



Patient Transport Service Patient Experience Report

Patient Transport Service
West Essex Q3 October - December 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 October to December 2023.

Methodology

The online survey is available on the Trust's public website for patients to complete at any time. The survey is 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 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 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, 23 (88.5%) respondents who answered the FFT question rated the service as either 'good' or 'very good.'

70.6% of respondents (12) felt their transport booking call had been answered 'quickly,' with 20 respondents (83.3%) satisfied with the length of time their journey took. Patients had mostly arrived 'on time' (60.0%), 'early' (25.0%) or 'very early' (5.0%) for their medical appointment. Approximately three quarters of patients (73.7%) had waited up to one hour for their return transport.

PTS staff attitude was generally rated as 'good' (13.3%) or 'excellent' (80.0%), with all respondents advising that they had been treated with dignity and respect.

Additional comments received were generally positive and highlighted the professionalism, kindness and care provided by staff. The main area of dissatisfaction related to 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.

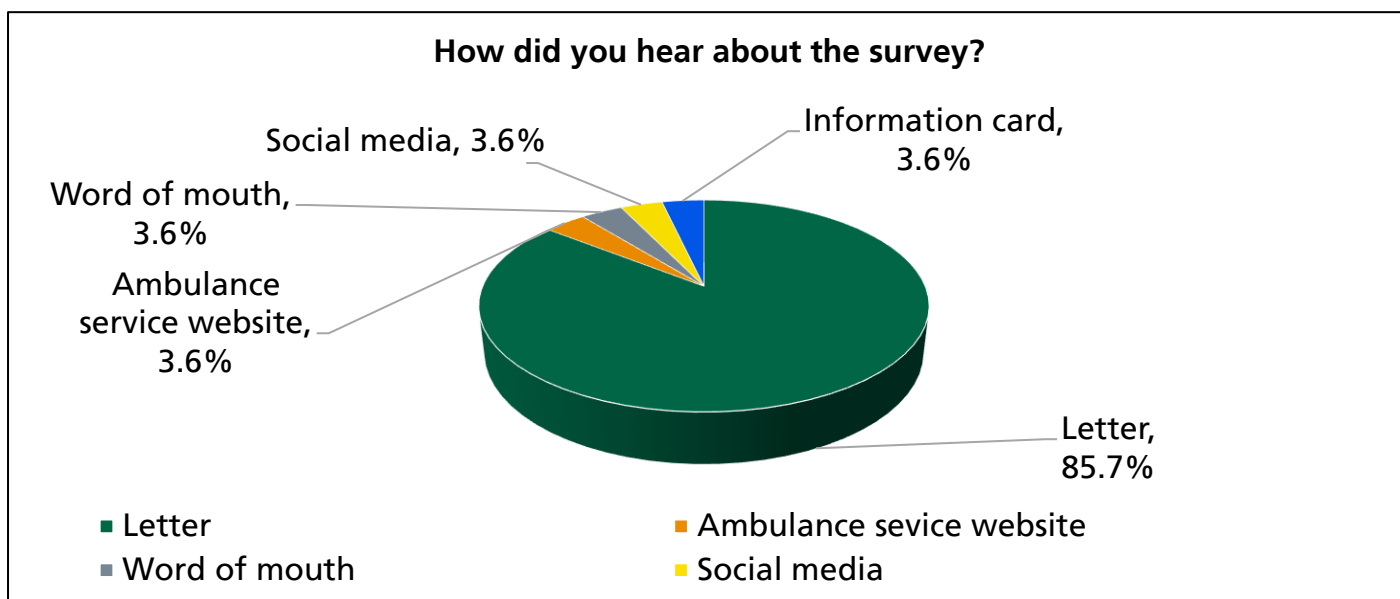
Results

Overall, 28 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 3 2023/24: October (10) November (7) and December (11). Overall, 22 (84.6%) out of 26 respondents advised that they were the patient. Four respondents (15.4%) completed the survey on behalf of the patient.

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' or 'preferred not 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 26 respondents who answered the FFT question, 23 (88.5%) rated the service as either 'good' (15.4%) or 'very good' (73.1%). Three respondents rated the service as 'poor' (7.7%) or 'very poor' (3.7%).

Please can you tell us why you gave this answer?

