



Patient Transport Service Patient Experience Report

Patient Transport Service

West Essex Q3 October to December 2022

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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 October to December 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 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, 20 respondents (90.9%) who answered the FFT question and had used the Trust's PTS within the West Essex area during October to December 2022, rated the service received as 'good' or 'very good.'

87.5% of respondents (14) felt their transport booking call had been answered 'quickly,' with 19 respondents (82.6%) satisfied with the length of time their journey took. Most patients (89.5%) had arrived either 'on time' (42.1%) or 'early' (47.4%) for their medical appointment. The majority of respondents (89.5%) had waited up to between 0 to 60 minutes for their return transport, with two respondents (10.5%) advising that they had waited over one hour.

PTS staff attitude was rated as 'good' (21.1%) or 'excellent' (78.9%), 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 areas of dissatisfaction to be highlighted from the comments received were in relation to communication between the Patient Transport Service and the hospital / clinic and the long wait for return transport after the patient's appointment.

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, 23 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 3 2022/23: October (6), August (5) and December (12).

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?

All respondents who answered this question advised that they had heard about the survey through the invitation to feedback letter.

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 22 respondents who answered the FFT question, 20 (90.9%) rated the service received as either 'good' (9.1%) or 'very good' (81.8%). One respondent (4.5%) felt the service was 'poor.'

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	October	Two very helpful gentlemen, who got me to my appointment in good time.
2	October	Because I have used a few times and always on time.

Patient number	Month	Positive comments received
5	October	Very helpful.
6	October	Service is very good.
7	October	Friendly efficient service, easy contact by driver to be kept up to date, helpful and safe journey.
3	November	Excellent service from start to finish.
8	November	The booking office staff got in touch to confirm the request and appointment time. They kept us informed about traffic delays to the service and contacted the hospital department concerned to let them know of the unavoidable delay. This was reassuring. The ambulance crew were kind and supportive in helping my disabled husband into the vehicle and made sure he was safely seated. During the journey my husband suffered chest pains. The crew immediately stopped the vehicle to attend to him and reassure him. (name) from the Epping branch sat with my husband for the whole journey and regularly checked his pulse, keeping a close watch for any signs of serious distress. He concluded that the chest pains were likely to be caused by stress, possibly worsened by acid reflux, and asked my husband sensible questions about this. He noted that there were no signs of a more serious heart condition but suggested that we should ask the hospital to make further checks when we arrived. I was impressed by his knowledge, his advice, sensitivity and understanding. Both (name) and his colleague were very kind. This crew was clearly well informed about medical issues and took a proactive approach to their roll in patient care.

11	November	I always use patient transport never had a problem. Very friendly staff who I have got to know, even the booking team.
12	December	The driver was very helpful and friendly.
14	December	Polite, helpful & friendly.
15	December	Always very helpful and efficient.
16	December	Left plenty of time for my appointment extremely supportive and helpful over and above couldn't have managed otherwise.
19	December	Very professional very kind and great service and staff.
20	December	You people are wonderful, very caring and on time.
22	December	I was picked up promptly and taken to my appointment time and brought home and I didn't have wait long.
23	December	I find the service very good as they are always reliable and very helpful when you ring. I was not kept waiting for too long and the transport is always very nice to travel in.

Patient number	Month	Mixed/neutral comments received
17	December	Cannot remember.

Patient number	Month	Negative comments received
4	October	It was difficult for me to get into the vehicle, there was only one member of staff in the ambulance.

Are you the patient?

Overall, 15 (68.2%) of the 22 respondents who answered the above question advised that they were the patient. Examples of respondents who were not the patient included: *“Wife,” “Daughter” and “Son.”*

How quickly did we answer your call?

14 of the 16 respondents (87.5%) who answered the above question recalled their telephone call being answered ‘quickly.’ However, two respondents felt that it took ‘a long time’ (12.5%). 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 18 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.’

