



Patient Transport Service Patient Experience Report

Patient Transport Service
South Essex CCG January to March 2022

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Summary

Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has ceased the routine undertaking of patient experience postal surveys. However, the Patient Transport Service (PTS) survey has remained available on the Trust's public website, enabling patients to feedback on their experiences 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 South Essex CCG area during January to March 2022.

Sample

The PTS online survey is undertaken by way of self-selected sample and is available to complete via EEAST's public website. A random sample of PTS patients is also collated each month (100 patients who have used transport within the South 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. 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 have also been completed by patients who found the survey through alternative means.

Methodology

The survey is available on the Trust's public website for patients to complete at any time and has been promoted using various methods, such as via 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.

In addition to the above, the Patient Survey Team send invitation to feedback letters to random samples 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, this 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.

Conclusion

Overall, 81.3% of respondents who answered the FFT question and had used the Trust's PTS within the South Essex CCG area during January to March 2022 rated the service received as either 'good' or 'very good.'

Most respondents (72.7%) felt that their call had been answered 'quickly,' although three respondents recalled it taking either a 'long time' (18.2%) or that their call had been unanswered (9.1%). The PTS booking system was rated as 'good' or 'very good' by 78.6% of respondents, and over three quarters (83.3%) were also satisfied with the length of time their journey took. 81.8% of patients had arrived 'on time' (45.5%) or 'early' (36.4%) for their medical appointment and most patients (84.6%) waited between 0 to 45 minutes for return transport.

PTS staff attitude was generally rated highly (92.8%) as 'good' or 'excellent,' with the same proportion of patients treated with dignity and respect. In addition, the

respondents were mostly satisfied (83.3%) with the communication between the PTS staff and the hospital/clinic.

The majority of additional comments received were generally positive and highlighted the professionalism, kindness and care provided by staff. However, negative comments were received in relation to the booking system/wait for patient transport.

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, 17 completed survey submissions were received from patients who had used the PTS within the South Essex CCG area during Quarter 4 2021/22. Most respondents (82.4%) had been signposted to the survey through the invitation to feedback letter, however 'social media' (11.8%) and 'patient information card' (5.9%) also given as alternative methods of signposting.

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 completed survey submissions received, caution must be taken when interpreting the results which may not be representative.

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.'

Of the 16 patients who responded to the FFT question, 13 patients (81.3%) rated the service received as either 'good' (12.5%) or 'very good' (68.8%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
3	January	Telephoned and booked everything, explained like booking for escort if needed what time to be ready as could not give exact time transport would arrive.
8	January	Very helpful always cheerful. Make you feel at ease and comfortable, nothing is too much trouble to get you to an appointment and home again.
9	February	The person who transported me, was very helpful and took me right to the clinic reception. As an 83-year-old, the rest of the government ignores us. So, it makes a change to be helped.
10	February	Man was very caring and helpful, on time and came back on time. It was great.
14	February	The letter that you sent me re this questionnaire concerned my trip home from hospital. You were called by the hospital, so, most of these questions are irrelevant, however after my hospital stay last year, I used your service several times for my appointments afterwards. Your ambulance drivers are all very pleasant natured and caring. The excellence of their driving was noteworthy, considering some of the thickly parked streets they had to manoeuvre! Their kindness at my requests on return journeys, to allow me to walk to the door (when my walking was then so bad and I hadn't been out for 2 years) was so appreciated, as they would both accompany me each time, right to my door and see me safely indoors. I felt that each couple of drivers that took care of me each time showed great compassion and I am so appreciative of them and your great service. Thank you.
15	February	Fantastic team who were extremely kind and patient.

Patient number	Month	Positive comments received
16	February	Everybody ambulance staff, telephone operators, really helpful.

Patient number	Month	Mixed/neutral comments received
5	January	They could not be nicer helping me in and out of the ambulance. The only trouble is when I get an ambulance with a high step and only one handrail at the top, I cannot get into it without an extra platform and the staff helping me. This is because I have lymphoma in both legs and am unable to bend my legs.
17	January	I was told I would need to be ready 2 hours before my appointment. When I said I would need to get my carer round to me about 6.15 to shower and dress me. The lady on the phone said OK we will get you picked up at 8 o'clock. Pick up was around 8.30. The ambulance men told me they don't start until 8.00.