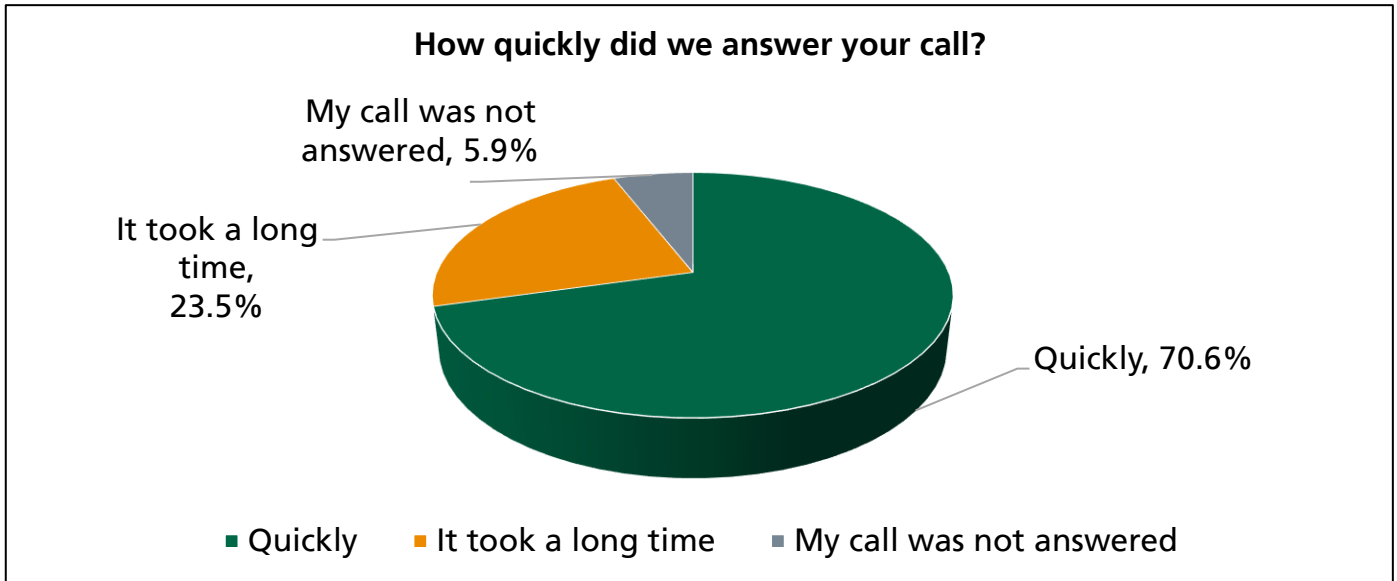
Patient number	Month	Positive comments received
1	October	Excellent friendly staff/drivers. Very prompt and on time for collection and helpful on arrival at hospital. Always kept up to date with pick up time for return journey. Genuinely nice people.
4	October	Because we were picked up in good time for the appointment and returned home soon after the procedure was completed, and we had a very courteous and helpful driver both ways.
5	October	First time I had needed to use this service, the driver was a very polite, considerate man who made the journey very comfortable.
6	October	Very polite and helpful, had great communication.
9	October	The service you provide is Top Marks. I don't know what I would do without you all, you are my lifesaver.
10	October	Because of the way I was treated.
11	November	On time, nice friendly bloke.
12	November	The response and care of the crew.
13	November	Very friendly and helpful. She made sure I knew where to go to my appointment and also made it fully clear how to get the return transport.

Patient number	Month	Positive comments received
15	November	Always very friendly and helpful.
17	November	As far as I am concerned nothing.
19	December	My first visit with your service and I was so pleased with all the help you gave. Thank you so much.
20	December	Caring, helpful staff.
21	December	I find the drivers quite helpful, pleasant, and polite. They always keep me informed with details of the return journey. I enjoy using the service.
23	December	Collected from ward and brought home by car. Driver very cheerful and helpful.
24	December	The drivers are brilliant.
27	December	The service I required did exactly as I wanted. The driver took me to my door made sure I was in comfortable.

Patient number	Month	Mixed / neutral comments received
3	October	Long wait for transport, but good service overall.
7	October	Ambulance drivers were great BUT the NHS clearly needs new transport vehicles! No suspension, which for my arthritic mother made the journeys so painful. Also, the wheelchair lift at the back failed to work and there was no manual option. Very poorly equipped! The 2 hours wait both to go, and return is just too long.

Patient number	Month	Negative comments received
2	October	<p>The only issue is that when you give the job to taxis in Chelmsford, you don't give them our phone number so they can let us know where they are located or that they're even coming.</p> <p>Multiple times we have finished at UCLH and the job has been given to taxi and they don't know where we are and we don't know where they are and we can't contact each other. Also, the ambulance service should give us a call to let us know that someone is even coming to take us home. We nearly got on the tube last time because we didn't know what was going on.</p>
16	December	It never came on time.
26	December	When a 90-year-old man regularly waits between 90-120 minutes for his transport after dialysis, something is definitely wrong with the system.

How quickly did we answer your call?



12 (70.6%) out of 17 respondents recalled their telephone call had been answered 'quickly.' Four respondents (23.5%) felt that it took 'a long time' and one respondent (5.9%) advised their call had not been 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 20 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?

Overall, 18 (90.0%) out of 20 respondents rated the booking system as either 'good' (30.0%) or 'very good' (60.0%).

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

Did the service staff introduce themselves?

Overall, 20 (95.2%) out of 21 respondents advised that PTS staff had introduced themselves upon arrival.

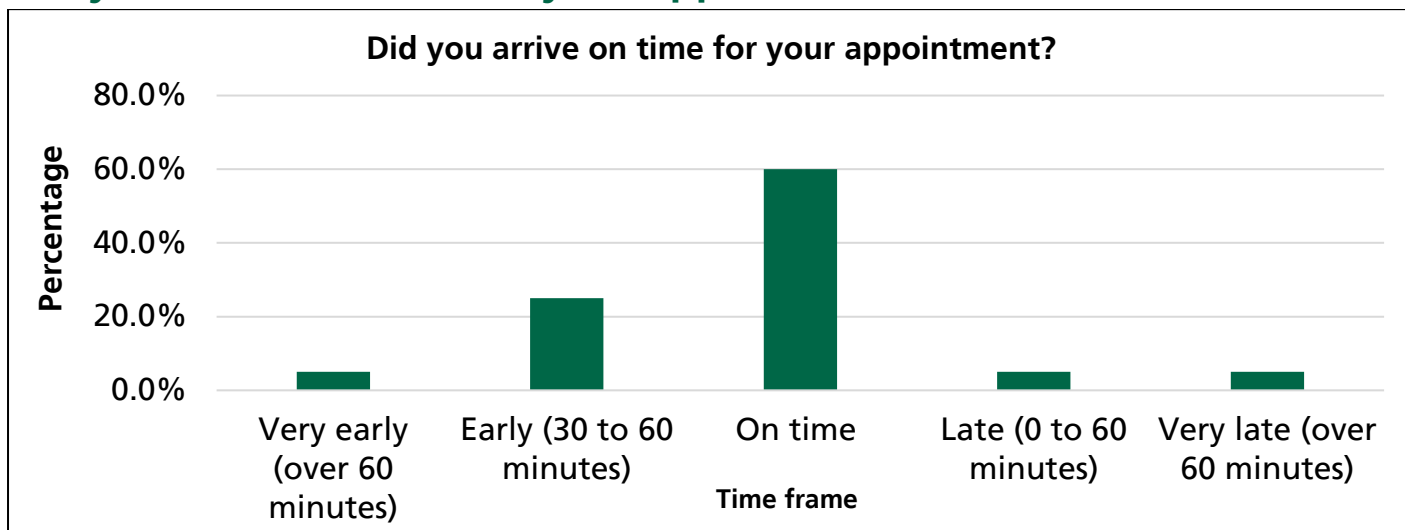
The remaining respondents either did not complete this question or were 'unable to say.'

