



# Patient Transport Service Patient Experience Report

Patient Transport Service  
Cambridgeshire CCG Q1 April to June 2022

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Date of Report: November 2022

## 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 of the PTS experience survey for patients who used the service within the West Essex CCG area during April to June 2022.

### Methodology

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

The Patient Survey Team also post invitation to feedback letters to a random sample of PTS patients each month (obtained through Cleric and provided by the Trust's Information Management Team). 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 as it is available to complete via EEAST's public website. However, a random sample of PTS patients is also collated each month (approximately 100 patients who have used transport within the West Essex CCG 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, 85.7% of respondents (12) who answered the FFT question and had used the Trust's PTS within the West Essex CCG area during April to June 2022, rated the service received as either 'good' or 'very good.'

80.0% of respondents (8) felt their transport booking call had been answered 'quickly,' with all respondents satisfied with the booking system. Respondents were mostly satisfied (91.7%) with the length of time their journey took, with all patients (14) arriving 'on time' (35.7%), 'early' (42.9%) or 'very early' (21.4%) for their medical appointment. 85.7% of respondents (12) had waited between 0 to 60 minutes for their return transport, with two respondents advising that the wait was over one hour.

Positively, PTS staff were mostly rated as 'good' (16.7%) or 'excellent' (75.0%), with all 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. However, the main area of dissatisfaction highlighted from the comments received was in relation to communication and care of patients when transferring to 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.

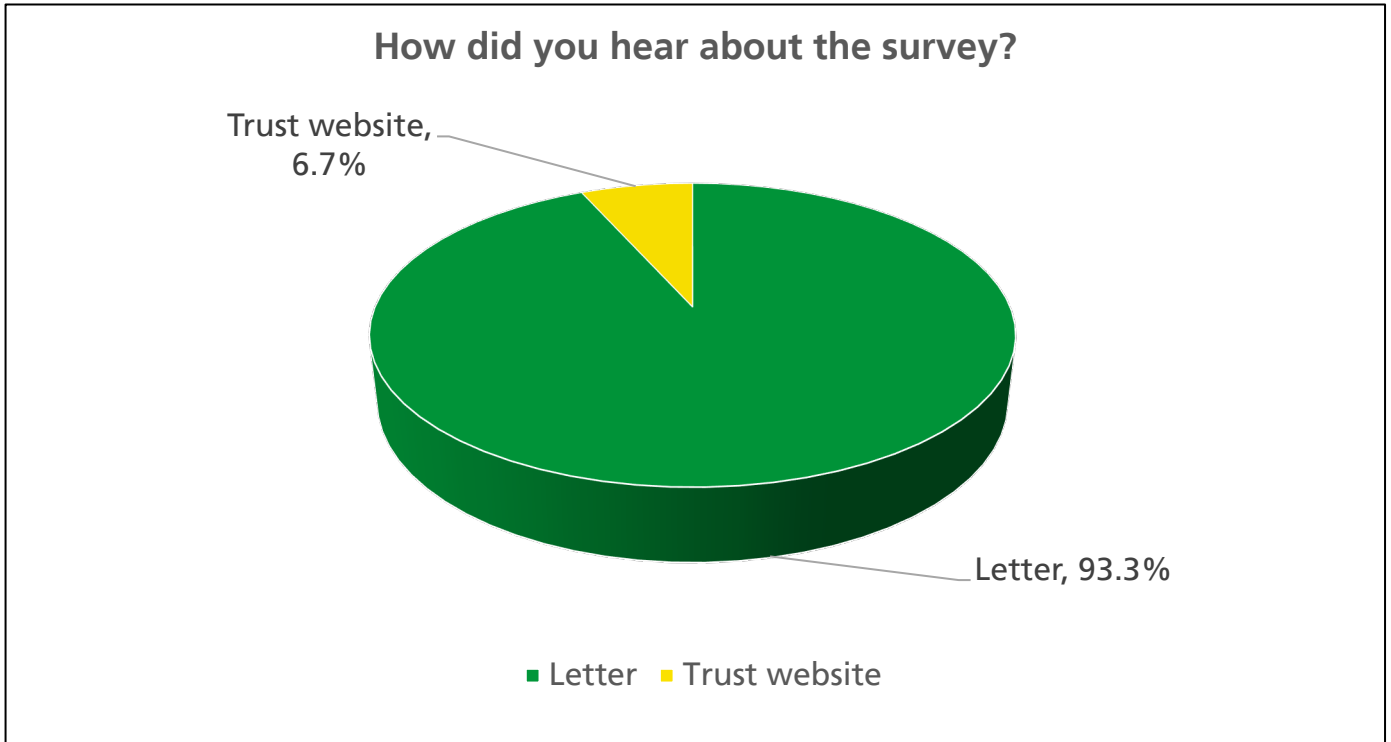
## Results

Overall, 15 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 1 2022/23: April (5), May (6) and June (4).

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.

