



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: September 2021



93.4%

Very good or good overall experience of the service

Free text comments

Positive free text comments

The car drivers are very helpful, courteous and friendly.

Everything went like clockwork from the booking to the picking up and dropping back home. Two very good and attentive ambulance men!

Transport and driver on time. Drivers very polite, caring and such good driving arrived on time for appointment.

Negative free text comments

Waiting time to return home is sometimes a long wait.

Sometimes the questions asked when trying to book vary and are confusing. I try to make appointments independently. But cannot manage the distance to walk at Freeman.

On a couple of occasions I was advised by the nurses at freeman hospital a taxi had been booked for me but never arrived.

Number of responses

| | | |
|---------------|------------|-----------------------|
| Online | 14 | Total: 121 |
| Print | 107 | |

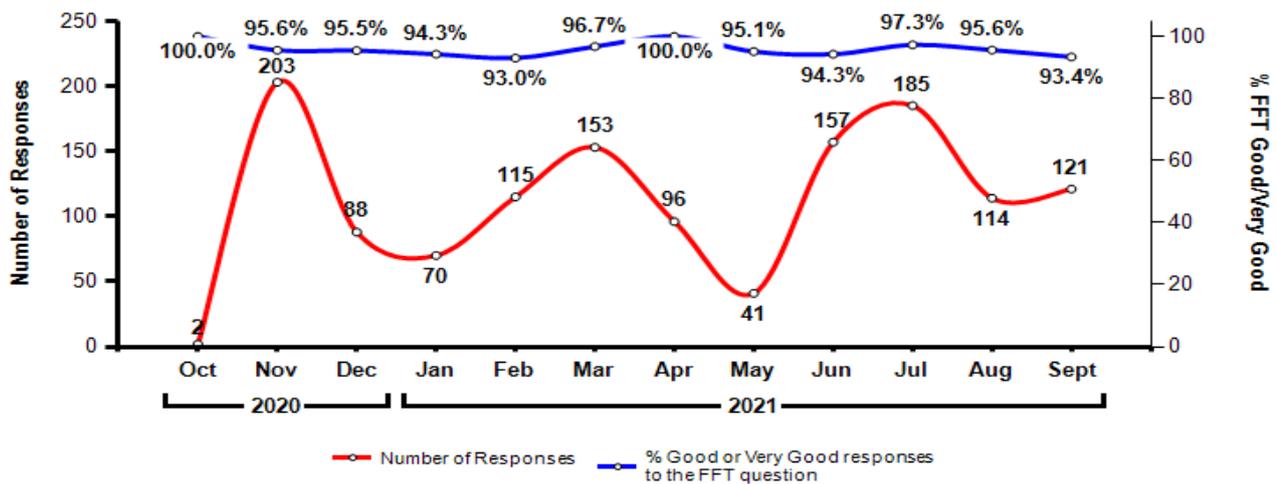


| Thinking of the 999 service we provide. Overall how was your experience of the service? | Number | Percentage | % variance from previous month |
|---|------------|--------------|--------------------------------|
| Very good and Good (combined) | 113 | 93.4% | -2.2 |
| Very good | 88 | 72.7% | -2.7 |
| Good | 25 | 20.7% | +0.5 |
| Neither good nor poor | 4 | 3.3% | +2.4 |
| Poor | 3 | 2.5% | +0.7 |
| Very poor | 1 | 0.8% | -0.9 |
| Don't Know | 0 | 0% | 0 |

Please note: comparisons above are made against the previous months report. Surveys are input against the date the service is used therefore small variations in data can happen between reports.