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



Overall, 20 (83.3%) out of 24 respondents rated the length of journey as 'good' (20.8%) or 'very good' (52.5%). Three respondents (12.5%) rated the journey length as 'neither good nor poor' and one respondent (4.2%) rated the time the journey took a 'very poor.' The remaining respondents either did not complete this question or were 'unable to say.'

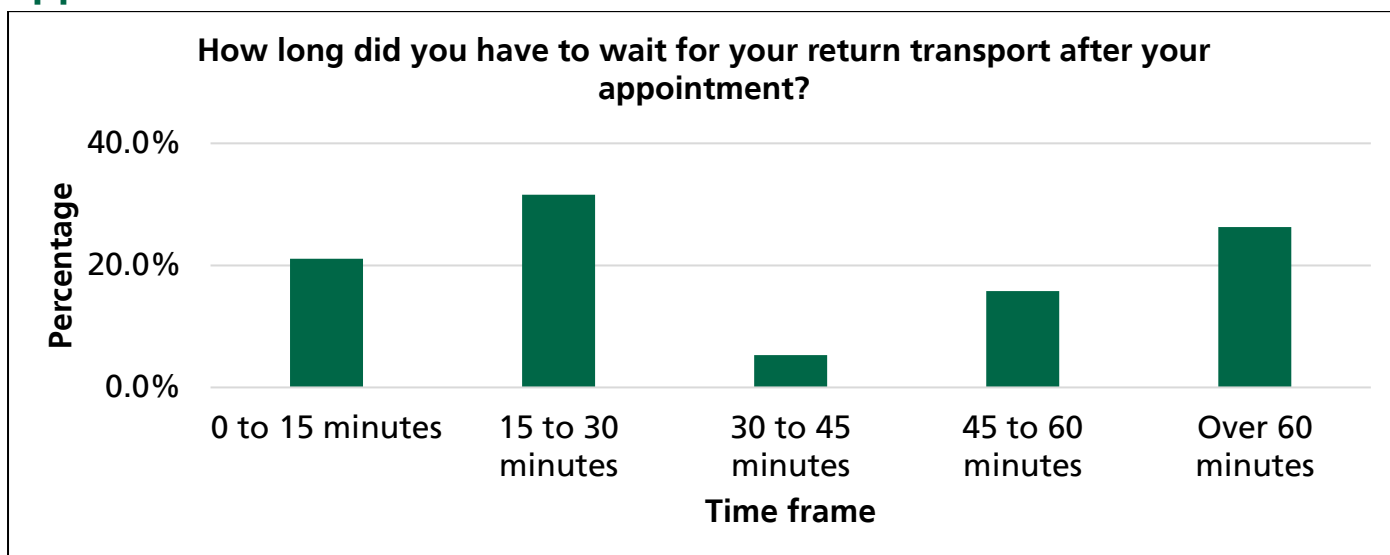
Did you arrive on time for your appointment?



Of the 20 respondents who answered the above question, 18 (90.0%) had arrived 'on time' (60.0%), 'early' (25.0%) or 'very early' (5.0%) for their medical appointment. Two respondents had arrived 'late' (5.0%) or 'very late' (5.0%).

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?



14 (73.7%) out of 19 respondents had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (21.1%), 15 to 30 minutes (31.6%), 30 to 45 minutes (5.3%) and 45 to 60 minutes (15.8%). Five patients (26.3%) had waited over one hour following their appointment.

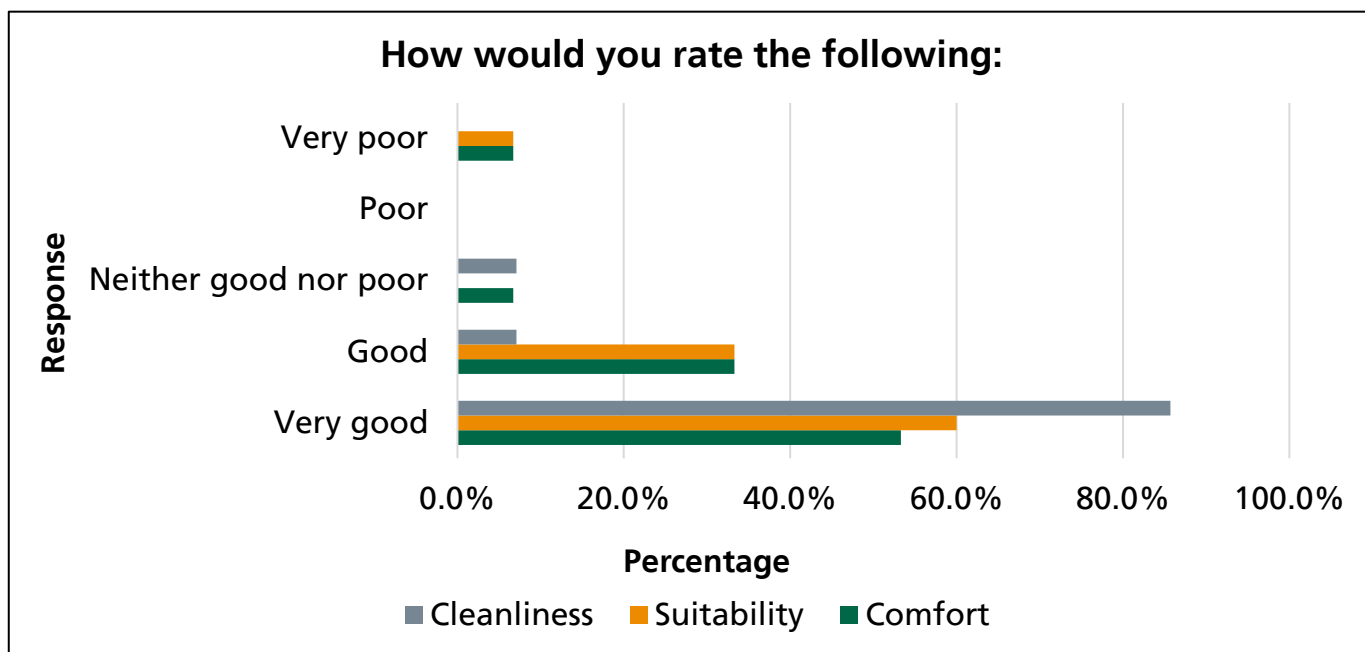
The remaining respondents either did not complete this question or answered, 'not applicable.'

