

Patient Transport Service (Scheduled Care)

Quarter 2, 2021/22



Patient Survey Summary

Responses: 420

<input checked="" type="checkbox"/> Improved by 5% <input checked="" type="checkbox"/> Declined by 5% <input type="checkbox"/> Less than 5% change	Questions	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 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?	95.7	95.6	95.0	96.3	95.7	<input type="checkbox"/>	95.6
Ease to get through on the phone	87.4	88.6	92.1	91.0	85.8	<input checked="" type="checkbox"/>	89.2	<input type="checkbox"/>	
The attitude of the call talker	90.2	94.5	94.7	95.8	94.0	<input type="checkbox"/>	94.7	<input type="checkbox"/>	
The overall booking process	88.9	92.6	93.8	94.6	91.8	<input type="checkbox"/>	93.1	<input type="checkbox"/>	
The care / help provided by ambulance staff	97.7	98.3	98.3	97.7	97.9	<input type="checkbox"/>	98.1	<input type="checkbox"/>	
The attitude of ambulance staff in general	97.3	97.9	98.0	98.5	98.0	<input type="checkbox"/>	98.1	<input type="checkbox"/>	
The dignity and respect with which you were treated by the ambulance staff	97.8	98.4	98.3	98.6	98.6	<input type="checkbox"/>	98.5	<input type="checkbox"/>	
The kindness and compassion with which you were treated by ambulance staff	97.2	97.9	98.3	97.8	98.4	<input type="checkbox"/>	98.1	<input type="checkbox"/>	
The overall condition of the ambulance	93.4	95.2	96.2	94.7	92.5	<input type="checkbox"/>	94.5	<input type="checkbox"/>	
The comfort of the ambulance	88.4	90.3	91.1	89.3	87.5	<input type="checkbox"/>	89.4	<input type="checkbox"/>	
The cleanliness of the ambulance	95.2	96.9	98.1	96.2	96.0	<input type="checkbox"/>	96.8	<input type="checkbox"/>	
The time it took to get you to your hospital appointment	93.9	95.4	95.1	95.8	93.2	<input type="checkbox"/>	94.7	<input type="checkbox"/>	
The suitability of the type of transport used	94.6	95.9	95.4	95.0	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 to leave?	59.4	60.9	63.1	62.0	57.8	<input type="checkbox"/>	60.8	<input type="checkbox"/>	
Getting to your appointment on time	100.0	92.6	90.4	92.6	93.8	<input type="checkbox"/>	92.0	<input type="checkbox"/>	

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 Q2 2020-21 is unreliable as the numbers were very low due to Covid-19 and the suspension of the PTS service until August 2020.

Quarterly Analysis

In Q2 2021-22 we have collected 420 responses, which is 126 more than the previous quarter (294).

The FFT very good/good score is 95.7%, which is 0.6% lower than the previous quarter (96.3%).

14 out of 15 indicators are within a 5% tolerance level of the previous quarter. One indicator decreased by more than 5%:

- Ease to get through on the phone 85.8% (-5.2%).

All indicators decreased slightly except one, which increased:

- Getting to your appointment on time 93.8% (+1.2%).

Areas to keep under review:

- The overall booking process 91.8% (-2.8%)
- The overall condition of the ambulance 92.5% (-2.2%).

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

- The last time you used the ambulance service, how long did you wait for the transport to leave the hospital, 58%.

Three main positive sentiment themes were:

- Professional and Competent
- Emotional and physical support
- Compassion.

Three main negative sentiment themes were:

- Waiting
- Professional and Competent
- Ambulance Transport.

Demographic Analysis

The number of respondents for some groups are low and not representative of the community. This is especially true for Under 25s (1 response, 0.3%), 25s to 44 (6 responses, 1.5%), BAME (4 responses, 1.0%), White Other (2 responses, 0.5%) and LGB (4 responses,

1.1%) groups. Based on the low number of respondents, the responses from these groups are not considered to be representative and not included in this analysis.

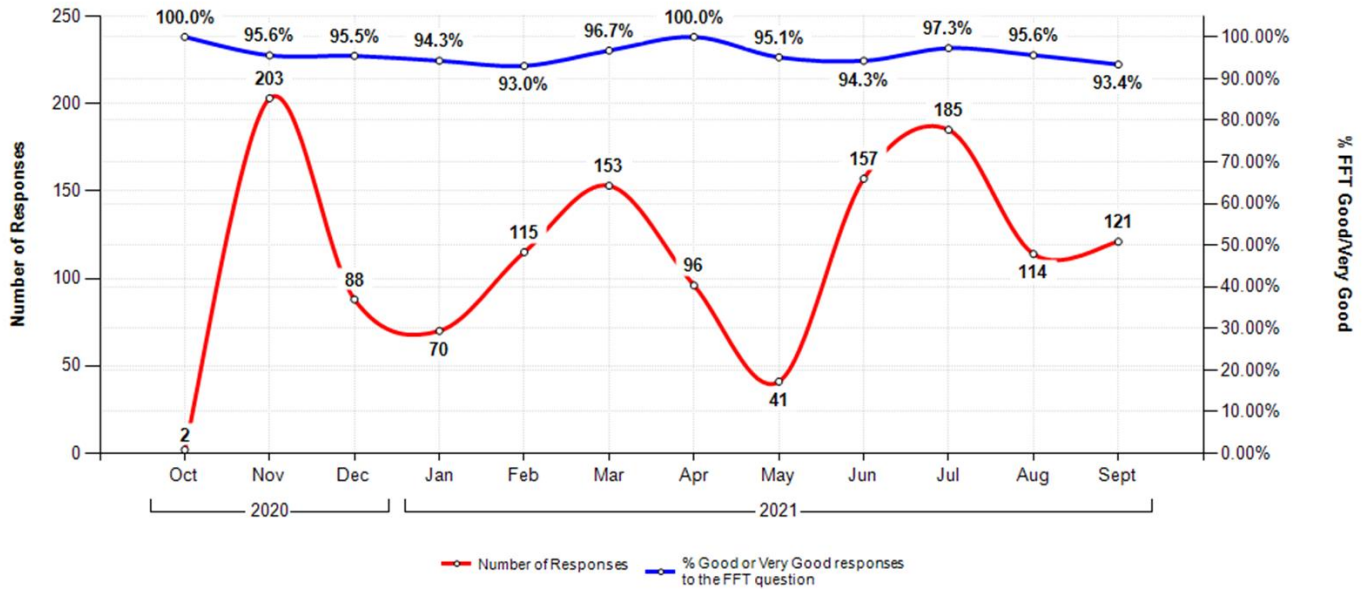
The main question asked was “Thinking of the patient transport service we provide. Overall how was your experience of the service?” Overall, most respondents had a “positive” response (95.7%). The least satisfied groups of people included Atheist/no Faith (89.2%) and non-Christian (88.0%).

