



Patient Transport Service Patient Experience Report

Patient Transport Service

West Essex Q4 January to March 2024

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Report Period: January to March 2024

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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 January to March 2024.

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). 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.

In addition to the above methods, SMS survey signposting was implemented for West Essex PTS patients during February 2024.

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 75 patients within the West Essex area), with these patients posted an invitation to feedback letter. Between February and March, 466 patients were sent an SMS message, with an invitation to complete the online patient experience survey.

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, 45 (90.0%) respondents who answered the FFT question rated the service received as either 'good' or 'very good.'

78.9% of respondents (30) felt their transport booking call had been answered 'quickly,' with 43 respondents (87.8%) satisfied with the length of time their journey took. Patients had mostly arrived 'on time' (55.8%), 'early' (32.6%) or 'very early' (2.3%) for their medical appointment. Over three quarters of patients (78.0%) had waited up to one hour for their return transport.

PTS staff attitude was generally rated as 'good' (12.5%) or 'excellent' (85.4%), with the majority of 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 has continued to relate 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.

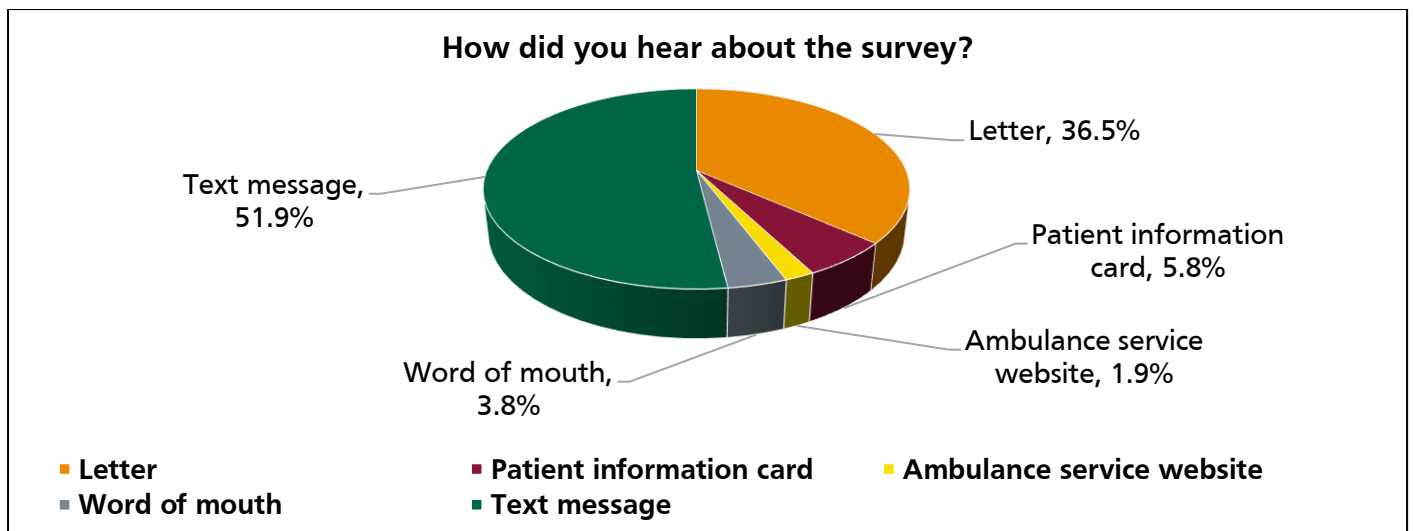
Results

Overall, 51 completed survey submissions were received from patients who had used the PTS within the West Essex area during Quarter 4 2023/24: January (18), February (20) and March (14). Overall, 42 (84.0%) out of 50 respondents advised that they were 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 50 respondents who answered the FFT question, 45 (90.0%) rated the service as either 'good' (14.0%) or 'very good' (76.0%). Four respondents rated the service as 'poor' (4.0%) or 'very poor' (4.0%).

Please can you tell us why you gave this answer?

Patient number	Month	Positive comments received
1	January	Very good and helpful, with my wheelchair too.
2	January	Without them I wouldn't be able to get to the hospital.
3	January	Very pleasant and helpful staff. They made me feel very comfortable and at ease.
4	January	Community health services, very good.
8	January	The ladies running the service were polite and very attentive. All in all, a very good experience. Thanks.

Patient number	Month	Positive comments received
15	January	Because the ambulance service upon arrival was on time. Got me safely to the hospital and back home.
16	January	I have used this service quite a lot and have always been pleased, the staff are so pleasant and helpful.
17	January	You came on time and the driver was excellent.
19	January	Collected on time, the driver was very nice and polite which made my experience lovely.
20	January	Both ambulance staff were very cheerful, friendly, helpful, courteous, kind, patient and considerate. Nothing was too much trouble.
23	January	I'm 81, without the medical transport it would be extremely difficult for me to attend my hospital appointments. The crew are always very friendly and professional. I feel I'm in good hands and I feel safe when being transported and accompanied.
24	January	I just want to say how good they have been most of the time, I have nothing but praise for them.
26	January	It's reliable and on time.
31	January	Very good service. I felt relaxed and safe. Thank you.
34	January	Having used your service many times I was safe and well looked after, they liked me and always gave them sweets.
45	January	Could not fault the service I received, crew were very professional.
5	February	Excellent service. I'm so grateful for all your help as I'm in a wheelchair and need help, thank you.
6	February	Because it was a good service.
9	February	Driver and escort were very helpful, kind and caring.

