

Patient Transport Service (Scheduled Care)

Quarter 1, 2021/22



Patient Survey Summary

Responses: 294

<input checked="" type="checkbox"/> Improved by 5% <input checked="" type="checkbox"/> Declined by 5% <input type="checkbox"/> Less than 5% change	Questions	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarterly Trend	Annual Trend
	Thinking of the service we provide. Overall how was your experience of the service the last time you used it?	100.0	95.7	95.6	95.0	96.3	<input type="checkbox"/>	95.6 <input type="checkbox"/>
	Ease to get through on the phone	50.0	87.4	88.6	92.1	91.0	<input type="checkbox"/>	90.2 <input type="checkbox"/>
	The attitude of the call taker	50.0	90.2	94.5	94.7	95.8	<input type="checkbox"/>	94.4 <input type="checkbox"/>
	The overall booking process	50.0	88.9	92.6	93.8	94.6	<input type="checkbox"/>	93.0 <input type="checkbox"/>
	The care / help provided by ambulance staff	100.0	97.7	98.3	98.3	97.7	<input type="checkbox"/>	98.1 <input type="checkbox"/>
	Getting to your appointment on time	75.0	100.0	92.6	90.4	92.6	<input type="checkbox"/>	92.4 <input type="checkbox"/>
	The attitude of ambulance staff in general	100.0	97.3	97.9	98.0	98.5	<input type="checkbox"/>	98.0 <input type="checkbox"/>
	The dignity and respect with which you were treated by the ambulance staff	100.0	97.8	98.4	98.3	98.6	<input type="checkbox"/>	98.3 <input type="checkbox"/>
	The kindness and compassion with which you were treated by ambulance staff	100.0	97.2	97.9	98.3	97.8	<input type="checkbox"/>	97.9 <input type="checkbox"/>
	The overall condition of the ambulance	83.3	93.4	95.2	96.2	94.7	<input type="checkbox"/>	95.1 <input type="checkbox"/>
	The comfort of the ambulance	62.5	88.4	90.3	91.1	89.3	<input type="checkbox"/>	90.0 <input type="checkbox"/>
	The cleanliness of the ambulance	75.0	95.2	96.9	98.1	96.2	<input type="checkbox"/>	96.8 <input type="checkbox"/>
	The time it took to get you to your hospital appointment	75.0	93.9	95.4	95.1	95.8	<input type="checkbox"/>	95.2 <input type="checkbox"/>
	The suitability of the type of transport used	75.0	94.6	95.9	95.4	95.0	<input type="checkbox"/>	95.3 <input type="checkbox"/>
	The last time you used the service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready?	83.0	59.4	60.9	63.1	62.0	<input type="checkbox"/>	61.7 <input type="checkbox"/>

Please Note:

Q1 2021/22 data unreliable as it's based only 5 responses, PTS data collection was suspended during this time due to COVID

Executive Summary

Using a rolling average of the last 12 months all of the indicators are within a 5% tolerance.

A direct year on year comparison made with Q1 2020-21 is unreliable as the numbers were very low due to Covid-19 and the suspension of the PTS service:

Quarterly Analysis

In Q1 2021-22 we have collected 294 responses, which is 34 less than the previous quarter (328).

The FFT very good/good score is 96.3%, which is 1.3% higher than the previous quarter (95%).

All indicators are within a 5% tolerance level of the previous quarter.

Areas to keep under review:

- The overall condition of the ambulance 94.7% (-1.5%)
- The cleanliness of the ambulance 96.2% (-1.9%).

The CCG data shows us that the overall average of all CCG's, 14 indicators are above or over the 80% benchmark., indicator is below the benchmark, however that score is a weighted score and not an average.

- The last time you used the ambulance service, how long did you wait for the transport to leave the hospital 62%.

There is a technical issue with the getting to your appointment on time data that we are exploring with the supplier.

3 three main positive sentiment themes were:

- Friendliness
- Emotional and physical support
- Helpfulness.

3 main negative sentiment themes were:

- Waiting
- Emotional and Physical Support
- Ambulance Transport.

Demographic Analysis

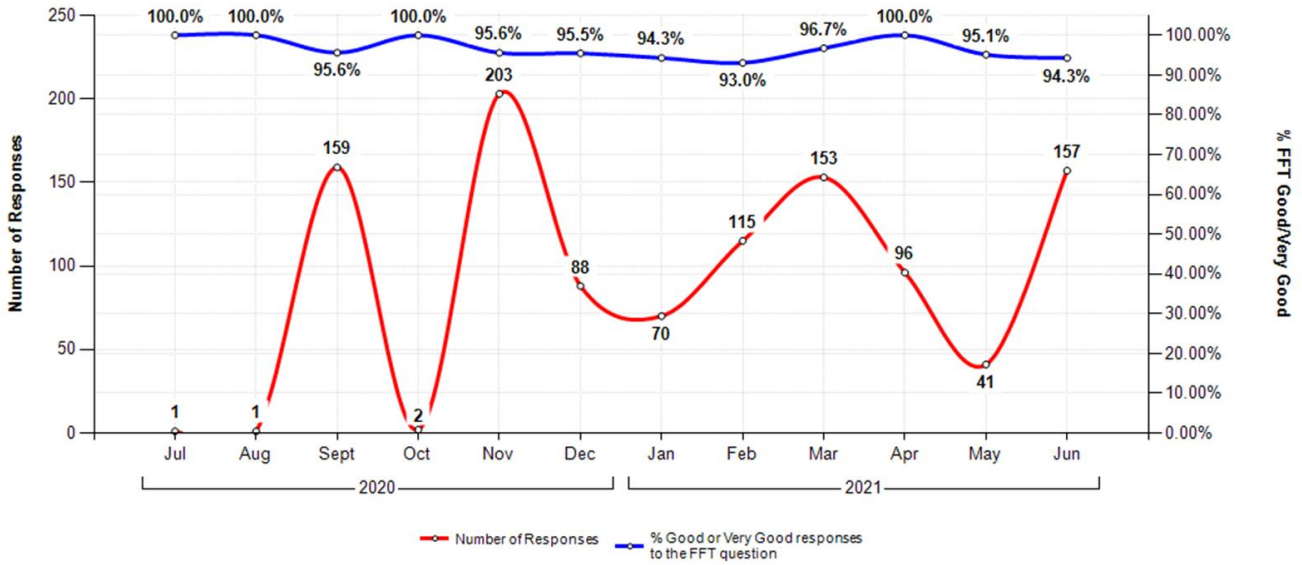
Not all respondents took part in all survey questions. The number of respondents for some groups are low and not believed to be representative. This is especially true for BAME (between 1-5 responses), White Other (between 0-3 responses) and LGB groups (between 0-2 responses). There were no Under 25 respondents and as such this category has been excluded from the analysis. The main findings for each question are detailed below:

- **Thinking of the patient transport service we provide. Overall how was your experience of the service the last time you used it?** Most (96.3%) chose "positive" with no significant differences in responses across the groups.