Patient number	Month	Negative comments received
2	January	Sometimes the ambulance was late, and they were not sure how to get to our home or the hospital.
13	March	I was taken ill with a bone stuck in my throat on the evening of the 5 th of February 2022 and was eventually taken by ambulance at 23:06 to hospital. I called 999 and later an ambulance picked me up. I was there from 23:16-04:21. I had been referred to hospital by ambulance but after waiting till 04:21 with no response, I left and walked home arriving at 04:58. An ambulance picked me up from home at 08:06 and took me to hospital. After seeing the ENT Specialist, I was released to go home. I had no money on my person and no bus pass and because I had mobility issues with swollen painful feet, I went to Bloomfield Hospital Patient Transport Service and explained my situation to the receptionist requesting an ambulance to take me home. I explained that I had been brought to the hospital by ambulance and had mobility issues and no money to get back home. The receptionist made some calls and later told me that I should have booked for an ambulance when I arrived at the hospital, but how could I when I was in pain and 999 had already asked me if I could find my way.
12	March	I have now spent over 4 hours trying to book transport for my partner 2 hours on Monday, 90 minutes on Tuesday. It is now 10.52 on Wednesday, been on from 10am. Actually trying North East Essex as well at same time on another phone. Your phone says you aim to answer 95% of all calls within 2 minutes. Over 4 hours you have failed miserably.

Are you the patient?

Overall, 75.0% of respondents who completed the survey advised that they were the patient. Examples of respondents who were not the patient included: *'wife,'* and *'partner.'*

How quickly did we answer your call?

Of the 11 respondents who answered the above question, 72.7% advised that their call had been answered *'quickly.'* Three respondents advised that it either *'took a long time'* (18.2%) or that their call *'was not answered'* (9.1%). The remaining respondents either did not respond or were *'unable to say.'*

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

All 11 respondents who were able to answer 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 respond or were *'unable to say.'*

How would you rate the booking system?

Of the 14 respondents who were able to answer the above question, 11 rated the booking system as either *'good'* (21.4%) or *'very good'* (57.1%). Three respondents rated the system as *'neither good nor poor'* (7.1%), *'poor'* (7.1%) or *'very poor'* (7.1%). The remaining respondents either did not respond or *'did not know.'*

Did the service staff introduce themselves?

Of the 14 respondents who answered the above question, 12 respondents (85.7%) remembered the PTS staff providing an introduction. Two respondents did not recall the staff introducing themselves on arrival. The remaining respondents did not complete this question.

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

10 respondents (83.3%) who answered the above question were satisfied with the length of their journey and provided 'good' (33.3%) or 'very good' (50.0%) responses. One respondent (8.3%) rated the journey length as 'neither good nor poor,' and one respondent (8.3%) described the journey time as 'very poor.' The remaining respondents either did not respond or 'did not know.'

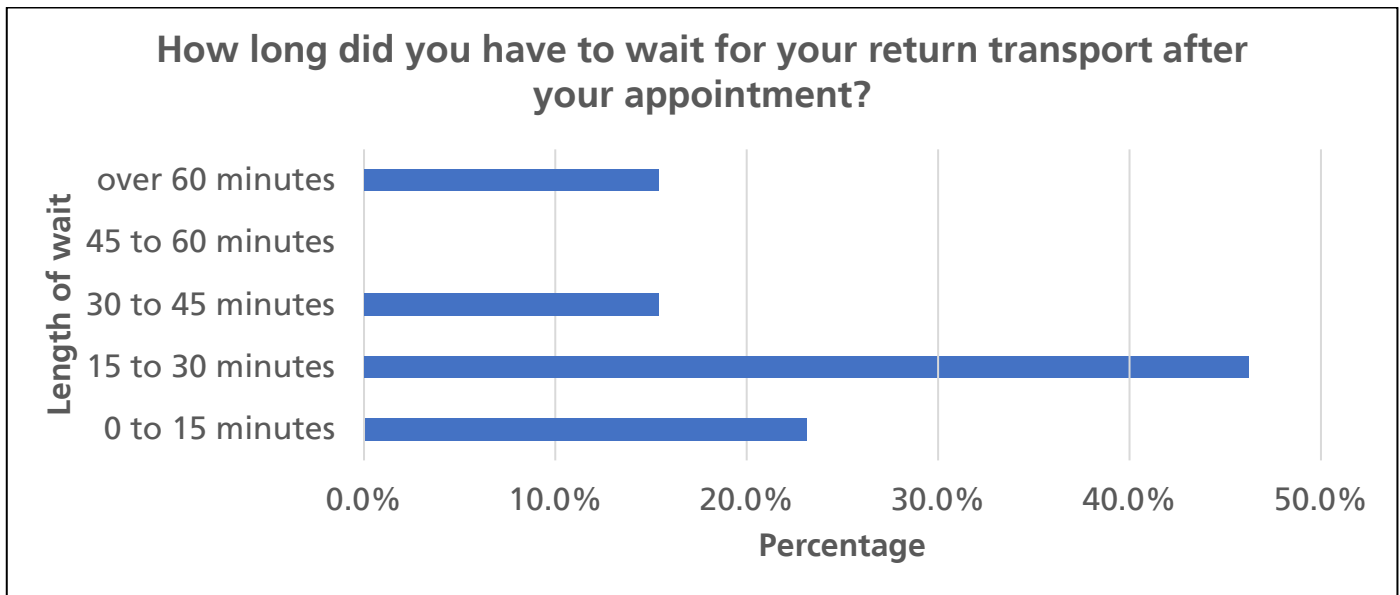
Did you arrive on time for your appointment?