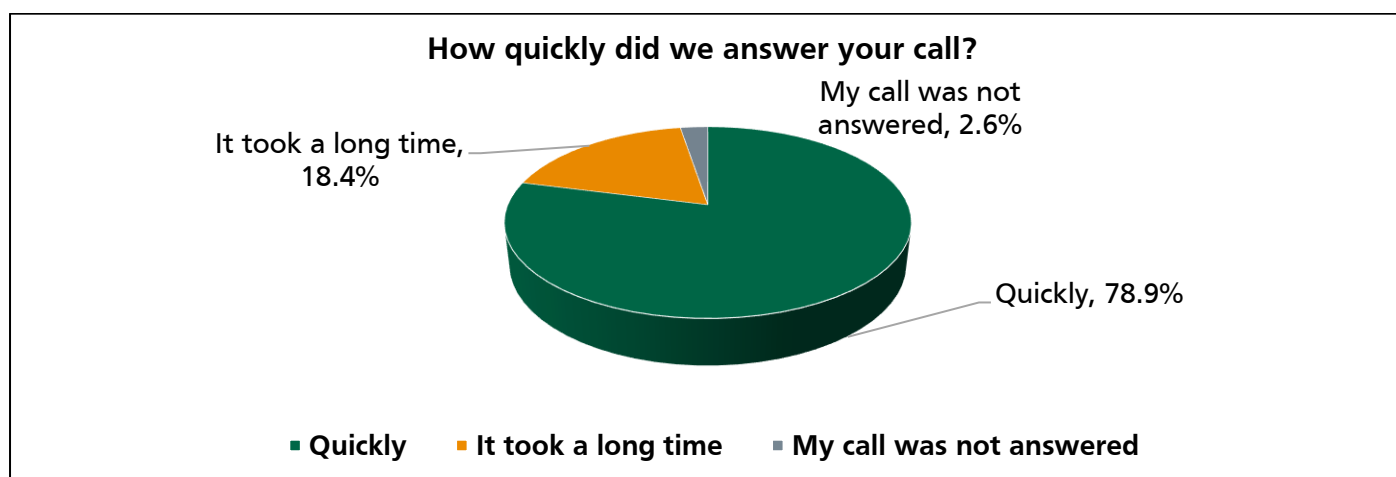
Patient number	Month	Positive comments received
10	February	Personnel extremely helpful.
11	February	Great.
12	February	Ambulance staff were amazing. So friendly, kind and considerate.
13	February	The ambulance was crewed by a single female, who has affected us in efficiency, was complimented by her interpersonal skills. Despite being gridlocked, heavy persistent rain and flooded country roads, it was a pleasant journey to and from the hospital, but this appears to be the norm with most of the journeys I've made with your service.
14	February	Friendly, helpful experienced driver. Crew understand needs and assist in comfortable journey.
27	February	People were polite and respectful.
28	February	Staff were friendly and professional. Staff looked after my needs, and nothing was too much trouble. Good service.
29	February	On time and when available, returned to take me home ASAP.
32	February	Very polite and helpful.
33	February	Quick and easy.
40	February	No complaints, very pleased with service and staff are so friendly.
42	February	The team on ambulance were very caring and helpful. Nothing too much trouble.
43	February	The staff were friendly, explaining to my mother what was happening as they were putting her on the ambulance.
30	March	Car was comfortable and driver pleasant.
36	March	Because I am very satisfied.

Patient number	Month	Positive comments received
38	March	Driver was helpful in getting me on the transport, which was difficult for me. The journey home was good.
39	March	Very helpful, friendly, and patient paramedics.
47	March	The service you provided was excellent, was on time and the driver was very polite and helpful to me.
49	March	So helpful. Grateful for the help with travel.
50	March	Drivers always polite.
51	March	Because it's a brilliant service for those who do not drive – the drivers are so helpful and pleasant.

Patient number	Month	Mixed / neutral comments received
25	February	The crew are always helpful, courteous and on time for my appointment, but can be late for pick up.
35	March	Apart from long wait for the transport, the drivers were lovely and helpful.
52	March	On time for pick up - ok wait for return.
41	March	The outward journey was fine but on the return the driver commented that they had been authorised by the office to collect me as a walking patient. Therefore, the office records are incorrect as I'm classed as a walking patient, which I'm not. At the time of collection, I agreed to attempt to walk up the ramp (with no handrails). I have a fused left leg which made this very difficult, but I did manage to make it into the transport. Going forward, I will need wheelchair transportation. The driver decided it was necessary to return to collect a wheelchair, to enable me to exit the vehicle upon returning home.

Patient number	Month	Negative comments received
21	January	Discharge was scheduled for a week before being achieved.
22	February	Was a 3-hour journey, which at the right time of day can be done in 50 minutes. Vehicle not that comfortable.
7	February	Taxi should have come between 6-6:30am but turned up at 9am.
46	February	The transport arrived late. I rang the MRI department and was told to still come.
48	March	Didn't arrive on time and had a 3-hour wait for pickup.

How quickly did we answer your call?



30 (78.9%) out of 38 respondents recalled that their telephone call had been answered 'quickly.' Seven respondents (18.4%) felt that it took 'a long time' and one respondent (2.6%) advised their call had not been answered.

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

Overall, 44 (95.7%) out of 46 respondents advised that they had been clearly informed of the date and time of their transport booking. Two respondents (4.3%) did not remember being informed.

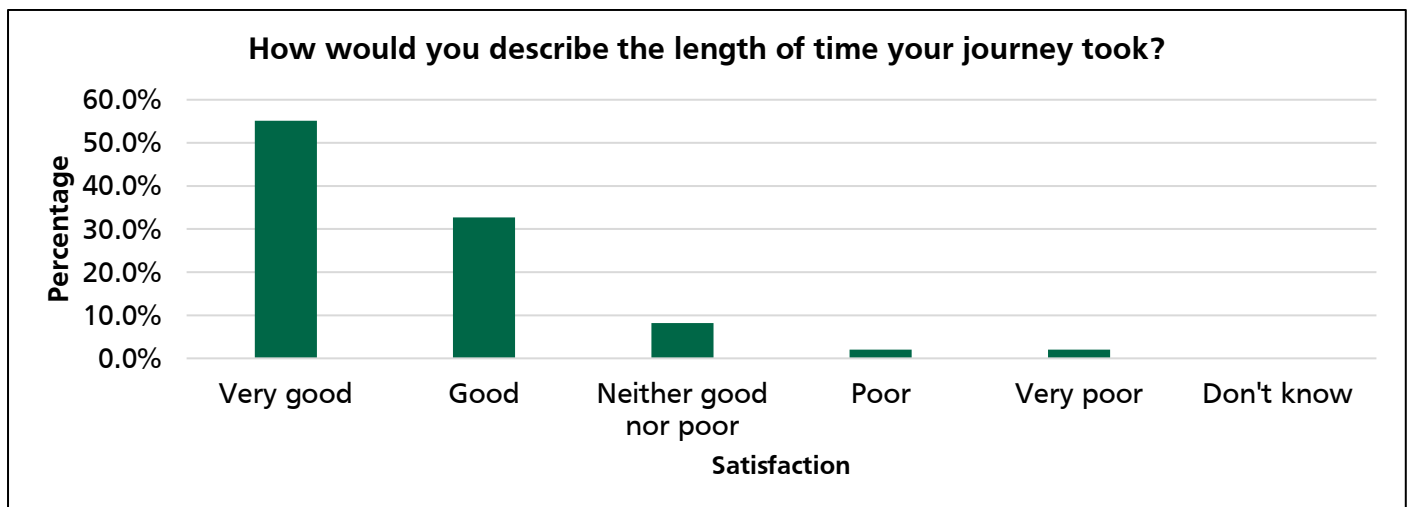
How would you rate the booking system?

Overall, 38 (90.5%) out of 42 respondents rated the booking system as either 'good' (31.0%) or 'very good' (59.5%).