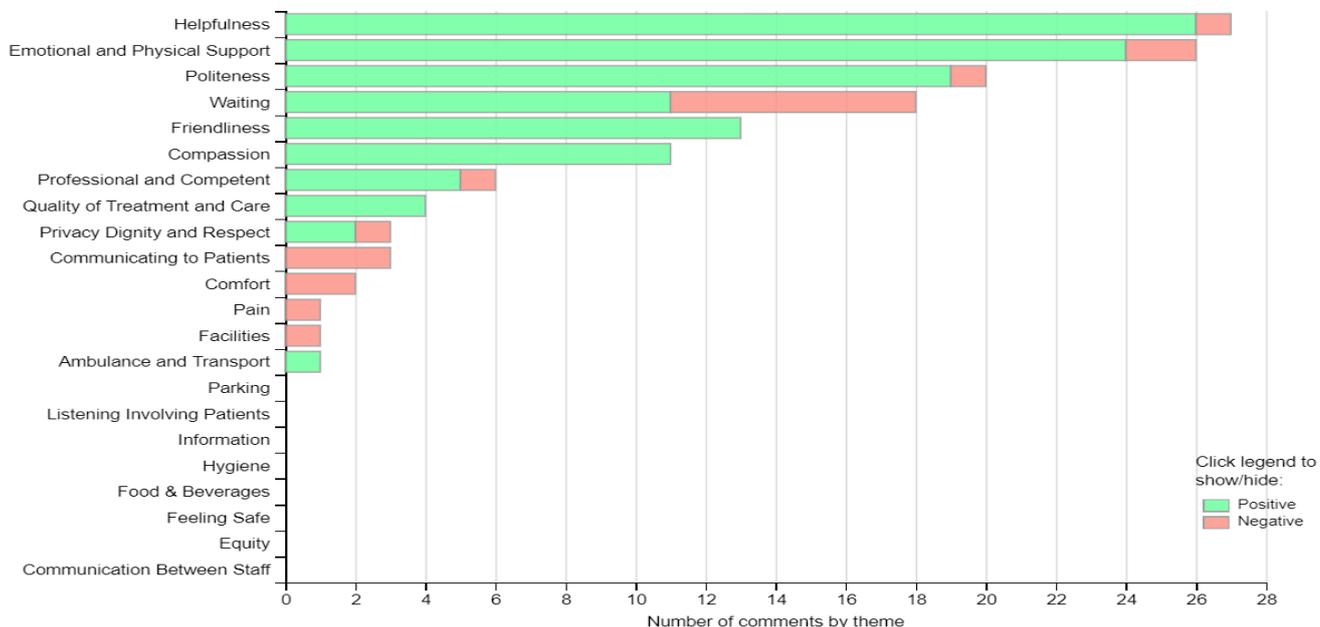
Survey trend graph

FFT Trend Graph



Sentiment analysis

All Used Categories Pos/Neg Count





Results by resource CCG

| Resource CCG | % Good | % Poor | Total Response | Very good | Good | Neither good nor | Poor | Very poor | Don't Know |
|-------------------------|--------|--------|----------------|-----------|------|------------------|------|-----------|------------|
| Total | 93.4% | 3.3% | 121 | 88 | 25 | 4 | 3 | 1 | 0 |
| County Durham CCG | 91.9% | 0% | 37 | 27 | 7 | 3 | 0 | 0 | 0 |
| Newcastle Gateshead CCG | 93.8% | 6.3% | 16 | 12 | 3 | 0 | 1 | 0 | 0 |
| North Tyneside CCG | 100% | 0% | 10 | 9 | 1 | 0 | 0 | 0 | 0 |
| Northumberland CCG | 94.1% | 5.9% | 17 | 12 | 4 | 0 | 1 | 0 | 0 |
| South Tyneside CCG | 100% | 0% | 6 | 4 | 2 | 0 | 0 | 0 | 0 |
| Sunderland CCG | 100% | 0% | 4 | 3 | 1 | 0 | 0 | 0 | 0 |
| Tees valley CCG | 100% | 0% | 17 | 12 | 5 | 0 | 0 | 0 | 0 |
| CCG unknown | 78.6% | 14.3% | 14 | 9 | 2 | 1 | 1 | 1 | 0 |

Free text comments

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| I have been trying for 2 days to book a transport from 9 am till 6pm almost non stop. |
| As we have always been happy with service. |
| Because I have great admiration, respect and love for all who work in Patient Transport. All crews, voluntary ambulance driver, and private ambulance people treat me with great respect and are very very helpful. I consider them my friends and can't thank them enough for all the help and support they have given me over the past 4 years going to chemotherapy treatment etc. |
| I am tired after chemotherapy, the waiting room is very small with social distancing. |
| Everything was perfect. |
| The Ambulance staff were extremely helpful and pleasant. |
| Very happy with how everything went. |
| Very helpful. |
| Nothing was a bother, it was excellent service. I normally give them some sweets to show my appreciate. |
| The drivers were very helpful and polite. |
| Pleased to be of help. |
| They care and give help when needed. |
| Reliable. Helpful driver. |
| Polite and understanding. |
| Drivers are very professional and very reliable (except for a couple of occasions in 2020 see below). |
| Staff polite and very helpful. |
| Having to be ready two hours before pick up. |
| Very friendly and polite. |
| Kind, polite staff who took great care of me. |