- **How did you travel to your appointment?** Most (61.3%) chose “ambulance”, LGB (100.0%, 2 respondents), BAME (75%, 3 respondents) and 85+ (75.4%) groups rated this highest but Non-Disabled (46.7%) rated this lowest.
- **How often have you used the North East Ambulance service in the last 12 months?** Most (71.7%) chose “between 3 and 5 times” or “more than 5 times”. White Other (100%) and LGB (100%) chose this most but both groups also had low numbers of participants.
- **When you used the ambulance service most recently, how long did you need to wait for the transport to arrive from the arranged pick-up time?** Most (44.8%) chose “it was on time” especially BAME people (80%) and 25 to 44 (71.4%) groups. LGB (0%) selected this least but this only accounted for two responses.
- **Ease to get through on the phone.** Most (91%) chose “very good” or “fairly good” especially for LGB (100%, 2 responses), under 25s (100%, 3 responses) and 25 to 44 (100%). 85+ (5.6%) group chose “poor” or “very poor” most compared to an average of 2.4%.
- **The attitude of the call talker.** Most (92.6%) chose “very good” or “fairly good” especially for LGB (100%, 2 responses), White Other (100%, 3 responses) and non-Christian (100%).
- **Getting to your appointment on time.** Most (84.2%) chose “very good” or “fairly good” especially among BAME (100%, 1 response) and Non-Christian (100%, 2 responses) groups. No responses were recorded from LGB, White Other and under 25s groups.
- **The overall booking process.** Most (96.5%) selected “very good” or “fairly good”, especially among 85+ (98.6%), White Other (100%, 3 respondents), non-Christian (100%) and LGB (100%, 2 respondents).
- **The last time you used the ambulance service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave?** Most (59.3%) chose “it was on time” or “0-30minutes” especially among LGB (100%, 2 responses).
- **The comfort of the ambulance.** Most (92.8%) selected “very good” or “fairly good”. This was rated lowest amongst 25 to 44 (85.7%) and non-disabled (88.9%) groups.
- **The cleanliness of the ambulance.** Most (96.2%) selected “very good” or “fairly good”. This was rated lowest amongst 25 to 44 (85.7%) groups.
- **The time it took to get you to your hospital appointment.** Most (96.5%) selected “very good” or “fairly good”. This was rated lowest amongst 25 to 44 (85.7%) groups.
- Most respondents selected either “very good” or “fairly good” with no significant difference in responses across all groups for **The dignity and respect with which you were treated by the ambulance staff (98.6%); The attitude of ambulance staff in general (97.9%); The care / help provided by ambulance staff (97.9%); The kindness and compassion with which you were treated by ambulance staff (97.9%); The overall condition of the ambulance (96.5%); and The suitability of the type of transport used (97.6%).**

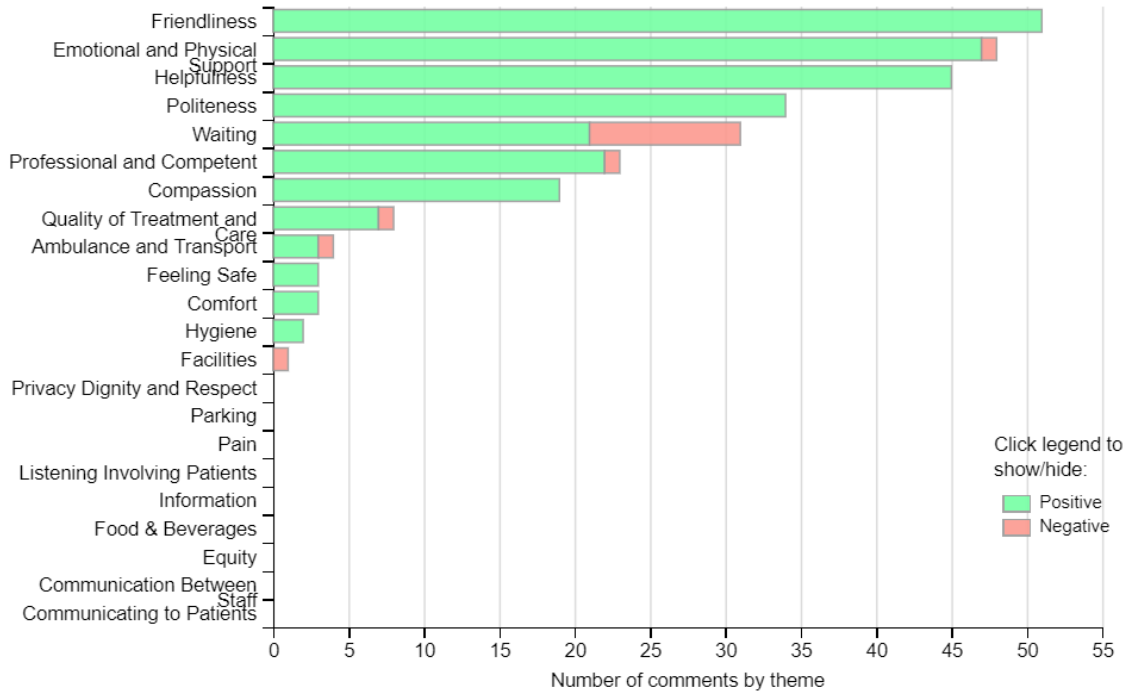
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



Quarterly heat map legend

Heat Map

Showing: Survey results for chosen service, broken down by CCG, Resource Base and Cluster.

- Above benchmark
 - 1-5 points below benchmark
 - More than 5 points below benchmark
- Survey:** Patient Transport Service Survey
Start Date: 01/04/2021
End Date: 30/06/2021

Quarterly Heat Map - CCG

Resource CCG	Responses	Thinking of the patient transport service we provide. Overall how was your experience of the service	The attitude of the call talker	Ease to get through on the phone	Getting to your appointment on time	The overall booking process	The attitude of ambulance staff in general	The care / help provided by ambulance staff	The dignity and respect with which you were treated by the ambulance staff	The overall condition of the ambulance	The kindness and compassion with which you were treated by ambulance staff	The comfort of the ambulance	The cleanliness of the ambulance	The time it took to get you to your hospital appointment	The suitability of the type of transport used	The last time you used the ambulance service, how long did you wait for the transport to leave the h	Overall
Resource CCG Score	302	96	96	91	93	95	99	98	99	95	98	89	96	96	95	62	93
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	44	90	94	87	N/A	89	98	97	97	90	98	84	96	94	92	69	91
NHS Newcastle Gateshead	50	98	97	91	N/A	95	96	96	98	95	94	87	95	96	92	64	93
NHS North Tyneside	28	96	99	93	N/A	98	100	99	100	98	100	92	98	98	98	69	96
NHS Northumberland	94	98	95	92	N/A	95	99	98	99	95	98	91	95	96	96	61	94
NHS South Tyneside	17	100	97	86	N/A	97	100	100	100	98	100	91	100	96	94	60	94
NHS Sunderland	15	93	96	98	N/A	96	98	97	98	95	98	95	98	95	98	62	94
NHS Tees Valley	31	100	97	92	N/A	97	99	98	99	96	99	91	98	98	97	50	94
No CCG	23	91	92	86	93	92	99	97	99	91	97	83	94	91	93	57	90