Did the service staff introduce themselves?

Overall, 41 (95.3%) out of 43 respondents advised that PTS staff had introduced themselves upon arrival. Two respondents (4.7%) did not remember receiving an introduction.

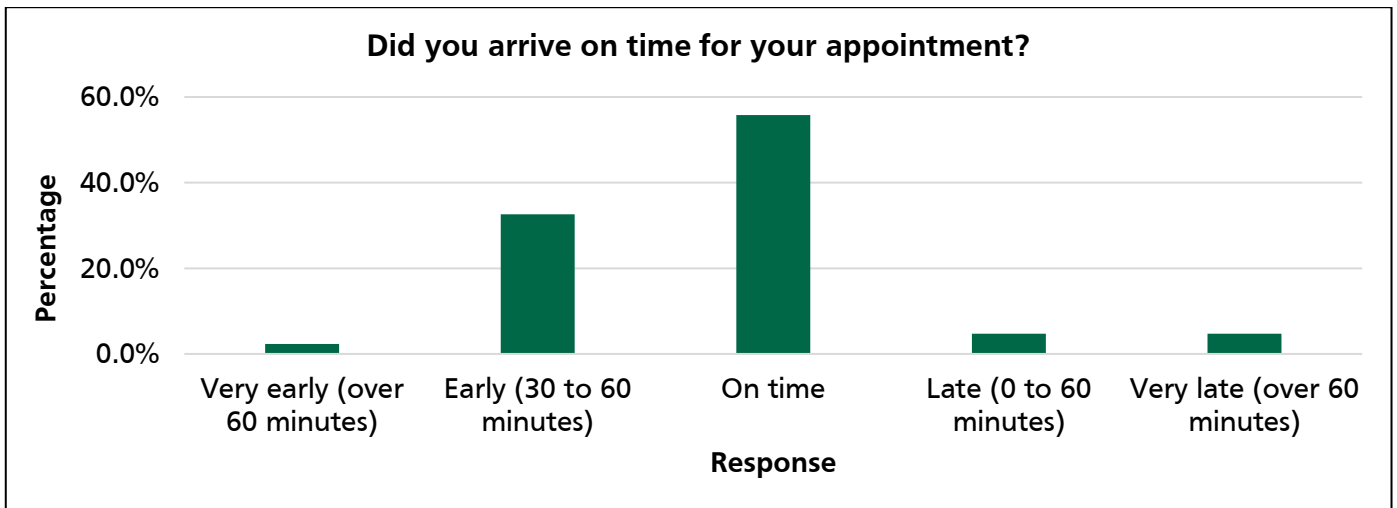
How would you describe the length of time your journey took?



Overall, 43 (87.8%) out of 49 respondents rated the length of journey as 'good' (32.7%) or 'very good' (55.1%). Four respondents (8.2%) rated the journey length was 'neither good nor poor.'

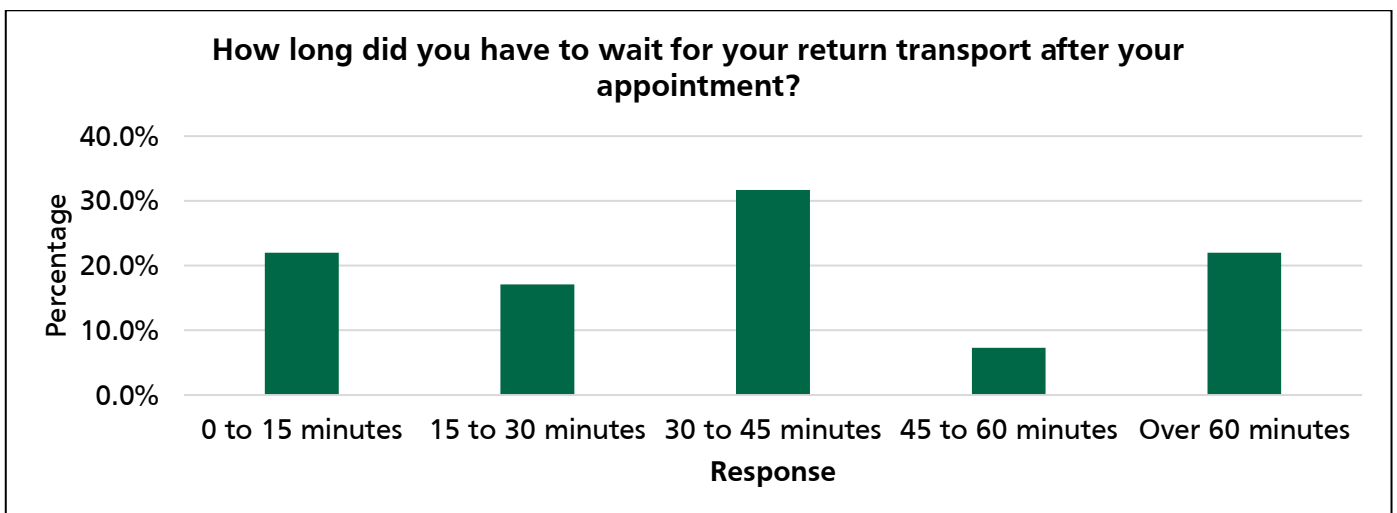
Two respondents (4.1%) were dissatisfied with the journey length and provided 'poor' (2.0%) or 'very poor' (2.0%) responses.

Did you arrive on time for your appointment?