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| Pleased about everything concerning the service. |
| The car drivers are very helpful, courteous and friendly. |
| Because I was picked up to go at 2:15 when my appointment was at 2:30 which made me quarter of an hour late. |
| Staff always polite and helpful. |
| Driver very good and caring and helpful. Fastened seat belt and held the door open. |
| Drivers are mostly careful steady drivers. |
| We had an enjoyable journey there and back. |
| Very happy with the service I always get. Thank you. |
| Transport arrived on time. Arranged staff helpful. |
| During COVID everything done to minimise risk of catching virus. |
| I always have the same service. |
| Staffing pleasant and very helpful. Everything went smoothly on both journey there and back. |
| I was expecting an ambulance but the car arrived instead. |
| I have travelled with the ambulance a few times and most of them are very friendly. |
| Once I took with me an open top gm. Shopping bag on getting out I felt movement in the bag, after managing around in it my hand gripped another had doing the same it was the drivers you should tell people to have closed bags with zips. He was looking for praise. I did not report it because who would you believe and had a contract op. |
| Everything went like clockwork from the booking to the picking up and dropping back home. Two very good and attentive ambulance men! |
| All attendants are always very good, pleasant and will go the extra mile to help. |
| Drivers are pleasant. |
| Transport pick up spot on time. |
| 20/09/2021 freeman mile, going was good, after painful treatment ended 5pm. I had to wait until 6:30pm to be picked up. Department closed 5:30pm. 2 nurses stayed with me, they tried to phone transport but could not get through. I think there was a mix up. |
| I was afraid to go outside in case of getting COVID 19 in the hospital clinic, so felt panic but I was put at ease in ambulance that it was safe they helped me overcome fear. |
| Would have been "very good" but was a taxi last time and not the usual ambulance. |
| I was well looked after. |
| Were on time. Very helpful. |
| Excellent response. Excellent staff. |
| To get to hospital for appointment or treatment. |
| I appreciated all the help given. Excellent staff. |
| Very helpful, punctual and pleasant. |
| Gets me to hospital easily and in plenty of time. |
| Transport and driver on time. Drivers very polite, caring and such good driving arrived on time for appointment. |
| The service was friendly and efficient. |
| Patient transport staff very kind and helpful. |
| Good all round efficient and polite. |
| Always very courteous and caring. |
| Picked me up on time and arrival with plenty of time for appointment. Driver very talkative and polite. Also didn't have to wait long for car to come home again. |
| Can't complain. |



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| The service is very good, that is why I have given this answer. |
| Everything was excellent. |
| Pleased with service. |
| Because the driver was pleasant and helpful. |
| Staff excellent. Everything went smooth. |
| Very considerate and patient staff. Nothing was too much trouble and really friendly. |
| Very helpful, felt a little dizzy after sitting, waiting for a lift home and the driver was supportive. |
| Ambulances arrived on time, helpful crew, very friendly. |
| Driver and attendant very helpful and understanding. |
| I've not been let down yet and they are always kind. |
| Always on time polite and takes you to right place in the hospital. |
| It was very good. |
| Anything to help service. |
| Uncomfortable ambulance ride. Driver was excellent. |
| 1 person and very good. |
| Driver was very helpful. |
| The staff are very helpful and always get me to hospital on time. |
| Due to staff on due the day of my appointment. |
| Because they are lovely people. |
| It was on time and very helpful. |
| I was very impressed with the ambulance and crew. |
| Manners, helpful, courteous just lovely people. |
| A bit early. |
| Because this service must be praised to a high level. |
| Because it was the truth and I was obliged to the driver for the help he gave me. |
| Very good service with care and dignity. |

Anything we could have done better?

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| After using patient transport a lot during 2020 /21, due to my husband being a cancer patient at the Freeman, we needed to book transport for further treatment and have been experiencing a terrible time trying to speak to someone. At one point I let it ring for 35 mins and got no reply. This is unacceptable service for people who are ill and need help. After the superb service you provided previously it is deeply disappointing to have to tell you this. |
| I have been trying to get through for 5 days now for my mother and I am on hold for unreasonable amounts of time. I have to work! |
| The driver **** from Belford was rude and aggressive had no people skills with my elderly father. |
| Waiting time is sometimes 45 mins which after chemotherapy is a little long. |
| I was booked in for a CT chest high resolution X-Ray. The driver of the transport escorted me right into the X-Ray department and made sure I was checked in. It was very re-assuring and very kind of the driver to do so. Thank you again. |
| On a couple of occasions I was advised by the nurses at freeman hospital a taxi had been booked for me but never arrived. |
| Cue waiting time by an hour. |
| Don't give your drivers 2 drop offs or pick ups so close together. He had drop at Chester-le-st at 2 then had to get to mine. |
| Cut the waiting time from 2hrs before appointment to 1 hour depending which hospital. |



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| Once you have had your treatment it's a long time to wait for over an hour before you get picked up - I respect this depends on the number of cars available. |
| Not your problem but something must be done to relieve the handover times at hospital. |
| I was at battle hill hospital 10am. Everything was good going and return home. I realise you have to wait. But I was anxious previous day. |
| The lady driver was so caring, she was so helpful put me at ease straight away you can't ask for anything more. |
| Nothing really. You cannot control attitude of Taxi Drivers. |
| Not happy with Taxi driver who's booked by patient transport. Driver not very helpful and made me feel uncomfortable when I got to hospital. When we got to hospital he was going to just drop me off despite informing telephone operator I would need a wheelchair on arrival. He was very disrespectful when I requested one. |
| Sometimes the questions asked when trying to book vary and are confusing. I try to make appointments independently. But cannot manage the distance to walk at Freeman. |
| Booking office could be more helpful. |
| When patient needs an escort (part of their family) to help them especially when they have dementia or Alzheimer's they should be allowed to accompany them especially when doctors are discussing their ailments and treatments, the booking clerk told us he had to go himself, therefore we have no idea what the hospital said, very frustrating. |
| Waiting time to return home is sometimes a long wait. |
| More comfortable ambulance. |
| The waiting time after appointment (to go home always a long wait). |
| It arrived a little late but the driver did his best within the law, to get me to my appointment on time. The driver was very accommodating when we reached the hospital. |