Of the 11 respondents who answered the above question: nine patients had either arrived 'on time' (45.5%) or 'early' (36.4%) for their medical appointment. Two patients (18.2%) advised that they had arrived 'late.' The remaining respondents either did not respond or answered that this was 'not applicable.'

If we were late, did we contact you?

Two of the three patients who responded to this question advised that they had been contacted in relation to their delayed transport. The remaining patients either did not respond or answered that this was 'not applicable.'

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

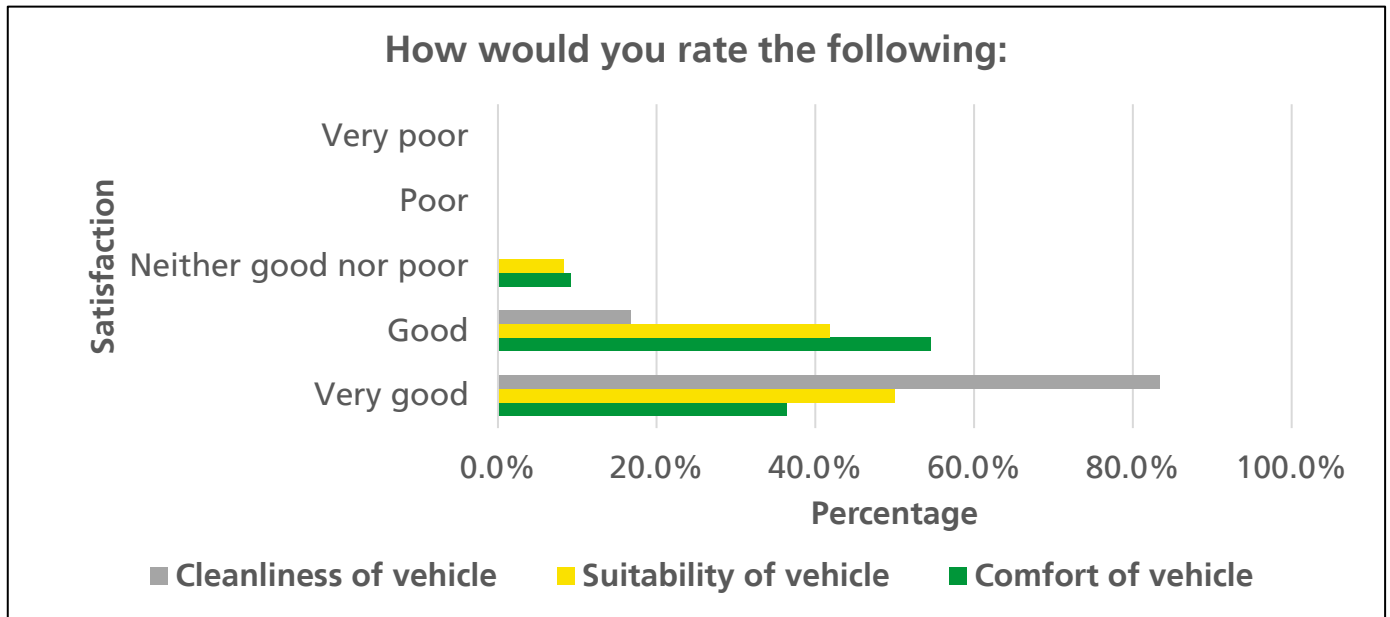


Overall, 84.6% of respondents who answered the above question had waited up to 45 minutes for return transport: 0 to 15 minutes (23.1%), 15 to 30 minutes (46.2%) and 30 to 45 minutes (15.4%). Two patients (15.4%) had waited over 60 minutes following their medical appointment. The remaining respondents either did not respond or answered, 'not applicable.'

