



Patient Transport Service Patient Experience Report

Patient Transport Service

West Essex Q2 July to Sept 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 of the PTS experience survey for patients who used the service within the West 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 as it is available to complete via EEAST's public website. However, a random sample of PTS patients is also collated each month (approximately 150 patients who have used transport within the West 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, 15 (88.2%) of the 17 respondents who answered the FFT question and had used the Trust's PTS within the West Essex area during July to September 2023, rated the service received as 'good' or 'very good.'

84.6% of respondents (11) felt their transport booking call had been answered 'quickly,' with 13 respondents (92.9%) satisfied with the length of time their journey took. All patients had arrived either 'on time' (61.5%) or 'early' (38.5%) for their medical appointment. The majority of respondents (83.3%) had waited up to between 0 to 60 minutes for their return transport, with two respondents (16.7%) advising that they had waited over one hour.

PTS staff attitude was rated as 'good' (13.3%) or 'excellent' (80.0%), 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. The main area of dissatisfaction to be highlighted from the comments received was in relation to the type of transport used in particular for wheelchair users.

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.

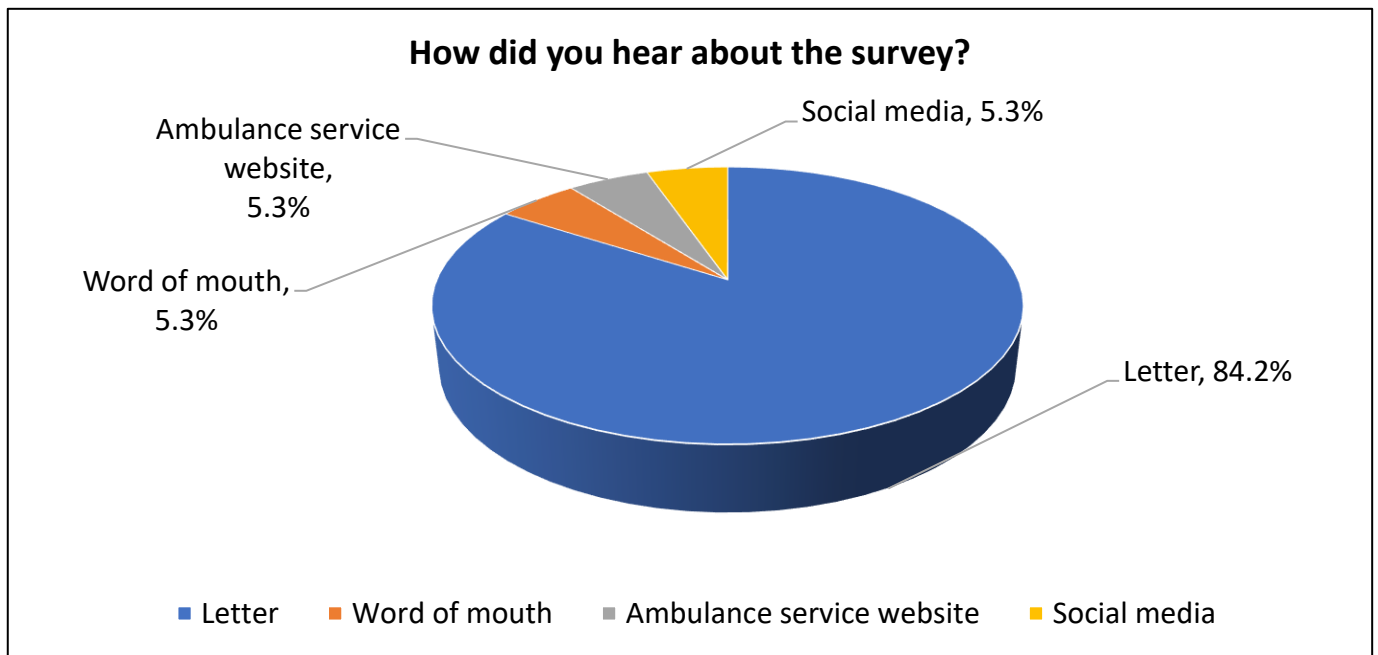
Results

Overall, 19 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 2 2023/24: July (13) August (0) and September (6).

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 low 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, 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 17 respondents who answered the FFT question, 15 (88.2%) rated the service received as 'very good.' Two respondents (11.8%) rated the service received as 'very poor.'

The remaining two respondents did not answer this question.

