



Patient Transport Service Patient Experience Report

Patient Transport Service
North Essex: January to March Q4 2024

Author: Tessa Medler, Patient Experience Facilitator

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Date of Report: July 2024

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 January to March 2024.

Methodology

The online survey is available on the Trust's public website and has been promoted using various methods, including the Trust's social media channels and patient information cards (which include the survey web link and QR code). 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.

In addition to the above methods, SMS survey signposting was implemented within the North Essex area during December 2023.

Sample

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

A random sample of North Essex PTS patients is also collated each month, with these patients either sent an invitation to feedback letter or an SMS survey signposting message with a link to the online survey. During Q4, 798 SMS survey signposting messages were sent, and 273 survey invitation letters were posted.

Conclusion

Overall, 89.1% of respondents (98) who answered the FFT question and had used the Trust's PTS within the North Essex area during January to March 2024, rated the service as either 'good' or 'very good.'

83.7% of respondents (72) advised their transport booking call had been answered 'quickly,' with most respondents also satisfied with the booking system. Respondents were generally satisfied (92.4%) with the length of time their journey took, with 92.5% of patients (86) arriving 'on time' (47.3%), 'early' (41.9%) or 'very early' (3.2%) for their medical appointment. 78.8% of respondents (63) had waited up to 60 minutes for their return transport. However, 17 patients (21.3%) had waited over one hour following their appointment.

PTS staff were generally rated as 'good' (12.4%) or 'excellent' (86.7%), with most respondents (98.1%) also advising that they had been treated with dignity and respect.

Additional comments received were mostly positive and highlighted the professionalism, kindness and care provided by staff. Areas of dissatisfaction generally related to transport delays and 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.

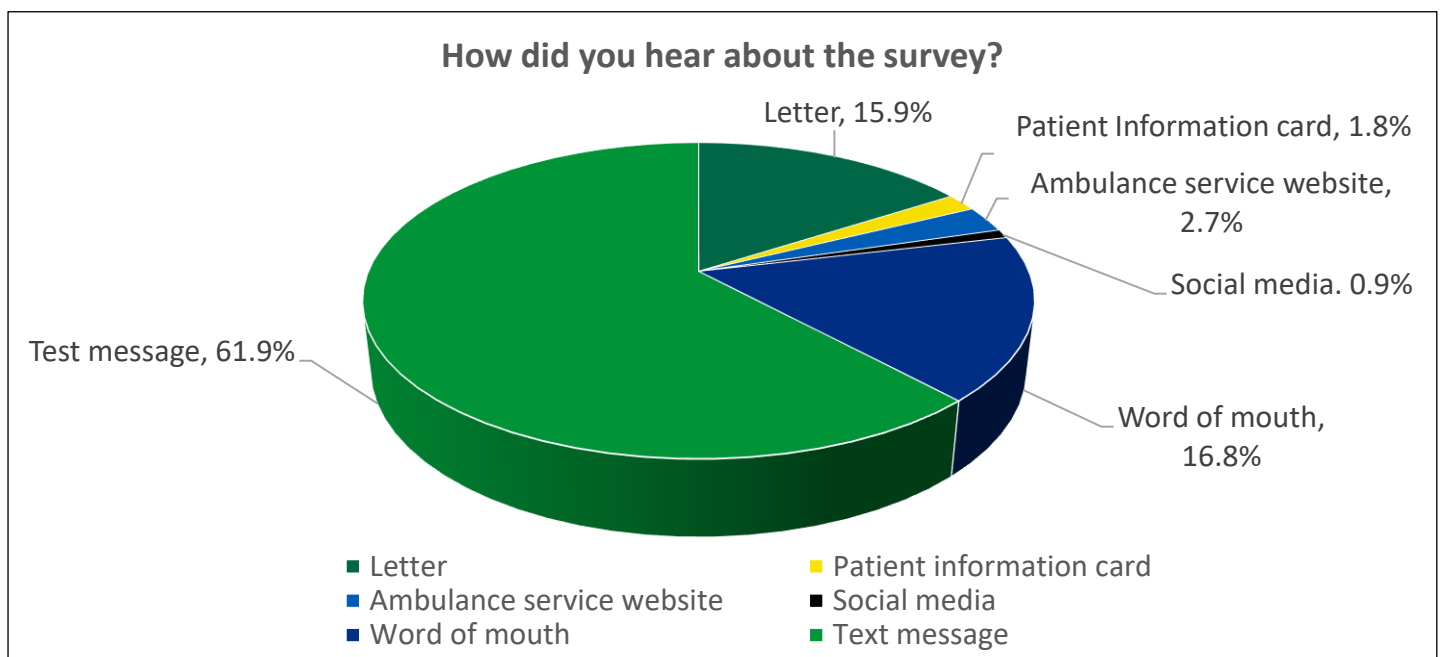
Results

Overall, **113** completed survey submissions were received from patients who had used the PTS within the North Essex area during Quarter 4 of 2023/24: January (38), February (37) and March (38). 90 (83.3%) out of 108 respondents advised 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.

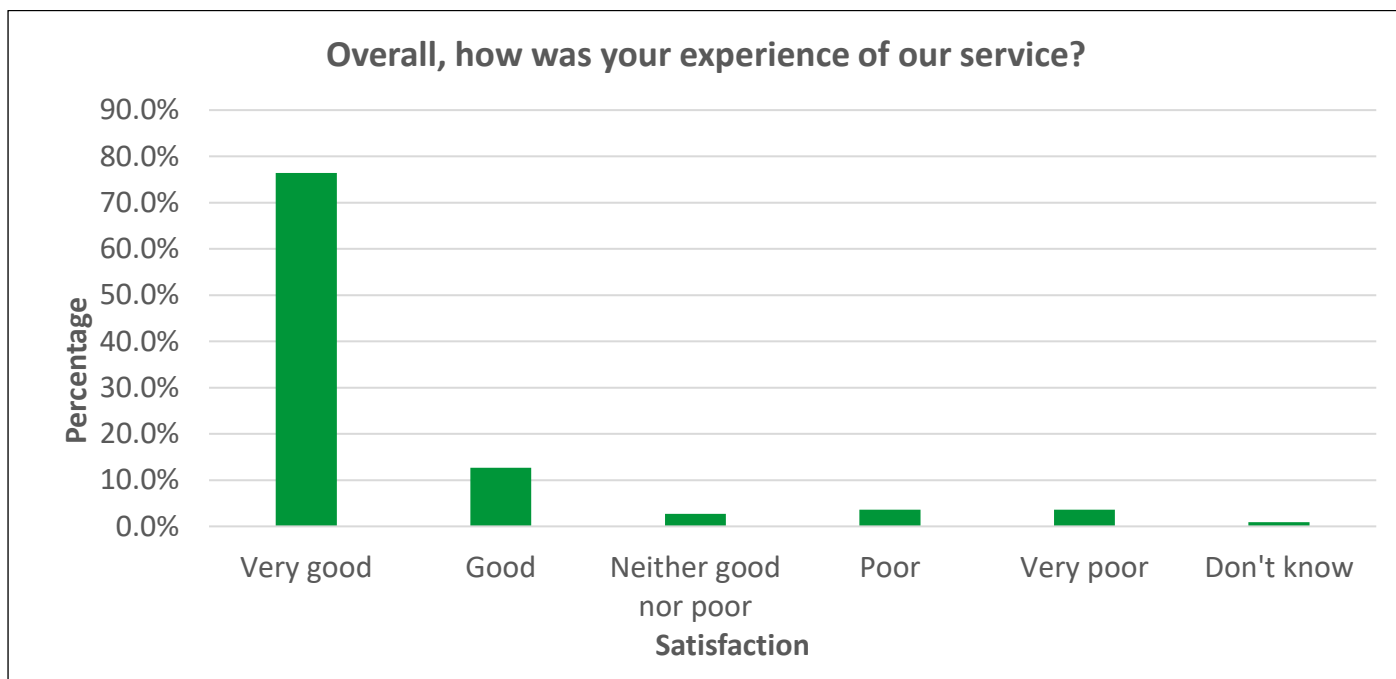
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

How did you hear about the survey?



Overall, 70 respondents (61.9%) had heard about the survey through SMS survey signposting. Other responses included 'letter' (15.9%), 'word of mouth' (16.8%), 'ambulance service website' (2.7%), 'patient information card' (1.8%) and 'social media' (0.9%).

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, 110 respondents answered the FFT question. 98 (89.1%) of these respondents rated the service received as either 'good' (12.7%) or 'very good' (76.4%). Other responses included: 'neither good nor poor' (2.7%), 'poor' (3.6%) or 'very poor' (3.6%).

Please can you tell us why you gave this answer?

Patient	Month	Positive comments received
3	January	The drivers are always very helpful in getting me in and out of the ambulance and also coming up to the ward and getting me very appreciated.
4	January	Driver very polite and on time.
6	January	Crew friendly, helpful and prompt.
7	January	Because it's the nearest thing to 'outstanding' there was.
8	January	Although they were late arriving due to an accident, the staff were very helpful and pleasant. Many thanks.
9	January	Prompt and kind.
10	January	On time, gave good assistance and excellent driver.
11	January	The two members of staff which came to take me to the hospital were excellent. They helped me in and out with the aid of a wheelchair. If I have a complaint at all it was that after my appointment I was left over an hour before being taken home.
13	January	Very well organised, picked up and arrived on time (traffic was good that day) then coming back we knew we had a different drive, but he was there and ready before if finished. It was a lovely experience in all. I think traffic is what can change but it's nothing against the drivers and it's not their fault.
15	January	Service is excellent.
18	January	Because I liked the way I was going to get treated.
19	January	Very helpful with the bookings and organising transport times. Courteous drivers on time for both journeys. Great service, thank you so much for all your help, 10/10.
20	January	Very good service from booking personnel and the drivers are most helpful.