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

Of the 12 respondents who answered the above question, 83.3% rated the communication between the Patient Transport Service and the hospital/clinic as either 'good' (25.0%) or 'very good' (58.3%). Two respondents felt the communication was 'poor' (8.3%) or 'very poor' (8.3%). The remaining respondents either did not respond or were 'unable to say.'

How would you rate the following?



Most respondents who answered the above question provided 'good' or 'very good' responses in relation to the cleanliness (100.0%), suitability (91.7%) and comfort (90.9%) of the PTS vehicle. The remaining respondents either did not respond or were 'unable to say.'

How would you describe the attitude of the staff?

13 out of 14 respondents (92.8%) rated staff attitude as 'good' or 'excellent.' However, one respondent (7.1%) rated the attitude of staff as 'poor.' The remaining respondents either did not respond or were 'unable to say.'

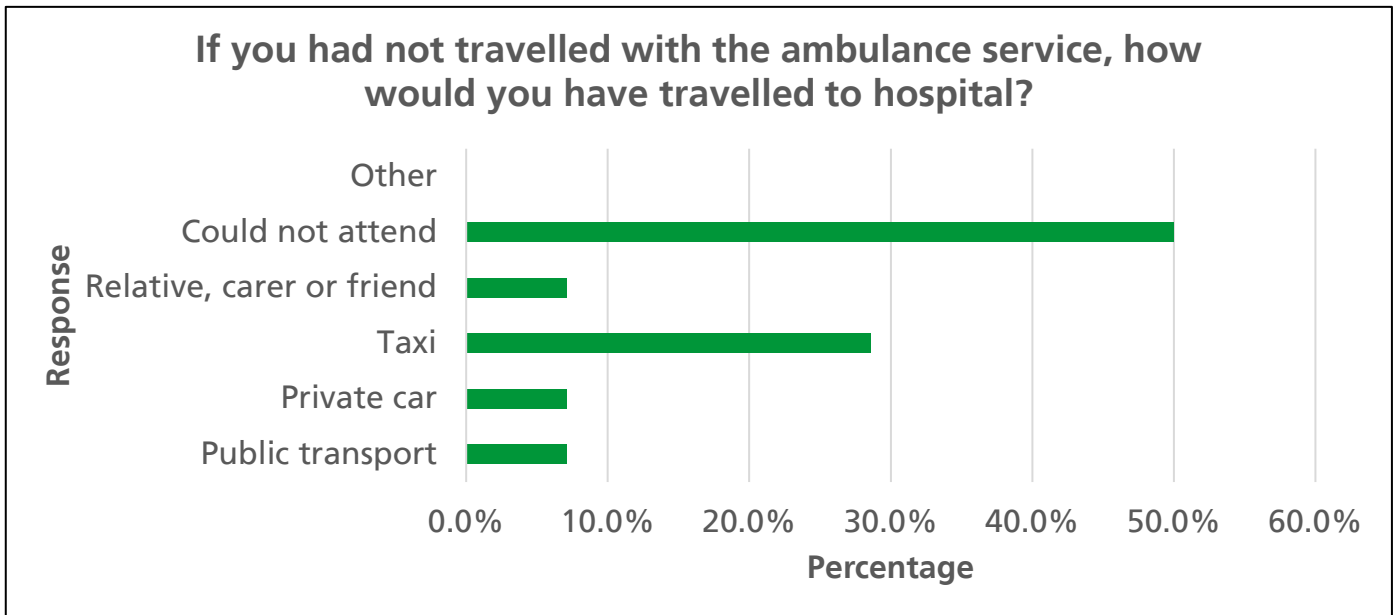
Did the staff treat you with dignity and respect?

Overall, 13 out of 14 respondents recalled 'definitely' being treated with dignity and respect, with patients also assisted by staff if required. The remaining respondents either did not respond or were 'unable to say.'

Did the service staff drive safely?

13 out of 14 respondents (92.9%) felt that the service staff had driven safely, however, one respondent (7.1%) did not feel that the vehicle had been driven safely. The remaining respondents either did not respond or were 'unable to say.'

If you had not travelled with the ambulance service, how would you have travelled to hospital?