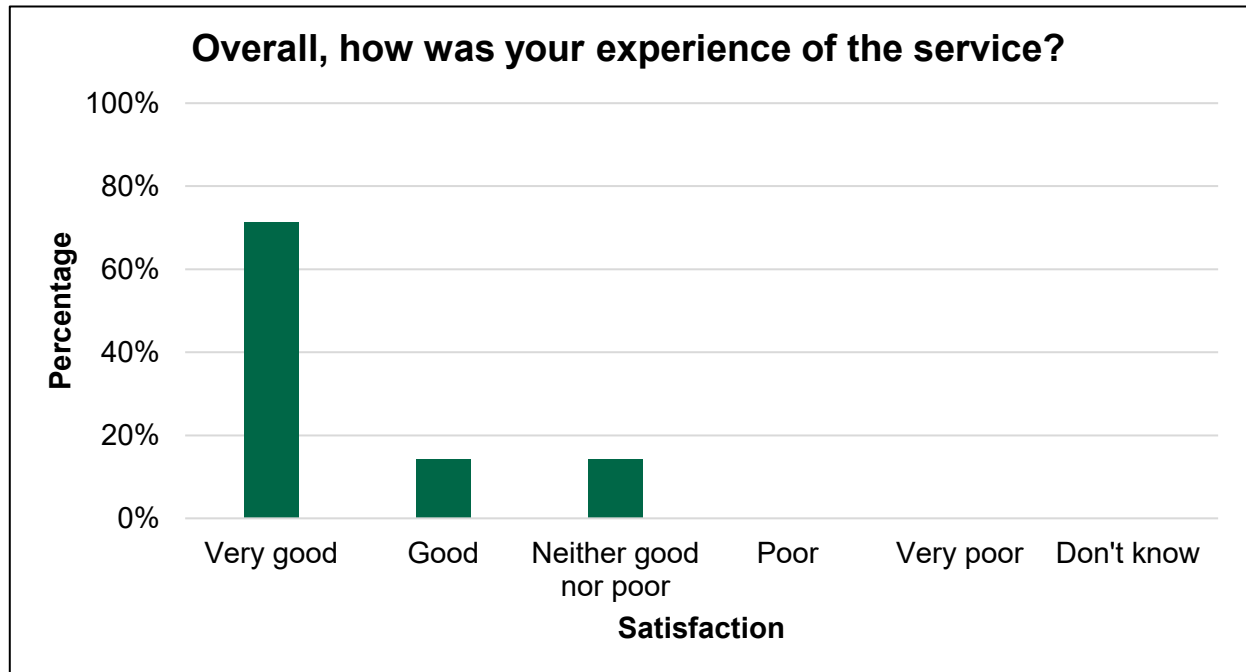
Due to the small number of survey submissions received, **caution** must be taken when interpreting the results which may not be representative.

## How did you hear about the survey?



Overall, 93.3% of respondents had heard about the survey through the invitation to feedback letter and one respondent (6.7%) had heard through the 'Trust website.'

## 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, 14 respondents who used the Trust's PTS within the West Essex CCG area answered the FFT question. 12 (85.7%) of these respondents rated the service received as either 'good' (14.3%) or 'very good' (71.4%). Two respondents (14.3%) rated the service as 'neither good nor poor.'

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

Patient number	Month	Positive comments received
3	April	Drivers always friendly, easy to talk to, helpful.
4	April	Very helpful.
5	April	Because it's the truth. As living by myself I would lost without the ambulance service.
Patient number	Month	Positive comments received
8	May	Very happy and cheerful person made the journey there and back a joy, very professional and helpful, was a very good driver felt very safe.
10	May	All ambulance crews, single or double, have all been most helpful and considerate, nothing was to much trouble for them. Thanks to all ambulance crews concerned for job they do and the stress it must cause them. Thanks to you all.
12	June	Because they on time also very helpful.
14	June	My husband was transported to St Clare hospice and was treated with great care and assistance.

Patient number	Month	Negative comments received
6	May	One of the operatives was very overweight and could not negotiate my two steps with me in a wheelchair. I had to get out of the wheelchair and negotiate the steps.
9	May	Person was friendly but My Mum was transferred from the Ambulance via a tail lift that was unstable she should of

		been taken off in a wheelchair. Also person said my Mum is likely to have first signs of dementia which I thought was inappropriate.
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## Are you the patient?

Overall, 10 (76.9%) of the 13 respondents who answered the above question advised that they were the patient.

## How quickly did we answer your call?

Eight (80.0%) of the 10 respondents who answered the above question recalled their call to the PTS as being answered 'quickly.' However, two (20.0%) respondents felt that it took 'a long time.' 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 13 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 did not complete this question.