Patient	Month	Positive comments received
23	January	Fantastic door to door service.
26	January	Because the journey was trouble free, and adequate (name).
29	January	Very polite drivers who look after us.
32	January	Such a lovely man, his name was (name) and the best man I have ever been with. He was so pleased when I told him how I got on. Nothing was too much trouble for him. So, please could you tell him.
36	January	Very good service polite and helpful. Very punctual and chatty very reliable.
37	January	Very compassionate and caring people. Going above and beyond to help with disabled people and sick. Am very grateful for your support and service.
40	January	They strapped me to my chair, wheeled to the ambulance, strapped me there and had a comfortable ride. We arrived at the appropriate ward in Broomfield, where they waited until I'd finished, then took me home again.
44	January	It was for my sister – excellent care.
47	January	On time for pickup. On time for appointment. Pleasant driver.
49	January	The ambulance arrived quick. The crew were kind and professional.
77	January	Regular patient to dialysis. Ambulances are on time and friendly and helpful drivers.
21	February	Ambulance crew were very helpful.
22	February	Driver arrived on time and then collected me from hospital in minutes.
24	February	My sons blind, had two strokes (bad ones). I have cataracts and waiting for an operation. I had to give up driving so can't manage myself or him, as he's 6ft tall and got a wobble. Thank you for your service, amazing.

Patient	Month	Positive comments received
25	February	They arrived in good time. Very attentive and gave me all help I needed both ways. Very good.
27	March	The ambulance people were excellent.
30	February	Very caring and friendly.
38	February	Friendly and good service.
39	February	Everything went very smoothly and I'm very grateful for it.
41	February	Friendly. On time. Efficient.
43	February	Very helpful and cheerful.
45	February	Very prompt service. Nice guys, very professional.
52	February	Excellent. Lovely gentleman picked me up when they said they would and brought me back safely afterwards. Excellent, thank you. I wish we could pay for it.
53	February	Ambulance staff are amazing. Very friendly and helpful too. Kept me very entertained on journey, which is really nice.
58	February	Timeliness, courtesy and friendly.
61	February	I was treated very well, courteously and with respect and dignity at all times.
63	February	Excellent service provided all round.
64	February	It was prompt at picking up and knew where to go.
68	February	The ambulance team were punctual, efficient, kind and polite. Thank you.
70	February	Very professional and friendly people.
71	February	Excellent service. Considerate, polite crew. Safe driving. Collected, returned and escorted from and to my door.

Patient	Month	Positive comments received
73	February	Booking instructions and information clear. Ambulance arrived within stated timeframe. Staff friendly and helpful.
84	February	The driver I had (name) was the best I have had. Happy and we had great conversations both going to and coming back from Basildon hospital. Highly recommend.
114	February	The crew were polite, considerate and very gentle with me. As I am disabled, housebound and unable to walk, all transport has to be done by stretcher. Everything was done at my pace. A good comfortable trip.
72	March	My journey was safe fast and friendly. All my baggage taken to my 3rd floor flat with no lift. I was not left alone until sure I was safe.
74	March	Great crew.
76	March	Driver (name) is always very pleasant and helpful.
78	March	Because they were professional but also caring.
80	March	Because they treat you as a person.
82	March	The transport was bang on time with a very nice driver, and the return journey was the same. Thank you.
85	March	A very nice driver. Helped me in and out of the car both times, there and back.
87	March	The service was great, the drivers were polite and helpful. I could not fault them.
89	March	Staff were very friendly and on time.
90	March	Arrived on time very kind and comfortable drive.
92	March	Brilliant service, brilliant staff.
93	March	Very nice and helpful driver

Patient	Month	Positive comments received
91	March	All the crew of the Patient ambulance transport are really lovely. I see a lot of them on a regular basis and have been using this way of transport since being discharged from hospitals, after spending many months there, after my near fatal accident back in 2022. All the crew I met are friendly, very helpful, chatty and treat me with care and respect. I appreciate all the work they put into their jobs and appreciate the fact I'm using the transport due to my non mobilisation still from my accident. But, it is improving and it's nice when the various crews give me compliments about my progress!
96	March	Found everyone helpful.
97	March	Because ambulance personnel were polite, courteous, on time and treated me with dignity at all times.
101	March	I would really like to say how amazing your ambulance staff have been. My husband is terminally ill and could not have done more kind, professional and amazing.
102	March	Nice people to talk to, they keep you cheerful. All very helpful and very good. Drive was nice and careful.
106	March	The crew are always ready to go above and beyond to help make you feel safe and comfortable.
107	March	Nothing to compare it with.
109	March	Ambulance personnel were polite and friendly. I was made to feel comfortable in their presence.
110	March	You got mum from Colchester to Harwich safely.
111	March	I have been in hospital the best part of my life. I was born without a bowel and when I was 18 years a very clever doctor, please let me try to do something for you. He told me I only had 3 months to live, the body could not take any more pain. The service you provide is wonderful.

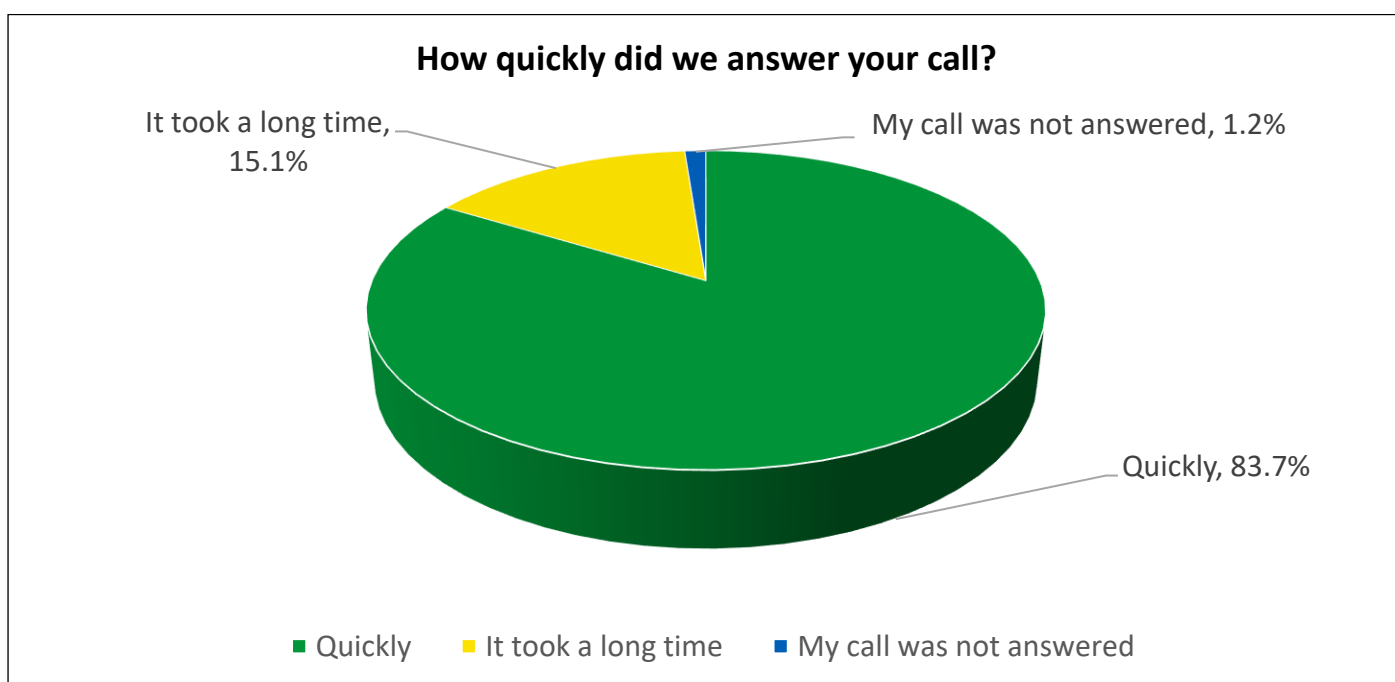
Patient	Month	Positive comments received
112	March	Really looked after me.
113	March	Easy to book by phone, friendly and helpful driver arrived on time, drove safely and got me to my appointment with time to spare, then took me home afterwards. Very nice young man.

Patient	Month	Mixed/neutral comments received
2	January	No wheelchair provided.
12	January	Knowing the pressure on transport I thought everyone was helpful except the automatic phone service and operator who disconnected when I did get through. 3 times phoning. It was very upsetting (name).
14	January	Excellent service. Long wait.
59	February	It's ok going but coming back last time had to wait hours for lift home.
66	February	Collected 10 minutes after appointment time. Driver lost and planning bad. Second medic had to travel on stretcher to make room! Return journey was almost too good.
69	March	I was not the passenger, my mum was. She was told she was going home after a week's stay. A time was given on this particular day, I got her dressed and she was waiting for her lift. However, I was called a couple of hours later and told she was now not going home until the next day. Mum has severe dementia and this was even more confusing for her.
81	March	Waiting time. The rest of it was good.
88	March	The last journey I didn't have as the service was running late. No explanation as to why.

Patient	Month	Mixed/neutral comments received
95	March	The inside of the ambulance was very dirty with oil all over the floor – it appeared to have been used for a breakdown. The driver was in a rush and drove very erratically. The drive back was, however, much better.
115	March	For me and my husband. I am 82 in June; my husband is 75. We both have spinal problems, we both have had an injection by (name) and were very happy to find we could get help with transport, because we both need sticks and crutches. My husband is going to have an operation on 2nd May on his spine, I had an operation 4 years ago with (name), but it wasn't successful. I have had further injections with (name) not very successful, waiting now for next steps.