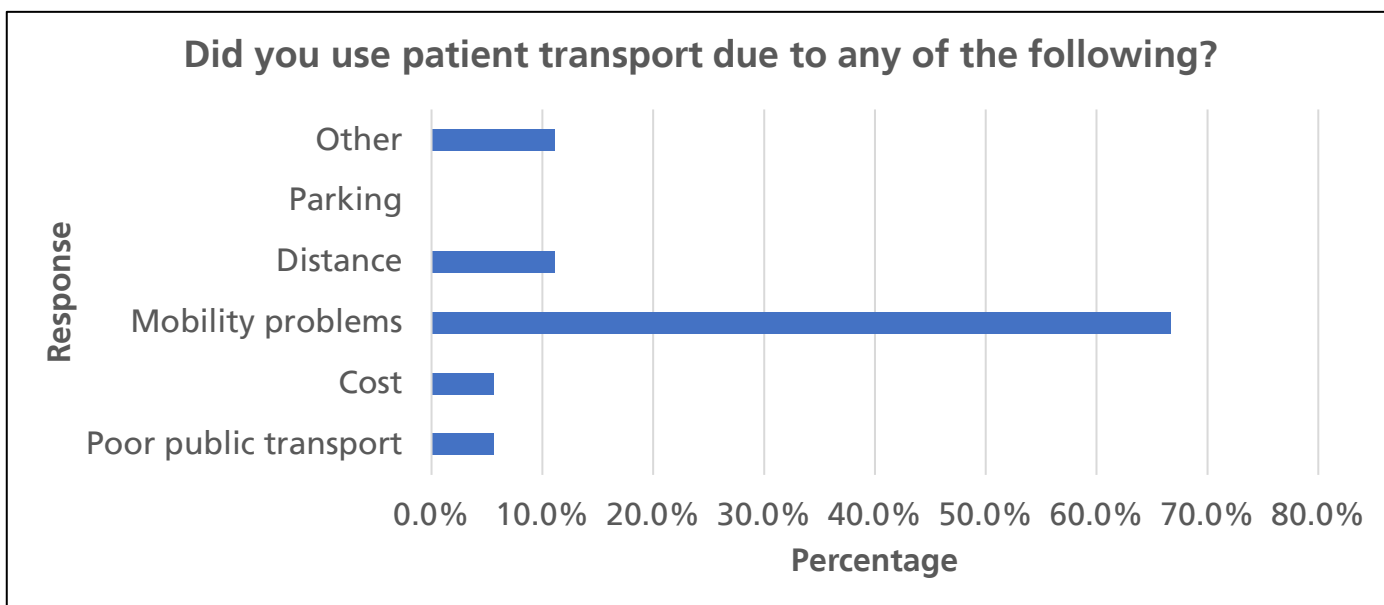


Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided, with 7 respondents (50.0%) who answered the above question advising that they **could not** have attended their appointment. Other responses included 'taxi' (28.6%), 'public transport' (7.1%), 'private car' (7.1%) and 'relative, carer or friend' (7.1%).

The below comment was also received:

- *“As I need a wheelchair ambulance, only safe way.” (Patient 16, February)*

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



Various responses were provided in relation to the reason for using patient transport, with 12 respondents (66.7%) advising that transport had been used due to 'mobility problems.' Other responses included 'distance' (11.1%), 'other' (11.1%), 'poor public transport' (5.6%) and 'cost' (5.6%).

The below comments were also received:

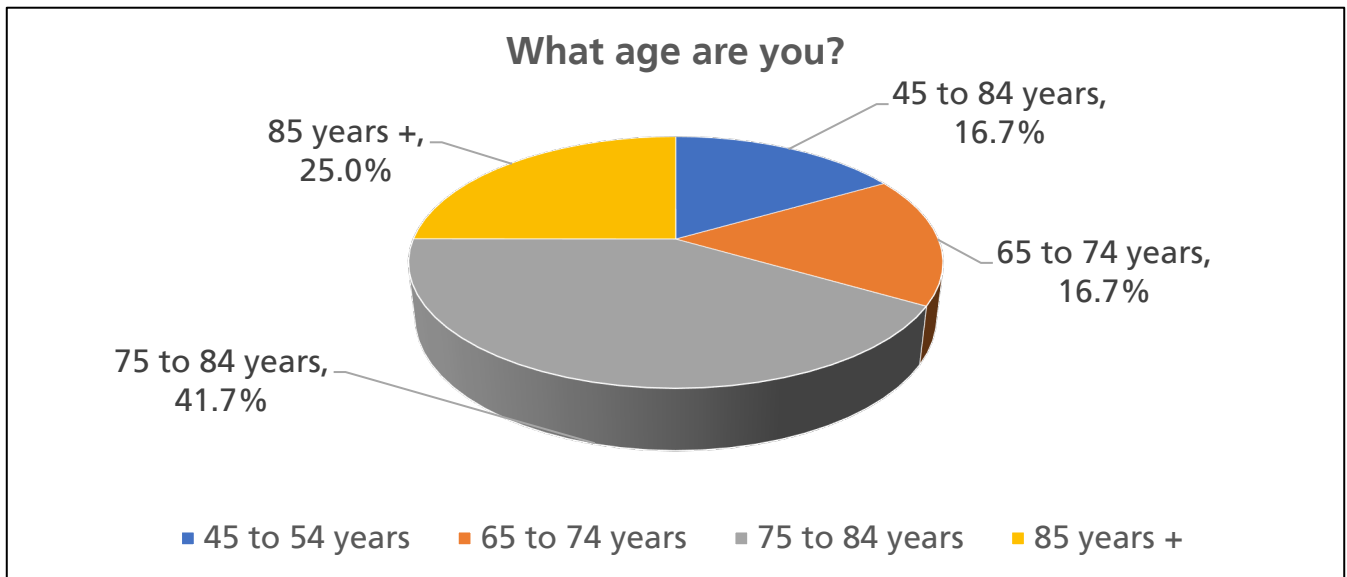
- *“Breathing problems, cannot walk very far.” (January, 3)*
- *“Immobile - use own wheelchair.” (January, 7)*
- *“All of the above.” (February, 9)*
- *“After treatment, poor sight.” (January, 11)*