Demographic Breakdown Quarter 1 2021/22

Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the patient transport service we provide. Overall how was your experience of the service the last time you used it?	Positive	96.3%	95.4%	96.5%	0.0%	100.0%	98.1%	94.1%	98.6%	100.0%	96.0%	100.0%	95.8%	100.0%	97.0%	95.7%	100.0%	96.1%	100.0%
	Negative	2.7%	3.7%	2.3%	0.0%	0.0%	0.0%	4.6%	1.4%	0.0%	2.9%	0.0%	3.1%	0.0%	3.0%	3.0%	0.0%	2.7%	0.0%
	Total	294	108	171	0	7	52	152	72	5	277	3	260	16	33	230	16	256	2
Which hospital or facility did you attend?	Darlington Memorial	5.7%	4.3%	5.8%	0.0%	0.0%	0.0%	6.8%	9.5%	0.0%	5.3%	0.0%	6.5%	0.0%	3.0%	6.9%	0.0%	4.4%	100.0%
	Freeman Newcastle	12.6%	17.0%	10.3%	0.0%	14.3%	19.6%	13.6%	6.3%	40.0%	12.6%	0.0%	13.4%	6.3%	21.2%	12.4%	6.7%	13.2%	0.0%
	Hexham General	1.5%	0.0%	2.6%	0.0%	0.0%	2.0%	2.3%	0.0%	0.0%	1.6%	0.0%	1.3%	6.3%	0.0%	2.0%	0.0%	1.3%	0.0%
	James Cook Middlesbrough	5.7%	7.4%	5.1%	0.0%	14.3%	11.8%	3.0%	6.3%	0.0%	5.7%	0.0%	5.2%	12.5%	12.1%	5.0%	0.0%	4.4%	0.0%
	North Tyneside General	4.6%	5.3%	2.6%	0.0%	0.0%	3.9%	3.0%	6.3%	0.0%	3.7%	0.0%	4.3%	0.0%	3.0%	3.5%	6.7%	4.0%	0.0%
	Northumbria Specialist Emergency Care	1.5%	1.1%	1.9%	0.0%	0.0%	0.0%	2.3%	1.6%	0.0%	1.6%	0.0%	1.3%	6.3%	0.0%	2.0%	0.0%	1.3%	0.0%
	One Life Centre Hartlepool	0.8%	2.1%	0.0%	0.0%	0.0%	2.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.9%	0.0%	0.0%	1.0%	0.0%	0.9%	0.0%
	Royal Victoria Infirmary Newcastle	13.0%	8.5%	16.0%	0.0%	28.6%	15.7%	7.6%	19.0%	40.0%	12.2%	33.3%	13.0%	6.3%	9.1%	12.4%	26.7%	13.7%	0.0%
	South Tyneside General	2.3%	3.2%	1.9%	0.0%	0.0%	3.9%	1.5%	3.2%	0.0%	2.4%	0.0%	2.6%	0.0%	0.0%	3.0%	0.0%	2.2%	0.0%
	Sunderland Royal	7.3%	12.8%	3.8%	0.0%	14.3%	3.9%	10.6%	3.2%	0.0%	7.7%	0.0%	6.9%	12.5%	15.2%	5.4%	13.3%	7.5%	0.0%

	University North Durham	7.3%	7.4%	7.7%	0.0%	0.0%	5.9%	10.6%	3.2%	20.0%	7.3%	0.0%	7.8%	6.3%	9.1%	6.9%	6.7%	7.5%	0.0%
	University North Tees	1.5%	2.1%	1.3%	0.0%	0.0%	3.9%	0.8%	1.6%	0.0%	1.6%	0.0%	1.3%	0.0%	3.0%	1.5%	0.0%	1.3%	0.0%
	Wansbeck General	3.8%	3.2%	4.5%	0.0%	0.0%	0.0%	5.3%	4.8%	0.0%	3.7%	33.3%	3.9%	6.3%	3.0%	4.0%	0.0%	4.0%	0.0%
	Other	54.8%	51.1%	59.0%	0.0%	71.4%	39.2%	59.8%	55.6%	40.0%	56.5%	33.3%	55.0%	56.3%	51.5%	55.0%	73.3%	57.7%	50.0%
	Total	261	94	156	0	7	51	132	63	5	246	3	231	16	33	202	15	227	2
How did you travel to your appointment, was it by:	Ambulance	61.3%	58.7%	61.1%	0.0%	60.0%	69.8%	50.7%	75.4%	75.0%	60.2%	66.7%	61.8%	46.7%	58.6%	60.8%	57.1%	59.5%	100.0%
	Ambulance car	20.6%	22.8%	19.5%	0.0%	20.0%	18.6%	25.4%	13.1%	25.0%	21.2%	0.0%	21.3%	20.0%	20.7%	21.6%	7.1%	21.8%	0.0%
	Taxi (booked by the ambulance service)	12.3%	14.1%	12.1%	0.0%	0.0%	7.0%	17.4%	6.6%	0.0%	12.4%	33.3%	11.1%	26.7%	3.4%	13.1%	28.6%	12.7%	0.0%
	Other	3.6%	2.2%	4.7%	0.0%	20.0%	4.7%	2.9%	3.3%	0.0%	3.7%	0.0%	3.1%	6.7%	10.3%	2.5%	7.1%	3.2%	0.0%
	Don't know	2.4%	2.2%	2.7%	0.0%	0.0%	0.0%	3.6%	1.6%	0.0%	2.5%	0.0%	2.7%	0.0%	6.9%	2.0%	0.0%	2.7%	0.0%
	Total	253	92	149	0	5	43	138	61	4	241	3	225	15	29	199	14	220	2
How often have you used the North East Ambulance service in the last 12 months?	This is the first time I have used it	10.0%	8.4%	10.0%	0.0%	28.6%	3.9%	10.7%	9.6%	0.0%	9.8%	0.0%	6.6%	35.3%	21.2%	8.3%	0.0%	9.5%	0.0%
	Twice	16.6%	14.0%	18.8%	0.0%	28.6%	15.7%	16.7%	16.4%	40.0%	16.7%	0.0%	16.3%	17.6%	9.1%	15.7%	46.7%	16.6%	0.0%
	Between 3 and 5 times	46.4%	46.7%	47.1%	0.0%	14.3%	56.9%	45.3%	46.6%	0.0%	47.6%	50.0%	48.6%	41.2%	51.5%	47.0%	33.3%	46.2%	0.0%
	More than 5 times	25.3%	29.9%	21.8%	0.0%	28.6%	19.6%	27.3%	23.3%	40.0%	24.4%	50.0%	26.8%	5.9%	15.2%	27.4%	20.0%	25.7%	100.0%
	Don't know / can't remember	1.7%	0.9%	2.4%	0.0%	0.0%	3.9%	0.0%	4.1%	20.0%	1.5%	0.0%	1.6%	0.0%	3.0%	1.7%	0.0%	2.0%	0.0%
	Total	289	107	170	0	7	51	150	73	5	275	2	257	17	33	230	15	253	2
When you used the ambulance service most recently, how long did you need to wait for the transport to arrive from the arranged pick-up time? If unsure, please provide your best estimate.	It was early	14.9%	20.6%	12.1%	0.0%	14.3%	12.0%	21.2%	3.0%	0.0%	15.6%	0.0%	15.5%	17.6%	20.6%	14.4%	20.0%	14.6%	50.0%
	It was on time	44.8%	44.9%	43.0%	0.0%	71.4%	50.0%	40.4%	45.5%	80.0%	43.9%	50.0%	44.2%	52.9%	41.2%	45.0%	40.0%	45.3%	0.0%
	I waited 1-30 minutes	20.6%	18.7%	22.4%	0.0%	0.0%	22.0%	20.5%	24.2%	20.0%	20.4%	0.0%	20.7%	23.5%	17.6%	21.2%	20.0%	19.4%	50.0%
	I waited 31–60 minutes	7.1%	7.5%	7.3%	0.0%	0.0%	4.0%	7.9%	7.6%	0.0%	7.4%	0.0%	7.2%	0.0%	5.9%	6.8%	13.3%	6.9%	0.0%
	I waited over 1 hour	6.8%	5.6%	7.3%	0.0%	14.3%	4.0%	6.0%	10.6%	0.0%	6.7%	50.0%	6.8%	5.9%	5.9%	6.8%	6.7%	7.3%	0.0%
	Don't know / can't remember	5.7%	2.8%	7.9%	0.0%	0.0%	8.0%	4.0%	9.1%	0.0%	5.9%	0.0%	5.6%	0.0%	8.8%	5.9%	0.0%	6.5%	0.0%
	Total	281	107	165	0	7	50	151	66	5	269	2	251	17	34	222	15	247	2