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	July	Because it is very good.
6	July	Both paramedics were extremely friendly, caring and very professional.
9	July	Because it's absolutely true. In fact, your service was better than very good, it was very, very, very good!
10	July	I was unable to get to my appointment without the help of the NHS ambulance car service. I was very grateful for the help. Can't thank you enough.
11	July	Your service is always good, and the drivers are always polite and very helpful. I have a wheelchair which they were always available, and they take me direct to the department I am going and always collect me and make sure I am ok and apologise if they're late. I would have liked to give them a donation but not allowed so I, from time to time, give the driver on the day a box of biscuits to take back to the depot to share.
12	July	The ambulance is always punctual, drivers are very helpful, friendly. The cars / ambulances are clean. Also, good drivers.
13	July	Excellent care and flexible to collect me at suitable time to make appointment. Living in a rural area with mobility issues, this is a lifeline to access NHS services.
14	September	Staff were very professional and friendly polite and sociable and extremely helpful getting me into my house.
15	September	They are helpful on phone and ambulance drivers very caring.

Patient number	Month	Positive comments received
16	September	Excellent services. Very helpful paramedics. Nothing is too much trouble. Most important, I would not be able to attend my appointments without this service.
18	September	Been using the service for 12 months now, never had any problems.
19	September	Simply, because I wanted to. Felt so relaxed, good feeling. As can often be very tense, anxious.

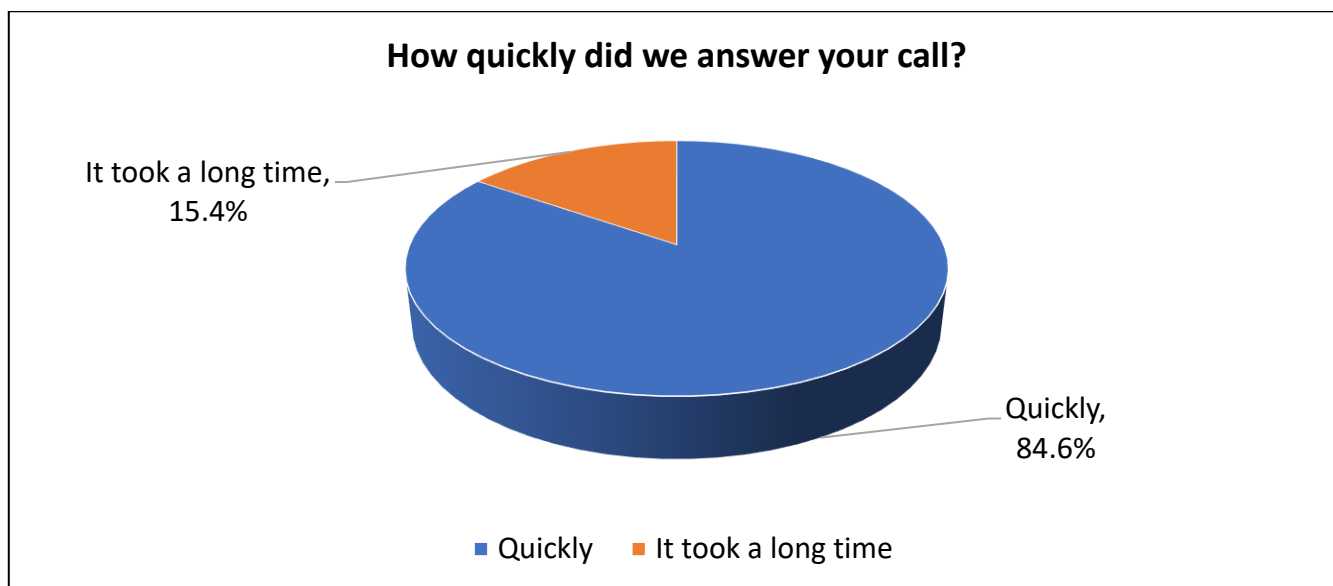
Patient number	Month	Negative comments received
3	July	<p>Transport booked for appointment at 9am. Advised to be ready for 7am. No transport arrived, tried to contact transport at 8am. Phone lines not on until 9am when spoke to a lady who said you would send transport straight away no explanation.</p> <p>Transport arrived about 9.50am by which time we would have missed our appointment so could not attend, which was very stressful for my husband who is very poorly and diabetic.</p>
7	July	<p>Every time I've phoned up I get my transport; I missed out this time as my appt was from a cancel appt so all the slots had been taken up.</p>
8	July	<p>I was transported from (location) after a Liver Transplant in the back of a van.</p> <p>I was in shorts and T-shirt with no access to a coat/blanket. There was no water, food, or pain relief available.</p> <p>At no point in the transfer was I checked on or spoken too. The journey was uncomfortable and by the time I arrived at my destination I was cold, very sore and in quiet a bad way.</p>

Are you the patient?