Patient	Month	Negative comments received
5	January	Yes, I waited 3 hours to be taken home, even though I kept asking with promises “oh it’s on its way”, when it clearly wasn't. So, to say the least, I was not happy.
33	January	Because the vehicle had a broken suspension, and the travel was bad – it made me ill – and the transport was late.
28	February	Two dates cancelled there, pick up good after waiting 4 hours on the suite at Colchester Hospital before getting back to Clacton.
34	February	On the way home from the hospital one of the ambulance men was very rude and unhelpful to me.
83	March	I cancelled the appointment as you wanted to pick me up at 7 in the morning for an 11am appointment, which would mean dropping me at 9:30am at my hospital. I’m 83, with numerous health problems and it was impossible for me to be up and ready at such an hour of the day.

Patient	Month	Negative comments received
86	March	Very very late discharge of my frail, elderly and ill mother, actually about 9.30pm, a disgrace for a patient like this. It has also happened before for mum and for my aunt. Can you not be a bit more thoughtful and compassionate? Kind staff though.
100	March	Normally ok, even though we have to wait a while, we don't mind as it a long way to Papworth and a 3-hour journey. We don't often know who and what time we are being picked up. The last time we waited 3 hours, the hospital were closing, they were taking us to a ward as they didn't know when we were being picked up. We had to get a taxi home which cost us £140. My husband is 84 and has IPF – can you imagine how we were after being at the hospital since 12 that day – shattered.

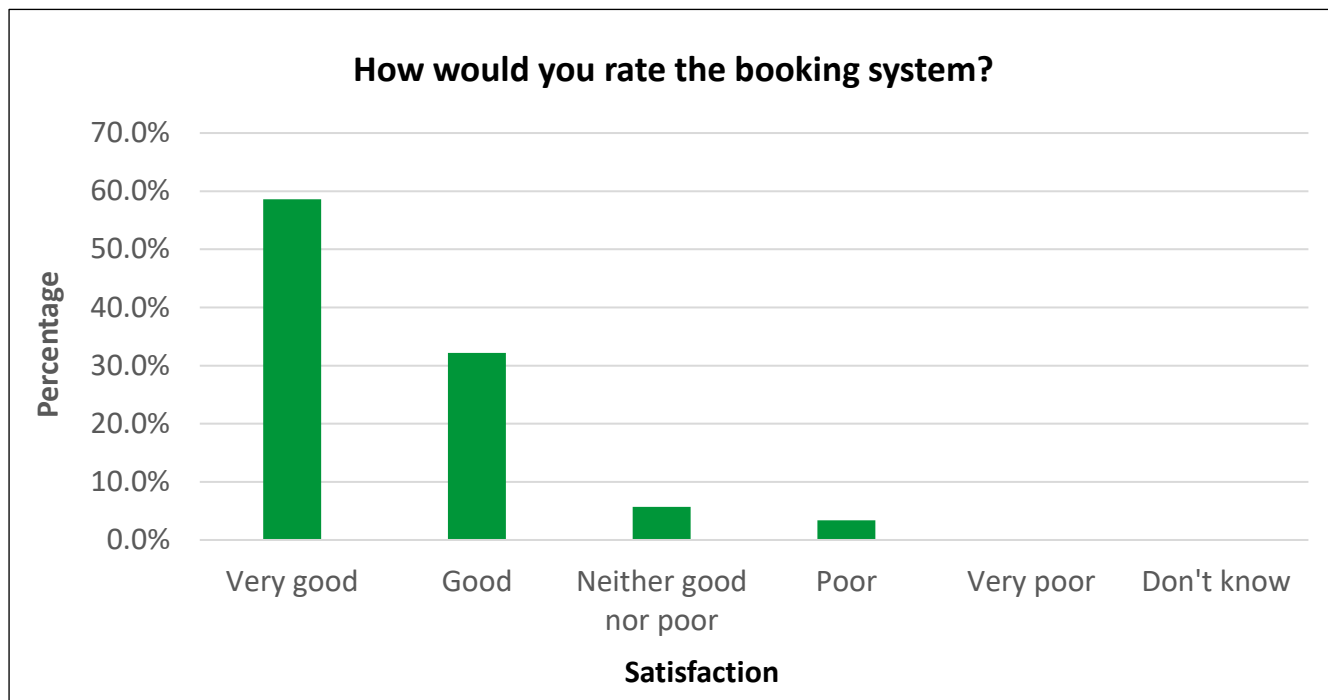


Overall, 72 (83.7%) out of 86 respondents recalled their call to the booking line being answered ‘quickly.’ However, 13 respondents (15.1%) felt that it took ‘a long time’ for their call to be answered and one respondent (1.2%) advised that their ‘call was not answered’.

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

Of the respondents who answered the above question 89 (95.7%) advised that they had been clearly informed of the date and time of their transport booking.

How would you rate the booking system?

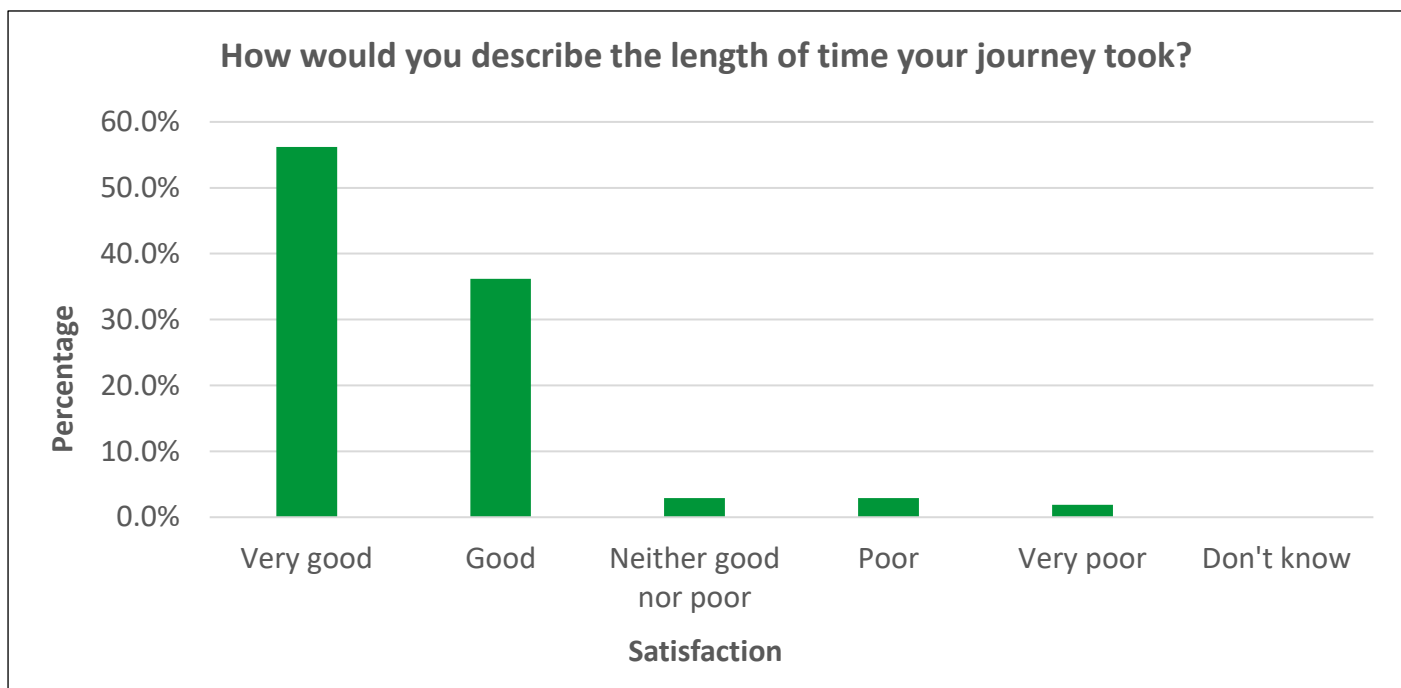


79 (90.8%) out of 87 respondents rated the booking system as either 'good' (32.2%) or 'very good' (58.6%). Three respondents rated the system as 'poor' (3.4%).

Did the service staff introduce themselves?

91 (92.9%) out of 98 respondents recalled the PTS staff as having introduced themselves upon their arrival. Seven respondents (7.1%) did not remember receiving an introduction.