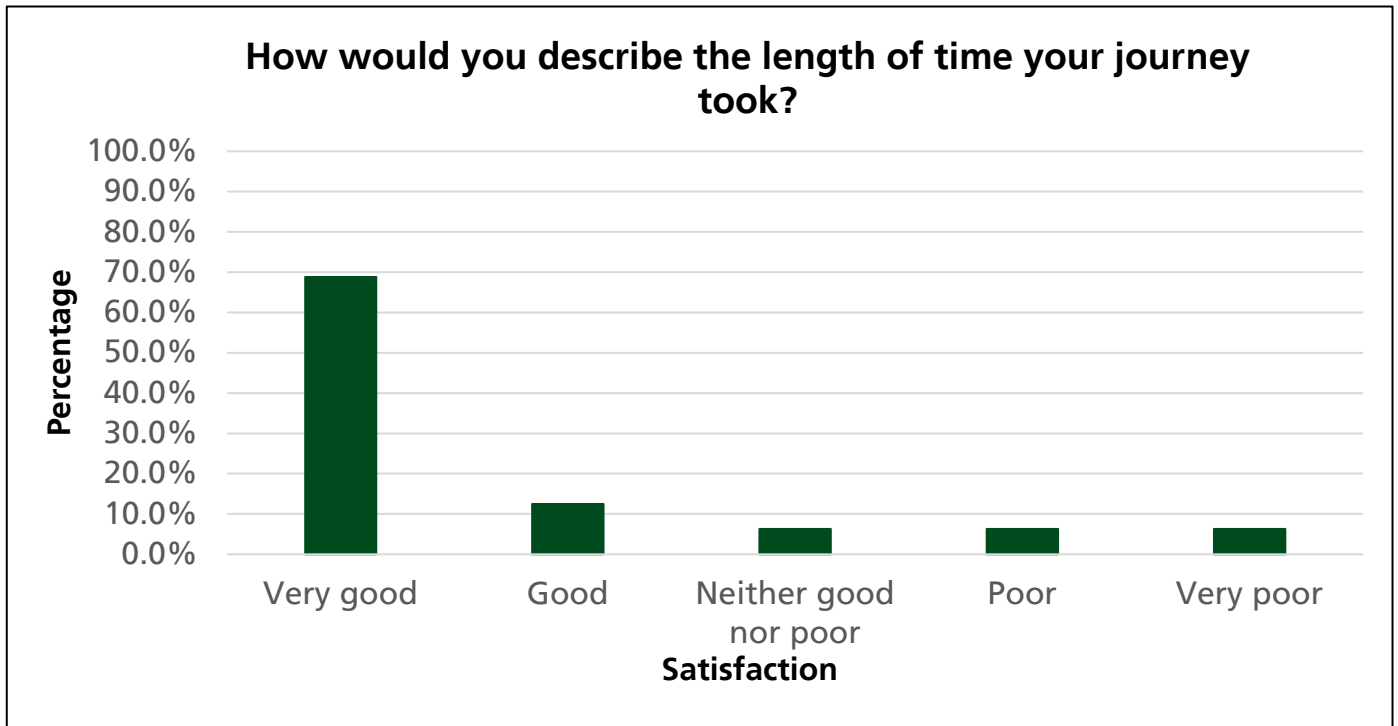
## How would you rate the booking system?

All 12 respondents who were able to answer the above question rated the booking system as either 'good' (25.0%) or 'very good' (75.0%). The remaining respondents either did not complete this question or 'did not know.'

## Did the service staff introduce themselves?

All 11 respondents who were able to answer the above question recalled the PTS staff as having introduced themselves upon their arrival. The remaining respondents either did not complete this question or were 'unable to say.'

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



Overall, 11 (91.7%) of the 12 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (16.7%) or 'very good' (75.0%) responses and one respondent (8.3%) advised 'neither good nor poor.' The remaining respondents either did not complete this question or 'did not know.'