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

14 (73.7%) out of 19 respondents rated the communication between the PTS and the hospital/clinic as 'good' (15.8%) or 'very good' (57.9%). Two respondents (10.5%) responded 'neither good nor poor,' and three respondents described the communication as 'poor' (10.5%) or 'very poor' (5.3%).

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 (87.5%), with cleanliness rated as 'very good' by 62.5% of respondents.

Satisfaction levels were slightly lower for vehicle comfort (82.6%), 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, 23 (95.8%) out of 24 respondents rated staff attitude as 'good' (16.7%) or 'excellent' (79.2%). One respondent (4.2%) recalled the staff attitude as being '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 23 respondents who answered the above question responded that they were treated with dignity and respect (either 'definitely' (95.7%)) or 'to some extent' (4.3%) by PTS staff.

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

Did the service staff drive safely?

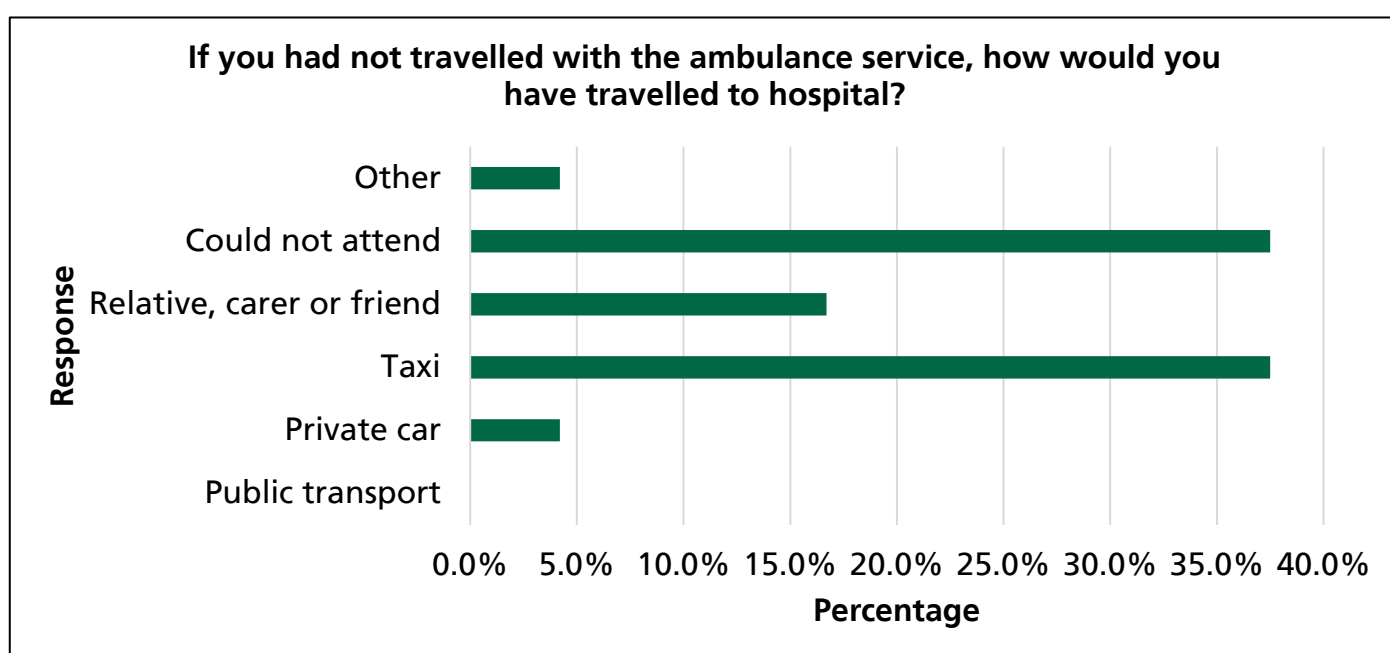
All 23 respondents who answered the above question felt the PTS vehicle had been driven safely. The remaining respondents either did not complete this question or were 'unable to say' how the vehicle had been driven.

Did the staff offer assistance if required?

23 (95.8%) out of 24 respondents advised that assistance had either been offered (91.7%) or had not been required (4.2%). One patient (4.2%) had not been offered assistance by the PTS staff.