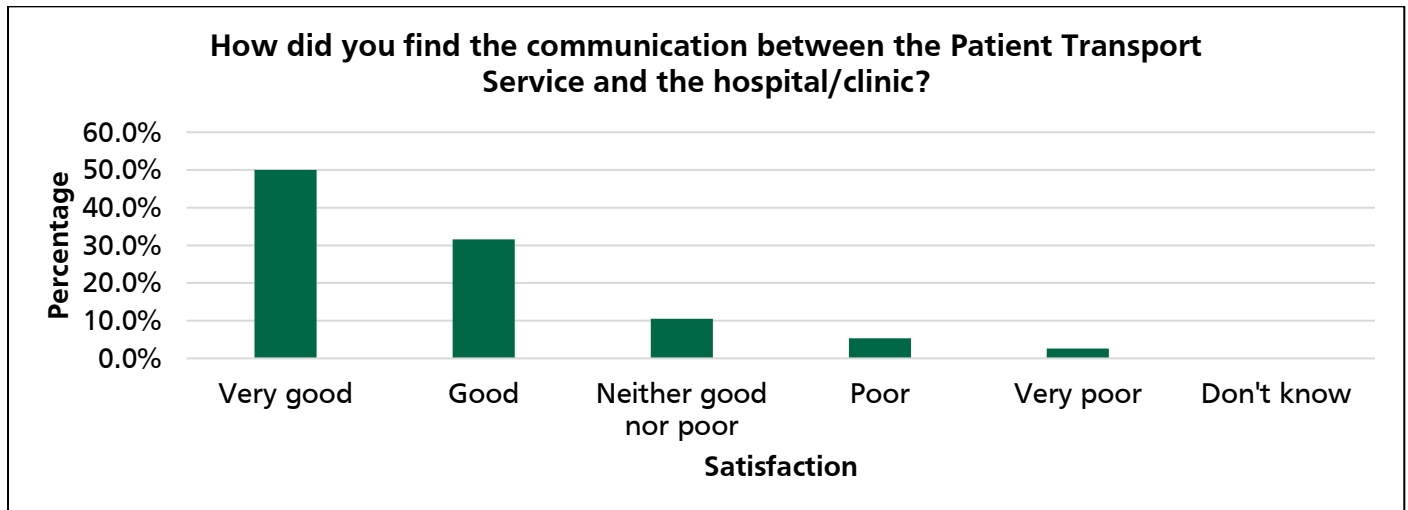
Of the 43 respondents who answered the above question, 39 (90.7%) had arrived 'on time' (55.8%), 'early' (32.6%) or 'very early' (2.3%) for their medical appointment. Four respondents had arrived 'late' (4.7%) or 'very late' (4.7%).

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



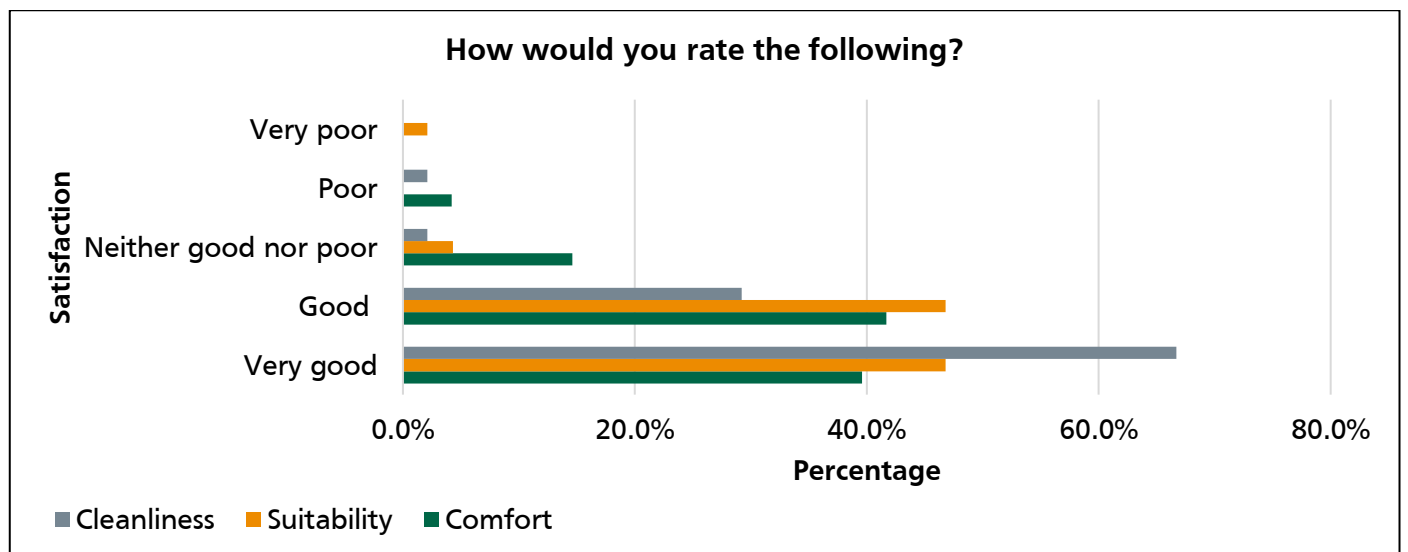
32 (78.0%) out of 41 respondents had waited between 0 to 60 minutes for return transport: 0 to 15 minutes (22.0%), 15 to 30 minutes (17.1%), 30 to 45 minutes (31.7%) and 45 to 60 minutes (7.3%). Nine patients (22.0%) had waited over one hour following their appointment.

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



31 (81.6%) out of 38 respondents rated the communication between the PTS and the hospital/clinic as 'good' (31.6%) or 'very good' (50.0%). Four respondents (10.5%) responded 'neither good nor poor,' and three respondents described the communication as 'poor' (5.3%) or 'very poor' (2.6%).

How would you rate the following?

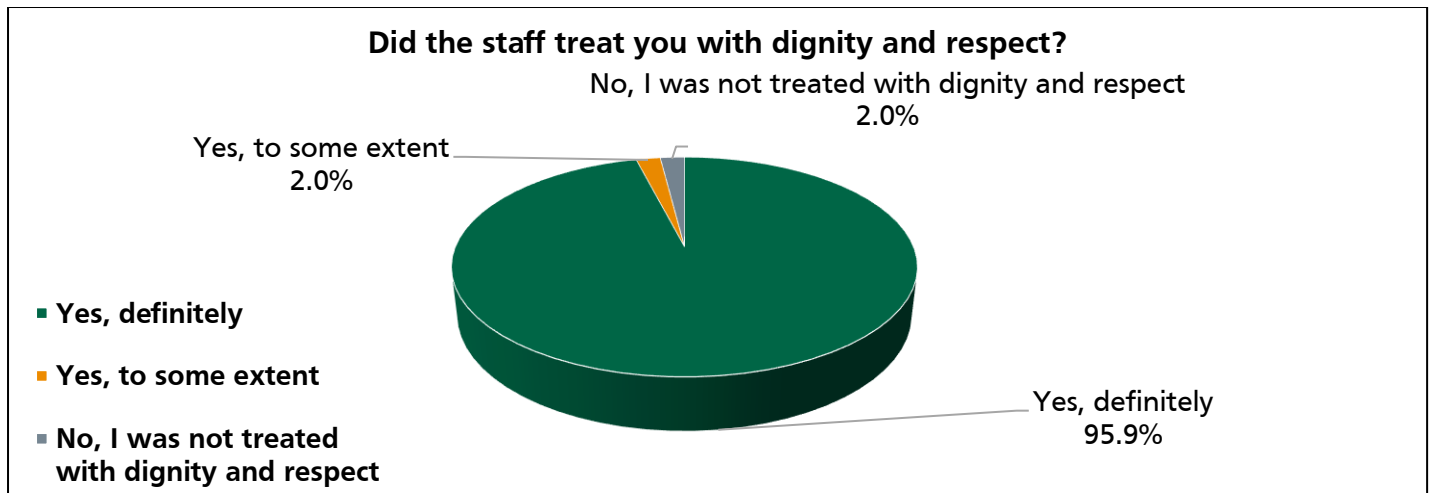


Vehicle cleanliness and suitability were rated most highly by patients (overall satisfaction of 95.8% and 93.6% respectively). Satisfaction levels were slightly lower for vehicle comfort (81.3%), with one patient rating both vehicle cleanliness and comfort as 'poor.'