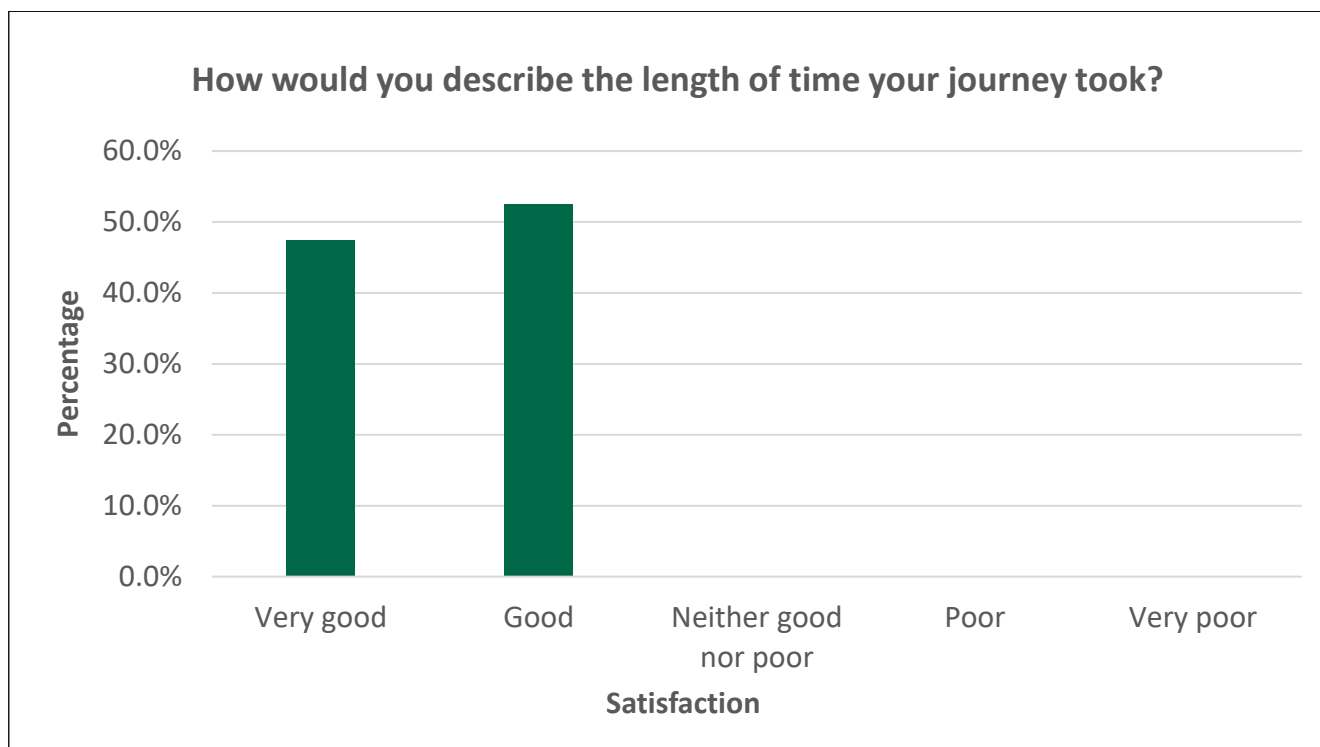
How would you rate the booking system?

17 (94.4%) of the 18 respondents who answered the above question rated the booking system as ‘good’ (22.2%) or ‘very good’ (72.2%). One respondent (5.6%) rated the system as ‘poor.’ The remaining respondents either did not complete this question or responded, ‘unable to say.’

Did the service staff introduce themselves?

15 (88.2%) of the 17 respondents who answered the above question recalled the PTS staff as having introduced themselves upon their arrival. Two respondents recalled that the staff had not introduced themselves and 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 respondents who answered the above question were satisfied with the length of time their journey took and provided 'good' (52.6%) or 'very good' (47.4%) responses. The remaining patients either did not complete this question or responded, 'unable to say.'