For other survey questions, the following is evident

- **Gender** – 39.3% of respondents were male and 54.7% female. There is no significant difference in responses based on gender. This is true for all questions.
- **Age** – There is no significant difference in responses based on age. This is true for most of the questions. 1 (0.2%) of respondents were under 25s and 6 (1.4%) 25 to 44 groups, therefore analysis of this data is not possible. People aged 45-64 represented 9.8%, 65-84 60.2% and 85+ 23.1% of respondents. People aged 45-64 were significantly less satisfied across 7 indicators: dignity and respect (92.9%, average 98.7%), the care/help provided (92.3%, average 97.5%) and attitude of ambulance staff (92.9%, average 98.5%), cleanliness (90.2%, average 96.1%), the overall booking process (80%, average 85.5%), attitude of the call taker (80%, average 85.5%), ease to get through on the phone (75.6%, average 81.2%)
- **Ethnicity** – As there are only 4 (1%) respondents for BAME and 2 respondents for white other groups, analysis of this data is not possible due to its reliability.
- **Disability** – 87.4% of respondents identified as disabled. There is no significant difference in responses based on whether a person identifies as disabled or non-disabled. Non-disabled people rated the overall condition of the ambulance higher (100%, average 94.1%).
- **Faith** –78.1% of respondents identified as Christian, 8.8% Atheist/no faith and 6% non-Christian faiths. Atheist/no faith rated had significantly lower positive satisfaction ratings across three indicators: overall condition of the ambulance (89.5%, average 94.1%), the ease to get through on the phone atheist/no faith (72.2%, average 81.2%). The suitability of the transport used (89.5%, average 97.3%). Non- Christians had significantly lower positive satisfaction ratings across two indicators: the suitability of the transport used (91.7, average 97.3%), the ease to get through on the phone (73.9%, average 81.2%)
- **Sexual Orientation** – As there are only 4 (1%) of respondents for LGB groups, analysis of this data is not possible due to reliability.