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

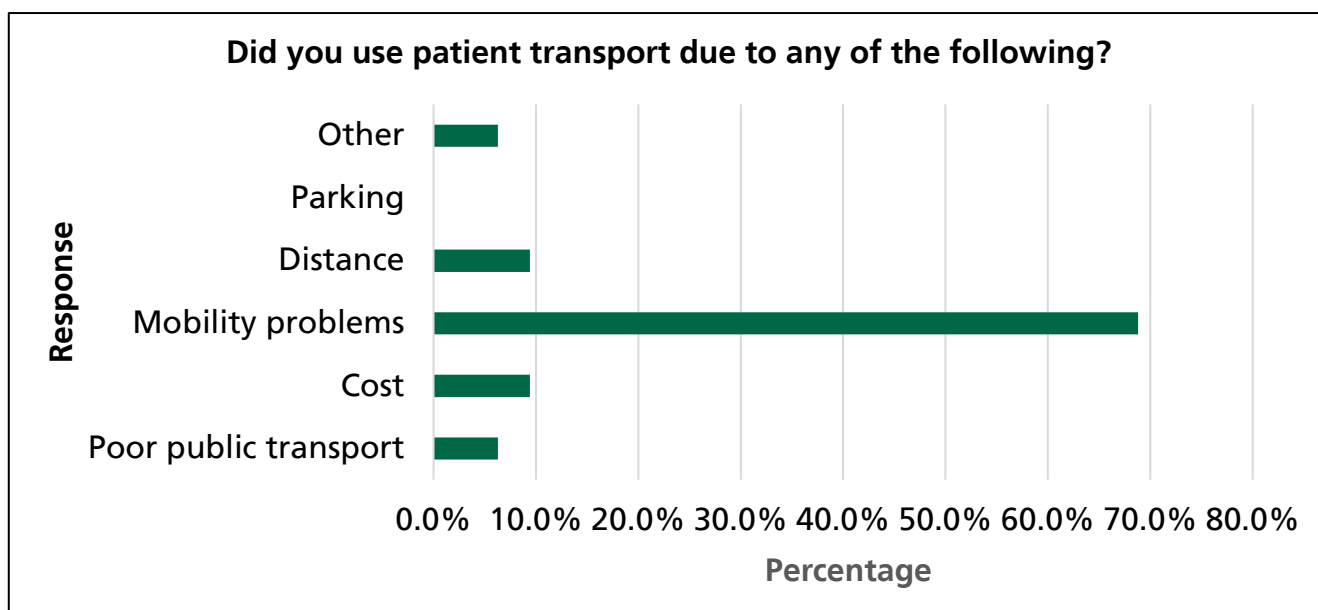
If you had not travelled with the ambulance service, how would you have travelled to hospital? (All answer types listed, some multiple answers)



Various responses were provided in relation to how the patient would have travelled to hospital had transport not been provided. 9 (37.5%) out of 24 respondents advised that they **could not** have attended their appointment. Other responses included: 'taxi' (37.5%), 'relative, carer or friend' (16.7%), 'private car' (4.2%) and 'other' (4.2%).

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, 22 (68.8%) out of 32 responses received cited 'mobility problems' as the reason for using PTS. Other responses included: 'cost' (9.4%), 'distance' (9.4%), 'poor public transport' (6.3%) and 'other' (6.3%).

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

Patient number	Month	Comments received
1	October	Could not have done anything better.
4	October	We were completely satisfied with the service provided.
5	October	I really can't think of anything.
9	October	Please stay as you are, as you are my lifeline.
11	November	All good no complaints here.

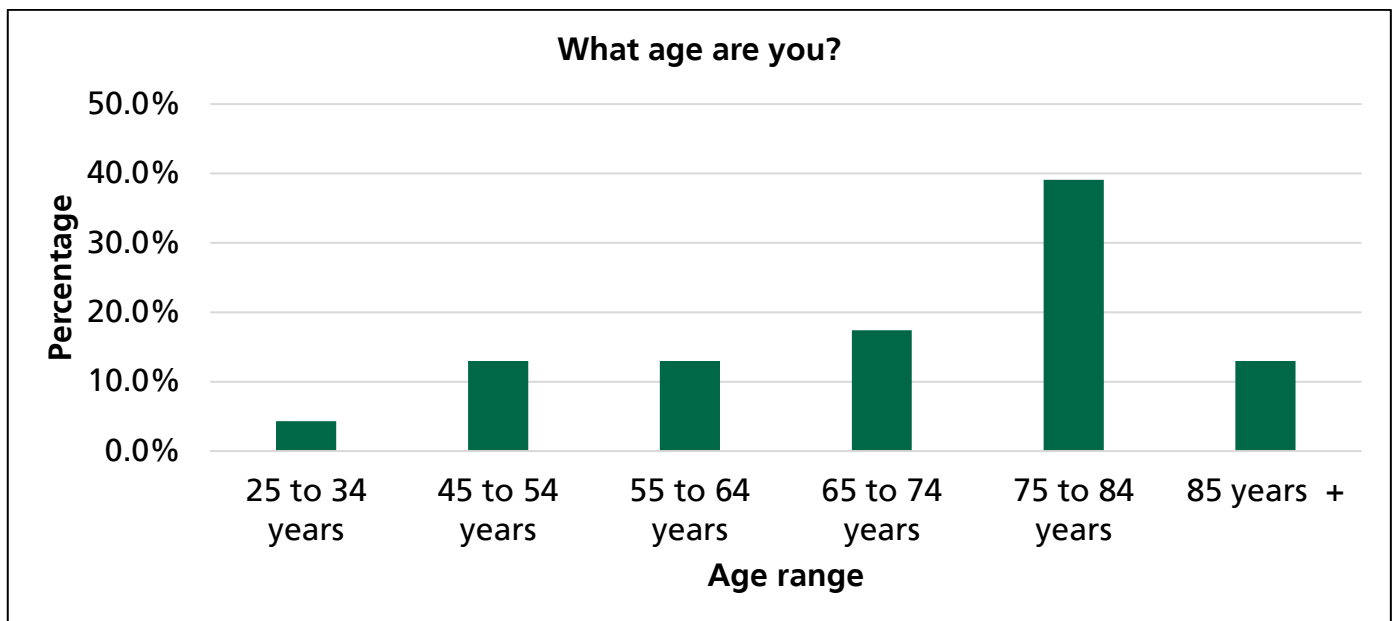
Patient number	Month	Comments received
15	November	Nothing, I'm more than happy with what you do
12	November	Nothing, as working as hard as they can.
19	December	Everything was excellent. If I need further help I will certainly ask for your help. Thank you once again.
20	December	Always so helpful and friendly. Nothing to improve on.
23	December	Nothing.
24	December	10 out of 10 brilliant.