How would you describe the attitude of the staff?

Overall, 47 (97.9%) out of 48 respondents rated staff attitude as 'good' (12.5%) or 'excellent' (85.4%). However, one respondent (2.1%) recalled the staff attitude as 'poor.'

Did the staff treat you with dignity and respect?



Overall, 48 (98.0%) out of 49 respondents advised that they were treated with dignity and respect ('definitely' (95.9%) or 'to some extent' (2.0%)) by PTS staff. One respondent (2.0%) did not feel they were treated respectfully or with dignity.

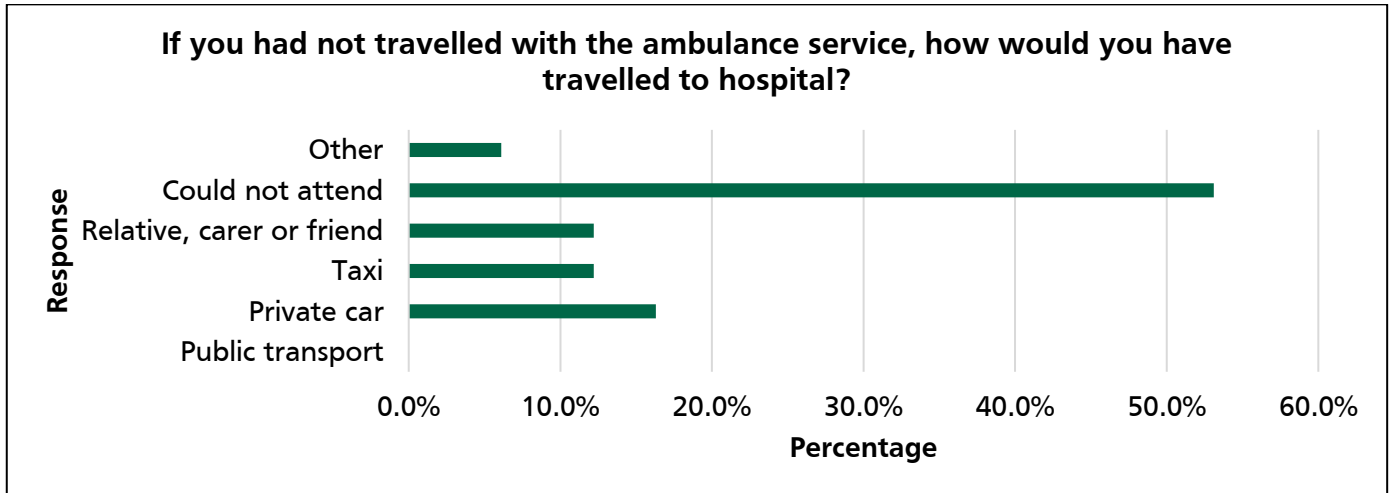
Did the service staff drive safely?

All 46 respondents who answered the above question felt the PTS vehicle had been driven safely.

Did the staff offer assistance if required?

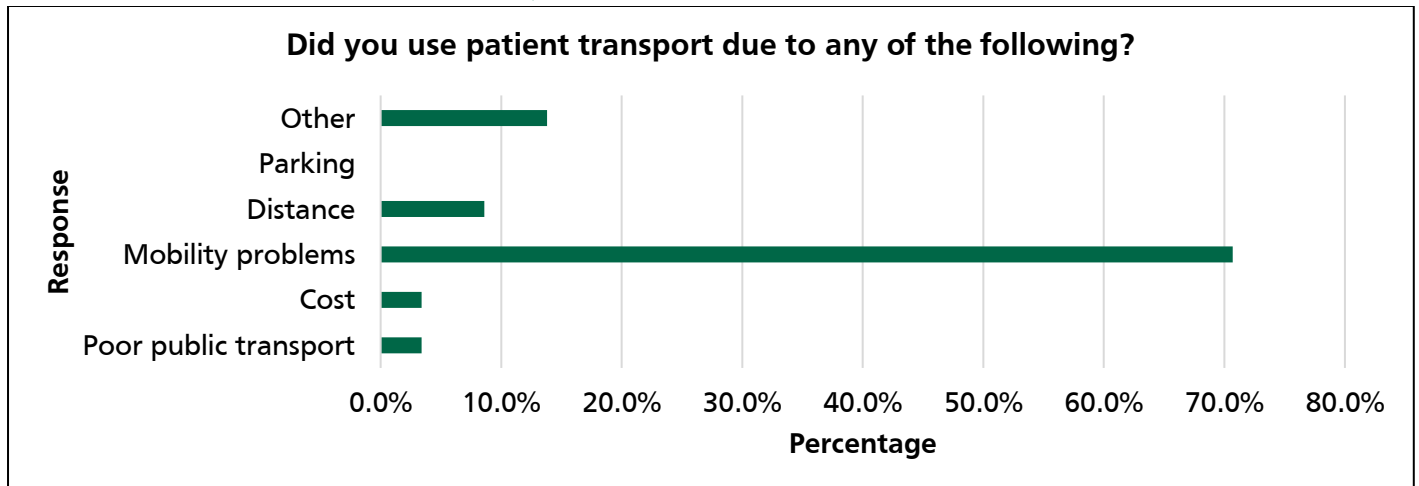
45 (97.8%) out of 46 respondents advised that assistance had either been offered (93.5%) or had not been required (4.3%). One respondent (2.2%) advised they had not been offered assistance by PTS staff.

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. 26 (53.1%) out of 49 respondents advised that they could not have attended their appointment. Other responses included: 'private car' (16.3%), 'relative, carer or friend' (12.2%), 'taxi' (12.2%) and 'other' (6.1%).

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



Overall, 41 (70.7%) out of 58 responses received cited 'mobility problems' as the reason for using PTS. Other responses included: 'other' (13.8%), 'distance' (8.6%), 'poor public transport' (3.4%) and 'cost' (3.4%).