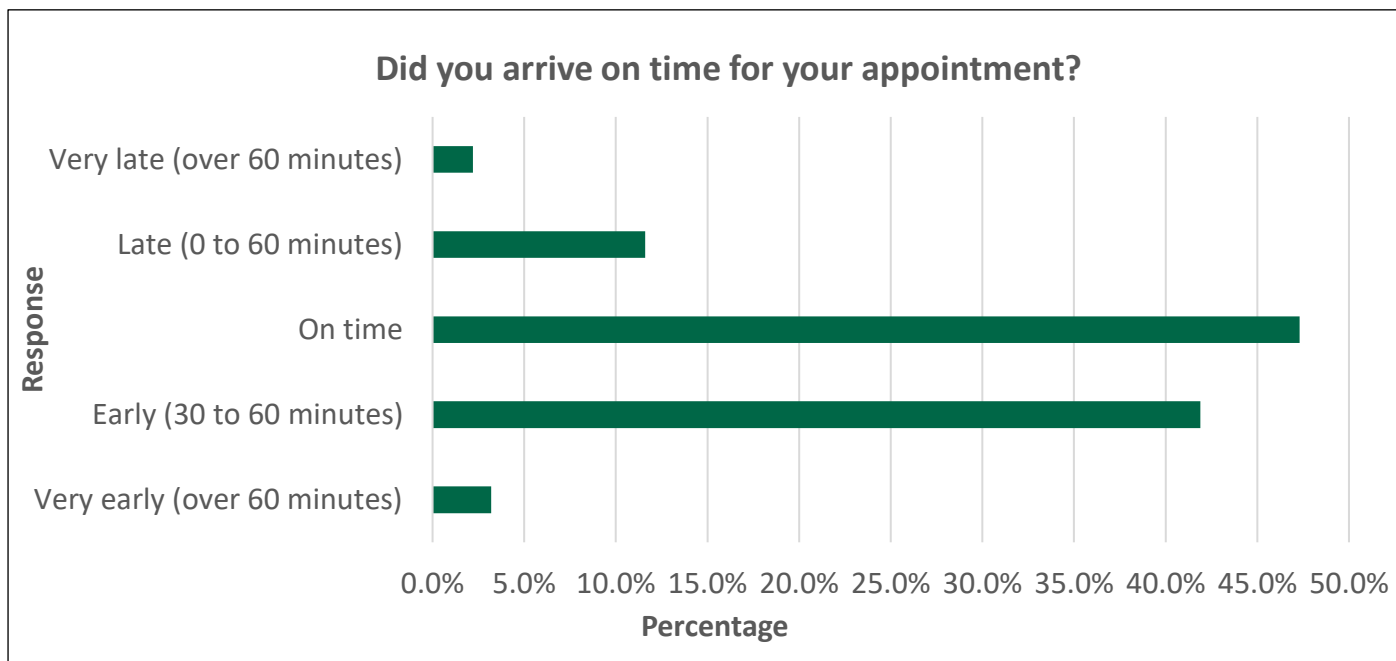
How would you describe the length of time your journey took?



97 (92.4%) out of 105 respondents rated the length of time their journey took as either 'good' (36.2%) or 'very good' (56.2%).

Three respondents (2.9%) rated journey length as 'neither good nor poor' and five respondents (4.8%) described the length of journey as either 'poor' (2.9%) or 'very poor' (1.9%).

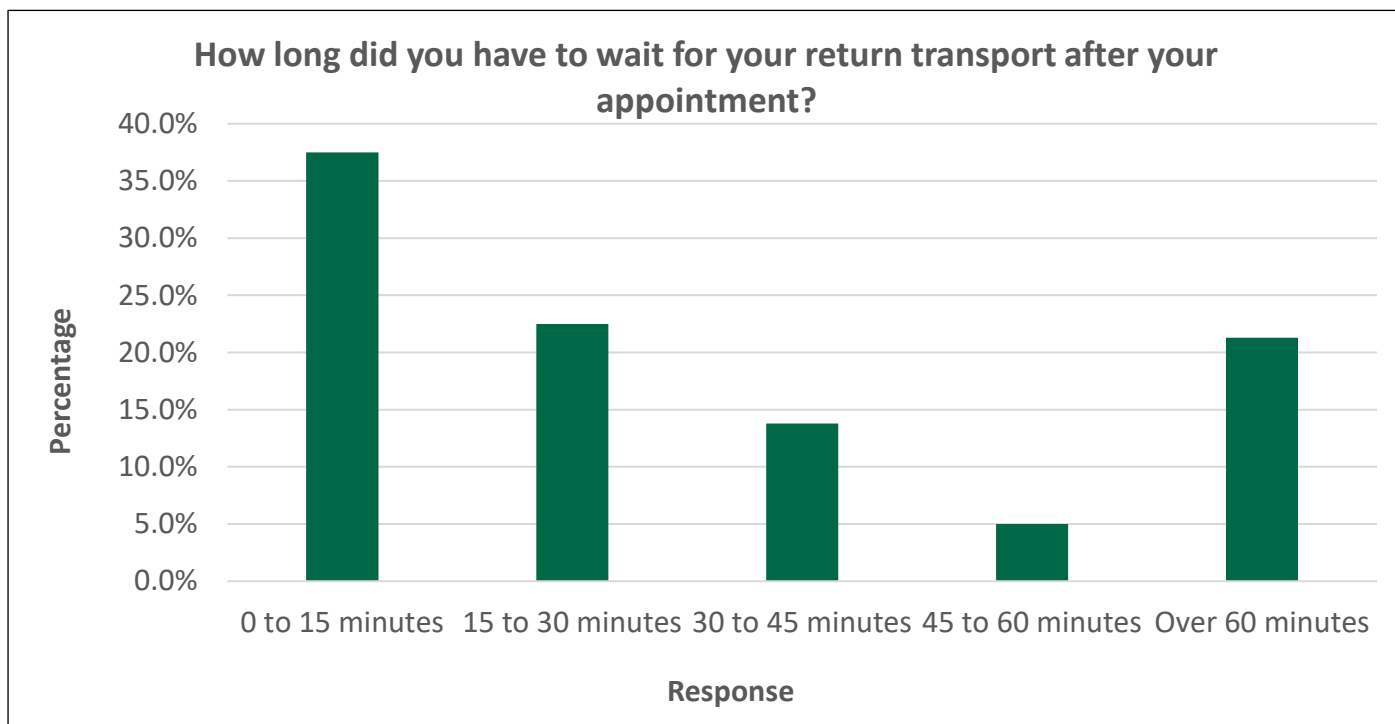
Did you arrive on time for your appointment?



86 (92.5%) out of 93 respondents had arrived either 'on time' (47.3%), 'early' (41.9%) or 'very early' (3.2%) at the hospital/clinic. Seven patients had arrived 'late' (11.6%) or 'very late' (2.2%), with these patients 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?

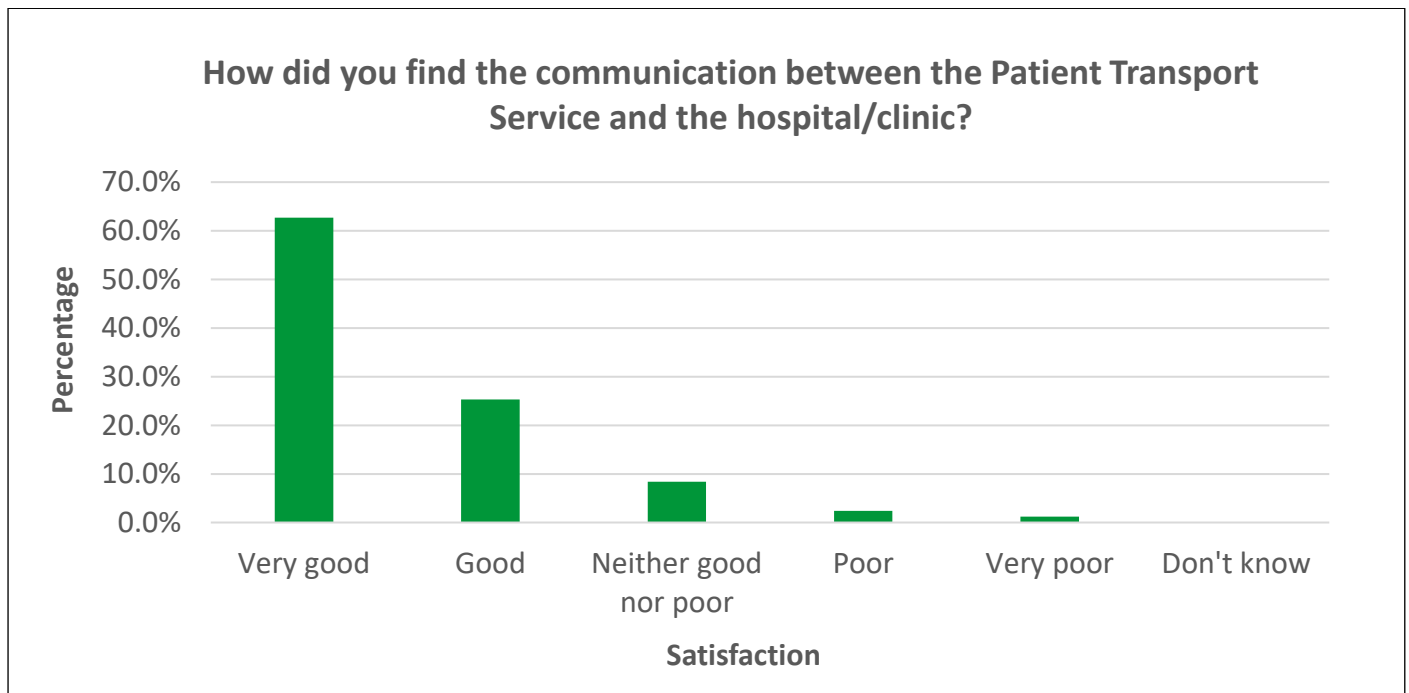


Overall, 78.8% of respondents (63) who answered the above question had waited up to one hour for return transport: 0 to 15 minutes (37.5%), 15 to 30 minutes (22.5%), 30 to 45 minutes (13.8%) and 45 to 60 minutes (5.0%).

17 patients (21.3%) 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?