Patient number	Month	Areas for potential improvement
2	October	<p>We used to receive a phone call the day prior to the appointment to confirm the journey there and a return journey but we no longer receive a call which proves difficult when the appointments finish after 5pm and we are unable to contact the ambulance service as they're closed so we end up not knowing what's going on.</p> <p>There have been multiple times that we have nearly gone for the London underground to get home because we are stuck there with no information on how we will get home.</p>
3	October	N/A apart from waiting time!
7	October	New vehicles! Less waiting time.
13	November	A phone call to say they were running late (Although completely understandable as rain/flooding was bad).

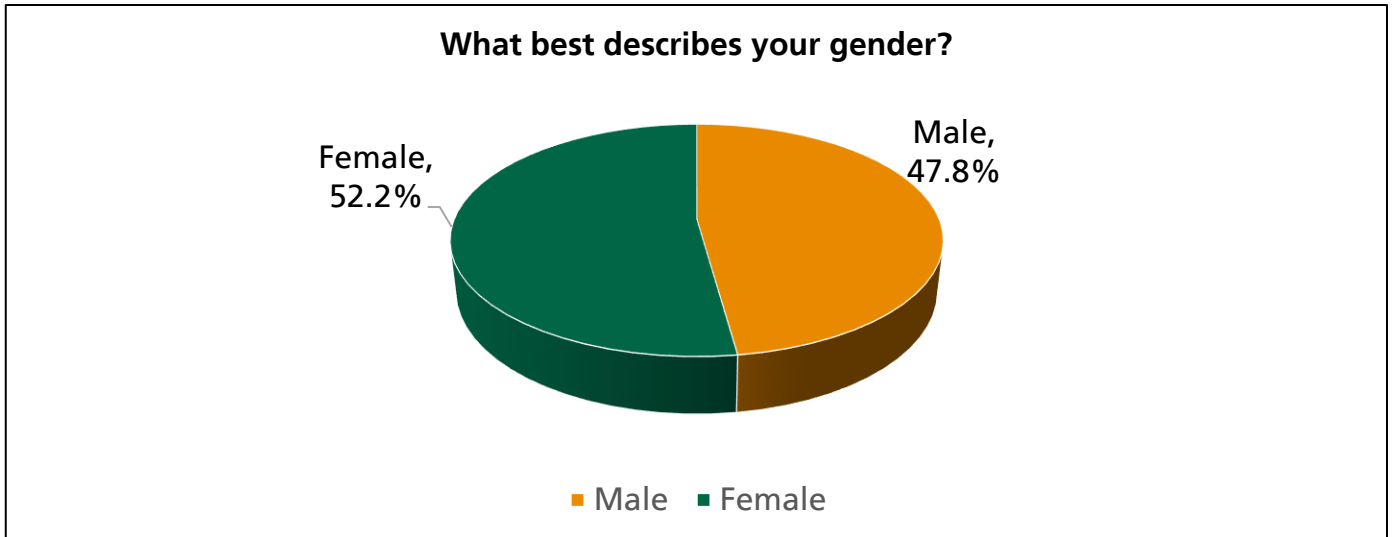
Patient number	Month	Areas for potential improvement
16	December	Efficiency in attendance.
26	December	I'm regularly picked up too early from home and collected too late from renal. Someone needs to learn to tell the time.
27	December	As I am NOT disabled in certain ways it would be nice to have your service as I have difficulty walking too far.

Equality and Diversity Information

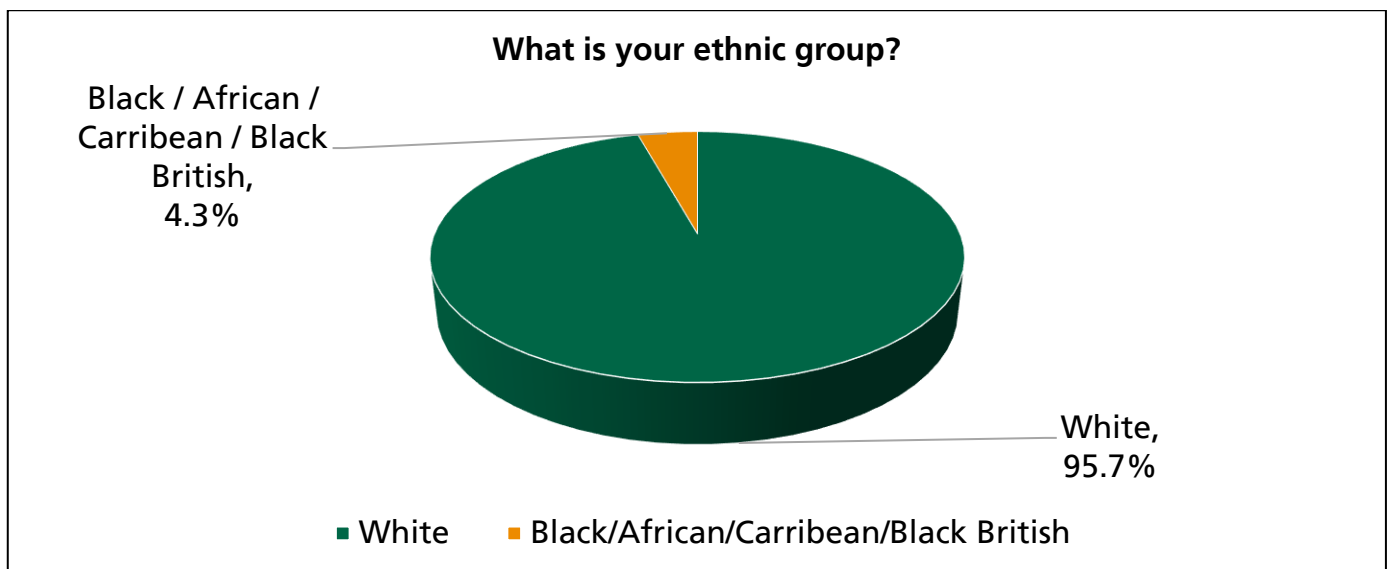
What age are you?