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

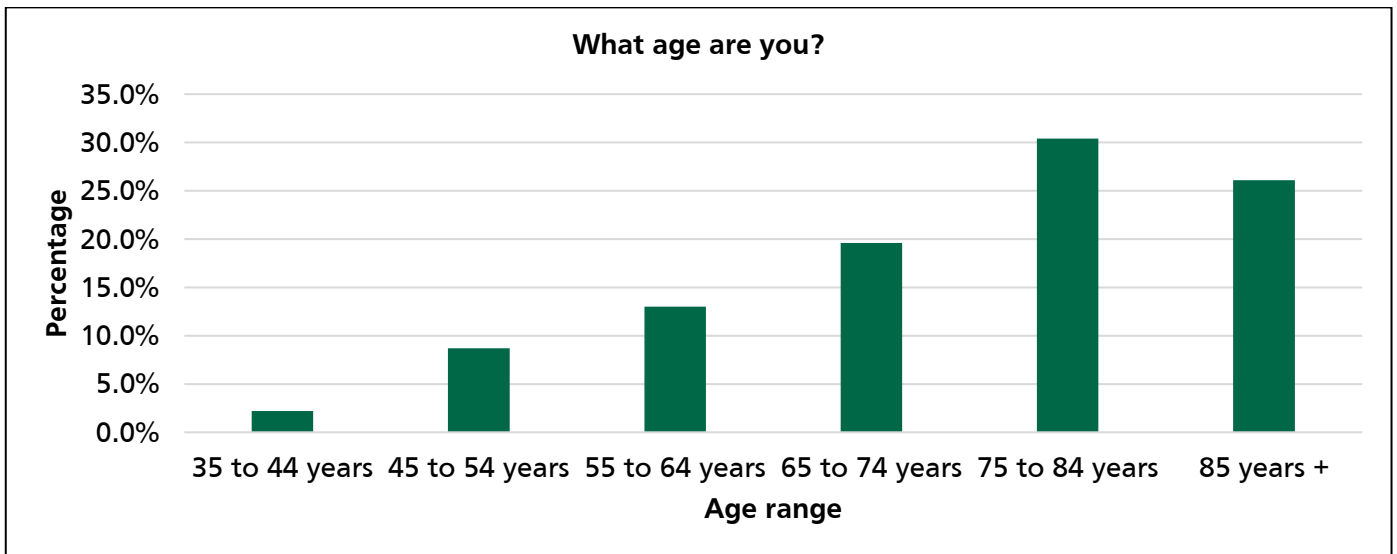
Patient number	Month	Positive comments
1	January	Not really, I think it's good as it is.
2	January	Nothing, lovely service, much appreciated.
3	January	I love your service so much. Community NHS transport is the best.
16	January	I found the service excellent; I cannot complain about anything.
17	January	You were first class.
26	January	You are doing excellent, there's nothing you could do better.
45	January	Have to visit hospital as unable to travel on tube due to mobility problem and unable to walk.
5	February	Nothing, you provide a wonderful service.
14	February	Can't think of anything. Am grateful for the help received.
33	February	Very little.
36	March	Everything fine.
39	March	Arrived earlier than expected.
47	March	Could find no fault in the services.
49	March	Happy, thank you.
51	March	There was nothing you could have done better.

Patient number	Month	Mixed/neutral comments
25	February	The only problem I ever have with hospital transport is pick up on the way home.
41	March	The driver was very helpful but, unfortunately, she had the wrong information which led to complications.

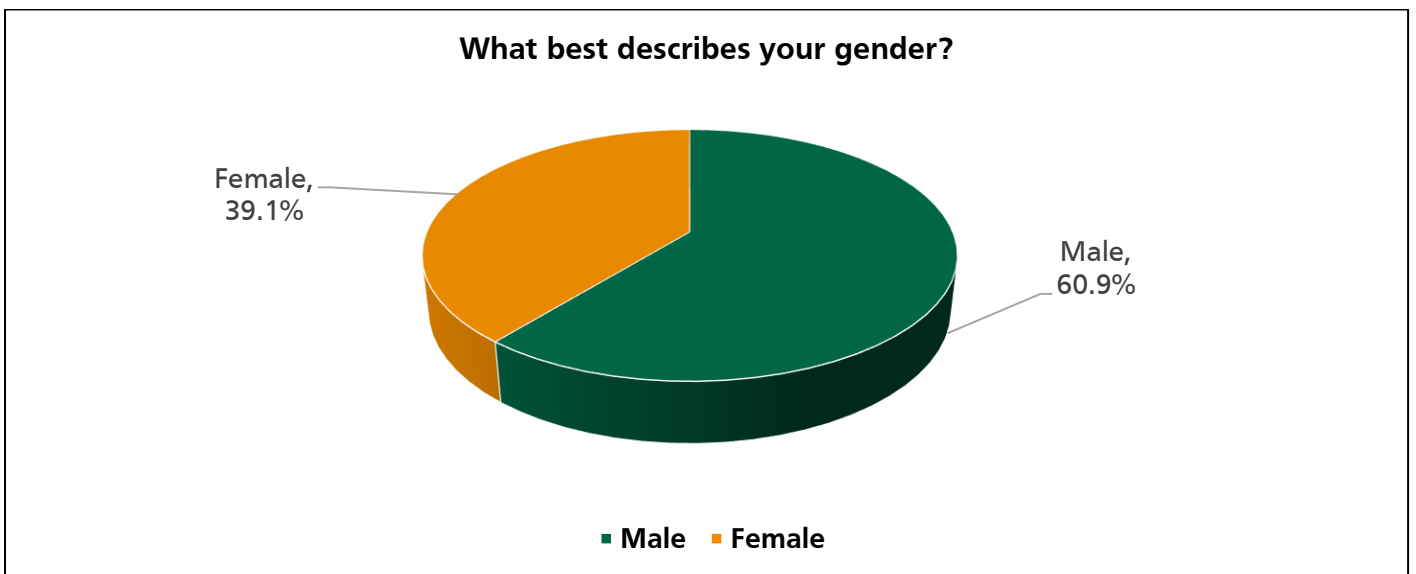
Patient number	Month	Areas for potential improvement
15	January	More available nurses at the hospital to reduce wait time. Also, more available transport on returning home, as had to wait over an hour for the ambulance.
20	January	The stretcher straps were too short, so difficult to secure properly.
7	February	Turn up on time.
22	February	Leave at a more appropriate time to avoid rush hour.
29	February	Quicker answer to phone and better updates at hospital regarding the trip home.
32	February	Stop sending surveys expecting a hug and kiss after every single aspect of anything that happens in the NHS – such a huge waste of money, which could be better spent.
43	February	The only grumble I have is the waiting around for the ambulance to arrive, both ways. Having to get a bedridden, dementia person ready sitting in her wheelchair, two hours before the appointment is very hard. Then up to two hours waiting for transport to return to go home. Other than that, I have no complaints.
46	February	Contact the patient if they are going to be late.
35	March	Waiting time, as was very uncomfortable and hungry after waiting about five hours in a chair in discharge lounge and in lot of pain from operation still.
48	March	Be punctual and keep people informed.