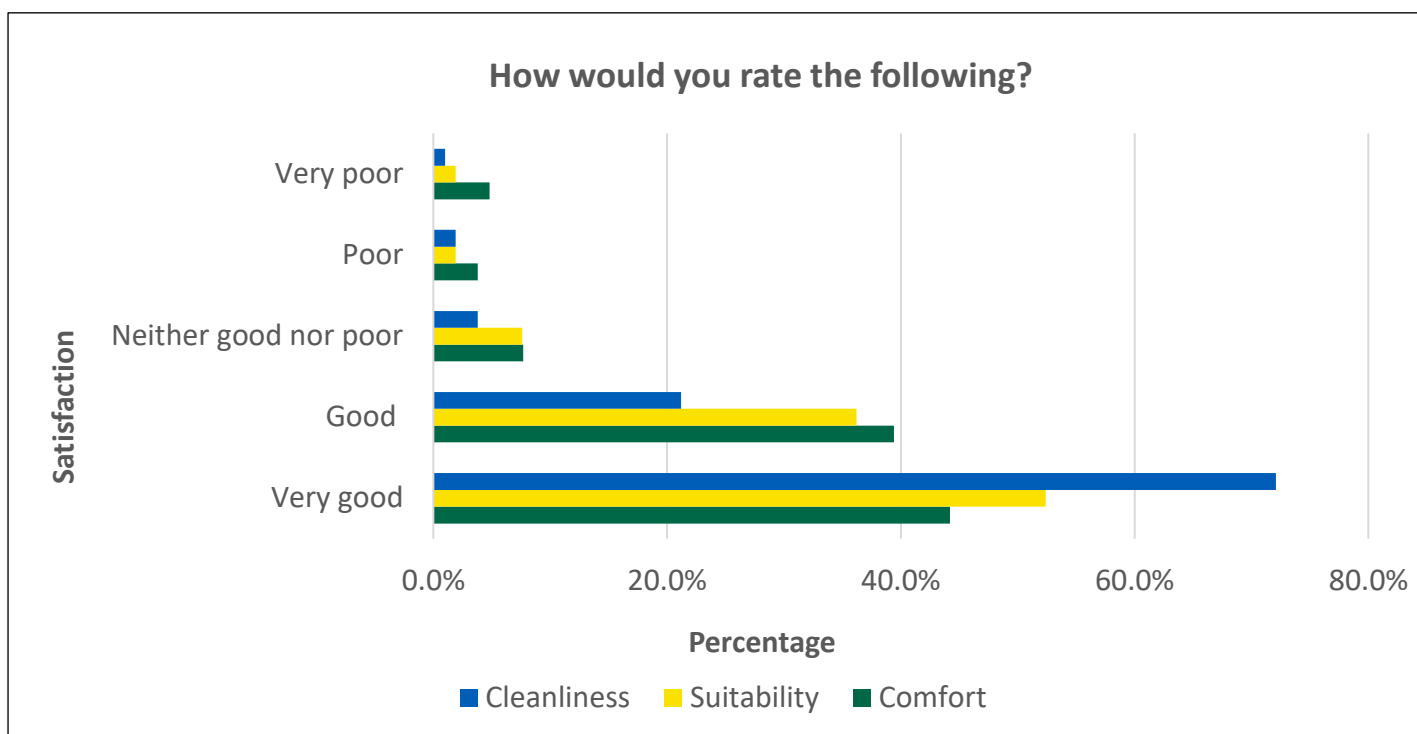


Overall, 73 (88.0%) out of 83 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (25.3%) or 'very good' (62.7%).

Seven respondents (8.4%) rated the communication as 'neither good nor poor' and three respondents recalled the communication as being either 'poor' (2.4%) or 'very poor' (1.2%).

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

How would you rate the following?

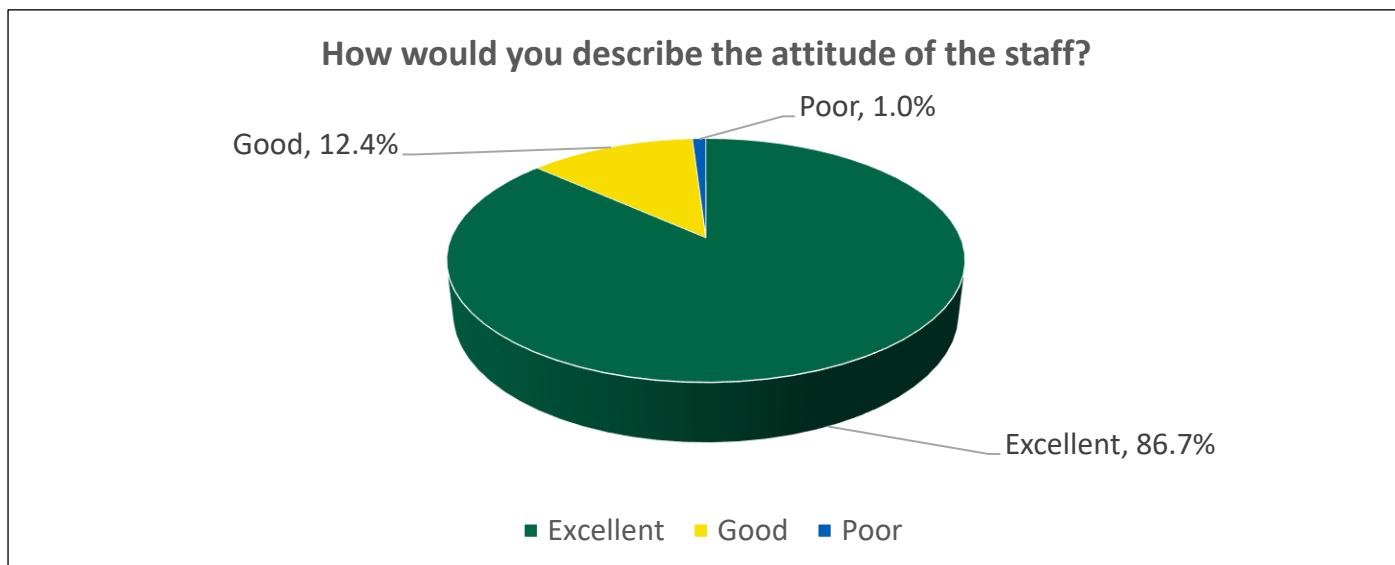


Some variance was seen in relation to satisfaction with the PTS vehicle, with vehicle cleanliness rated most highly as either 'good' (21.2%) or 'very good' (72.1%).

Patients were also satisfied with the vehicle suitability, with most respondents providing 'good' (36.2%) or 'very good' (52.4%) responses.

Vehicle comfort was rated less favourably, although over three quarters of respondents (83.7%) described the vehicle comfort as 'good' (39.4%) or 'very good' (44.2%).

How would you describe the attitude of the staff?



Overall, 104 (99.0%) out of 105 respondents rated staff attitude as either 'good' (12.4%) or 'excellent' (86.7%). One respondent (1.0%) rated the attitude of staff as 'poor.'

Did the staff treat you with dignity and respect?

104 (98.1%) out of 106 respondents advised that they had been treated with dignity and respect 'definitely' (94.3%), 'to some extent' (3.8%). Two respondents (1.9%) did not feel they had been treated respectfully or with dignity.

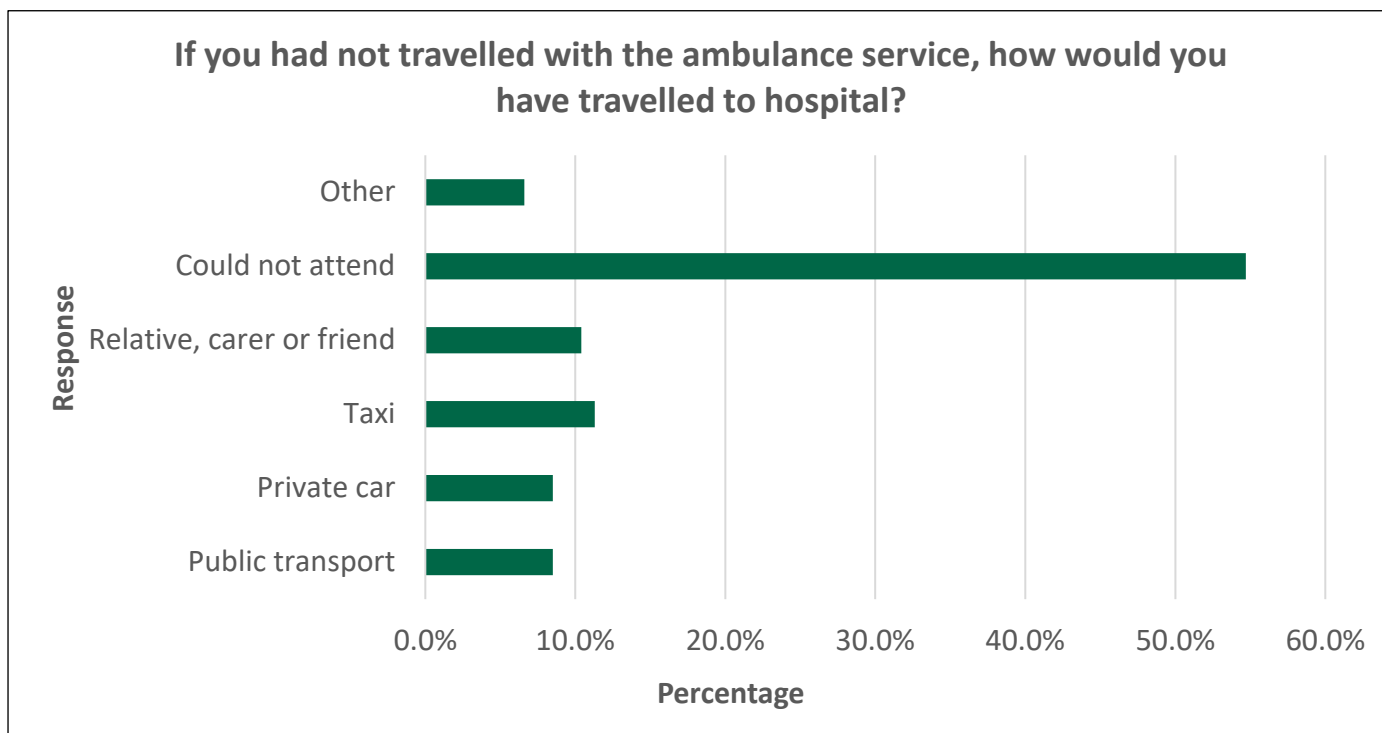
Did the service staff drive safely?