Overall, 13 (81.3%) out of 16 respondents advised that they were the patient. Three respondents (18.8%) were completing the survey on behalf of the patient.

The remaining respondents did not complete this question.

How quickly did we answer your call?



11 (84.6%) of the 13 respondents who answered the above question recalled their telephone call being answered 'quickly.' However, two respondents (15.4%) 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 14 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?

All 14 respondents who answered the above question rated the booking system as either 'good' (21.4%) or 'very good' (78.6%). The remaining respondents either did not complete this question or were 'unable to say.'

Did the service staff introduce themselves?

All 16 respondents who answered the above question advised that PTS staff had introduced themselves upon their arrival.

The remaining respondents did not complete this question.

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



Overall, 14 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (14.3%) or 'very good' (78.6%) responses. One respondent (7.1%) rated the journey length as 'poor.'

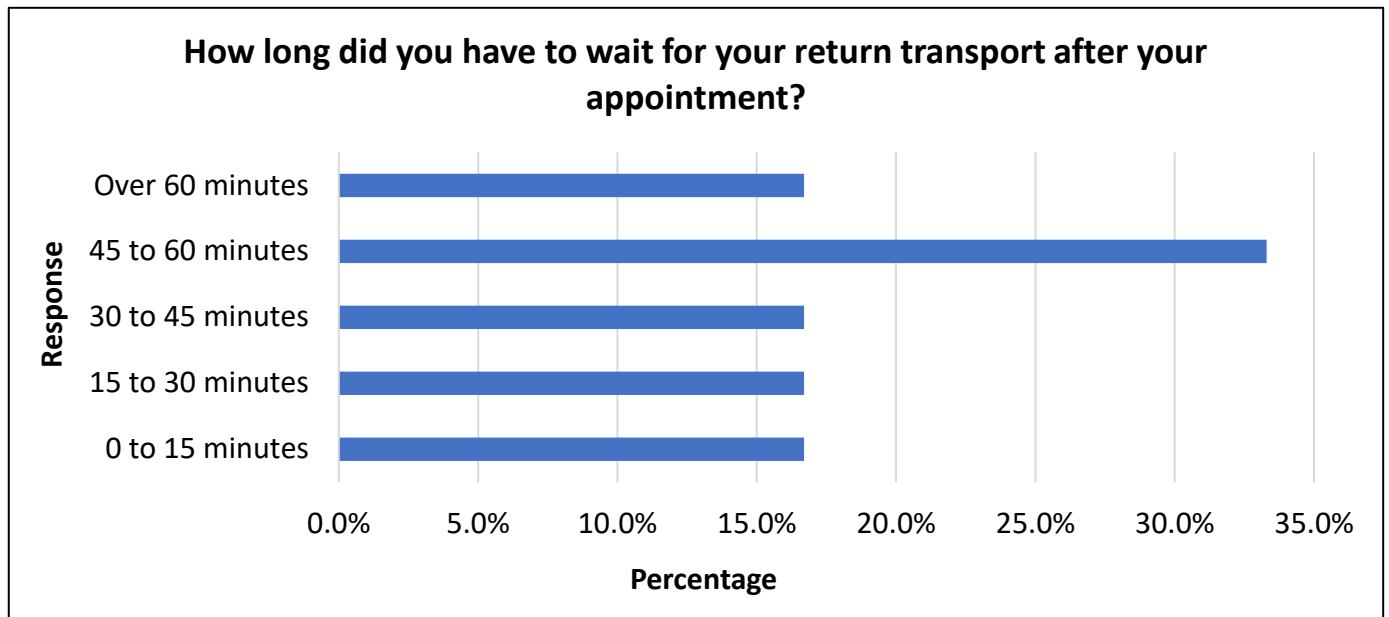
The remaining respondents either did not complete this question or were 'unable to say.'

Did you arrive on time for your appointment?

All 13 respondents who answered the above question had arrived either 'on time' (61.5%) or 'early (38.5%) at the hospital/clinic.

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, 10 (83.3%) of the 12 respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (16.7%), 15 to 30 minutes (16.7%), 30 to 45 minutes (16.7%) and 45 to 60 minutes (33.3%). Two patients (16.7%) had waited over one hour following their appointment.