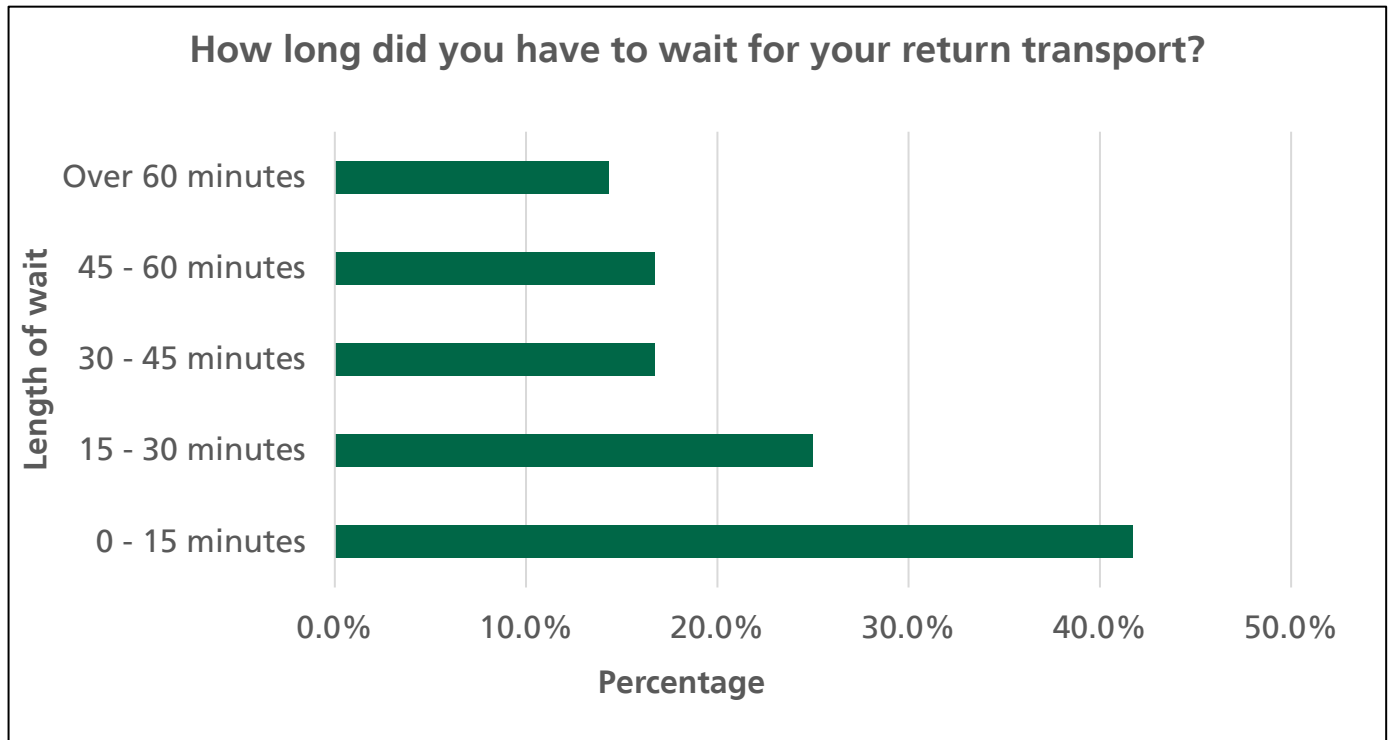
## Did you arrive on time for your appointment?

Of the 14 respondents who answered the above question, nine (64.3%) had arrived either 'very early,' (21.4% ) or 'early' (42.9%) and five (35.7%) had arrived 'on time' at the hospital/clinic. The remaining respondents either did not complete this question or answered, 'not applicable.'

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

All respondents who answered the above question advised this question was 'not applicable.' The remaining respondents did not complete this question.

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



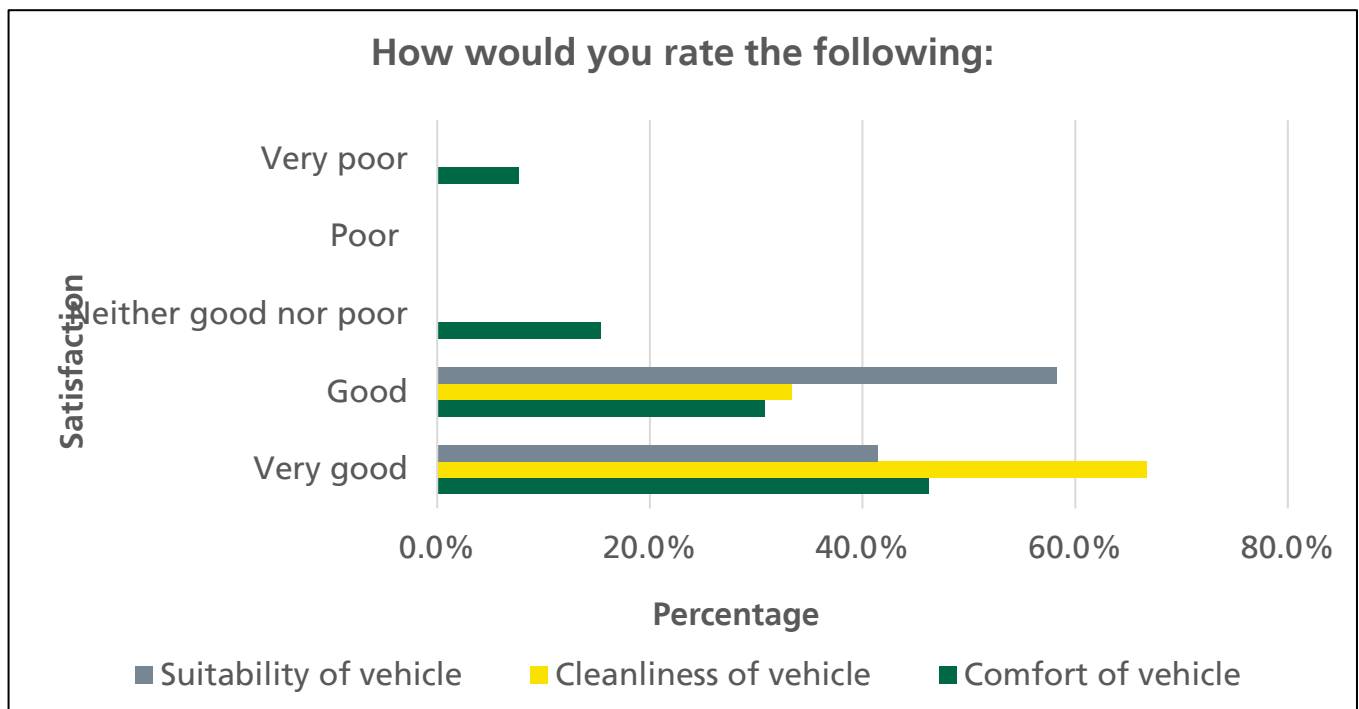
Overall, 85.7% of respondents (12) who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (41.7%), 15 to 30 minutes (25.0%), 30 to 45 minutes (16.7%) and 45 to 60 minutes (16.7%). However, two patients (14.3%) had waited over 60 minutes following their 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, nine (90.0%) of 10 respondents rated the communication between the PTS and the hospital/clinic as either 'good' (40.0%) or 'very good' (50.0%). However, one respondent felt the communication was 'very poor' (10.0%). 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 suitability was rated most highly by respondents as 'good' (58.3%) or 'very good' (41.4%).