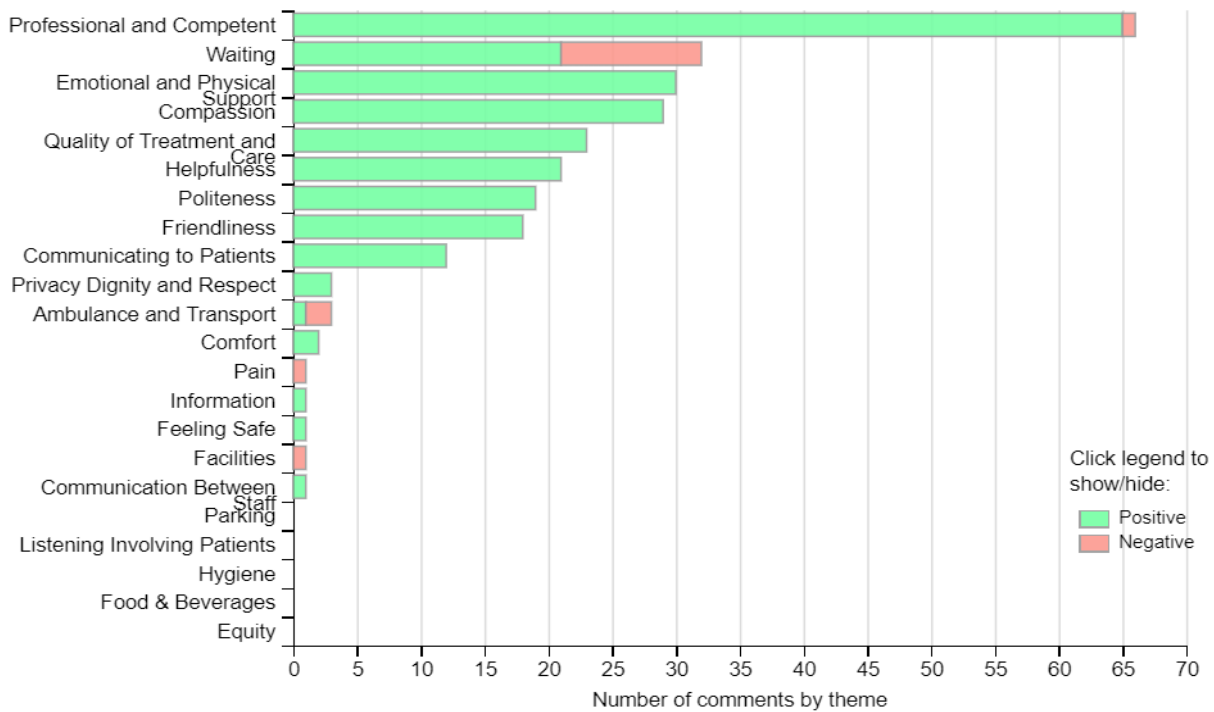
Survey trend graph

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: 01/07/2021

End Date: 30/09/2021

Quarterly Heat Map - CCG

Resource CCG	Responses	Thinking of the patient transport service we provide. Overall how was your experience of the service	Ease to get through on the phone	The attitude of the call talker	The dignity and respect with which you were treated by the ambulance staff	The attitude of ambulance staff in general	The care / help provided by ambulance staff	The suitability of the type of transport used	The time it took to get you to your hospital appointment	The cleanliness of the ambulance	The comfort of the ambulance	The kindness and compassion with which you were treated by ambulance staff	The overall condition of the ambulance	The overall booking process	The last time you used the ambulance service, how long did you wait for the transport to leave the h	Getting to your appointment on time	Overall
Resource CCG Score	425	96	86	94	99	98	98	95	93	96	87	98	93	92	58	94	92
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	116	96	92	94	99	98	99	95	94	97	87	99	93	92	56	N/A	92
NHS Newcastle Gateshead	49	88	80	92	98	97	96	93	92	94	83	97	88	89	51	N/A	89
NHS North Tyneside	28	100	79	96	99	99	99	97	94	97	94	99	95	94	66	N/A	94
NHS Northumberland	92	98	88	92	98	98	97	95	93	97	88	97	94	91	49	N/A	91
NHS South Tyneside	25	100	90	98	99	99	100	97	96	97	91	100	92	95	65	N/A	94
NHS Sunderland	23	95	91	97	99	98	96	95	84	96	89	100	96	91	63	N/A	92
NHS Tees Valley	55	98	86	95	99	99	99	94	95	97	87	98	93	93	66	N/A	93
No CCG	37	92	68	93	97	97	96	95	96	92	85	97	89	93	69	94	90

Demographic Breakdown Quarter 2 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	95.7%	95.2%	96.1%	100.0%	100.0%	92.7%	94.9%	99.0%	75.0%	95.8%	100.0%	96.2%	95.2%	89.2%	97.3%	88.0%	96.3%	100.0%
	Negative	2.9%	3.6%	2.2%	0.0%	0.0%	7.3%	3.2%	0.0%	25.0%	2.7%	0.0%	2.5%	4.8%	10.8%	1.5%	8.0%	2.3%	0.0%
	Total	420	165	230	1	6	41	253	97	4	402	2	367	21	37	328	25	351	4
Which hospital or facility did you attend?	Darlington Memorial	7.3%	8.7%	6.8%	0.0%	0.0%	8.1%	7.7%	7.6%	0.0%	7.5%	0.0%	7.6%	11.1%	2.9%	8.2%	4.8%	6.7%	0.0%
	Freeman Newcastle	12.2%	13.4%	11.7%	0.0%	33.3%	29.7%	10.5%	8.7%	50.0%	11.7%	50.0%	12.8%	5.6%	8.6%	12.6%	19.0%	12.4%	25.0%
	Hexham General	0.5%	0.0%	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	James Cook Middlesbrough	10.0%	10.7%	9.3%	0.0%	33.3%	10.8%	10.0%	7.6%	0.0%	10.0%	0.0%	10.7%	5.6%	20.0%	9.2%	4.8%	9.5%	25.0%
	North Tyneside General	3.8%	4.7%	3.4%	0.0%	16.7%	2.7%	3.6%	3.3%	0.0%	3.9%	0.0%	3.7%	0.0%	5.7%	3.1%	14.3%	4.1%	25.0%
	Northumbria Specialist Emergency Care	1.4%	0.0%	2.4%	0.0%	0.0%	2.7%	1.8%	0.0%	25.0%	1.1%	0.0%	0.9%	5.6%	0.0%	1.0%	0.0%	1.0%	0.0%
	One Life Centre Hartlepool	0.3%	0.7%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Royal Victoria Infirmary Newcastle	10.0%	6.0%	12.2%	0.0%	0.0%	16.2%	9.5%	6.5%	0.0%	9.7%	0.0%	8.8%	16.7%	11.4%	10.2%	4.8%	9.2%	0.0%
	South Tyneside General	1.9%	2.0%	1.5%	0.0%	0.0%	0.0%	0.9%	4.3%	0.0%	1.9%	0.0%	2.1%	0.0%	2.9%	2.0%	0.0%	1.6%	0.0%
	Sunderland Royal	4.6%	6.7%	2.9%	0.0%	0.0%	0.0%	5.5%	4.3%	0.0%	4.5%	0.0%	4.3%	5.6%	8.6%	4.4%	0.0%	4.4%	0.0%