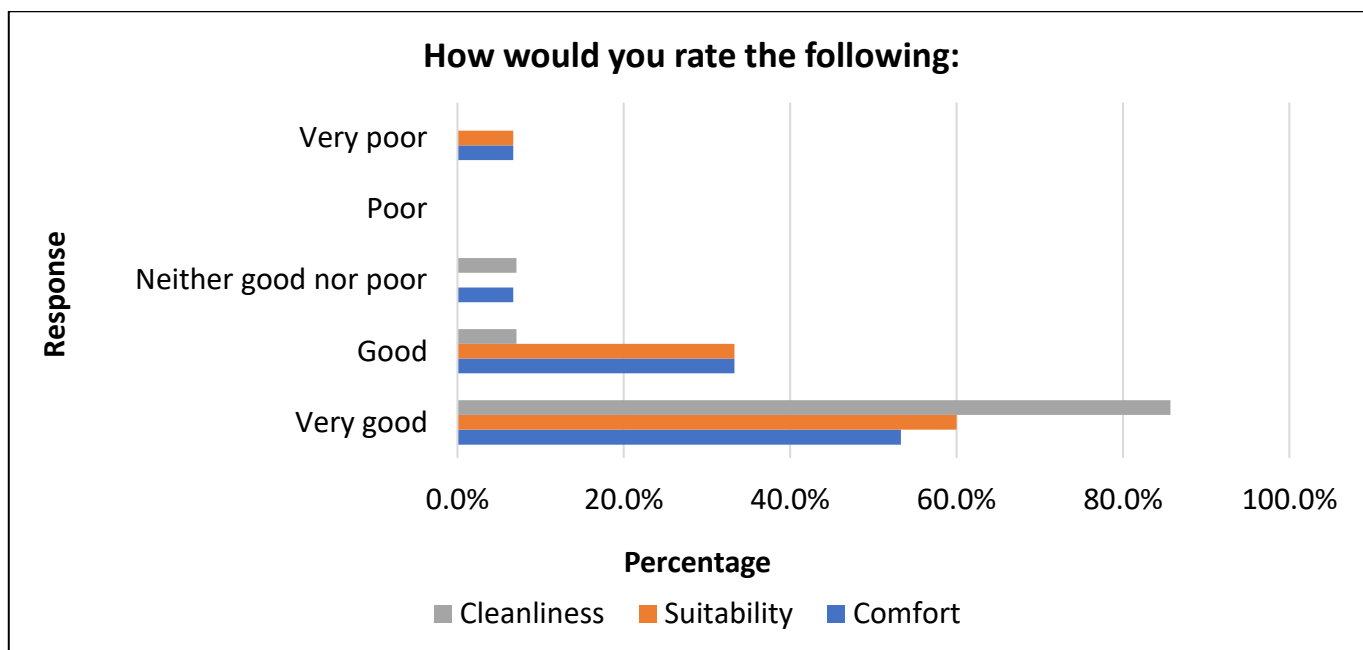
The remaining respondents either did not complete this question or answered, 'not applicable.'

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

Overall, 11 (91.7%) of the 12 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as 'good' (25.0%) or 'very good' (66.7%). One respondent (8.3%) rated the communication as 'poor.'

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

How would you rate the following?



Vehicle suitability and vehicle cleanliness were rated most highly by patients (overall satisfaction of 93.3% and 92.9% respectively). The highest proportion of 'very good' responses were received in relation to vehicle cleanliness (85.7%).

Satisfaction levels were slightly lower for vehicle comfort (86.7%), with one patient rating both the comfort and suitability of the vehicle as 'very poor.'

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

How would you describe the attitude of the staff?

Overall, 14 (93.3%) out of 15 respondents rated staff attitude as either 'good' (13.3%) or 'excellent' (80.0%). One respondent (6.7%) rated the staff attitude as 'poor.'

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

Did the staff treat you with dignity and respect?

All 15 respondents who answered the above question responded that they were treated with dignity and respect (either 'definitely' (93.3%) or 'to some extent' (6.7%) by PTS staff.

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

Did the service staff drive safely?

All 15 respondents who answered the above question felt the PTS vehicle had been driven safely.

