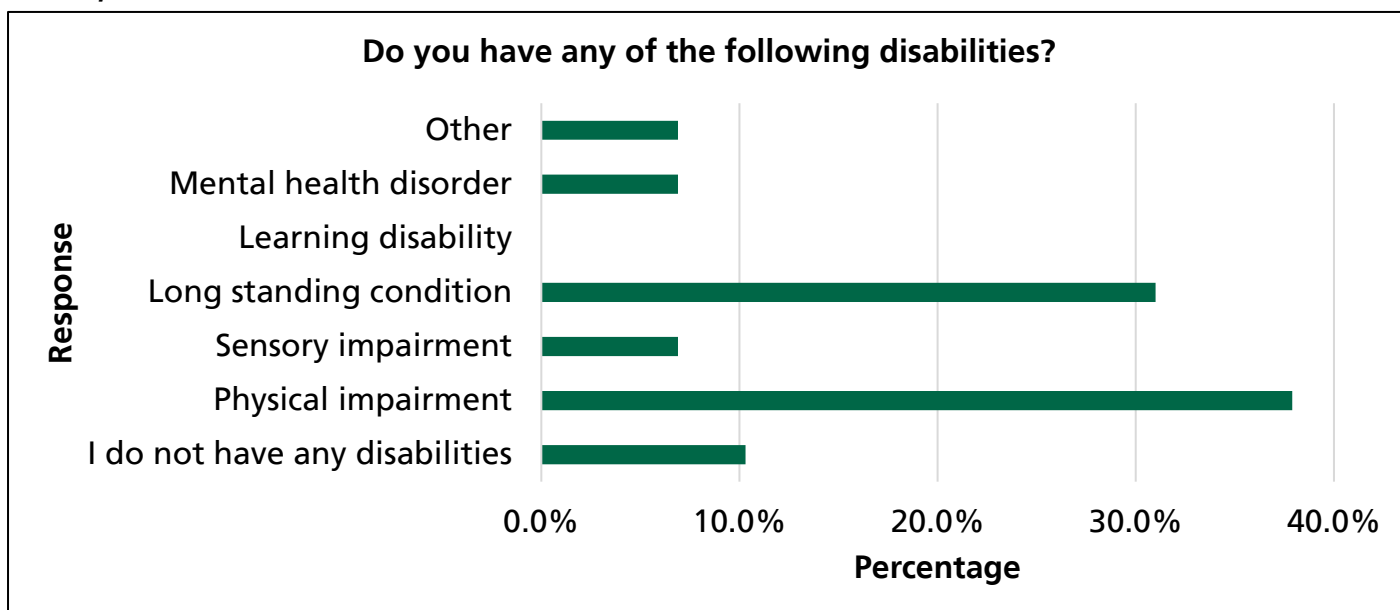
## What is your religion or belief?

14 (82.4%) out of 17 respondents advised that they were Christian. Three respondents (17.6%) did not hold a religion or belief. The remaining respondents either did not complete this question or 'preferred not to say.'

## What is your sexual orientation?

All 19 respondents advised they were heterosexual/straight. The remaining respondents either did not complete this question or 'preferred not to say.'

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

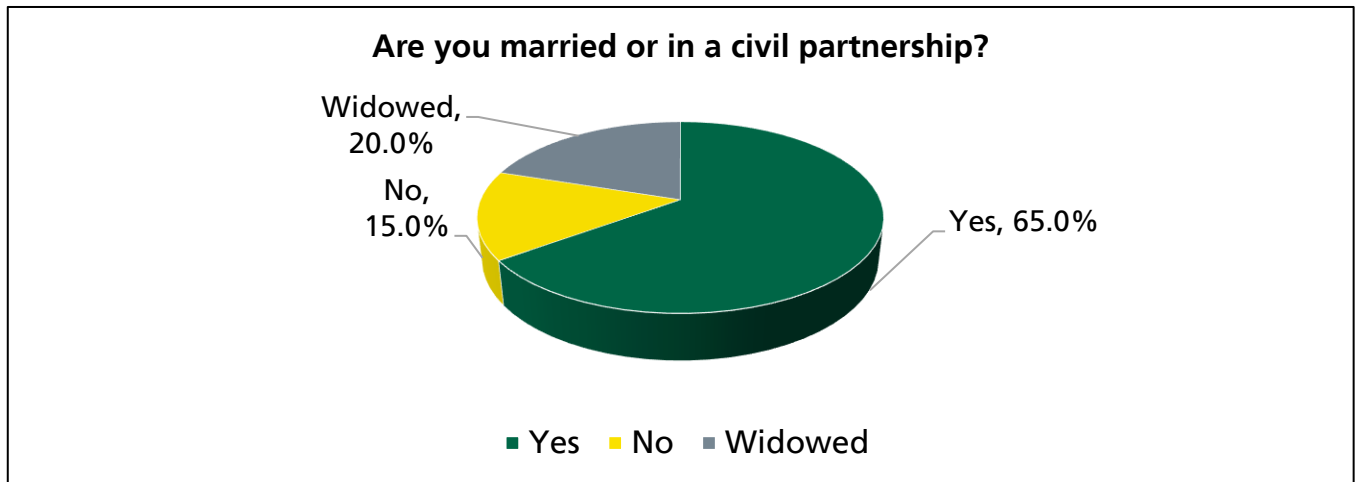


Overall, 11 respondents (37.9%) advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (31.0%), 'sensory impairment' (6.9%), 'mental health disorder' (6.9%) and 'other' (6.9%).

Three respondents (10.3%) advised that they did not have a disability.

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

### 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.