Respondents were also generally satisfied with the cleanliness of the vehicle, which was rated by most respondents as 'good' (33.3%) or 'very good' (66.7%).

Patients were least satisfied with the vehicle comfort. 10 (76.9%) out of 13 respondents rated the comfort as 'good' (30.8%) or 'very good' (46.2%), however, two respondents (15.4%) described the comfort as 'neither good nor poor' and one respondent (7.7%) rated the vehicle comfort as 'very poor.'

The remaining respondents did not complete this question.

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

Overall, 11 (91.7%) of the 12 respondents who answered the above question rated staff attitude as either 'good' (16.7%) or 'excellent' (75.0%). One respondent (8.3%) described the staff attitude as 'poor.' Three respondents did not complete this question.

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

All 11 respondents who answered the above question recalled 'definitely' being treated with dignity and respect. One respondent was 'unable to say' and the remaining three respondents did not complete this question.

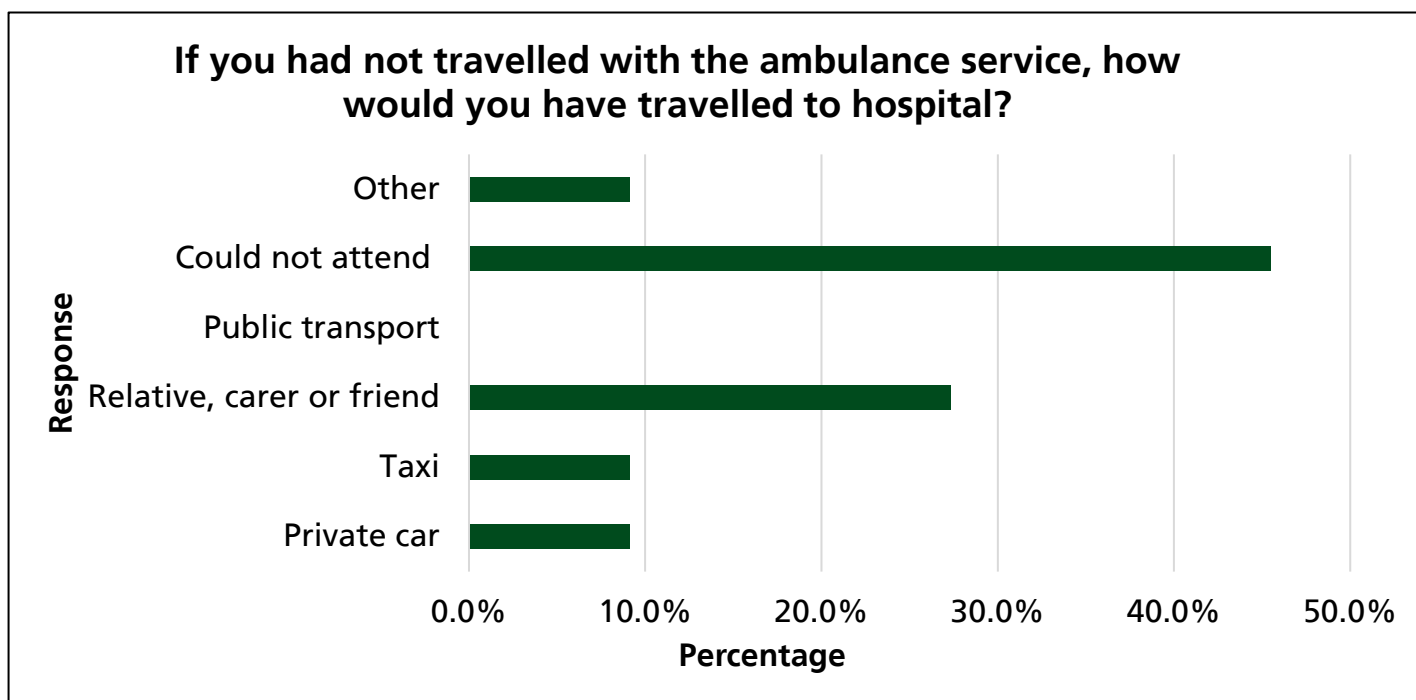
### **Did the service staff drive safely?**

Nine (81.8%) respondents who answered the above question advised that the PTS staff had driven safely. However, two respondents (18.2%) advised that the staff had not 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?