	University North Durham	11.1%	12.8%	9.8%	100.0%	0.0%	2.7%	11.4%	14.1%	0.0%	11.4%	0.0%	11.0%	11.1%	11.4%	11.2%	14.3%	11.4%	25.0%
	University North Tees	2.4%	3.4%	1.5%	0.0%	0.0%	2.7%	1.8%	4.3%	0.0%	2.5%	0.0%	2.4%	0.0%	0.0%	2.4%	9.5%	2.5%	0.0%
	Wansbeck General	3.5%	2.0%	4.4%	0.0%	0.0%	2.7%	4.1%	3.3%	25.0%	3.3%	0.0%	3.7%	5.6%	0.0%	4.1%	0.0%	3.8%	0.0%
	Other	31.1%	28.9%	33.2%	0.0%	16.7%	21.6%	31.8%	35.9%	0.0%	31.5%	50.0%	31.1%	33.3%	28.6%	31.0%	28.6%	32.7%	0.0%
	Total	370	149	205	1	6	37	220	92	4	359	2	328	18	35	294	21	315	4
How did you travel to your appointment, was it by:	Ambulance	59.6%	61.2%	57.7%	100.0%	16.7%	45.9%	57.8%	69.7%	50.0%	59.9%	50.0%	60.5%	42.1%	75.8%	58.5%	50.0%	58.8%	100.0%
	Ambulance car	22.3%	21.1%	24.0%	0.0%	50.0%	40.5%	22.4%	14.6%	50.0%	22.1%	0.0%	22.2%	42.1%	9.1%	22.1%	37.5%	23.1%	0.0%
	Taxi (booked by the ambulance service)	11.3%	9.2%	13.0%	0.0%	16.7%	2.7%	13.4%	10.1%	0.0%	11.2%	50.0%	11.1%	10.5%	6.1%	12.7%	4.2%	11.6%	0.0%
	Other	5.8%	7.9%	4.3%	0.0%	16.7%	8.1%	5.6%	4.5%	0.0%	5.7%	0.0%	5.1%	5.3%	9.1%	5.4%	8.3%	5.6%	0.0%
	Don't know	1.0%	0.7%	1.0%	0.0%	0.0%	2.7%	0.9%	1.1%	0.0%	1.1%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%	0.9%	0.0%
	Total	381	152	208	1	6	37	232	89	4	367	2	334	19	33	299	24	320	4
How often have you used the North East Ambulance service in the last 12 months?	This is the first time I have used it	8.5%	8.5%	9.3%	0.0%	0.0%	4.9%	9.1%	7.4%	25.0%	8.5%	0.0%	6.4%	28.6%	2.7%	9.3%	12.0%	8.4%	0.0%
	Twice	13.3%	12.7%	14.5%	0.0%	0.0%	14.6%	11.1%	21.3%	0.0%	13.6%	0.0%	12.2%	33.3%	16.2%	13.9%	4.0%	13.3%	0.0%
	Between 3 and 5 times	43.1%	41.8%	41.9%	0.0%	33.3%	36.6%	42.9%	46.8%	25.0%	43.0%	50.0%	44.8%	23.8%	27.0%	46.3%	32.0%	43.2%	25.0%
	More than 5 times	30.8%	33.3%	29.5%	100.0%	50.0%	36.6%	32.1%	24.5%	50.0%	30.9%	0.0%	32.3%	14.3%	48.6%	27.5%	44.0%	31.4%	75.0%
	Don't know / can't remember	4.4%	3.6%	4.8%	0.0%	16.7%	7.3%	4.8%	0.0%	0.0%	4.0%	50.0%	4.4%	0.0%	5.4%	3.1%	8.0%	3.7%	0.0%
	Total	413	165	227	1	6	41	252	94	4	398	2	362	21	37	324	25	347	4
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	It was early	10.6%	11.1%	10.4%	100.0%	33.3%	7.7%	11.3%	8.4%	0.0%	10.8%	0.0%	10.4%	14.3%	10.8%	10.7%	12.5%	11.1%	25.0%
	It was on time	44.7%	48.1%	40.7%	0.0%	16.7%	43.6%	46.0%	45.3%	25.0%	44.9%	100.0%	44.5%	57.1%	40.5%	45.7%	45.8%	44.0%	75.0%
	I waited 1-30 minutes	20.5%	17.3%	23.5%	0.0%	33.3%	20.5%	20.6%	17.9%	25.0%	20.3%	0.0%	20.4%	19.0%	21.6%	20.8%	12.5%	20.1%	0.0%
	I waited 31-60 minutes	9.1%	8.0%	10.4%	0.0%	16.7%	7.7%	8.9%	11.6%	25.0%	9.2%	0.0%	9.5%	4.8%	10.8%	8.8%	8.3%	9.9%	0.0%
	I waited over 1 hour	9.1%	8.0%	10.9%	0.0%	0.0%	7.7%	9.7%	8.4%	25.0%	9.0%	0.0%	9.2%	4.8%	8.1%	8.2%	16.7%	9.3%	0.0%