Ease to get through on the phone	Very good	67.2%	66.7%	67.3%	0.0%	85.7%	73.1%	67.3%	61.1%	80.0%	66.4%	66.7%	67.6%	73.3%	68.6%	65.1%	87.5%	66.5%	0.0%	
	Fairly Good	23.8%	25.0%	24.0%	0.0%	14.3%	17.3%	22.2%	31.9%	0.0%	24.5%	33.3%	23.7%	13.3%	28.6%	24.9%	6.3%	24.5%	100.0%	
	Neither good nor poor	1.0%	0.9%	1.2%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.8%	6.7%	0.0%	0.9%	6.3%	0.8%	0.0%
	Poor	1.4%	1.9%	1.2%	0.0%	0.0%	3.8%	0.0%	2.8%	0.0%	1.4%	0.0%	1.5%	0.0%	2.9%	0.9%	0.0%	1.2%	0.0%	
	Very poor	1.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.7%	2.8%	0.0%	1.1%	0.0%	1.1%	0.0%	0.0%	1.3%	0.0%	0.8%	0.0%	
	Not applicable	5.5%	5.6%	5.3%	0.0%	0.0%	5.8%	7.8%	1.4%	20.0%	5.4%	0.0%	5.3%	6.7%	0.0%	7.0%	0.0%	6.2%	0.0%	
	Total	290	108	171	0	7	52	153	72	5	277	3	262	15	35	229	16	257	2	
The attitude of the call talker	Very good	79.5%	83.0%	77.8%	0.0%	83.3%	82.7%	78.1%	79.4%	75.0%	79.4%	66.7%	80.5%	73.3%	78.8%	78.4%	93.3%	79.1%	50.0%	
	Fairly Good	13.1%	11.3%	13.8%	0.0%	0.0%	9.6%	13.2%	16.2%	0.0%	13.2%	33.3%	12.8%	6.7%	15.2%	13.2%	6.7%	12.6%	50.0%	
	Neither good nor poor	1.4%	0.0%	2.4%	0.0%	16.7%	0.0%	0.7%	2.9%	0.0%	1.5%	0.0%	0.8%	13.3%	3.0%	1.3%	0.0%	1.6%	0.0%	
	Not applicable	6.0%	5.7%	6.0%	0.0%	0.0%	7.7%	7.9%	1.5%	25.0%	5.9%	0.0%	5.8%	6.7%	3.0%	7.0%	0.0%	6.7%	0.0%	
	Total	283	106	167	0	6	52	151	68	4	272	3	257	15	33	227	15	253	2	
The overall booking process	Very good	77.2%	81.3%	75.4%	0.0%	85.7%	86.3%	74.2%	75.7%	80.0%	76.9%	66.7%	78.2%	80.0%	79.4%	74.8%	100.0%	77.1%	0.0%	
	Fairly Good	15.8%	12.1%	17.4%	0.0%	0.0%	7.8%	15.9%	22.9%	0.0%	16.1%	33.3%	15.2%	6.7%	14.7%	17.3%	0.0%	15.0%	100.0%	
	Neither good nor poor	1.1%	0.9%	1.2%	0.0%	14.3%	0.0%	1.3%	0.0%	0.0%	1.1%	0.0%	0.8%	6.7%	5.9%	0.4%	0.0%	1.2%	0.0%	
	Poor	0.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	
	Very poor	0.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	
	Not applicable	5.3%	5.6%	4.8%	0.0%	0.0%	5.9%	7.3%	1.4%	20.0%	5.1%	0.0%	5.1%	6.7%	0.0%	6.6%	0.0%	5.9%	0.0%	
	Total	285	107	167	0	7	51	151	70	5	273	3	257	15	34	226	16	253	2	
The care / help provided by ambulance staff	Very good	89.6%	92.7%	87.6%	0.0%	100.0%	92.3%	86.2%	93.0%	100.0%	89.5%	66.7%	90.0%	100.0%	85.3%	90.4%	87.5%	89.8%	100.0%	
	Fairly Good	8.3%	5.5%	10.7%	0.0%	0.0%	5.8%	11.2%	5.6%	0.0%	8.3%	33.3%	8.1%	0.0%	11.8%	7.5%	12.5%	8.3%	0.0%	
	Neither good nor poor	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	
	Not applicable	1.7%	1.8%	1.8%	0.0%	0.0%	1.9%	2.0%	1.4%	0.0%	1.8%	0.0%	1.5%	0.0%	2.9%	1.8%	0.0%	2.0%	0.0%	
	Total	288	109	169	0	7	52	152	71	5	276	3	260	15	34	228	16	254	2	
The attitude of ambulance staff in general	Very good	92.8%	94.5%	91.3%	0.0%	100.0%	96.2%	90.9%	93.2%	100.0%	92.5%	100.0%	92.7%	100.0%	88.6%	93.1%	100.0%	92.6%	100.0%	
	Fairly Good	5.1%	3.7%	6.4%	0.0%	0.0%	3.8%	5.8%	5.4%	0.0%	5.3%	0.0%	5.0%	0.0%	8.6%	4.7%	0.0%	5.1%	0.0%	
	Neither good nor poor	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	
	Not applicable	1.7%	1.8%	1.7%	0.0%	0.0%	0.0%	2.6%	1.4%	0.0%	1.8%	0.0%	1.9%	0.0%	2.9%	1.7%	0.0%	1.9%	0.0%	
	Total	293	109	173	0	7	52	154	74	5	281	3	262	18	35	232	16	257	2	