10 (83.3%) out of 12 respondents who answered the above question advised that assistance had either been offered. Two respondents (16.7%) advised that assistance had not been offered and three respondents did not complete this question.

## 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. Five of the 11 (45.5%) respondents advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (27.3%), 'other' (9.1%), 'private car' (9.1%) and 'taxi' (9.1%).

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

The below comment was also received:

14

EEAST: PTS West Essex CCG  
April to June 2022 Q1 2022-23

#WeAreEEAST 

[www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)

- *“Only if available which isn't often.” (Patient 3, April)*

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

All 12 respondents who answered the above question advised that they had travelled with the PTS due to ‘mobility problems.’ The remaining respondents did not complete this question.

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

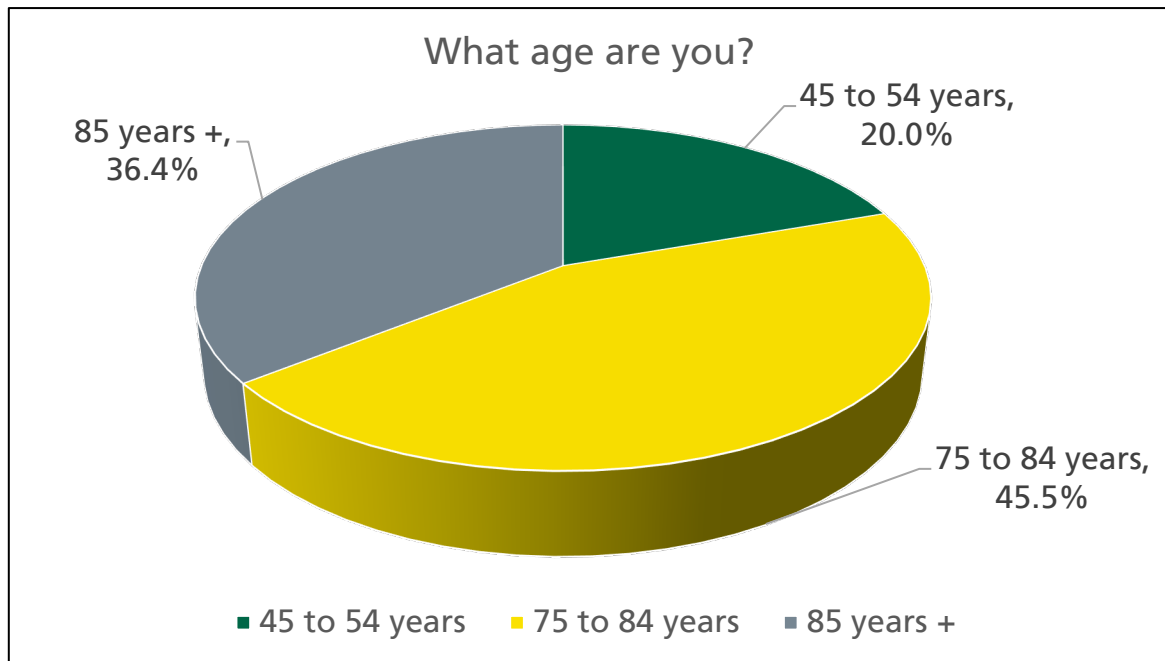
Patient number	Month	Comments received
3	April	Seat belt extender needed. I travel without a belt, unless odd occasion I'm in the front, which caused me to injure myself this week & the wound is still leaking. I would feel safer with a belt, but being a larger lady, the standard doesn't fit. I have requested a few times for an extension.
5	April	Not a thing.
6	May	The operative could have been fitter.
7	May	I was completely satisfied with everything from being picked up and being well looked after both there and back by the paramedics who I believe were called (name) and (name).
8	May	Nothing!
10	May	I am quite happy for my comments to be held by the East Ambulance service NHS Trust, but do not want to be contacted by the patient experience team.
11	May	I wasn't told I could have taken my rollator walker. At the hospital I was left in a chair outside the eye unit for my diabetic eye screening appointment. I can barely walk. The hospital could not provide me with a wheelchair. The optical doctor asked me why I hadn't brought with me a rollator or a wheelchair. Between us we struggled to the consultation room. I felt extremely unsafe & we both struggled. In truth I needed use of a wheelchair at the hospital because I haven't used my rollator since August 2021. After my appointment I phoned on my mobile, for your services to collect me as I didn't know whether anyone was coming for me. My