Equality and Diversity Information

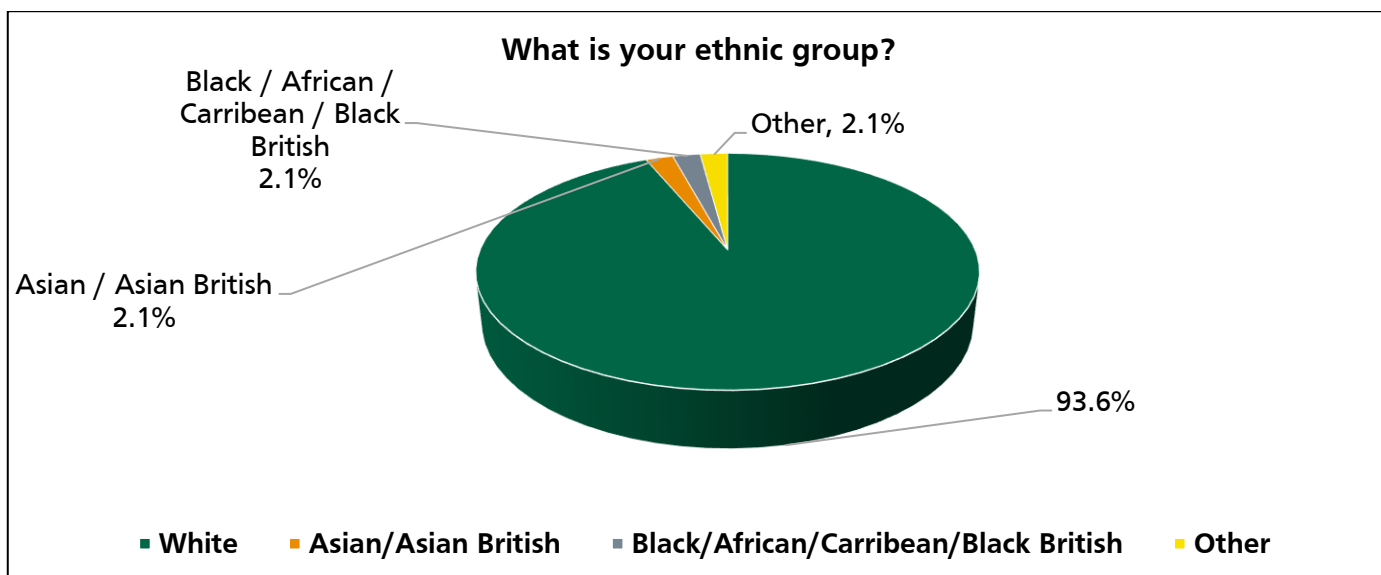
What age are you?



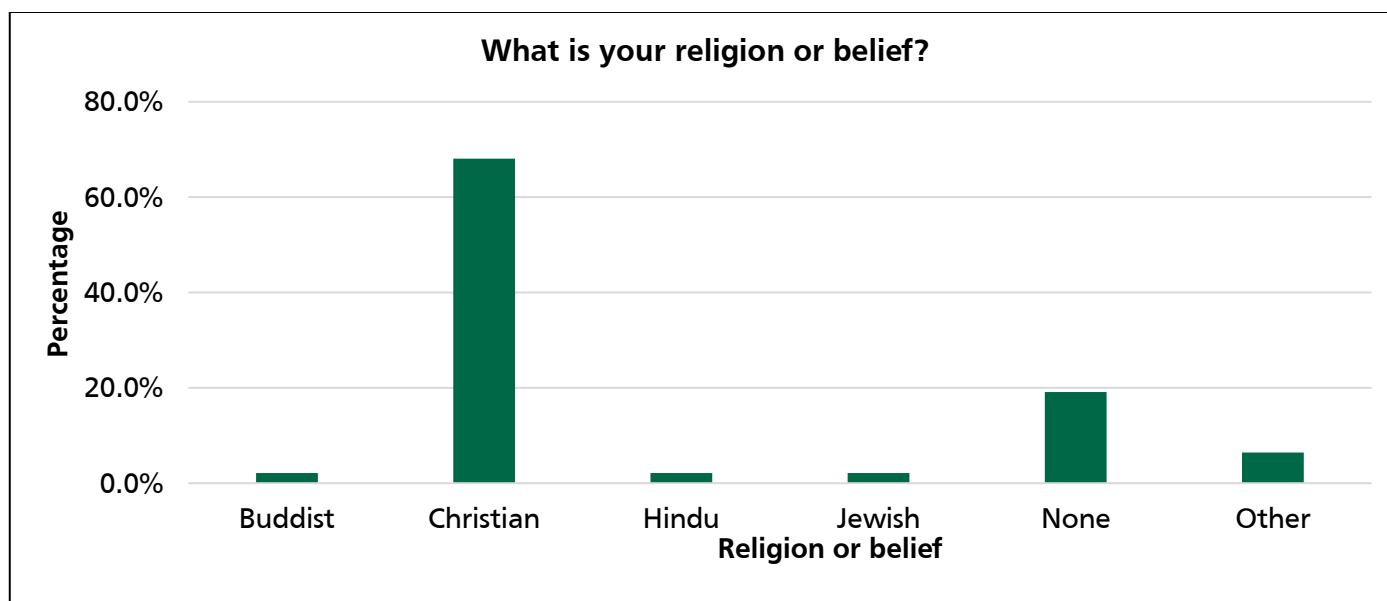
What best describes your gender?