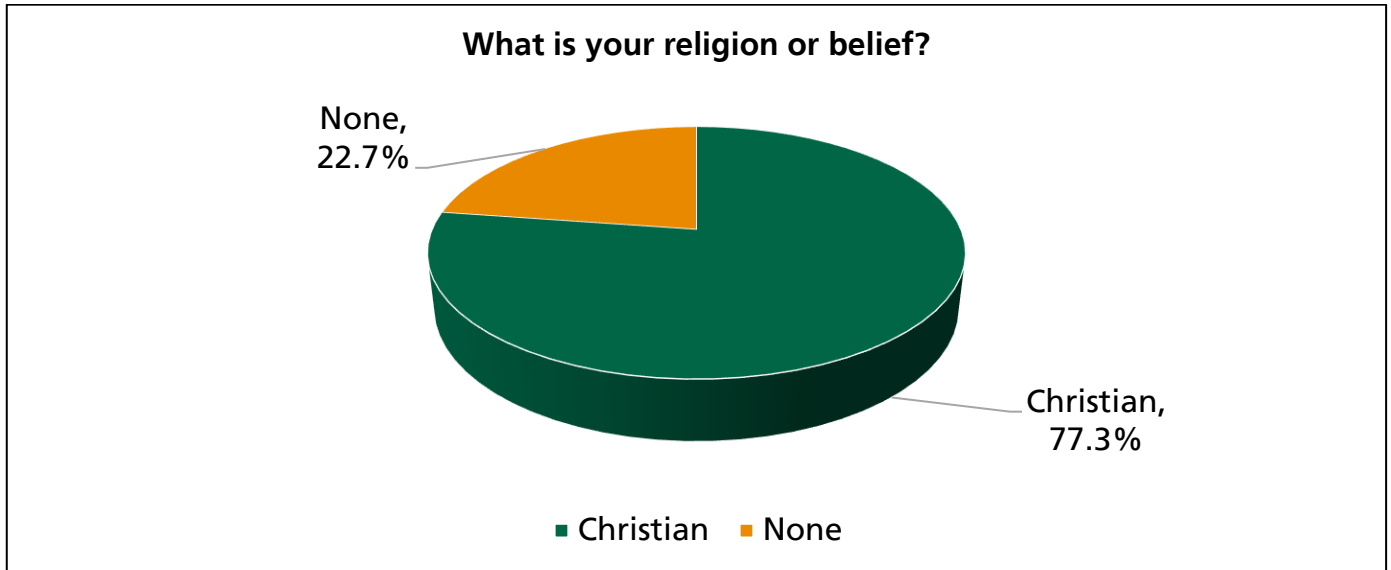
What best describes your gender?



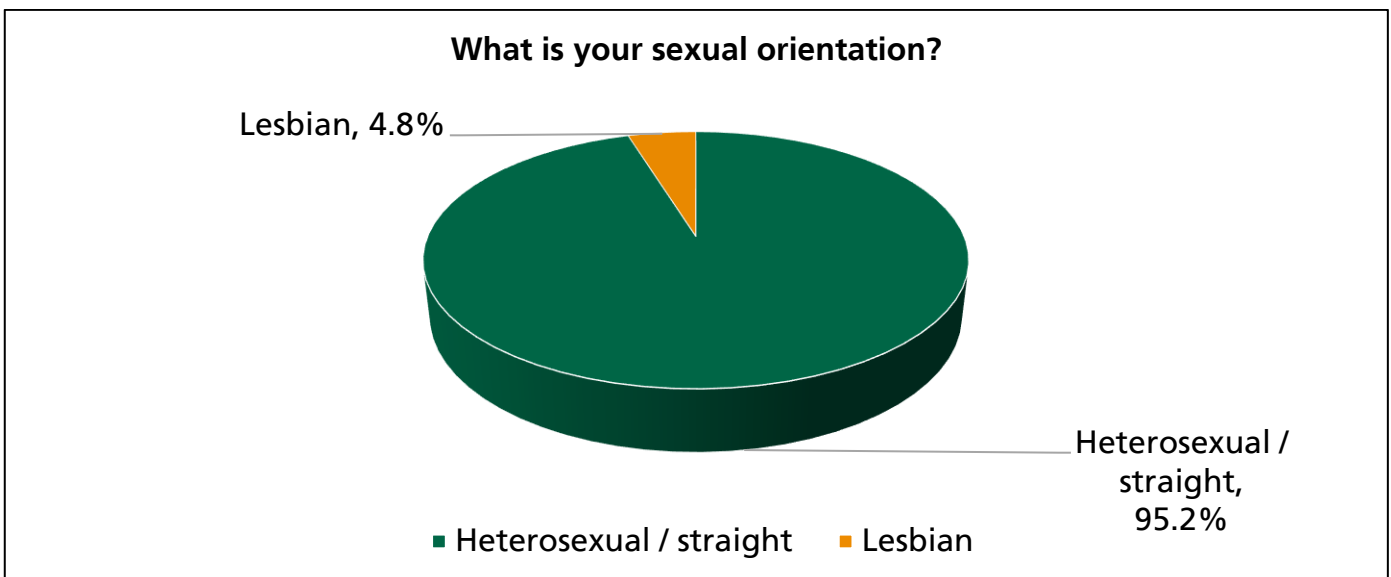
What is your ethnic group?