Of the 104 respondents who answered the above question, 102 (98.0%) advised that the PTS staff had driven safely.

Did the staff offer assistance if required?

Overall, 101 (98.1%) out of 103 respondents advised that assistance had either been offered (92.2%) or had not been required (5.8%). Two respondents (1.9%) did not recall the offer of assistance.

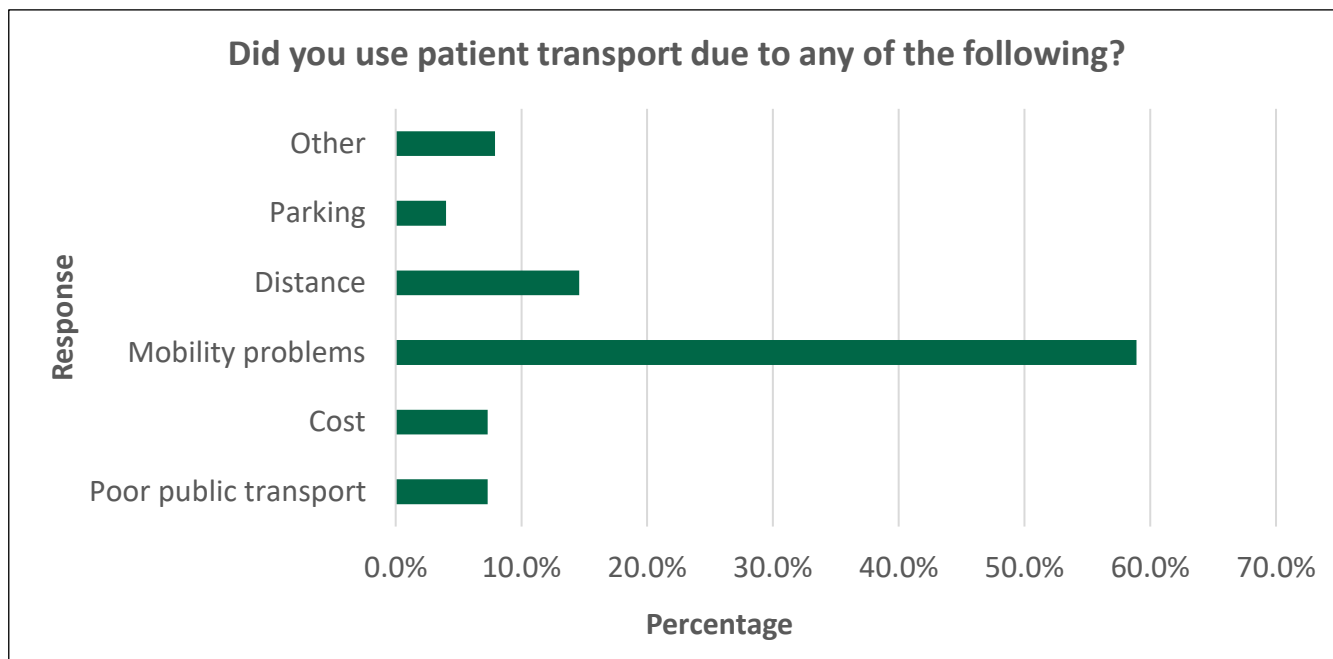
If you had not travelled with the ambulance service, how would you have travelled to hospital? (All answer types listed, some multiple responses)



Various responses were received in relation to how the patient would have travelled to hospital had transport not been provided. 58 (54.7%) of the 106 responses received stated that the patient **could not** have attended their appointment.

Other included: 'public transport' (8.5%), 'private car' (8.5%), 'taxi' (11.3%), 'relative, carer or friend' (10.4%) and 'other' (6.6%).

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



89 (58.9%) of the 151 responses received cited mobility problems as the reason for requiring patient transport.

Other responses included: 'other' (7.9%), 'distance' (14.6%), 'cost' (7.3%), 'poor public transport' (7.3%) and 'parking' (4.0%). The remaining respondents did not complete this question.

The below comments were also received:

- *"My car was in garage in that day." (Patient 8, January)*
- *"Immunocompromised and needed surgery." (Patient 15, January)*
- *"Was in Colchester Hospital and transported to Basildon hospital for a procedure." (Patient 27, February)*
- *"Radiology." (Patient 47, January)*
- *"Panic attacks." (Patient 54, February)*
- *"Unable to mobilise." (Patient 61, February)*
- *"Could not get there without transport." (Patient 64, February)*
- *"Transfer from Colchester to Basildon Hospital." (Patient 70, February)*
- *"Regular dialysis patient." (Patient 77, January)*
- *"Family members were working so couldn't take me." (Patient 96, March)*

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

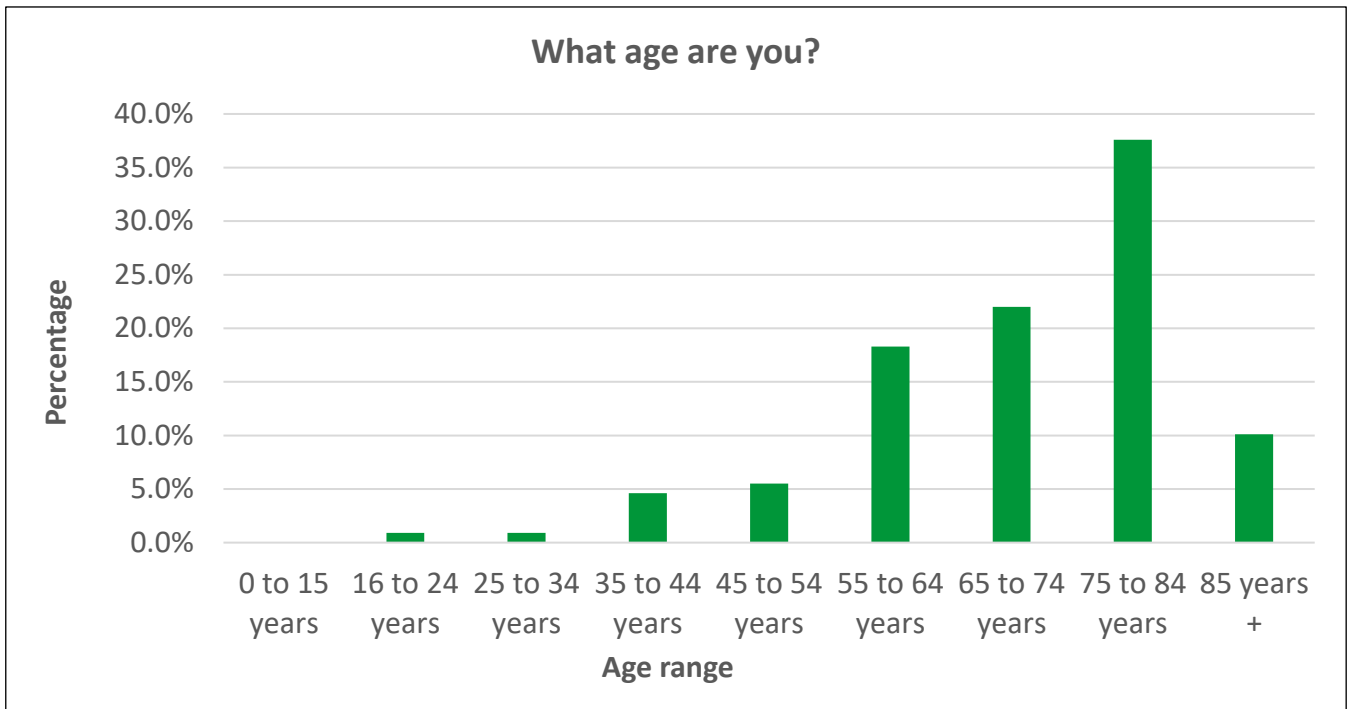
Patient	Month	Positive comments received:
1	January	Very helpful team.
4	January	Both car services were excellent and really appreciated. Many thanks. The call handler was very efficient and dealt with my travel very well.
5	January	On my return home the gentleman sitting in the back with the patients was very good, so helpful to all and he said he hadn't been doing the job very long. Very pleasant man.
6	January	Wonderful service, thank you. I still have rubbish carers, but you cheered up my day.
7	January	Both the call handler and the transport team showed respect for my age, and at times my lack of understanding of the process involved. The transport team were patient and very helpful indeed.
10	January	Thank you for making my journey comfortable, appreciated your assistance.
14	January	Excellent!
18	January	Thanks for all the help you gave me on the day (name and location).
19	January	Great job.
23	January	Both trips were fantastic.
36	January	I was very impressed with the way I was helped to and from my appointment the hospital. Very professional and made to feel Japan's comfortable. Thank you.
77	January	Call handlers are always helpful, and the drivers are excellent.
25	February	Everything from beginning to end was excellent. Could not have asked for any better treatment from all. Thank you.
30	February	Thank you both for your care.