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

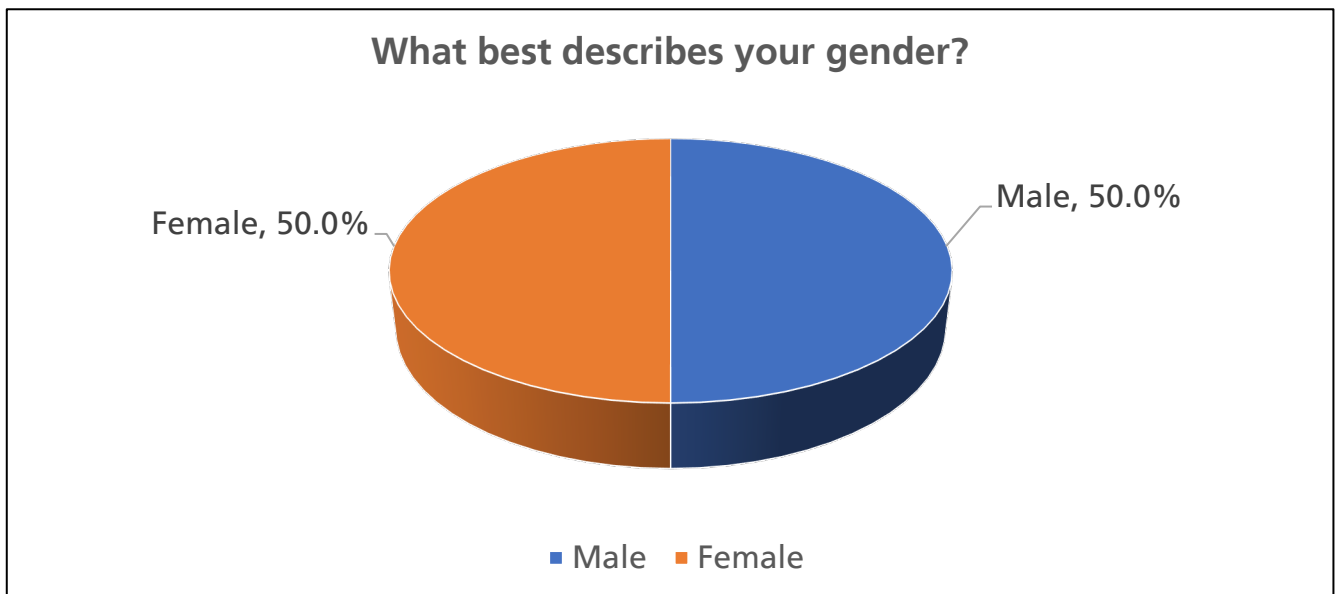
Patient number	Month	Comments received
2	January	All ok, could have the return journey quicker. No, the driver and helpers are excellent.
8	January	Your job is not easy and under the circumstances that you all have to work under day by day you do a good job. All the staff that work for you to give them a medal and a big pay rise.
9	February	I didn't like the interrogation, as to whether I really needed hospital transport.
10	February	Not for us, no.
12	March	If you could answer the phone that would be lovely.
13	February	I feel I was not treated properly by Patient Transport Service given my circumstances.
16	February	Just very grateful there are so many helpful people when there is a problem, thank you all once again.