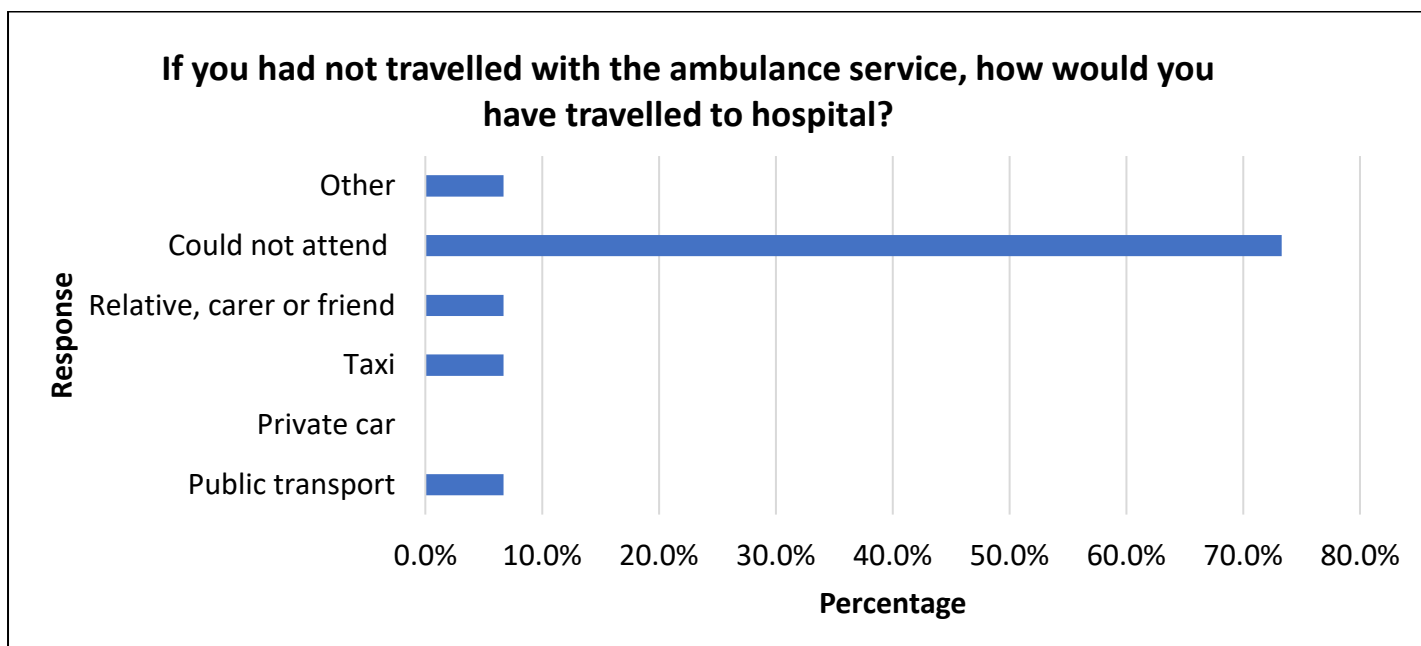
The remaining respondents either did not complete this question or were 'unable to say' how the vehicle had been driven.

Did the staff offer assistance if required?

14 (93.3%) out of 15 respondents advised that assistance had been offered if required. One patient (6.7%) had not been offered assistance by the PTS staff.

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? *(All answer types listed, some multiple answers)*



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 11 (73.3%) out of 15 respondents advised that they **could not** have attended their appointment. Other responses included: 'public transport' (6.7%), 'taxi' (6.7%), 'relative, carer or friend' (6.7%) and 'other' (6.7%).

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

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

Overall, 15 (78.9%) out of 19 responses received cited 'mobility problems' as the main reason for using PTS. Other responses included: 'distance' (10.5%), 'cost' (5.3%) and 'other' (5.3%).

The remaining respondents did not complete this question.