Patient	Month	Positive comments received:
41	February	Thank you so much for a simple, fast transfer.
45	February	Full marks to the service.
53	February	Thank you to the ladies and the guys that have transported me so far. You have all been funny, kind and so helpful.
54	February	Thank you for all do. I will see you soon at my next appointment.
57	February	The young lady I spoke to on the phone was very polite and helpful, with an excellent attitude and politeness. Definitely a credit to your services. A really lovely lady. (Name).
58	February	Thank you for the prompt pick up and transport back to the house, courtesy and kindness.
68	February	Thank you for being wonderful to me. I am so grateful for the transport, care and hard work. I really appreciate it. I would struggle to get to Queens Hospital if I did not have your support. Best wishes, (name).
71	February	Every crew member that has collected and returned me has been very courteous, helpful, understanding, friendly and respectful. You provide an excellent service and without you I couldn't attend hospital appointments.
73	February	We have found call handlers and ambulances staff helpful at all times.
84	February	I would like to thank (name) for an enjoyable drive to and from the hospital.
114	February	I have always had excellent service from all members of the ambulance team. No complaints at all.
76	March	Thanks to (name) for his support and patience throughout the process.
78	March	Thank you for your caring attitude and humour during a difficult time.
80	March	They are very polite, helpful and keep mine and others safety top priority.

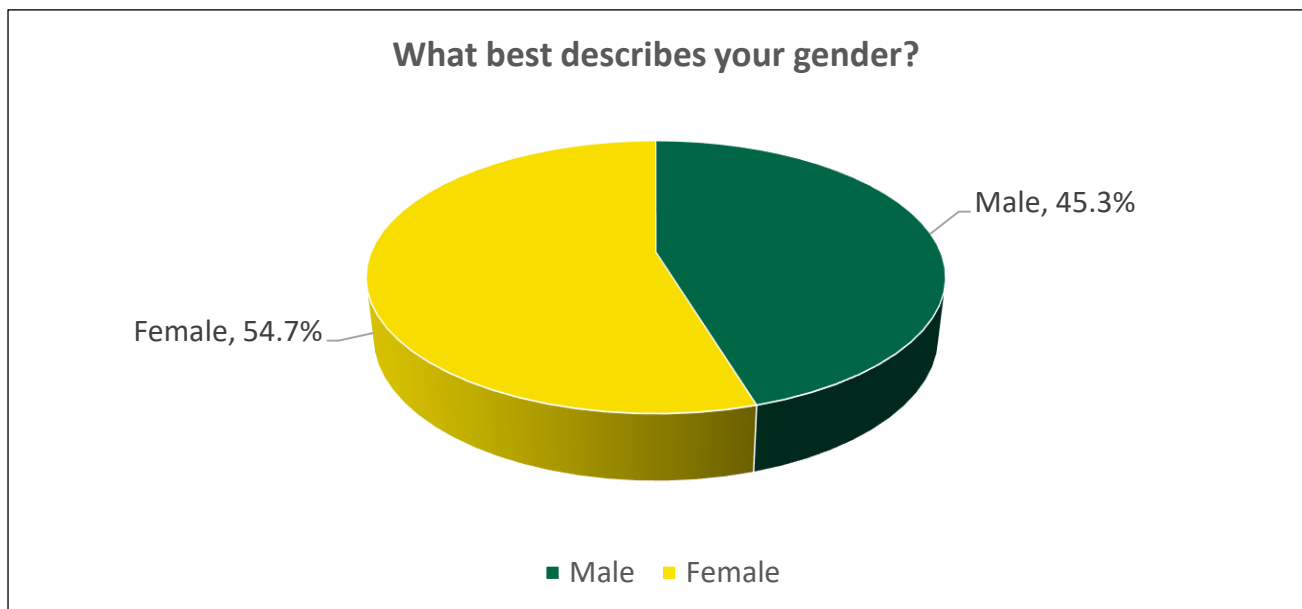
Patient	Month	Positive comments received:
82	March	Very good on both journeys, with the nice polite driver.
87	March	I'd like to thank the staff for their professional attitude and kindness.
91	March	I fully appreciate using the patient hospital transport and the level of care and respect I get shown by all crew and their friendliness, due care and attention when coming to pick me up and take me to my various different hospital appointments and physio appointments. All crew are really friendly, helpful, chatty and treat me with respect and dignity. I appreciate the fact I am using this form of transport and lucky to do so, otherwise I wouldn't be able to attend my appointments. Thank you to each and every one of them!
97	March	Thanks for a great journey.
100	March	The ambulance drivers were great.
101	March	Thank you is not enough.
109	March	I have rarely received a better service than this time. Staff are friendly, polite, efficient and nothing was too much trouble.

Equality and Diversity Information

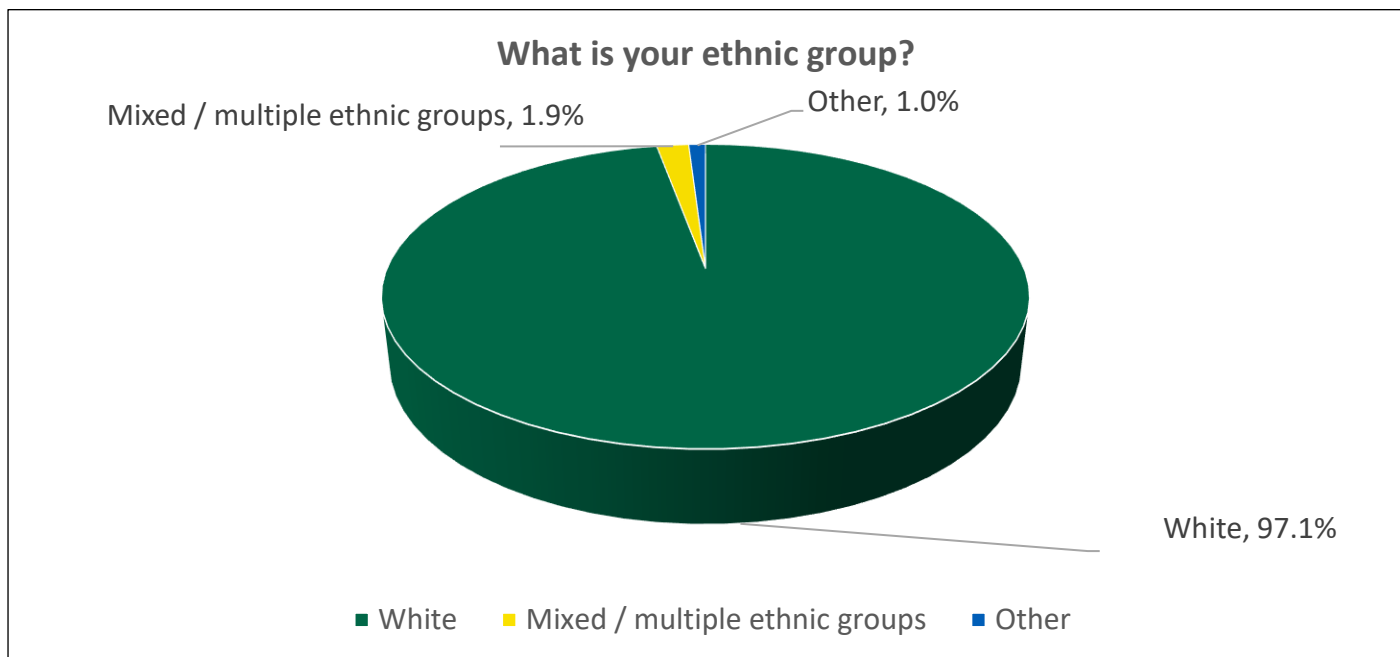
What age are you?



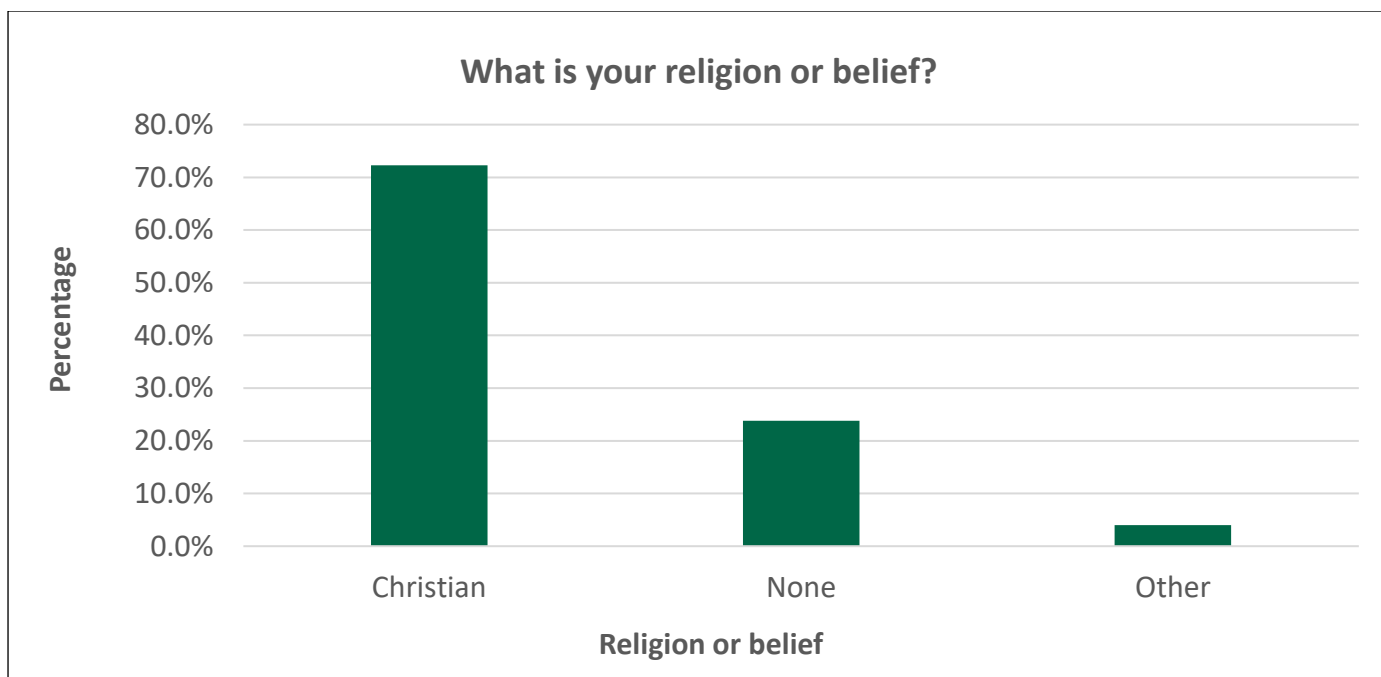
What best describes your gender?