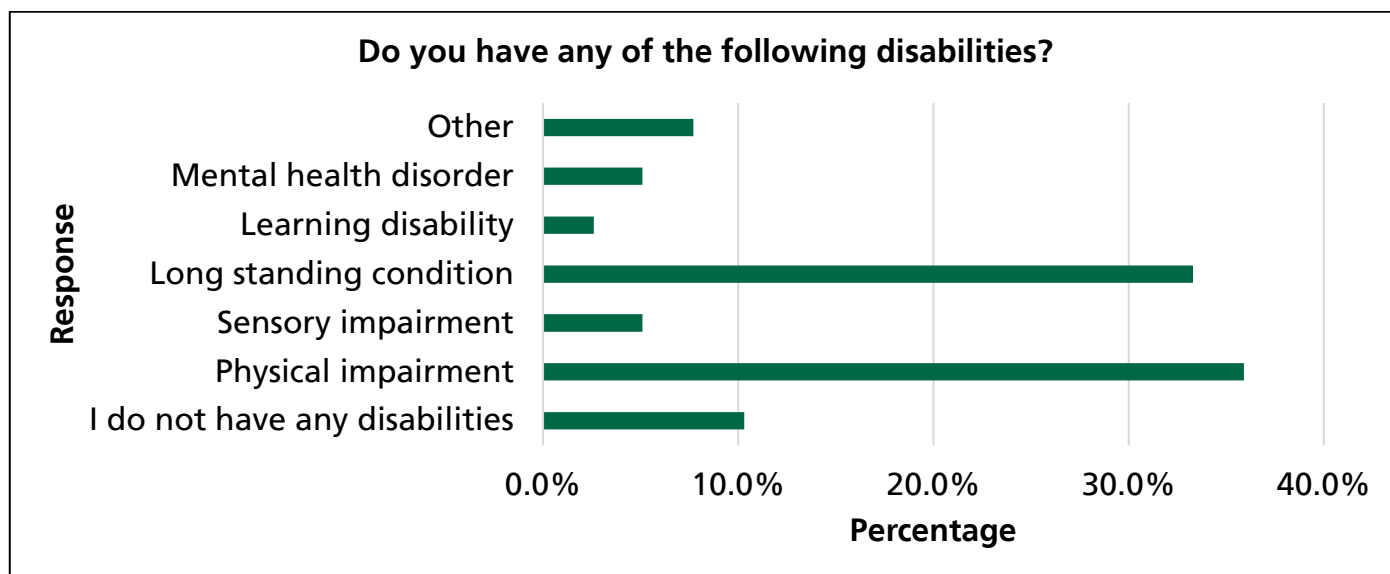
What is your religion or belief?



What is your sexual orientation?



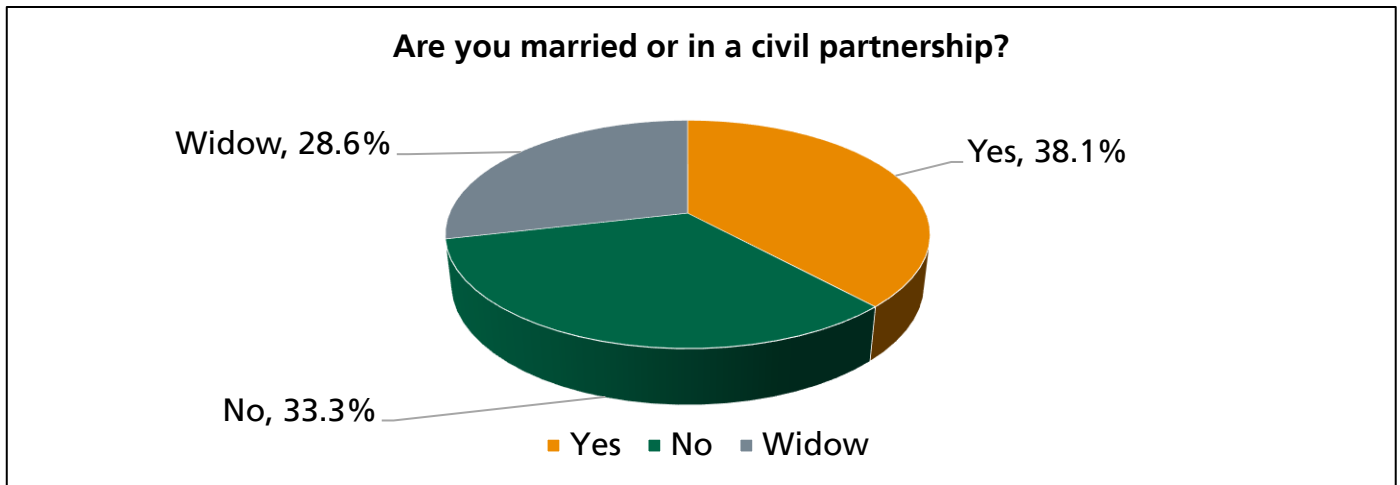
Do you have any of the following disabilities? (All answer types listed, some multiple answers)



Various responses were provided in relation to disabilities experienced by the patient. 27 (69.2%) out of 39 responses received cited either 'physical impairment' (35.9%) or 'long standing condition' (33.3%). Other responses included: 'other' (7.7%) and 'mental health disorder' (5.1%). Four patients advised that they 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.