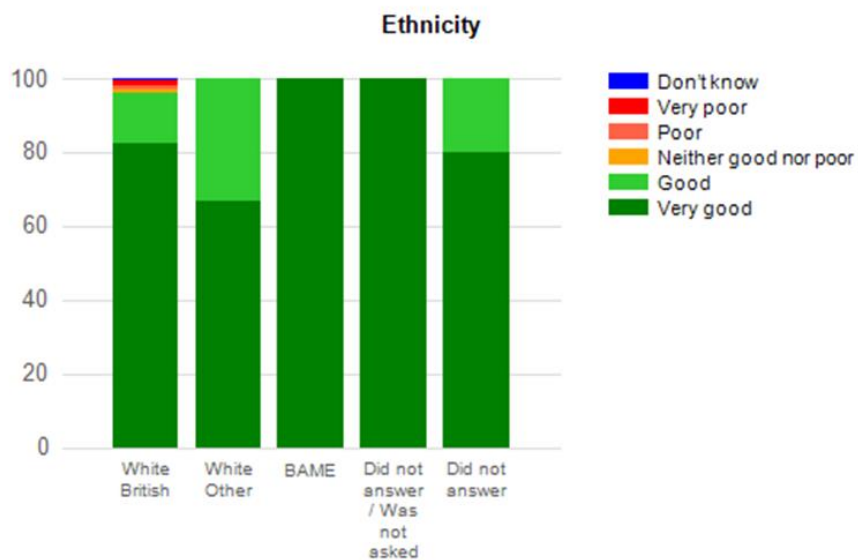
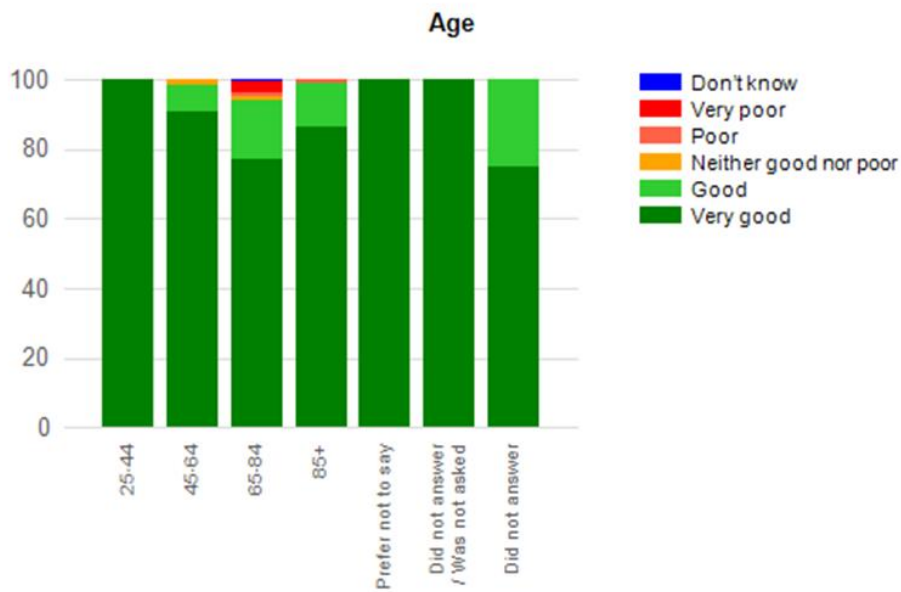
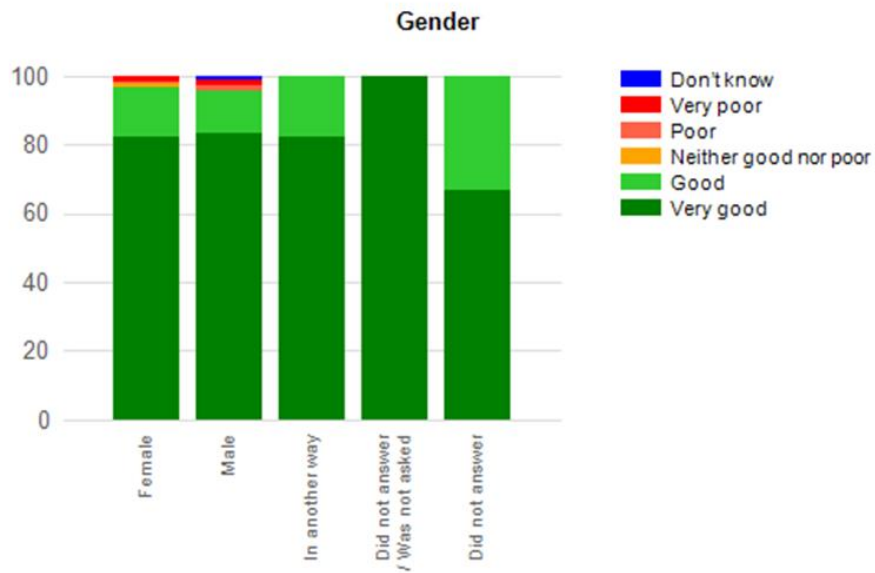
The dignity and respect with which you were treated by the ambulance staff	Very good	93.1%	93.6%	93.0%	0.0%	100.0%	96.2%	90.8%	94.6%	100.0%	93.2%	66.7%	93.1%	100.0%	85.3%	93.9%	100.0%	93.3%	100.0%
	Fairly Good	5.5%	4.6%	5.8%	0.0%	0.0%	3.8%	7.2%	4.1%	0.0%	5.4%	33.3%	5.4%	0.0%	11.8%	4.8%	0.0%	5.1%	0.0%
	Not applicable	1.4%	1.8%	1.2%	0.0%	0.0%	0.0%	2.0%	1.4%	0.0%	1.4%	0.0%	1.5%	0.0%	2.9%	1.3%	0.0%	1.6%	0.0%
	Total	291	109	171	0	7	52	152	74	5	279	3	260	18	34	231	16	255	2
The kindness and compassion with which you were treated by ambulance staff	Very good	91.1%	93.6%	89.6%	0.0%	100.0%	90.4%	90.2%	92.0%	100.0%	90.7%	100.0%	91.6%	94.4%	82.9%	92.7%	87.5%	91.1%	100.0%
	Fairly Good	6.8%	4.6%	8.1%	0.0%	0.0%	7.7%	7.8%	5.3%	0.0%	7.1%	0.0%	6.1%	5.6%	11.4%	5.6%	12.5%	6.6%	0.0%
	Neither good nor poor	0.3%	0.0%	0.6%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Very poor	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.4%	0.0%	0.4%	0.0%	2.9%	0.0%	0.0%	0.4%	0.0%
	Not applicable	1.4%	1.8%	1.2%	0.0%	0.0%	0.0%	2.0%	1.3%	0.0%	1.4%	0.0%	1.5%	0.0%	2.9%	1.3%	0.0%	1.6%	0.0%
	Total	293	109	173	0	7	52	153	75	5	281	3	262	18	35	232	16	257	2
The overall condition of the ambulance	Very good	78.9%	80.7%	78.5%	0.0%	100.0%	80.4%	77.1%	77.8%	80.0%	78.7%	66.7%	78.0%	94.4%	76.5%	78.3%	86.7%	78.3%	50.0%
	Fairly Good	17.6%	16.5%	17.4%	0.0%	0.0%	17.6%	18.3%	19.4%	20.0%	17.7%	33.3%	18.1%	5.6%	20.6%	17.8%	13.3%	18.1%	50.0%
	Neither good nor poor	1.0%	0.0%	1.7%	0.0%	0.0%	2.0%	0.7%	1.4%	0.0%	1.1%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%	0.8%	0.0%
	Poor	0.3%	0.9%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Not applicable	2.1%	1.8%	2.3%	0.0%	0.0%	0.0%	3.3%	1.4%	0.0%	2.2%	0.0%	2.3%	0.0%	2.9%	2.2%	0.0%	2.4%	0.0%
	Total	289	109	172	0	7	51	153	72	5	277	3	259	18	34	230	15	254	2
The comfort of the ambulance	Very good	61.6%	62.4%	62.4%	0.0%	85.7%	64.7%	62.3%	56.8%	40.0%	62.1%	33.3%	59.2%	88.9%	57.1%	62.5%	60.0%	60.5%	50.0%
	Fairly Good	31.2%	31.2%	30.1%	0.0%	0.0%	21.6%	31.8%	37.8%	60.0%	30.7%	33.3%	33.6%	0.0%	37.1%	30.2%	26.7%	31.6%	50.0%
	Neither good nor poor	3.4%	0.9%	4.6%	0.0%	14.3%	7.8%	1.3%	4.1%	0.0%	3.2%	33.3%	3.1%	11.1%	2.9%	3.0%	13.3%	3.5%	0.0%
	Poor	0.7%	0.9%	0.6%	0.0%	0.0%	2.0%	0.6%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.9%	0.0%	0.8%	0.0%
	Very poor	0.3%	0.9%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Not applicable	2.7%	3.7%	2.3%	0.0%	0.0%	3.9%	3.2%	1.4%	0.0%	2.9%	0.0%	3.1%	0.0%	2.9%	3.0%	0.0%	3.1%	0.0%
	Total	292	109	173	0	7	51	154	74	5	280	3	262	18	35	232	15	256	2
The cleanliness of the ambulance	Very good	84.7%	84.0%	85.0%	0.0%	85.7%	92.3%	80.5%	87.8%	60.0%	85.5%	33.3%	84.9%	88.9%	82.9%	86.0%	73.3%	84.3%	50.0%
	Fairly Good	11.5%	14.2%	9.8%	0.0%	0.0%	5.8%	14.8%	9.5%	40.0%	10.9%	33.3%	11.2%	5.6%	11.4%	10.1%	26.7%	11.8%	50.0%
	Neither good nor poor	1.7%	0.0%	2.9%	0.0%	14.3%	1.9%	1.3%	1.4%	0.0%	1.4%	33.3%	1.6%	5.6%	2.9%	1.8%	0.0%	1.6%	0.0%
	Not applicable	2.1%	1.9%	2.3%	0.0%	0.0%	0.0%	3.4%	1.4%	0.0%	2.2%	0.0%	2.3%	0.0%	2.9%	2.2%	0.0%	2.4%	0.0%
	Total	288	106	173	0	7	52	149	74	5	276	3	258	18	35	228	15	254	2
	Very good	81.6%	82.2%	84.2%	0.0%	71.4%	86.5%	80.3%	83.1%	80.0%	82.2%	33.3%	80.8%	94.1%	84.8%	80.8%	87.5%	82.7%	100.0%