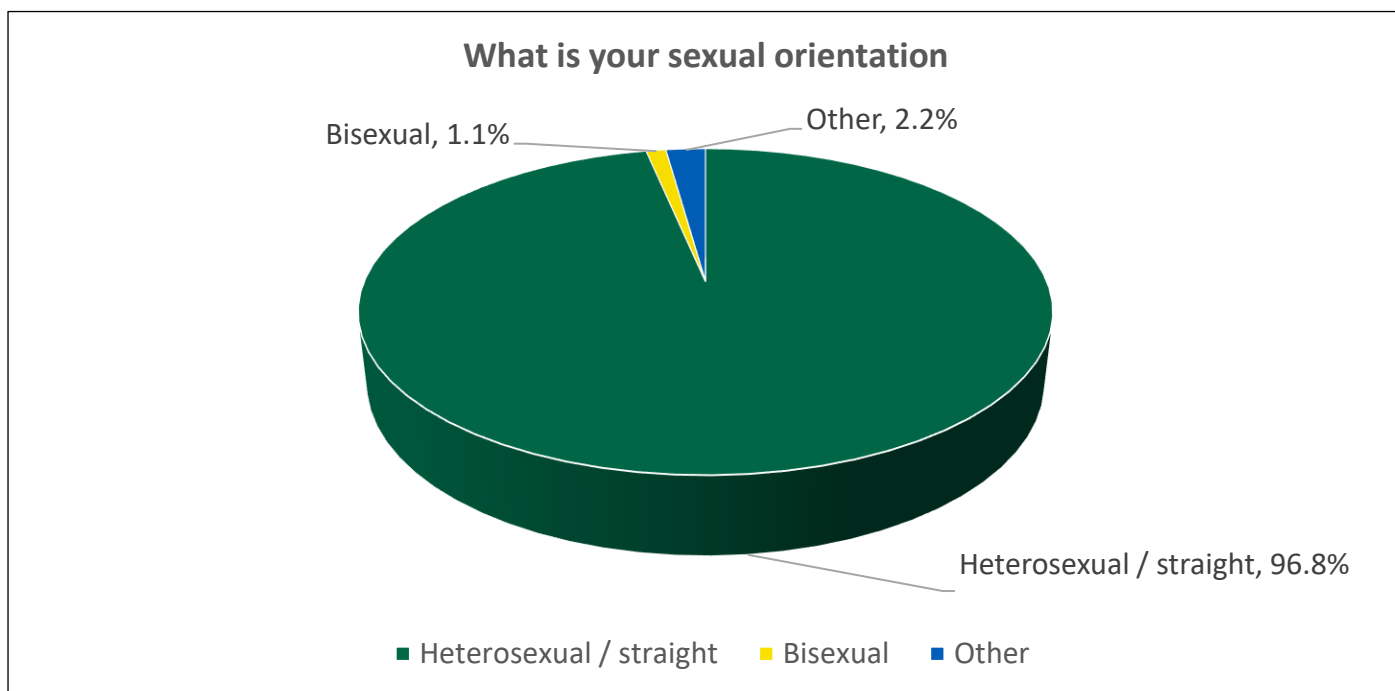
What is your ethnic group?



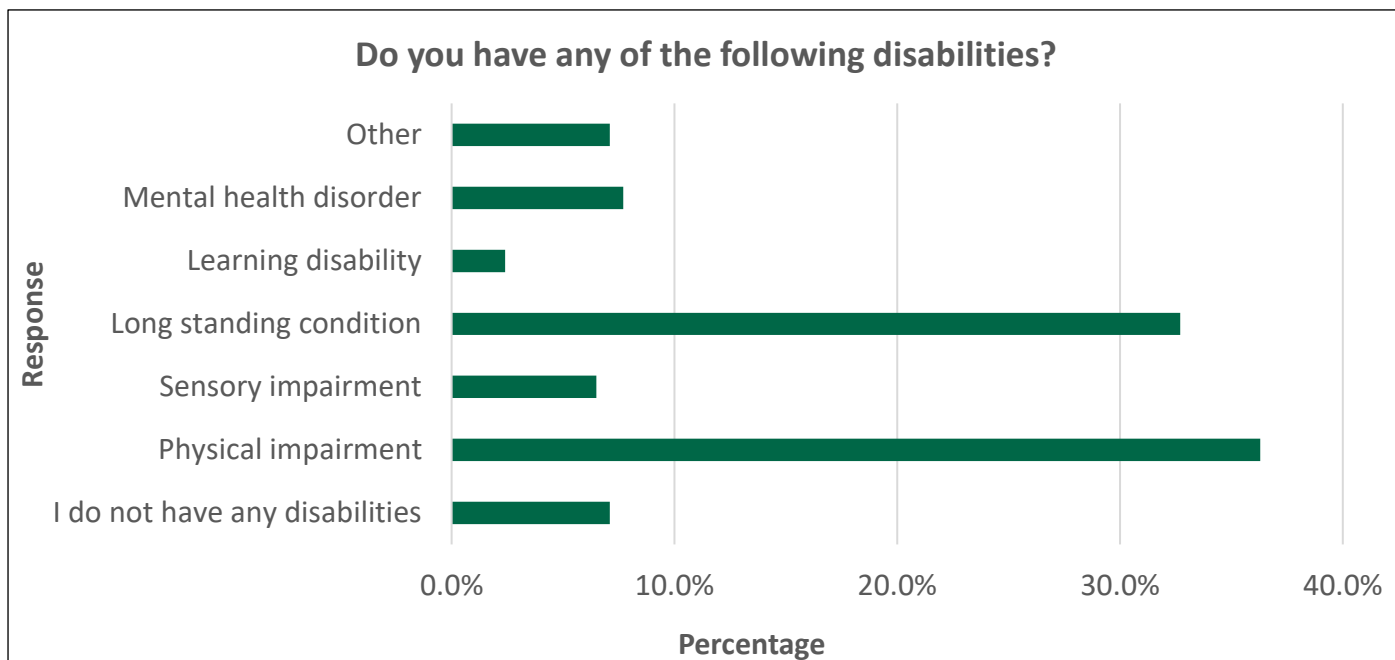
What is your religion or belief?



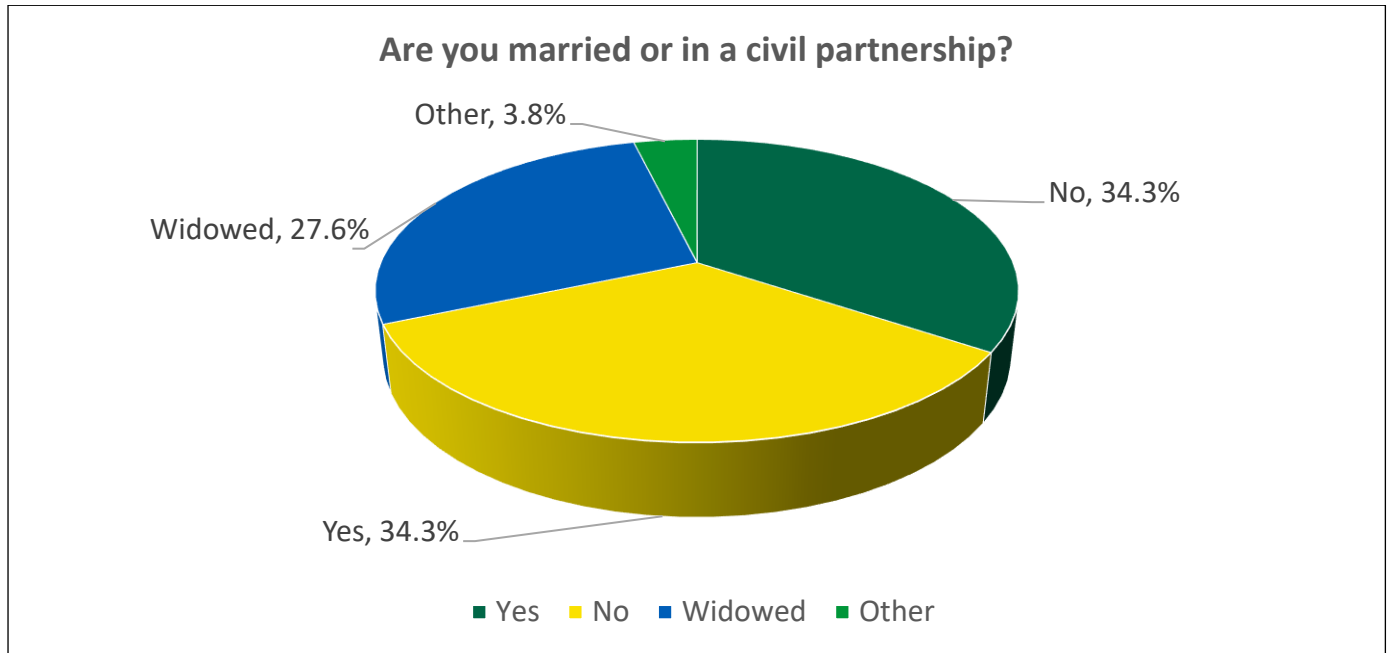
What is your sexual orientation?



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



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.