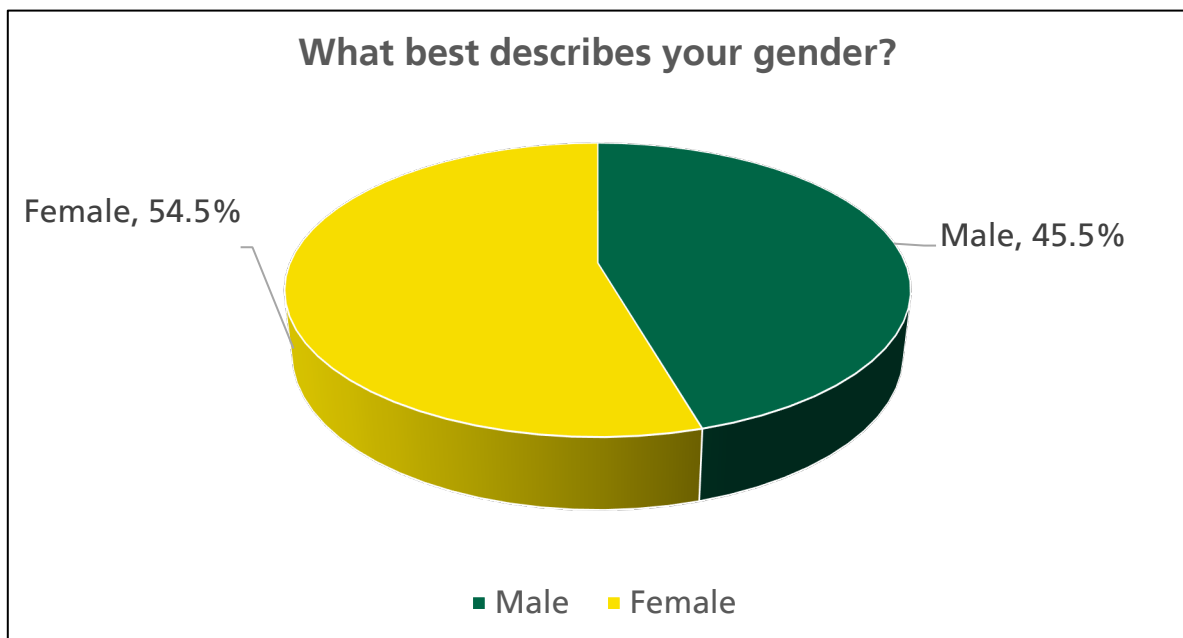
		daughter had written your number on my appointment letter.
<b>Patient number</b>	<b>Month</b>	<b>Comments received</b>
12	June	I don't think you could improve on the service. The phone staff were very good and the driver was very helpful.

# Equality and Diversity Information

## What age are you?



## What best describes your gender?



## What is your ethnic group?

All 11 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining respondents did not complete this question.

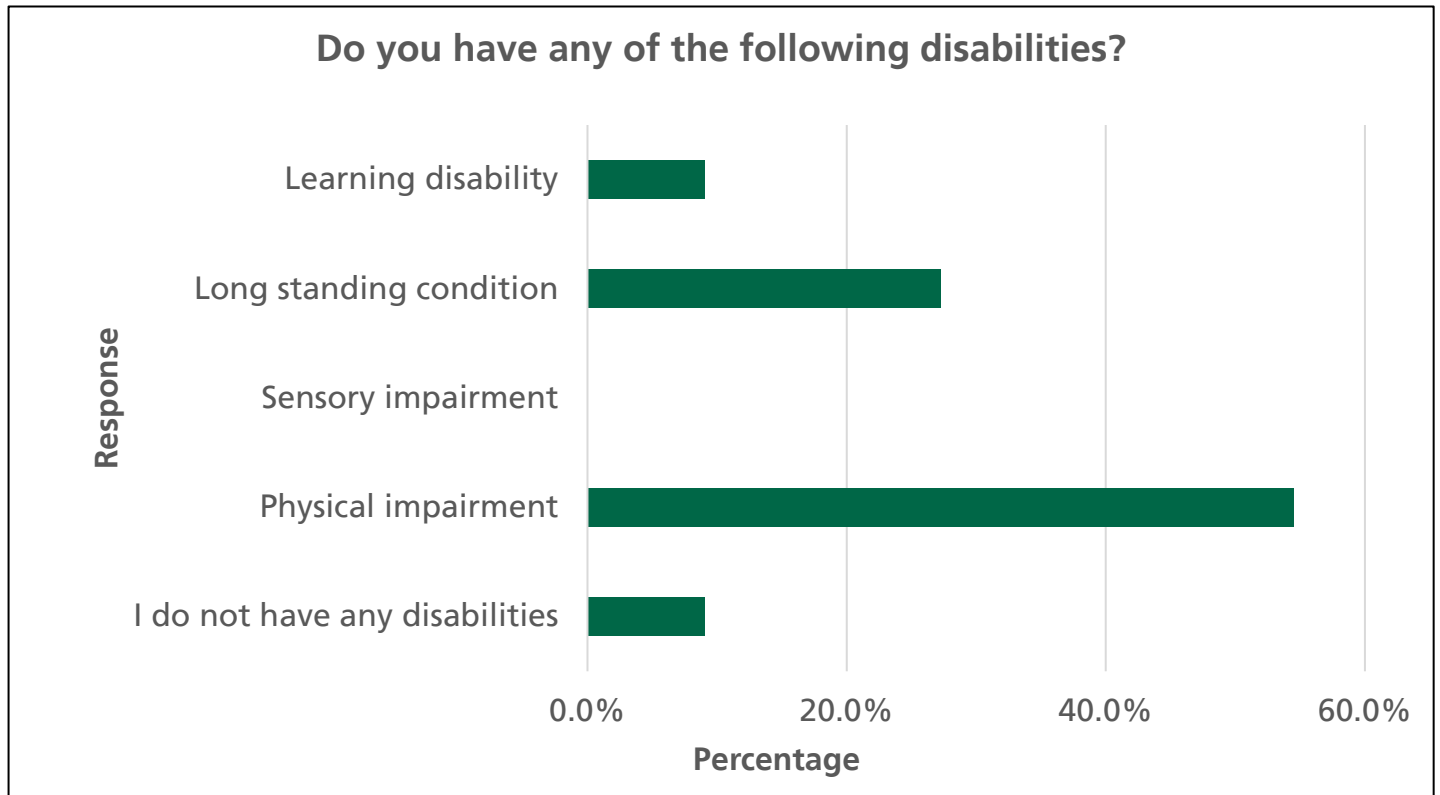
## What is your religion or belief?