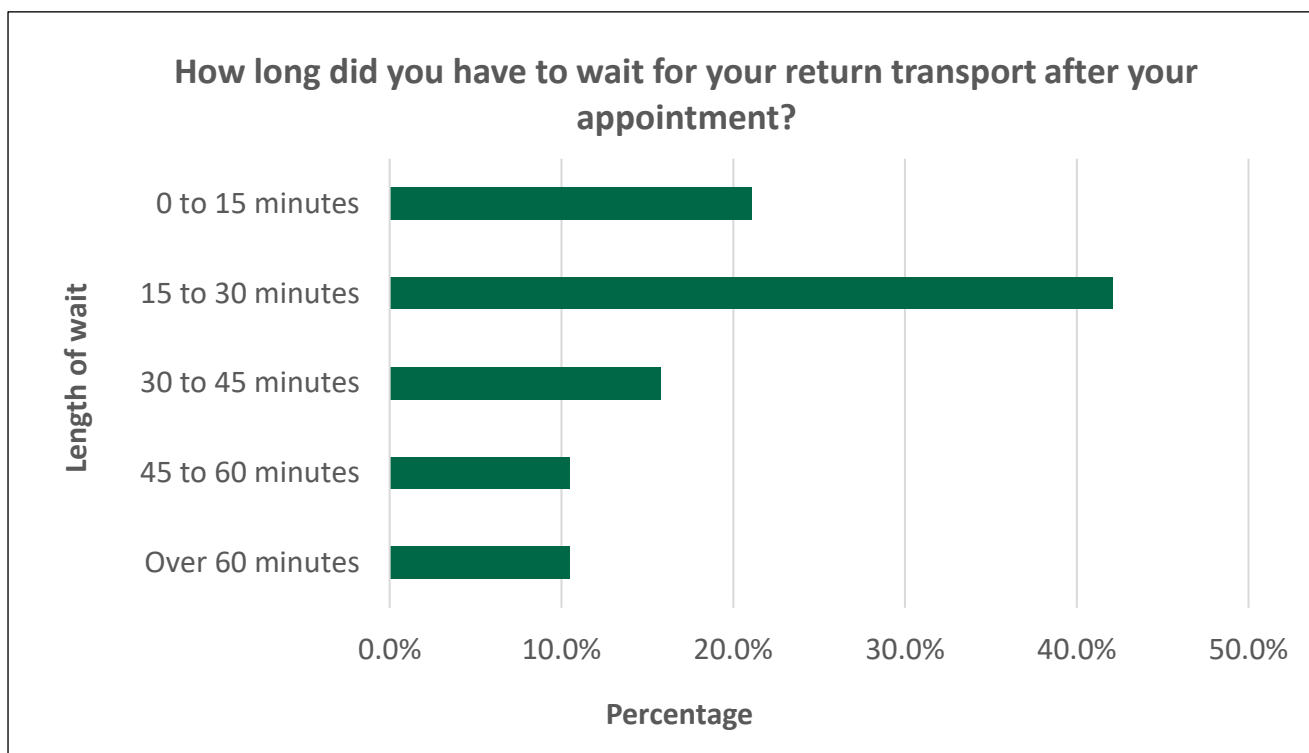
Did you arrive on time for your appointment?

Of the 19 respondents who answered the above question, 17 (89.5%) had arrived either 'on time' (42.1%) or 'early' (47.4%) at the hospital/clinic. Two patients (10.5%) had arrived 'late' for their appointment. The remaining respondents either did not complete this question or answered, 'not applicable.'

If we were late, did we contact you?

Two respondents advised they had been informed of the transport 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?