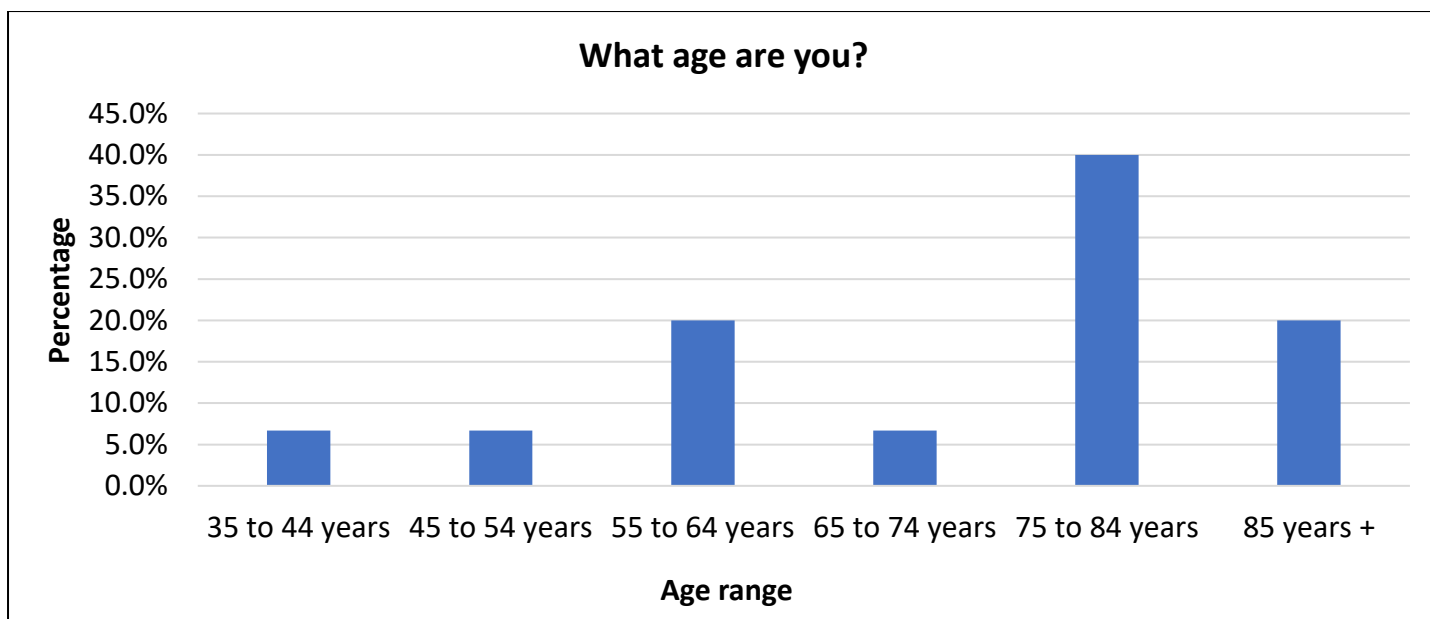
Please tell us about anything that we could have done better:

Patient number	Month	Comments received
6	July	Everything was ideal.
7	July	For me I can't think at the moment of anything.
9	July	Absolutely not, all was first class.
10	July	Continuation of question – 'How would you describe the length of time your journey took?' Very good considering there are other patients to be picked up and dropped off. Considering there are many that live on their own and sometimes can't get to appointments.
12	July	Just continue in the same way.
15	September	There's nothing really.
16	September	All excellent.
19	September	Thank you for everything. Giving me the chance to express myself. When I arrived, the hospital felt confident as regards appointment, skin cancer, very grateful, thank you.