The time it took to get you to your hospital appointment	Fairly Good	14.9%	15.0%	12.3%	0.0%	14.3%	9.6%	15.1%	16.9%	20.0%	14.1%	66.7%	16.5%	0.0%	9.1%	15.7%	12.5%	13.4%	0.0%
	Neither good nor poor	0.7%	0.0%	0.6%	0.0%	14.3%	0.0%	0.7%	0.0%	0.0%	0.7%	0.0%	0.4%	5.9%	3.0%	0.4%	0.0%	0.8%	0.0%
	Not applicable	2.8%	2.8%	2.9%	0.0%	0.0%	3.8%	3.9%	0.0%	0.0%	2.9%	0.0%	2.3%	0.0%	3.0%	3.1%	0.0%	3.1%	0.0%
	Total	288	107	171	0	7	52	152	71	5	276	3	260	17	33	229	16	254	2
The suitability of the type of transport used	Very good	81.4%	86.1%	80.8%	0.0%	100.0%	84.6%	82.9%	74.3%	60.0%	82.4%	33.3%	80.2%	100.0%	85.7%	80.4%	86.7%	81.2%	100.0%
	Fairly Good	16.2%	12.0%	16.3%	0.0%	0.0%	15.4%	14.5%	21.6%	40.0%	15.1%	66.7%	17.2%	0.0%	11.4%	17.0%	13.3%	16.1%	0.0%
	Neither good nor poor	1.0%	0.9%	1.2%	0.0%	0.0%	0.0%	1.3%	1.4%	0.0%	1.1%	0.0%	1.1%	0.0%	0.0%	1.3%	0.0%	1.2%	0.0%
	Very poor	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Not applicable	1.0%	0.9%	1.2%	0.0%	0.0%	0.0%	1.3%	1.4%	0.0%	1.1%	0.0%	1.1%	0.0%	2.9%	0.9%	0.0%	1.2%	0.0%
	Total	290	108	172	0	7	52	152	74	5	278	3	262	16	35	230	15	255	2
Getting to your appointment on time	Very good	68.4%	72.7%	62.5%	0.0%	50.0%	87.5%	57.1%	50.0%	100.0%	66.7%	0.0%	76.5%	0.0%	0.0%	73.3%	100.0%	68.8%	0.0%
	Fairly Good	15.8%	18.2%	12.5%	0.0%	0.0%	0.0%	28.6%	50.0%	0.0%	16.7%	0.0%	17.6%	0.0%	0.0%	20.0%	0.0%	12.5%	0.0%
	Neither good nor poor	5.3%	0.0%	12.5%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	6.3%	0.0%
	Not applicable	10.5%	9.1%	12.5%	0.0%	0.0%	12.5%	14.3%	0.0%	0.0%	11.1%	0.0%	5.9%	50.0%	50.0%	6.7%	0.0%	12.5%	0.0%
	Total	19	11	8	0	2	8	7	2	1	18	0	17	2	2	15	2	16	0
The last time you used the ambulance service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave? If you are unsure please provide your best estimate.	It was early	4.5%	4.7%	4.1%	0.0%	0.0%	7.5%	4.6%	1.4%	0.0%	4.7%	0.0%	4.6%	0.0%	15.6%	3.0%	6.3%	4.3%	0.0%
	It was on time	26.0%	29.0%	24.4%	0.0%	71.4%	35.8%	25.8%	12.7%	60.0%	25.3%	50.0%	25.5%	35.3%	31.3%	24.8%	31.3%	26.1%	50.0%
	0-30 minutes	33.3%	34.6%	32.6%	0.0%	14.3%	20.8%	37.1%	38.0%	0.0%	33.9%	0.0%	35.1%	17.6%	12.5%	36.1%	43.8%	32.8%	50.0%
	31-60 minutes	18.4%	18.7%	18.6%	0.0%	0.0%	17.0%	17.2%	23.9%	20.0%	18.4%	0.0%	18.9%	11.8%	25.0%	17.8%	12.5%	19.0%	0.0%
	Over 1 hour	9.7%	8.4%	10.5%	0.0%	0.0%	9.4%	9.3%	12.7%	0.0%	10.1%	0.0%	8.9%	17.6%	12.5%	9.1%	0.0%	9.5%	0.0%
	Don't know/can't remember	3.5%	1.9%	4.1%	0.0%	14.3%	3.8%	2.6%	4.2%	20.0%	2.9%	50.0%	3.1%	0.0%	0.0%	3.9%	6.3%	3.6%	0.0%
	Not applicable	4.5%	2.8%	5.8%	0.0%	0.0%	5.7%	3.3%	7.0%	0.0%	4.7%	0.0%	3.9%	17.6%	3.1%	5.2%	0.0%	4.7%	0.0%
	Total	288	107	172	0	7	53	151	71	5	277	2	259	17	32	230	16	253	2
What is your age?	25-44	2.4%	0.9%	3.4%	0.0%	100.0%	0.0%	0.0%	0.0%	20.0%	2.1%	0.0%	1.9%	11.1%	5.7%	0.9%	18.8%	1.9%	0.0%
	45-64	18.2%	16.5%	19.8%	0.0%	0.0%	100.0%	0.0%	0.0%	40.0%	18.0%	0.0%	18.9%	5.6%	25.7%	16.6%	25.0%	18.8%	0.0%
	65-84	53.0%	62.4%	48.0%	0.0%	0.0%	0.0%	100.0%	0.0%	40.0%	53.0%	66.7%	53.2%	72.2%	42.9%	55.3%	50.0%	53.5%	100.0%