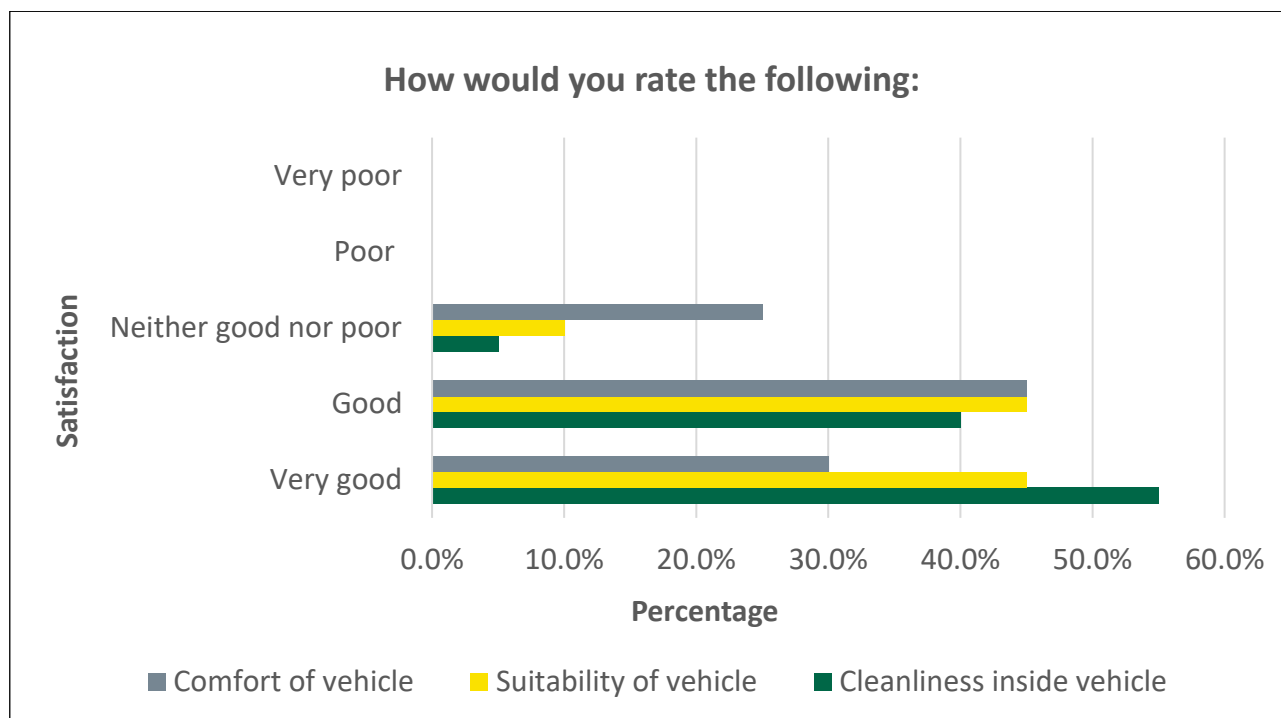


17 (89.5%) of the 19 respondents who answered the above question had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (21.1%), 15 to 30 minutes (42.1%), 30 to 45 minutes (15.8%) and 45 to 60 minutes (10.5%). Two patients (10.5%) had waited over one hour following their appointment. 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, 17 (89.5%) of the 19 respondents who answered the above question rated the communication between the PTS and the hospital/clinic as 'good' (36.8%) or 'very good' (52.6%). However, two respondents (10.5%) rated the communication as either 'poor' (5.3%) or 'very poor' (5.3%). The remaining respondents did not complete this question or answered 'unable to say.'

How would you rate the following?



Cleanliness of the vehicle was rated the most highly by respondents as either 'good' (40.0%) or 'very good' (55.0%).

18 (90.0%) out of 20 respondents rated the suitability of the vehicle as either 'good' (45.0%) or 'very good' (45.0%). However, two 'neither good nor poor' (10.0%) rating was also received.

Patients were least satisfied with the vehicle comfort. 15 (75.0%) out of 20 respondents described the comfort as 'good' (45.0%) or 'very good' (30.0%). Other responses included: 'neither good nor poor' (25.0%).

How would you describe the attitude of the staff?

All 19 respondents who answered the above question rated staff attitude as either 'good' (21.1%) or 'excellent' (78.9%). The remaining respondents did not complete this question.

Did the staff treat you with dignity and respect?

All 19 respondents who answered the above question responded that they were either 'definitely' (94.7%) or 'to some extent' (5.3%) treated with dignity and respect by the PTS staff.