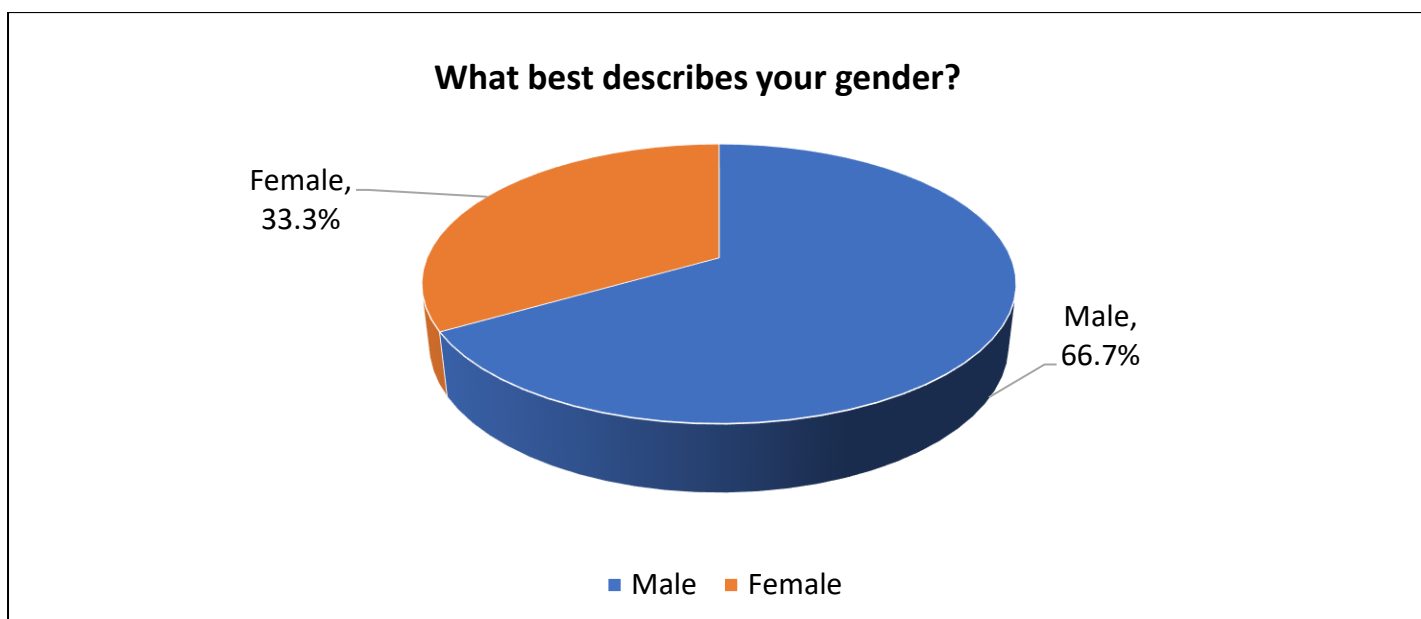
Patient number	Month	Areas for potential improvement
8	July	<p>For the distance travelled, a better form of transport would be advisable, one that is not a van with just wheelchair strapped into the back.</p> <p>If the driver is unable to stop or communicate/assist on the journey then the option of a relative / carer to be allowed travel with you.</p> <p>When I was transferred my wife had to travel separately.</p>
11	July	<p>On this journey I had two different vehicles. I went in the normal ambulance type with seats only in. The return one was a different vehicle with only 3 bench seats a place at the back for a wheelchair which, I had to have as it was too high for me to get into, the space was not very large for a wheelchair and uncomfortable.</p> <p>As I mention about the 2nd vehicle that I returned in, I felt that space was not altogether big enough if you had problems with knees as I did, as they were close to the seat in front, and you could not stretch your legs if needed.</p> <p>I am very happy with the service you give.</p>

Equality and Diversity Information

What age are you?



What best describes your gender?



What is your ethnic group?

All 15 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?

9 (69.2%) out of the 13 respondents advised they were Christian. Four respondents (30.8%) advised that they did not hold a religion or belief.

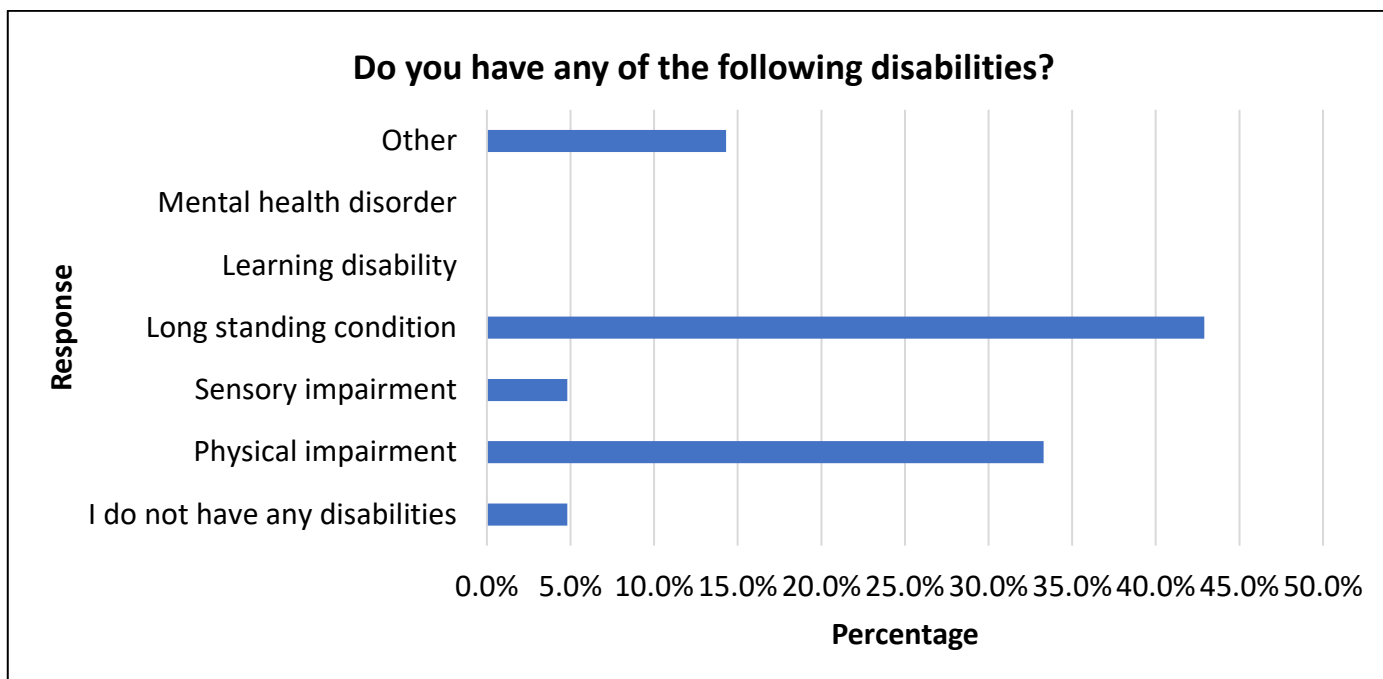
The remaining respondents either did not complete this question or 'preferred not to say.'