Equality and Diversity Information

What age are you?



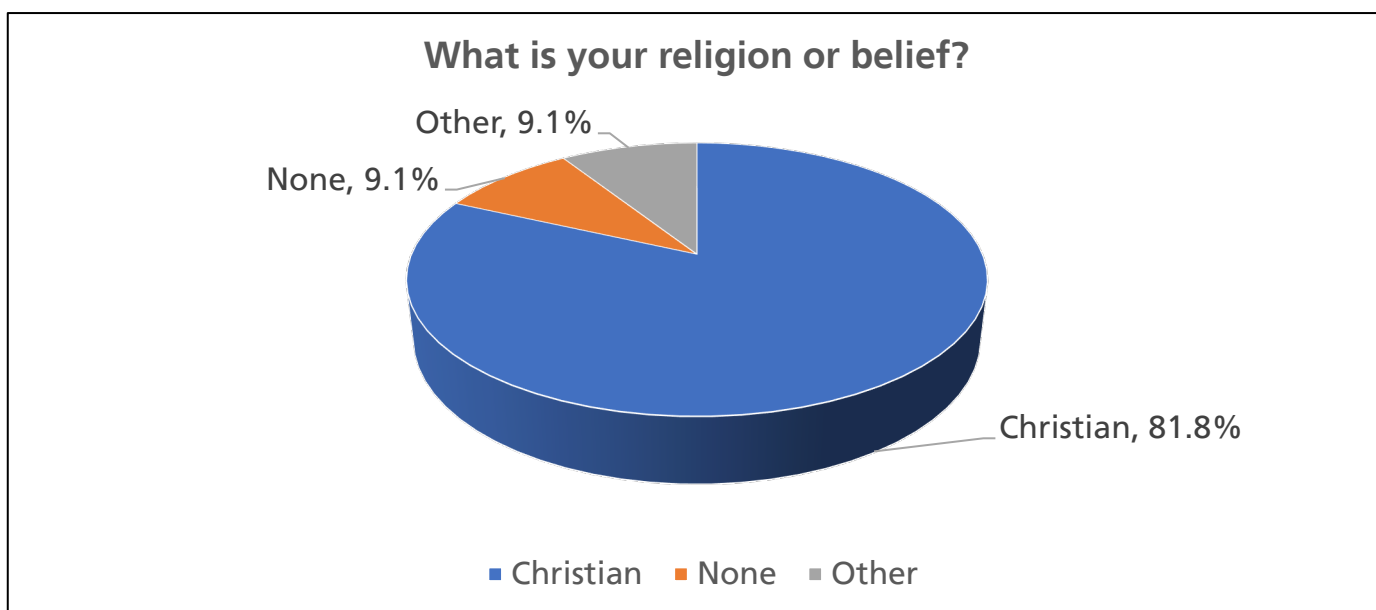
What best describes your gender?



What is your ethnic group?

Of the 12 patients who answered this question, 11 patients (91.7%) described their ethnic group as 'White.' One patient (8.3%) advised that they were of 'Black British' ethnic group.

What is your religion or belief?