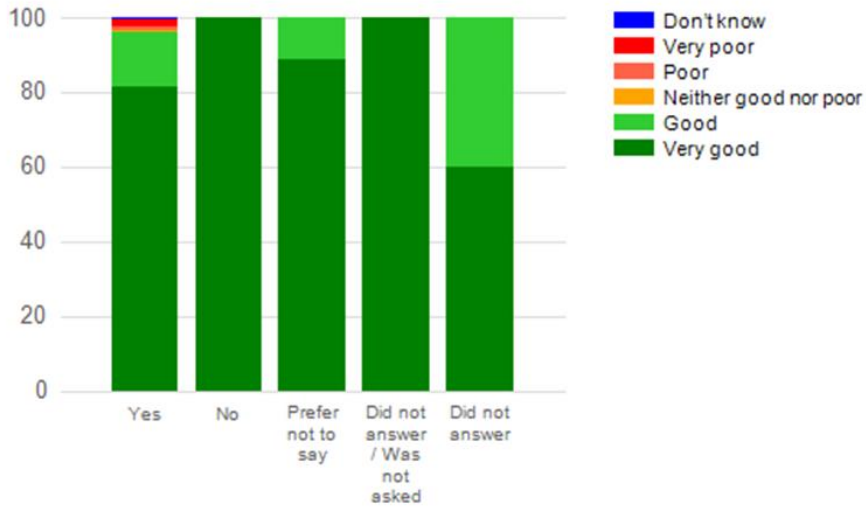
	85+	25.3%	20.2%	27.1%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	25.8%	33.3%	24.9%	11.1%	25.7%	26.0%	6.3%	25.0%	0.0%
	Prefer not to say	1.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	1.1%	0.0%	0.0%	1.3%	0.0%	0.8%	0.0%
	Total	296	109	177	0	7	54	157	75	5	283	3	265	18	35	235	16	260	2
How would you describe your gender	Female	61.6%	0.0%	100.0%	0.0%	85.7%	66.0%	55.6%	66.7%	20.0%	62.6%	50.0%	61.4%	72.2%	40.0%	65.9%	56.3%	62.5%	0.0%
	Male	37.7%	100.0%	0.0%	0.0%	14.3%	34.0%	44.4%	30.6%	80.0%	37.1%	50.0%	38.2%	27.8%	60.0%	33.6%	43.8%	37.1%	100.0%
	In another way	33.9%	32.1%	34.3%	0.0%	42.9%	26.4%	37.3%	33.3%	40.0%	33.8%	0.0%	35.5%	16.7%	34.3%	34.1%	31.3%	34.0%	50.0%
	Total	289	109	178	0	7	53	153	72	5	278	2	259	18	35	229	16	256	2
What is your ethnic group?	White British	97.3%	95.4%	98.9%	0.0%	85.7%	96.2%	97.4%	98.6%	0.0%	100.0%	0.0%	97.0%	100.0%	94.1%	98.3%	87.5%	97.7%	100.0%
	White Other	1.0%	0.9%	0.6%	0.0%	0.0%	0.0%	1.3%	1.4%	0.0%	0.0%	100.0%	1.1%	0.0%	2.9%	0.9%	0.0%	1.2%	0.0%
	Asian or Asian British	0.7%	0.9%	0.6%	0.0%	14.3%	1.9%	0.0%	0.0%	40.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
	Black African/Caribbean/Black British	0.7%	1.9%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	40.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.9%	0.0%	0.8%	0.0%
	Other	0.3%	0.9%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	20.0%	0.0%	0.0%	0.4%	0.0%	2.9%	0.0%	0.0%	0.4%	0.0%
	Total	293	108	176	0	7	53	154	74	5	285	3	263	17	34	235	16	258	2
How would you describe your religion or belief?	Buddhist	0.3%	0.9%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	6.3%	0.4%	0.0%
	Christian	81.4%	72.0%	86.3%	0.0%	28.6%	75.0%	83.9%	84.7%	40.0%	82.5%	66.7%	82.0%	72.2%	0.0%	100.0%	0.0%	81.1%	100.0%
	Hindu	0.3%	0.0%	0.6%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	6.3%	0.4%	0.0%
	Muslim	0.7%	0.9%	0.6%	0.0%	14.3%	1.9%	0.0%	0.0%	40.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
	No religion or belief	12.0%	19.6%	8.0%	0.0%	28.6%	17.3%	9.7%	12.5%	20.0%	11.4%	33.3%	11.1%	22.2%	100.0%	0.0%	0.0%	12.7%	0.0%
	Other	4.1%	4.7%	4.0%	0.0%	28.6%	3.8%	4.5%	1.4%	0.0%	4.3%	0.0%	4.2%	5.6%	0.0%	0.0%	75.0%	4.6%	0.0%
	Prefer not to say	1.0%	1.9%	0.6%	0.0%	0.0%	0.0%	1.3%	1.4%	0.0%	1.1%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
	Total	291	107	175	0	7	52	155	72	5	280	3	261	18	35	237	16	259	2
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to	Yes	90.8%	92.5%	89.8%	0.0%	71.4%	94.3%	89.8%	91.7%	100.0%	90.7%	100.0%	100.0%	0.0%	85.3%	91.1%	93.8%	90.4%	100.0%
	No	6.1%	4.7%	7.3%	0.0%	28.6%	1.9%	8.3%	2.8%	0.0%	6.0%	0.0%	0.0%	100.0%	11.8%	5.5%	6.3%	6.1%	0.0%
	Prefer not to say	3.1%	2.8%	2.8%	0.0%	0.0%	3.8%	1.9%	5.6%	0.0%	3.2%	0.0%	0.0%	0.0%	2.9%	3.4%	0.0%	3.4%	0.0%
	Total	294	107	177	0	7	53	157	72	5	281	3	267	18	34	235	16	261	2

last, at least 12 months?																			
How would you describe how you think of your sexual orientation?	Heterosexual or straight	94.6%	93.1%	96.4%	0.0%	71.4%	98.0%	94.6%	95.6%	60.0%	95.1%	100.0%	94.8%	94.1%	97.1%	95.0%	87.5%	100.0%	0.0%
	Gay or lesbian	0.7%	2.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.8%	0.0%	0.8%	0.0%	0.0%	0.9%	0.0%	0.0%	100.0%
	Other	0.7%	1.0%	0.6%	0.0%	0.0%	0.0%	0.7%	1.5%	0.0%	0.8%	0.0%	0.4%	5.9%	0.0%	0.9%	0.0%	0.0%	0.0%
	Don't know or not sure	0.7%	0.0%	1.2%	0.0%	14.3%	0.0%	0.7%	0.0%	20.0%	0.4%	0.0%	0.8%	0.0%	0.0%	0.5%	6.3%	0.0%	0.0%
	Prefer not to say	3.2%	3.9%	1.8%	0.0%	14.3%	2.0%	2.7%	2.9%	20.0%	3.0%	0.0%	3.2%	0.0%	2.9%	2.7%	6.3%	0.0%	0.0%
	Total	277	102	166	0	7	50	147	68	5	265	3	249	17	34	221	16	262	2
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	27.3%	25.7%	26.9%	0.0%	28.6%	28.8%	25.3%	31.0%	0.0%	27.1%	100.0%	27.2%	41.2%	23.5%	28.1%	31.3%	26.6%	0.0%
	Yes – Great someone may contact you	72.7%	74.3%	73.1%	0.0%	71.4%	71.2%	74.7%	69.0%	100.0%	72.9%	0.0%	72.8%	58.8%	76.5%	71.9%	68.8%	73.4%	100.0%
	Total	286	105	171	0	7	52	150	71	5	273	3	257	17	34	228	16	256	2