unsure, please provide your best estimate.	Don't know / can't remember	5.9%	7.4%	4.1%	0.0%	0.0%	12.8%	3.6%	8.4%	0.0%	5.9%	0.0%	5.9%	0.0%	8.1%	5.7%	4.2%	5.5%	0.0%
	Total	405	162	221	1	6	39	248	95	4	390	2	357	21	37	317	24	343	4
The comfort of the ambulance	Very good	56.5%	50.9%	60.0%	0.0%	66.7%	53.7%	58.8%	48.5%	50.0%	56.6%	50.0%	57.1%	61.9%	57.9%	56.1%	60.9%	54.5%	75.0%
	Fairly Good	35.5%	39.8%	32.9%	0.0%	16.7%	36.6%	33.7%	43.3%	25.0%	35.7%	0.0%	35.0%	33.3%	31.6%	36.4%	30.4%	37.9%	25.0%
	Neither good nor poor	3.8%	4.3%	3.1%	0.0%	16.7%	2.4%	3.7%	4.1%	25.0%	3.3%	50.0%	3.6%	4.8%	2.6%	4.1%	0.0%	3.5%	0.0%
	Poor	2.0%	1.9%	2.2%	100.0%	0.0%	0.0%	1.6%	3.1%	0.0%	2.0%	0.0%	2.0%	0.0%	5.3%	1.6%	4.3%	2.0%	0.0%
	Not applicable	2.3%	3.1%	1.8%	0.0%	0.0%	7.3%	2.1%	1.0%	0.0%	2.3%	0.0%	2.2%	0.0%	2.6%	1.9%	4.3%	2.0%	0.0%
	Total	400	161	225	1	6	41	243	97	4	392	2	357	21	38	319	23	343	4
The overall condition of the ambulance	Very good	73.8%	70.1%	77.7%	0.0%	85.7%	73.2%	74.4%	72.2%	75.0%	73.7%	66.7%	73.3%	81.0%	63.2%	74.8%	70.8%	73.9%	75.0%
	Fairly Good	20.3%	23.2%	17.5%	0.0%	0.0%	19.5%	20.0%	23.7%	0.0%	20.8%	0.0%	20.7%	19.0%	26.3%	20.3%	25.0%	20.9%	25.0%
	Neither good nor poor	2.2%	1.8%	2.2%	100.0%	14.3%	2.4%	1.2%	2.1%	25.0%	1.8%	33.3%	2.2%	0.0%	5.3%	1.8%	0.0%	2.0%	0.0%
	Poor	1.5%	1.8%	1.3%	0.0%	0.0%	0.0%	2.0%	1.0%	0.0%	1.5%	0.0%	1.7%	0.0%	2.6%	1.5%	0.0%	1.7%	0.0%
	Not applicable	2.2%	3.0%	1.3%	0.0%	0.0%	4.9%	2.4%	1.0%	0.0%	2.3%	0.0%	2.2%	0.0%	2.6%	1.5%	4.2%	1.4%	0.0%
	Total	408	164	229	1	7	41	250	97	4	399	3	363	21	38	325	24	349	4
The kindness and compassion with which you were treated by ambulance staff	Very good	93.2%	94.0%	93.9%	0.0%	100.0%	88.1%	93.7%	93.8%	50.0%	93.5%	100.0%	93.2%	90.5%	94.7%	93.9%	87.5%	93.4%	100.0%
	Fairly Good	4.9%	4.2%	4.8%	100.0%	0.0%	7.1%	4.8%	4.1%	25.0%	4.7%	0.0%	5.2%	4.8%	5.3%	4.6%	8.3%	5.4%	0.0%
	Neither good nor poor	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Very poor	0.2%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	25.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Not applicable	1.5%	1.8%	0.9%	0.0%	0.0%	2.4%	1.2%	2.1%	0.0%	1.5%	0.0%	1.1%	4.8%	0.0%	1.2%	4.2%	0.9%	0.0%
	Total	411	166	230	1	7	42	252	97	4	402	3	366	21	38	328	24	351	4
The dignity and respect with which you were treated by the ambulance staff	Very good	94.1%	93.9%	94.4%	0.0%	100.0%	85.7%	94.8%	95.9%	75.0%	94.3%	100.0%	94.0%	100.0%	92.1%	94.8%	91.3%	94.6%	100.0%
	Fairly Good	4.6%	5.5%	4.3%	100.0%	0.0%	7.1%	4.4%	4.1%	0.0%	4.7%	0.0%	4.9%	0.0%	7.9%	4.3%	4.3%	4.6%	0.0%
	Very poor	0.2%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	25.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Not applicable	1.0%	0.6%	1.3%	0.0%	0.0%	4.8%	0.8%	0.0%	0.0%	1.0%	0.0%	0.8%	0.0%	0.0%	0.9%	4.3%	0.9%	0.0%
	Total	410	165	231	1	7	42	251	97	4	401	3	366	21	38	328	23	351	4
The overall booking process	Very good	65.1%	63.5%	65.9%	0.0%	83.3%	67.5%	64.2%	63.7%	75.0%	64.4%	100.0%	65.3%	61.9%	59.5%	65.8%	58.3%	64.2%	100.0%
	Fairly Good	20.4%	21.2%	21.2%	100.0%	16.7%	12.5%	21.5%	22.0%	0.0%	21.1%	0.0%	21.2%	28.6%	24.3%	19.9%	25.0%	21.9%	0.0%