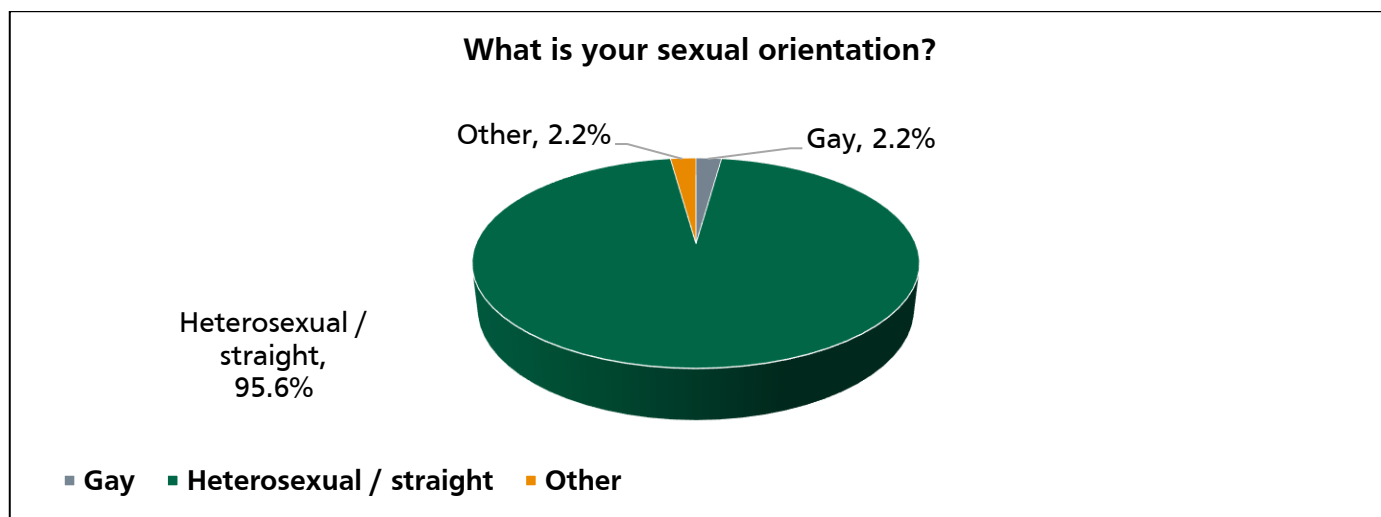
What is your ethnic group?



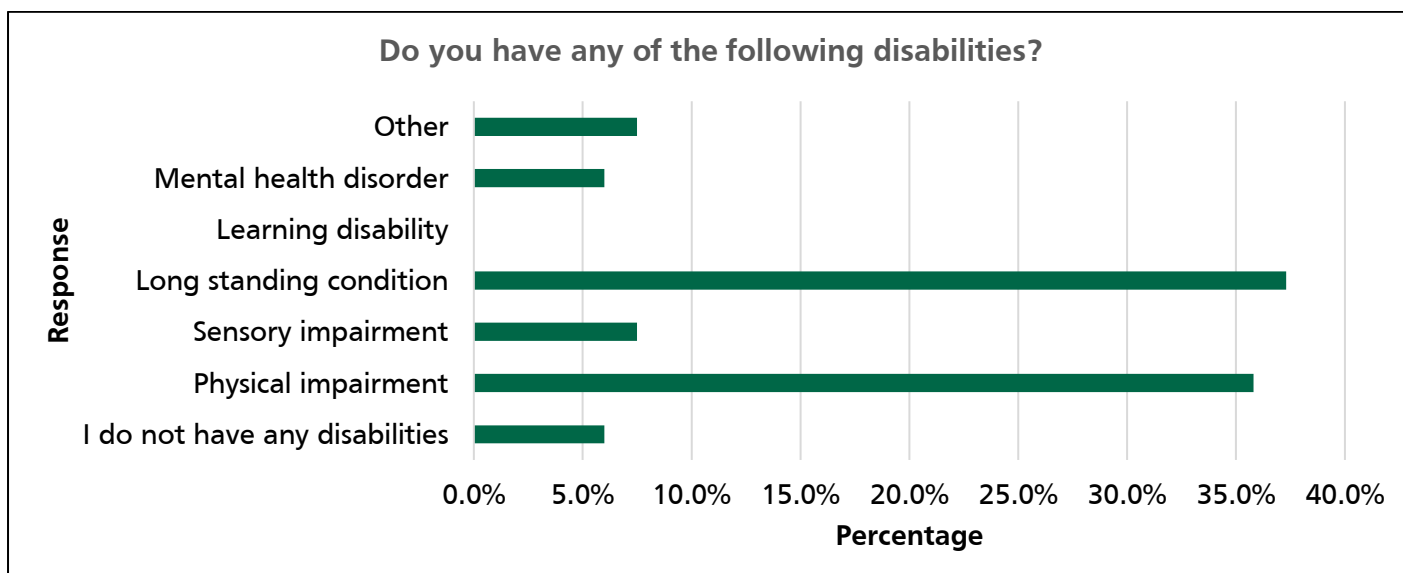
What is your religion or belief?



What is your sexual orientation?

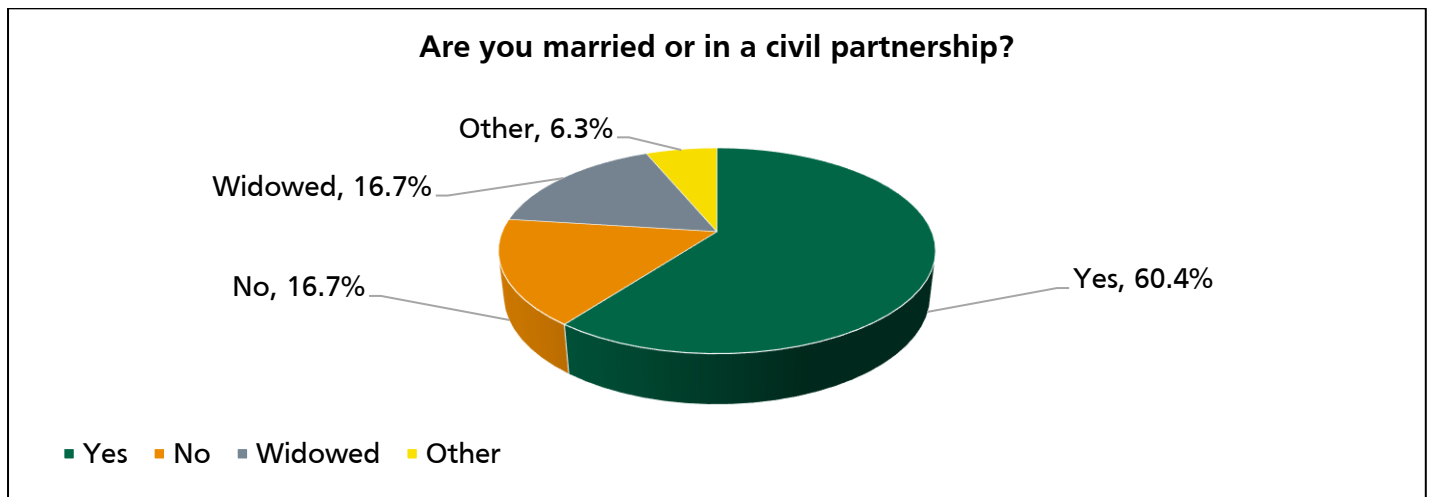


Do you have any of the following disabilities? *(All answer types listed, some multiple answers)*



Various responses were provided in relation to disabilities experienced by the patient. 49 (73.1%) out of 67 responses received cited either, 'long standing condition' or 'physical impairment' (35.8%). Other responses included: 'sensory impairment' (7.5%), and 'other' (7.5%). Four patients advised that they did not have a disability.

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.