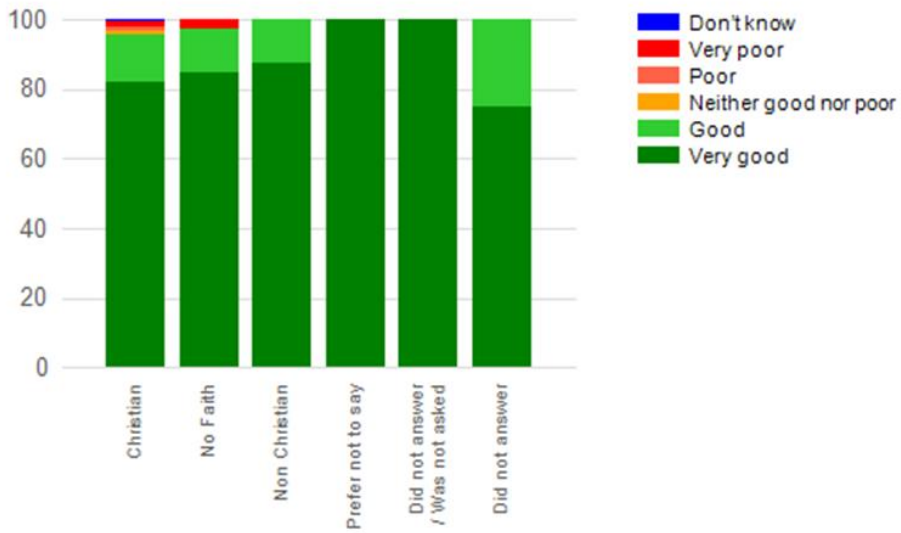
Friends and Family Test Demographic Breakdown Graphs



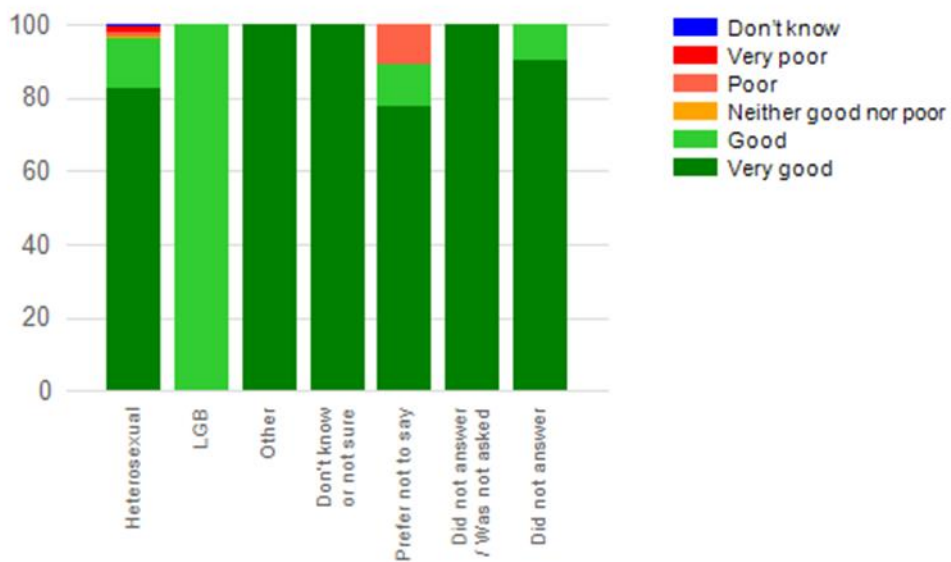
Disability



Religion or Faith



Sexual Orientation



Full question set

Question 1: Thinking of the patient transport service we provide. Overall how was your experience of the service the last time you used it?

Available Answers	Responses	Score (%)
Very good	243	82.7%
Good	40	13.6%
Neither good nor poor	2	0.7%
Poor	3	1.0%
Very poor	5	1.7%
Don't know	1	0.3%
Total	294	100%

Question 8: Ease to get through on the phone

Available Answers	Responses	Score (%)
Very good	195	67.2%
Fairly Good	69	23.8%
Neither good nor poor	3	1.0%
Poor	4	1.4%
Very poor	3	1.0%
Not applicable	16	5.5%
Total	290	100%

Question 8: The attitude of the call talker

Available Answers	Responses	Score (%)
Very good	225	79.5%
Fairly Good	37	13.1%
Neither good nor poor	4	1.4%
Not applicable	17	6.0%
Total	283	100%

Question 8: The overall booking process		
Available Answers	Responses	Score (%)
Very good	220	77.2%
Fairly Good	45	15.8%
Neither good nor poor	3	1.1%
Poor	1	0.4%
Very poor	1	0.4%
Not applicable	15	5.3%
Total	285	100%

Question 8: The care / help provided by ambulance staff		
Available Answers	Responses	Score (%)
Very good	258	89.6%
Fairly Good	24	8.3%
Neither good nor poor	1	0.3%
Not applicable	5	1.7%
Total	288	100%

Question 8: Getting to your appointment on time		
Available Answers	Responses	Score (%)
Very good	13	68.4%
Fairly Good	3	15.8%
Neither good nor poor	1	5.3%
Not applicable	2	10.5%
Total	19	100%

Question 8: The attitude of ambulance staff in general		
Available Answers	Responses	Score (%)
Very good	272	92.8%
Fairly Good	15	5.1%
Neither good nor poor	1	0.3%
Not applicable	5	1.7%
Total	293	100%

Question 8: The dignity and respect with which you were treated by the ambulance staff		
Available Answers	Responses	Score (%)
Very good	271	93.1%
Fairly Good	16	5.5%
Not applicable	4	1.4%
Total	291	100%

Question 8: The kindness and compassion with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	267	91.1%
Fairly Good	20	6.8%
Neither good nor poor	1	0.3%
Very poor	1	0.3%
Not applicable	4	1.4%
Total	293	100%

Question 8: The overall condition of the ambulance		
Available Answers	Responses	Score (%)
Very good	228	78.9%
Fairly Good	51	17.6%
Neither good nor poor	3	1.0%
Poor	1	0.3%
Not applicable	6	2.1%
Total	289	100%

Question 8: The comfort of the ambulance		
Available Answers	Responses	Score (%)
Very good	180	61.6%
Fairly Good	91	31.2%
Neither good nor poor	10	3.4%
Poor	2	0.7%
Very poor	1	0.3%
Not applicable	8	2.7%
Total	292	100%

Question 8: The cleanliness of the ambulance		
Available Answers	Responses	Score (%)
Very good	244	84.7%
Fairly Good	33	11.5%
Neither good nor poor	5	1.7%
Not applicable	6	2.1%
Total	288	100%

Question 8: The time it took to get you to your hospital appointment		
Available Answers	Responses	Score (%)
Very good	235	81.6%
Fairly Good	43	14.9%
Neither good nor poor	2	0.7%
Not applicable	8	2.8%
Total	288	100%

Question 8: The suitability of the type of transport used		
Available Answers	Responses	Score (%)
Very good	236	81.4%
Fairly Good	47	16.2%
Neither good nor poor	3	1.0%
Very poor	1	0.3%
Not applicable	3	1.0%
Total	290	100%

Question 9: The last time you used the ambulance service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave? If you are unsure please provide your best estimate.		
Available Answers	Responses	Score (%)
It was early	13	4.5%
It was on time	75	26.0%
0-30 minutes	96	33.3%
31-60 minutes	53	18.4%
Over 1 hour	28	9.7%
Don't know/can't remember	10	3.5%
Not applicable	13	4.5%
Total	288	100%