Eight (80.0%) of the 10 respondents who answered the above question advised that they held a Christian religion or belief. One respondent (10.0%) advised that their religion or belief was 'Jewish,' and one respondent (10.0%) advised they did not hold a religion or belief. The remaining respondents did not complete this question.

## What is your sexual orientation?

Nine (75.0%) of the 12 respondents who answered the above question advised that they were of a 'heterosexual/straight' sexual orientation. One respondent (8.3%) advised that they were of a 'gay' sexual orientation and two respondents (16.7%) advised that they were of a 'lesbian' sexual orientation. The remaining respondents did not complete this question.

## Do you have any of the following disabilities?

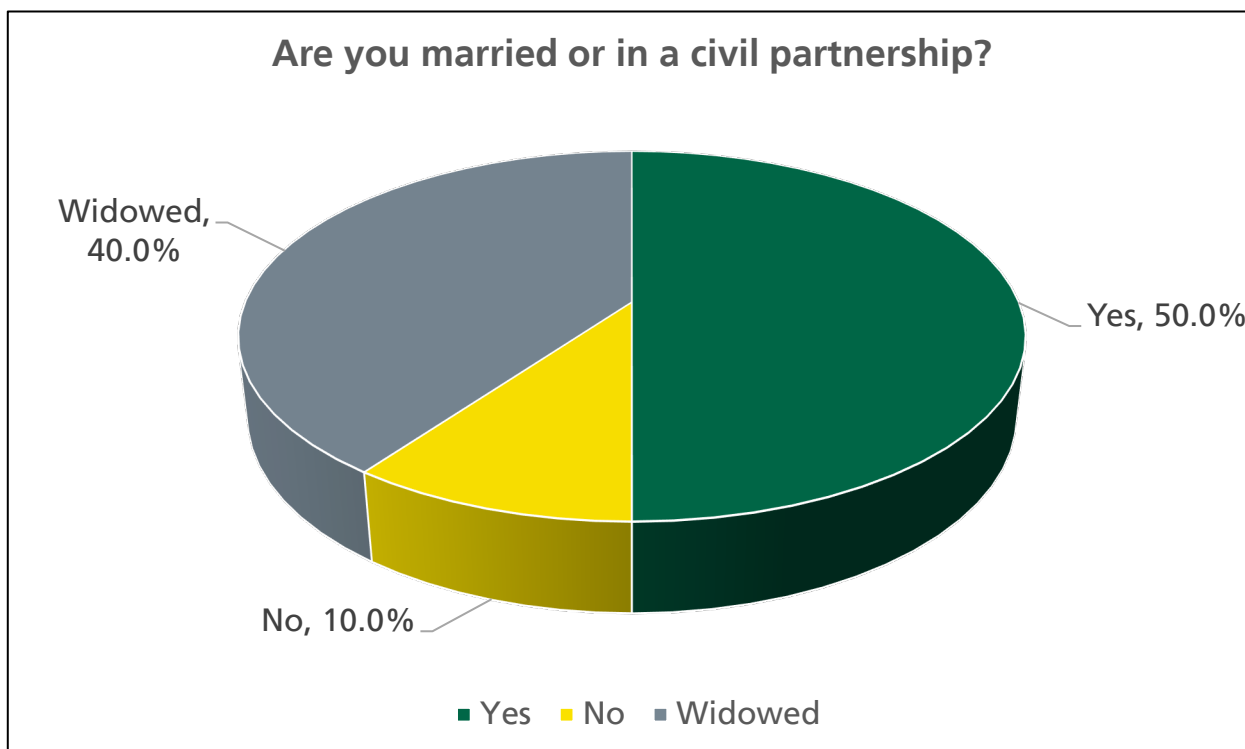


Overall, 6 (54.5%) respondents advised that they had a 'physical impairment.' Other responses included: 'long standing condition' (27.3%) and 'learning disability' (9.1%). One respondent (9.1%) advised that they did not have a disability.

Other comment received in response to the above question:

- *"Mobility and breathing problems." (Patient 8, May)*

## 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.