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

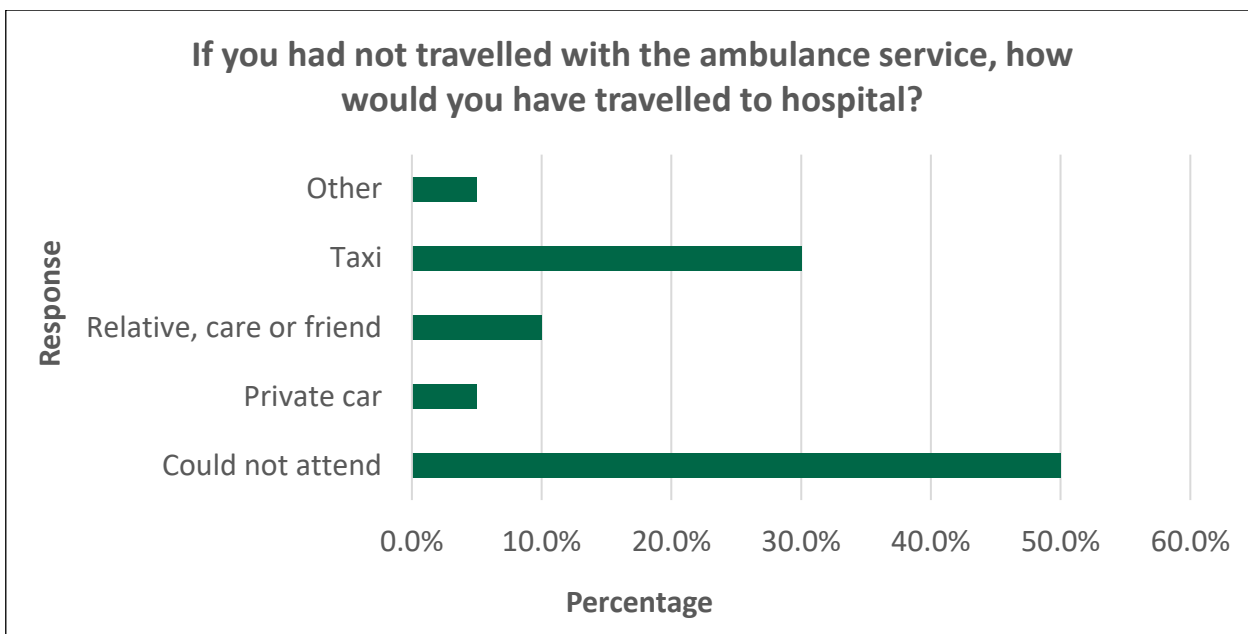
Did the service staff drive safely?

All 19 respondents who answered the above question responded that the PTS vehicle had been driven safely. The remaining respondents did not complete this question or were 'unable to say' how the vehicle had been driven.

Did the staff offer assistance if required?

18 of the 19 respondents who answered the above question advised that assistance had been offered if required. One respondent advised that assistance was not required. The remaining respondents did not complete this question or answered 'unable to say.'

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



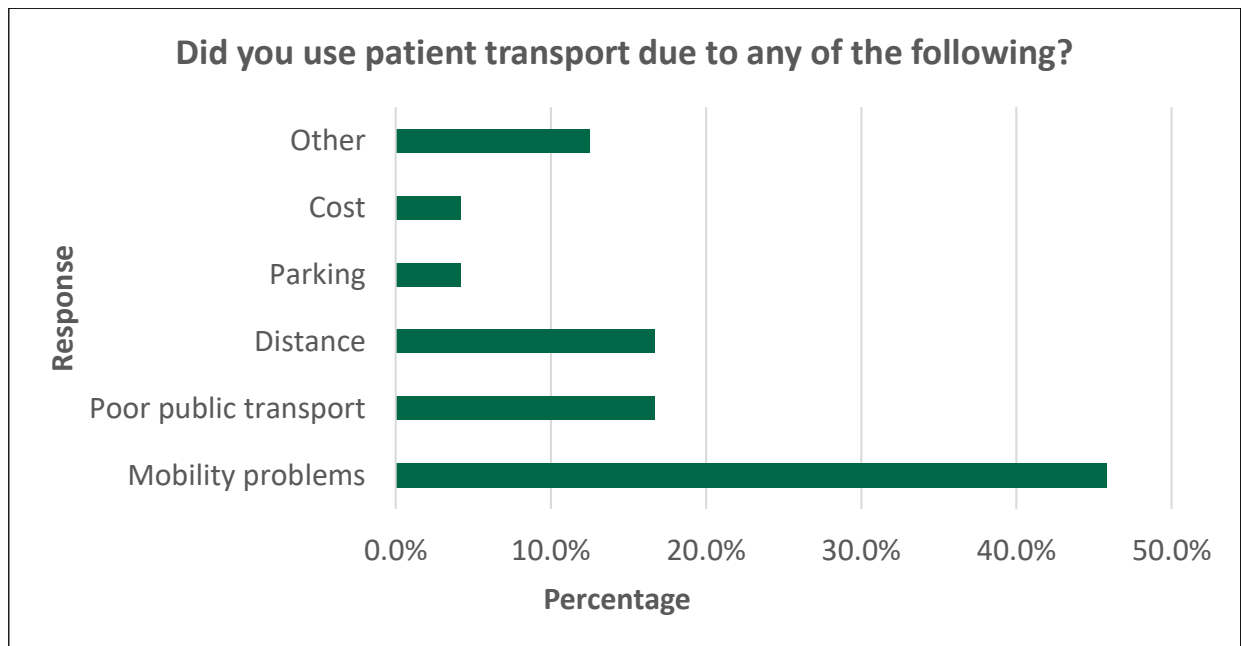
Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. Ten of the 20 respondents (50.0%) advised that they **could not** have attended their appointment. Other responses included: 'relative, carer or friend' (10.0%), 'taxi' (30.0%), 'private car' (5.0%), or 'other' (5.0%).