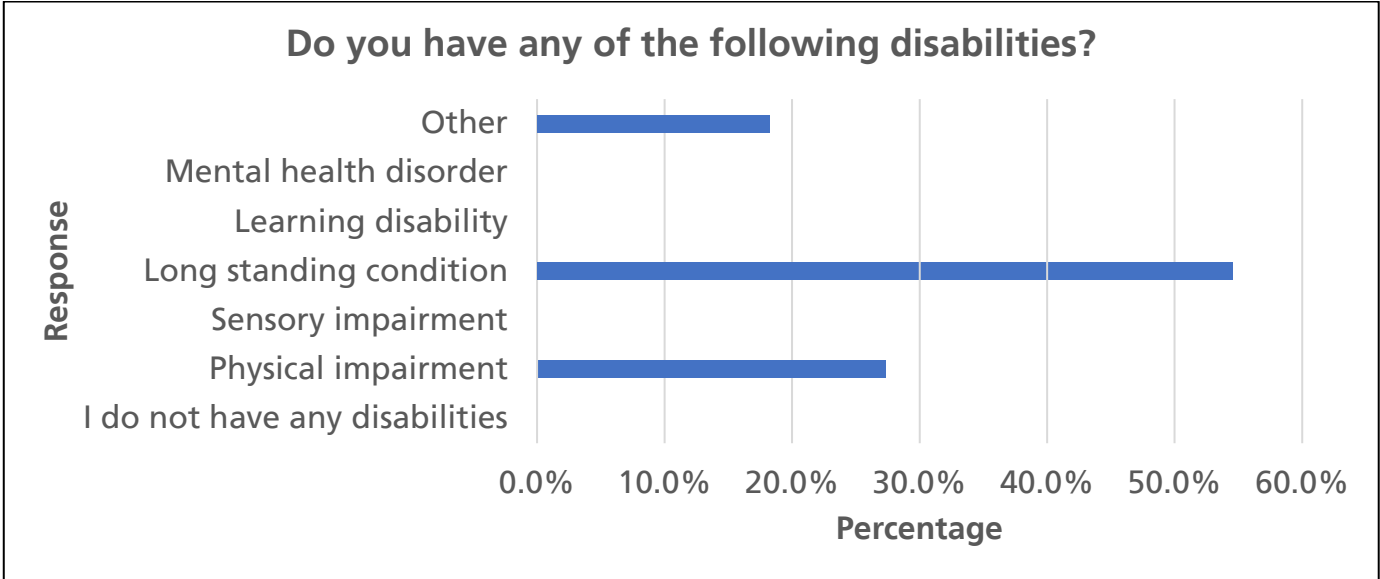


What is your sexual orientation?

All respondents who answered this question advised that they were of a 'heterosexual/straight' sexual orientation.

Do you have any of the following disabilities?

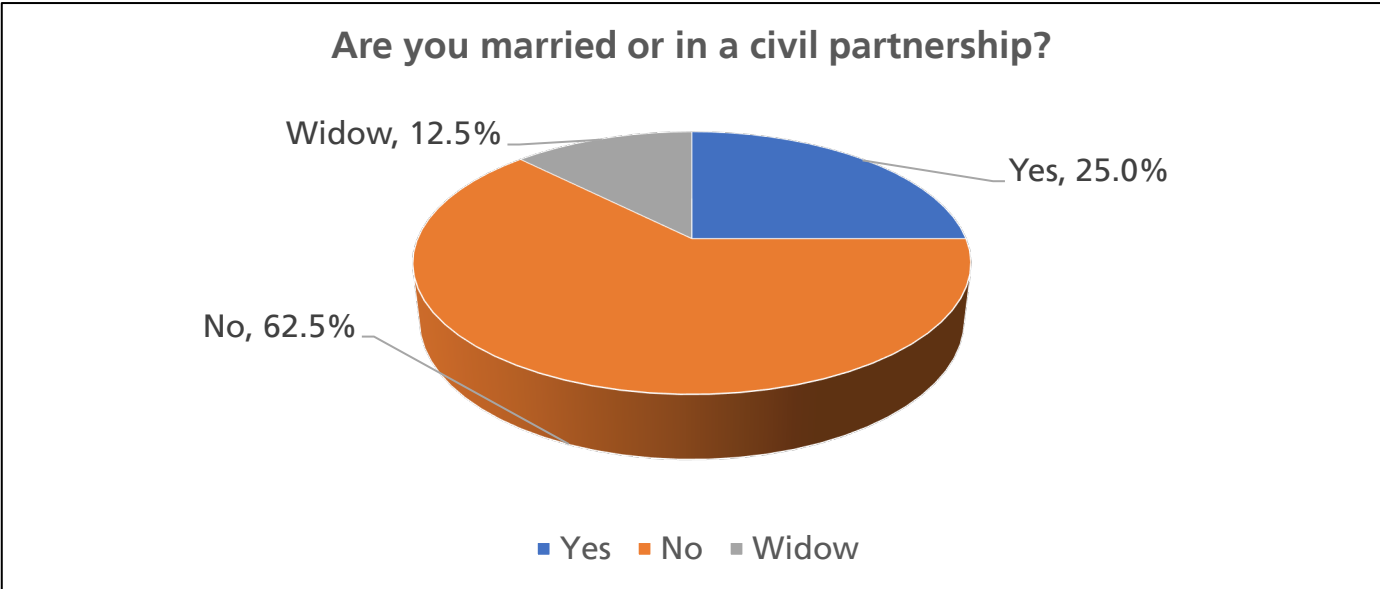
Six of the 11 respondents who answered the above question advised that they had a 'long standing condition,' (54.5%). Other responses included 'physical impairment' (27.3%) and 'other' (18.2%). The remaining respondents did not complete this question.



The below comments were also received in relation to this question:

- "COPD." (Patient 3, January)
- "MS." (Patient 17, January)
- "Mobility" (Patient 13, 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.