What is your sexual orientation?

12 (92.3%) out of 13 respondents advised they were 'heterosexual/straight.' One respondent (7.7%) answered 'other.'

The remaining respondents did not complete this question.

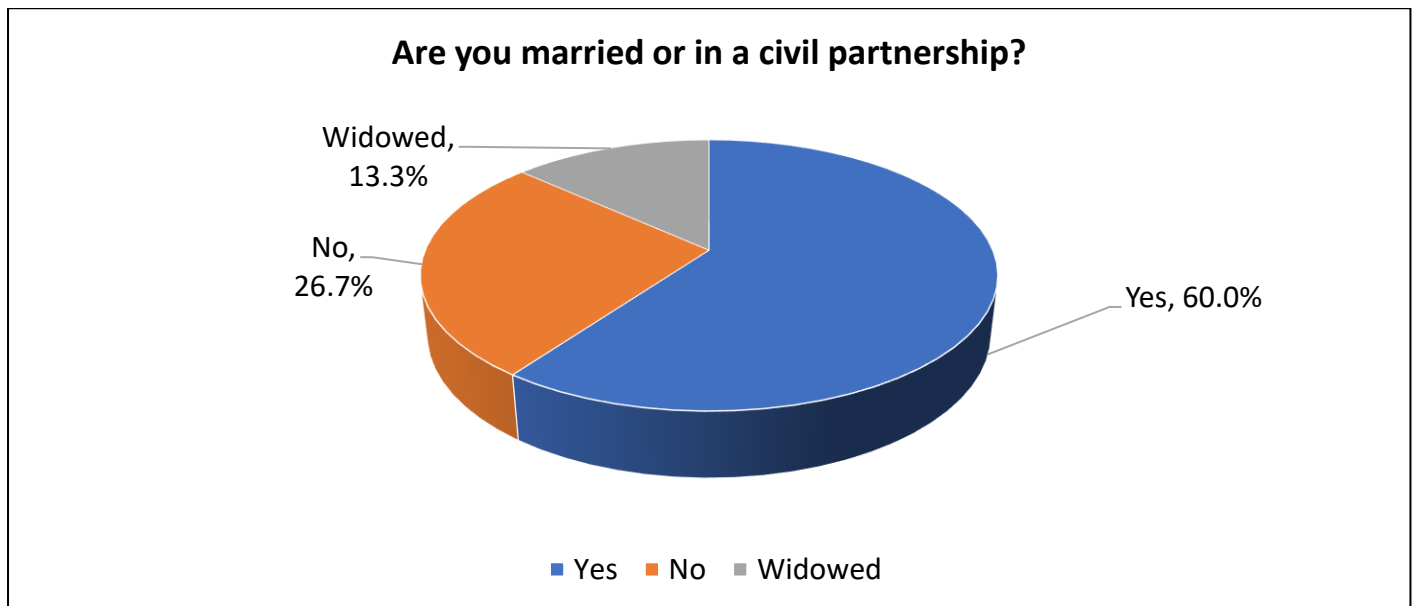
Do you have any of the following disabilities? (All answer types listed, some multiple answers)



Various responses were provided in relation to the disabilities experienced by the patient. Nine (42.9%) out of 21 responses cited a 'long standing condition.' Other responses included: 'physical impairment' (33.3%), 'other' (14.3%), and 'sensory impairment' (4.8%). One patient (4.8%) 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 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.