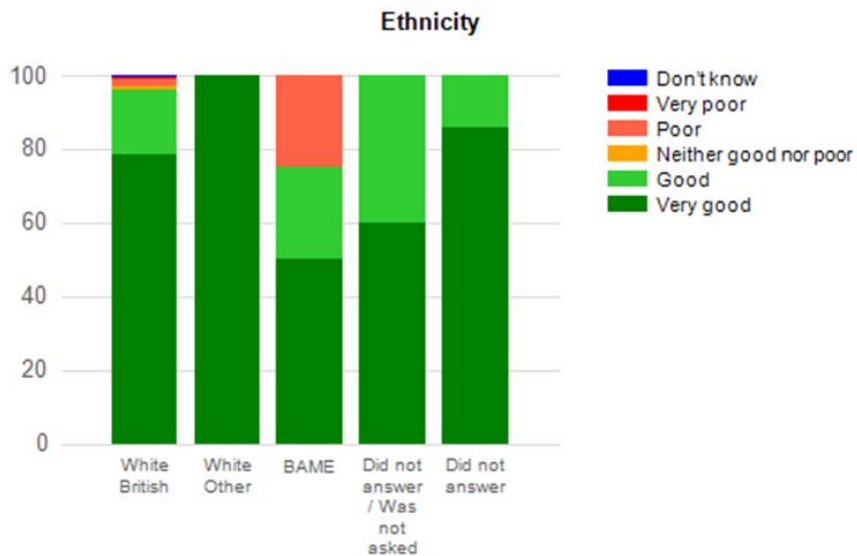
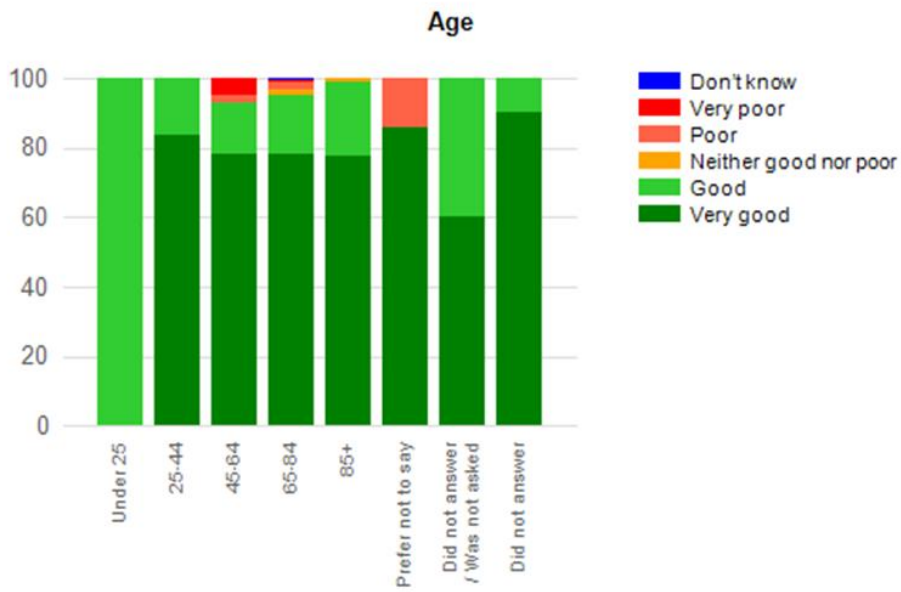
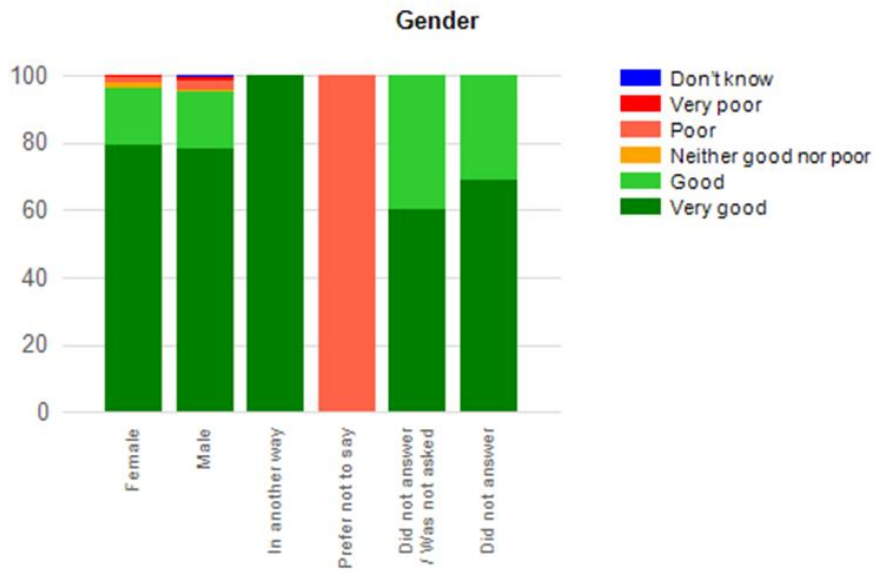
	Neither good nor poor	2.0%	3.2%	0.9%	0.0%	0.0%	0.0%	2.4%	2.2%	0.0%	2.1%	0.0%	2.3%	0.0%	5.4%	1.6%	4.2%	2.1%	0.0%
	Poor	1.2%	0.6%	1.3%	0.0%	0.0%	2.5%	1.2%	1.1%	25.0%	1.0%	0.0%	1.4%	0.0%	0.0%	1.3%	0.0%	1.2%	0.0%
	Very poor	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	11.0%	10.9%	10.6%	0.0%	0.0%	17.5%	10.2%	11.0%	0.0%	11.1%	0.0%	9.6%	9.5%	10.8%	11.1%	12.5%	10.4%	0.0%
	Total	401	156	226	1	6	40	246	91	4	388	2	354	21	37	316	24	338	4
The care / help provided by ambulance staff	Very good	91.3%	93.0%	90.7%	100.0%	100.0%	84.6%	91.1%	92.6%	33.3%	91.6%	100.0%	91.3%	90.0%	91.7%	91.3%	85.7%	91.5%	100.0%
	Fairly Good	6.2%	6.3%	6.2%	0.0%	0.0%	7.7%	6.5%	6.4%	33.3%	6.1%	0.0%	6.4%	10.0%	5.6%	6.5%	9.5%	6.7%	0.0%
	Neither good nor poor	0.5%	0.0%	0.9%	0.0%	0.0%	2.6%	0.4%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%
	Very poor	0.2%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	33.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Not applicable	1.7%	0.6%	2.2%	0.0%	0.0%	2.6%	2.0%	1.1%	0.0%	1.8%	0.0%	1.4%	0.0%	2.8%	1.6%	4.8%	1.5%	0.0%
	Total	402	158	225	1	5	39	246	94	3	391	2	357	20	36	322	21	342	4
The attitude of ambulance staff in general	Very good	92.9%	93.9%	92.6%	0.0%	100.0%	85.7%	93.7%	93.8%	50.0%	93.3%	100.0%	92.9%	95.2%	89.5%	93.9%	91.7%	92.3%	100.0%
	Fairly Good	5.6%	4.2%	6.5%	100.0%	0.0%	7.1%	5.6%	5.2%	25.0%	5.5%	0.0%	5.8%	4.8%	10.5%	4.9%	4.2%	6.6%	0.0%
	Neither good nor poor	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Very poor	0.5%	0.6%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	25.0%	0.2%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	0.7%	0.6%	0.9%	0.0%	0.0%	2.4%	0.8%	0.0%	0.0%	0.7%	0.0%	0.5%	0.0%	0.0%	0.6%	4.2%	0.6%	0.0%
	Total	409	165	230	1	6	42	252	97	4	401	2	365	21	38	327	24	351	4
The attitude of the call talker	Very good	70.8%	71.3%	71.2%	0.0%	83.3%	70.0%	70.4%	70.0%	75.0%	70.3%	100.0%	70.6%	85.7%	62.2%	71.6%	68.2%	69.9%	100.0%
	Fairly Good	14.7%	12.7%	15.5%	0.0%	16.7%	10.0%	15.8%	15.6%	0.0%	15.2%	0.0%	15.9%	9.5%	18.9%	14.2%	13.6%	15.8%	0.0%
	Neither good nor poor	2.5%	3.8%	1.4%	0.0%	0.0%	5.0%	2.9%	1.1%	25.0%	2.4%	0.0%	2.9%	0.0%	8.1%	1.9%	0.0%	2.4%	0.0%
	Poor	0.5%	0.0%	0.9%	100.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	2.7%	0.3%	0.0%	0.6%	0.0%
	Not applicable	11.4%	12.1%	11.0%	0.0%	0.0%	15.0%	10.4%	13.3%	0.0%	11.5%	0.0%	10.1%	4.8%	8.1%	11.9%	18.2%	11.3%	0.0%
	Total	394	157	219	1	6	40	240	90	4	381	2	347	21	37	310	22	335	4
Ease to get through on the phone	Very good	54.3%	50.0%	57.0%	0.0%	100.0%	61.0%	51.7%	53.3%	50.0%	54.1%	50.0%	54.1%	76.2%	50.0%	54.4%	56.5%	52.9%	75.0%
	Fairly Good	26.9%	28.8%	26.2%	0.0%	0.0%	14.6%	28.9%	30.4%	25.0%	26.9%	50.0%	27.5%	19.0%	22.2%	27.8%	17.4%	27.6%	25.0%
	Neither good nor poor	3.0%	3.8%	2.3%	100.0%	0.0%	9.8%	2.5%	1.1%	25.0%	2.8%	0.0%	3.1%	0.0%	8.3%	2.5%	0.0%	3.2%	0.0%
	Poor	2.5%	1.9%	2.7%	0.0%	0.0%	0.0%	3.3%	2.2%	0.0%	2.6%	0.0%	2.8%	0.0%	2.8%	2.2%	4.3%	2.6%	0.0%