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

The below comment was also received:

- *"If I did not have hospital transport I would not feel safe as the crew will always be there to help you."* (Patient 23, December)

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



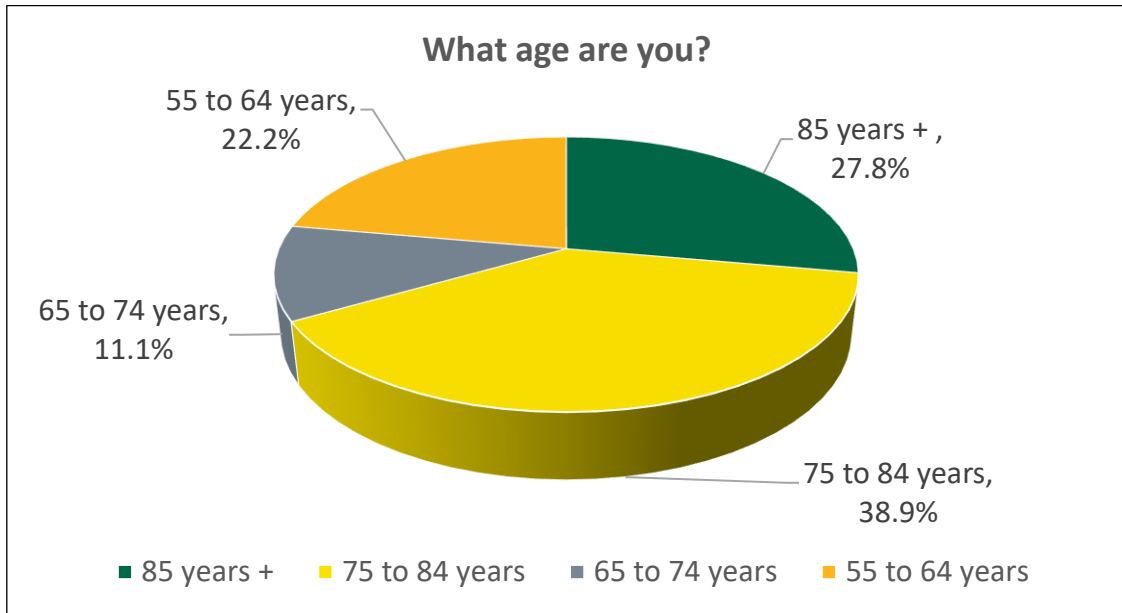
Overall, 11 (45.8%) out of 24 respondents had travelled with the PTS due to 'mobility problems.' Other responses included: 'poor public transport,' (16.7%), 'distance,' (16.7%), 'parking,' (4.2%), 'cost' (4.2%) and 'other' (12.5%). Three respondents did not complete this question.