	Very poor	2.5%	3.8%	1.8%	0.0%	0.0%	2.4%	3.7%	0.0%	0.0%	2.6%	0.0%	2.5%	0.0%	8.3%	1.6%	8.7%	2.6%	0.0%
	Not applicable	10.8%	11.9%	10.0%	0.0%	0.0%	12.2%	9.9%	13.0%	0.0%	10.9%	0.0%	9.9%	4.8%	8.3%	11.4%	13.0%	10.9%	0.0%
	Total	398	160	221	1	6	41	242	92	4	386	2	353	21	36	316	23	340	4
The cleanliness of the ambulance	Very good	86.2%	84.0%	88.6%	0.0%	85.7%	82.9%	87.4%	83.5%	50.0%	86.6%	66.7%	85.6%	90.5%	76.3%	87.3%	83.3%	87.3%	75.0%
	Fairly Good	9.9%	11.7%	7.9%	0.0%	0.0%	7.3%	9.3%	14.4%	25.0%	9.8%	0.0%	10.6%	9.5%	18.4%	9.3%	12.5%	9.2%	25.0%
	Neither good nor poor	1.0%	1.2%	0.9%	0.0%	14.3%	2.4%	0.4%	1.0%	0.0%	0.8%	33.3%	0.8%	0.0%	0.0%	1.2%	0.0%	0.9%	0.0%
	Poor	1.2%	0.6%	1.3%	100.0%	0.0%	2.4%	1.2%	0.0%	25.0%	1.0%	0.0%	1.4%	0.0%	2.6%	0.9%	0.0%	1.2%	0.0%
	Not applicable	1.7%	2.5%	1.3%	0.0%	0.0%	4.9%	1.6%	1.0%	0.0%	1.8%	0.0%	1.7%	0.0%	2.6%	1.2%	4.2%	1.4%	0.0%
	Total	405	162	228	1	7	41	247	97	4	396	3	360	21	38	323	24	347	4
The suitability of the type of transport used	Very good	82.4%	80.7%	83.7%	0.0%	85.7%	80.0%	83.5%	78.7%	50.0%	83.0%	66.7%	82.8%	81.0%	76.3%	84.4%	79.2%	82.8%	100.0%
	Fairly Good	14.9%	14.9%	15.0%	100.0%	0.0%	12.5%	15.3%	17.0%	50.0%	14.5%	0.0%	15.0%	14.3%	13.2%	14.3%	12.5%	14.8%	0.0%
	Neither good nor poor	1.7%	3.1%	0.4%	0.0%	14.3%	5.0%	0.4%	3.2%	0.0%	1.5%	33.3%	1.4%	4.8%	5.3%	1.2%	4.2%	1.7%	0.0%
	Poor	0.5%	0.6%	0.4%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	5.3%	0.0%	0.0%	0.6%	0.0%
	Not applicable	0.5%	0.6%	0.4%	0.0%	0.0%	2.5%	0.0%	1.1%	0.0%	0.5%	0.0%	0.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
	Total	403	161	227	1	7	40	249	94	4	394	3	360	21	38	321	24	344	4
The time it took to get you to your hospital appointment	Very good	74.8%	70.4%	78.0%	0.0%	100.0%	70.7%	78.6%	65.6%	50.0%	75.0%	100.0%	74.5%	81.0%	60.5%	76.6%	69.6%	74.9%	75.0%
	Fairly Good	19.1%	22.2%	17.2%	100.0%	0.0%	24.4%	17.3%	22.9%	50.0%	18.7%	0.0%	19.9%	14.3%	28.9%	17.5%	26.1%	19.6%	25.0%
	Neither good nor poor	2.2%	1.9%	2.2%	0.0%	0.0%	0.0%	1.6%	4.2%	0.0%	2.3%	0.0%	2.2%	0.0%	7.9%	1.8%	0.0%	2.6%	0.0%
	Poor	0.2%	0.6%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	2.6%	0.0%	0.0%	0.3%	0.0%
	Very poor	0.5%	0.6%	0.4%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%
	Not applicable	3.2%	4.3%	2.2%	0.0%	0.0%	2.4%	2.4%	5.2%	0.0%	3.3%	0.0%	2.5%	4.8%	0.0%	3.4%	4.3%	2.0%	0.0%
	Total	404	162	227	1	6	41	248	96	4	396	2	361	21	38	325	23	347	4
The last time you used the ambulance service, how long did you wait for the transport to	It was early	5.1%	7.3%	3.5%	0.0%	16.7%	2.6%	6.7%	0.0%	0.0%	5.3%	0.0%	5.2%	4.8%	0.0%	5.2%	16.0%	5.2%	0.0%
	It was on time	20.3%	16.5%	21.4%	100.0%	0.0%	25.6%	20.2%	16.5%	25.0%	20.5%	0.0%	19.8%	28.6%	26.3%	20.2%	12.0%	19.2%	0.0%
	0-30 minutes	36.8%	40.9%	34.9%	0.0%	50.0%	33.3%	37.9%	36.1%	50.0%	36.5%	50.0%	37.4%	38.1%	34.2%	37.4%	40.0%	37.5%	75.0%
	31-60 minutes	14.7%	13.4%	15.3%	0.0%	16.7%	15.4%	11.1%	25.8%	0.0%	14.8%	50.0%	15.1%	14.3%	13.2%	15.3%	8.0%	16.0%	0.0%
	Over 1 hour	14.5%	11.6%	17.5%	0.0%	16.7%	12.8%	17.4%	9.3%	0.0%	14.5%	0.0%	15.1%	4.8%	21.1%	14.1%	8.0%	14.6%	25.0%