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

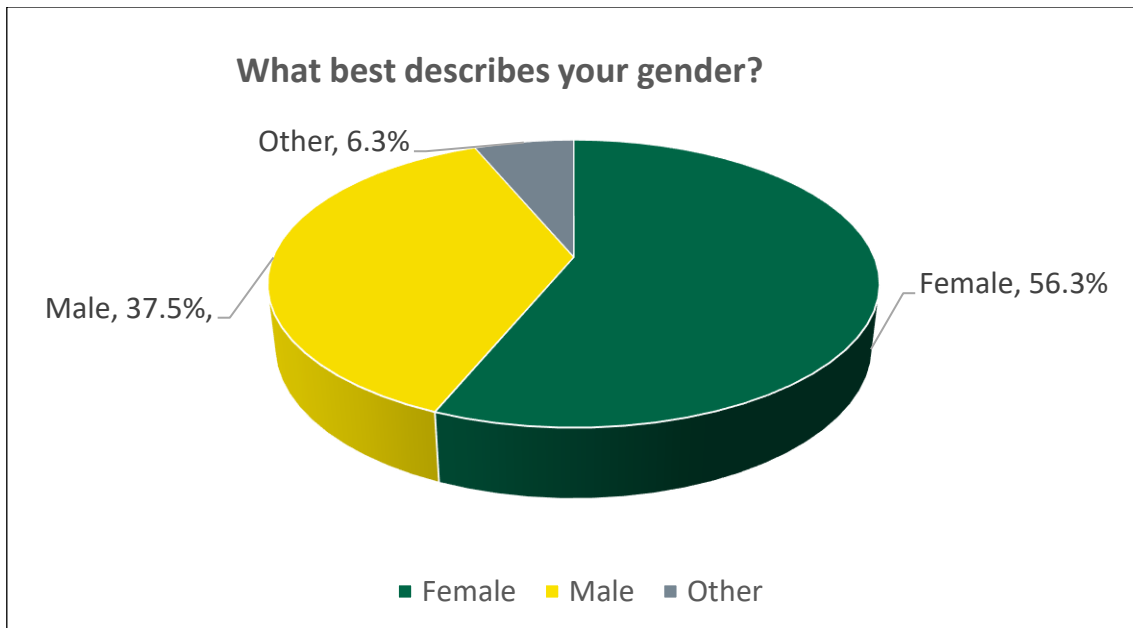
Patient number	Month	Comments received
2	October	Your service was very good.
5	October	Nothing could be better, all very good.
11	November	Staff are all very good.
12	December	Nothing.
14	December	Only not having to wait so long on way home as my appointment was so quick.
16	December	Nothing you offer a brilliant service with extremely friendly helpful supportive staff who make you feel safe and confident going to hospital.
17	December	Sorry but mum cannot remember.
19	December	I feel intimidated when I call in, my condition is never going to change, so I don't need these questions I may not have regular appointments.

Equality and Diversity Information

What age are you?



What best describes your gender?



The below comment was also received:

- *“Transgender.” (Patient 22, December)*

What is your ethnic group?

All 18 respondents who answered the above question advised that they were of a 'White' ethnic group. The remaining patients did not complete this question.

What is your religion or belief?

Fifteen (88.2%) out of 17 respondents advised they were Christian. One respondent (5.9%) advised that they did not hold a religion or belief and one respondent answered 'other.' The remaining respondents did not complete this question.

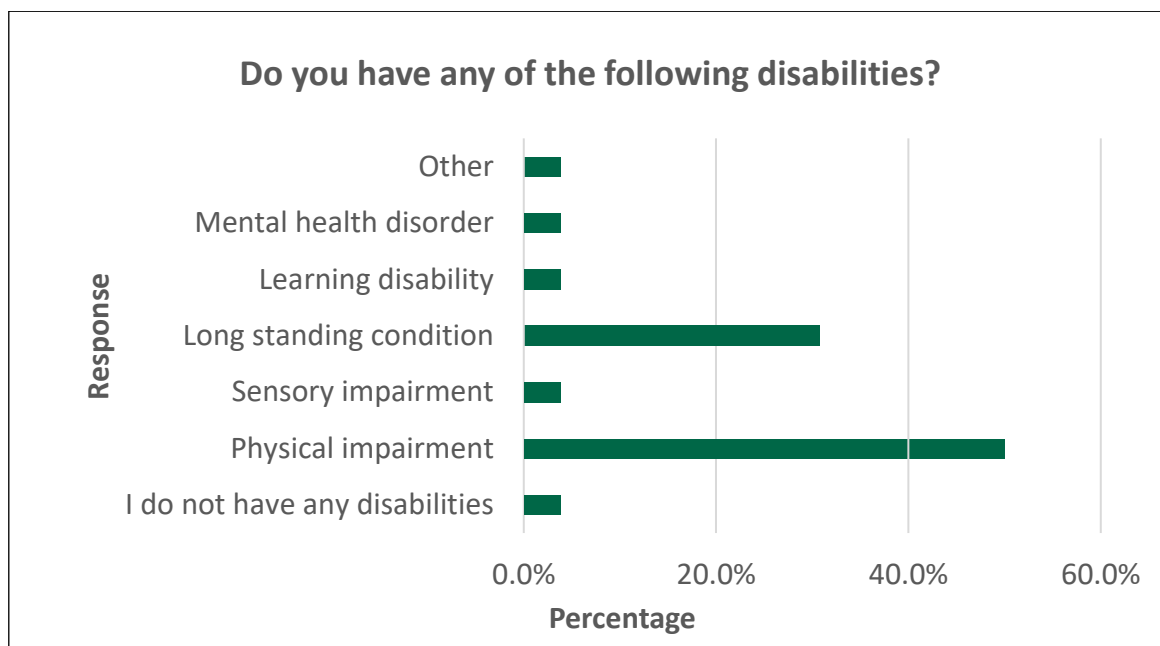
The below comment was also received:

- *"Roman Catholic." (Patient 1, October)*

What is your sexual orientation?

13 of the 15 (86.7%) respondents who answered this question advised that they were heterosexual/straight. Other responses included 'bisexual' (6.7%) and 'gay' (6.7%). The remaining respondents did not complete this question.

Do you have any of the following disabilities?



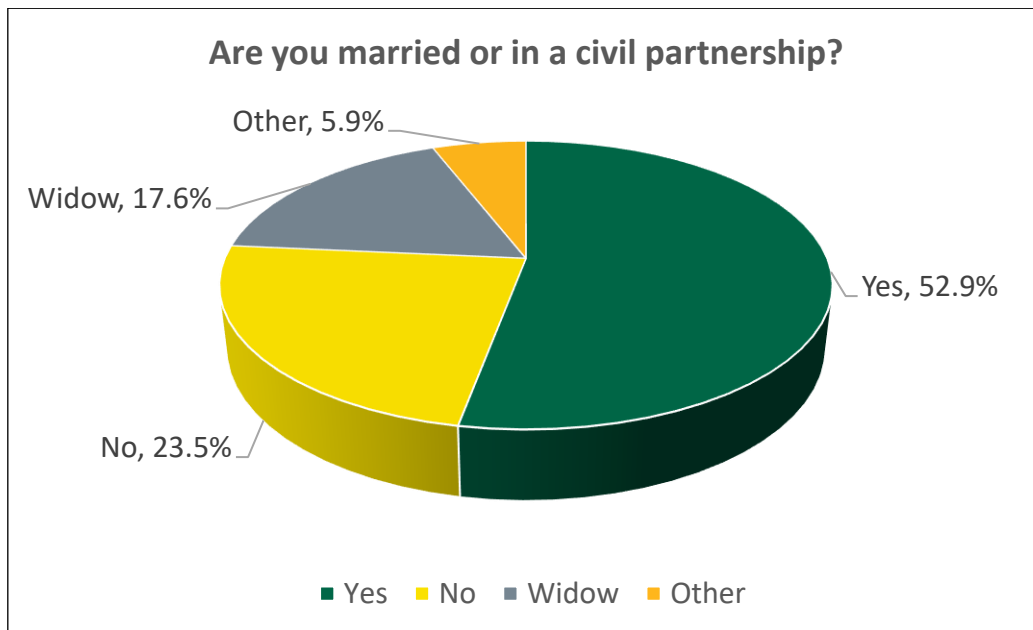
Of the 26 respondents who answered this question, 13 (50.0%) advised that they had a 'physical impairment' or 'long standing condition' (30.8%). Other responses included: 'sensory impairment' (3.8%), 'learning disability' (3.8%) 'mental health disorder' (3.8%) or 'other' (3.8%). One respondent advised that they did not have a disability.

The remaining respondents did not complete this question.

The below comments were also received:

- *"Arthritis in knee and hip and have cancer."* (Patient 23, December)

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.