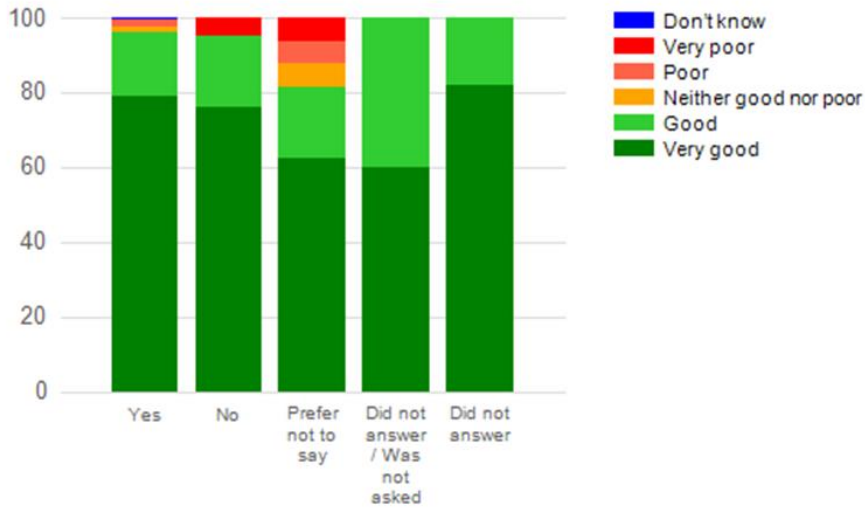
leave the hospital / clinic from when you informed them you were ready to leave? If you are unsure please provide your best estimate.	Don't know/can't remember	3.7%	4.3%	3.1%	0.0%	0.0%	2.6%	2.4%	7.2%	0.0%	3.8%	0.0%	3.8%	0.0%	5.3%	2.8%	8.0%	2.9%	0.0%
	Not applicable	4.9%	6.1%	4.4%	0.0%	0.0%	7.7%	4.3%	5.2%	25.0%	4.8%	0.0%	3.6%	9.5%	0.0%	4.9%	8.0%	4.6%	0.0%
	Total	408	164	229	1	6	39	253	97	4	400	2	364	21	38	326	25	349	4
What is your age?	16-24	0.2%	0.0%	0.4%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	2.7%	0.0%	0.0%	0.3%	0.0%
	25-44	1.7%	1.8%	1.7%	0.0%	100.0%	0.0%	0.0%	0.0%	25.0%	1.0%	66.7%	1.1%	4.8%	5.4%	0.6%	8.0%	1.1%	25.0%
	45-64	10.2%	8.4%	10.9%	0.0%	0.0%	100.0%	0.0%	0.0%	25.0%	10.2%	0.0%	10.4%	4.8%	16.2%	8.5%	12.0%	9.9%	25.0%
	65-84	62.0%	64.7%	60.9%	0.0%	0.0%	0.0%	100.0%	0.0%	50.0%	62.2%	33.3%	62.3%	81.0%	59.5%	62.8%	68.0%	61.9%	50.0%
	85+	24.1%	22.8%	24.8%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	24.6%	0.0%	24.3%	9.5%	16.2%	25.9%	12.0%	25.3%	0.0%
	Prefer not to say	1.7%	2.4%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	1.6%	0.0%	0.0%	2.1%	0.0%	1.4%	0.0%
	Total	411	167	230	1	7	42	255	99	4	402	3	366	21	37	328	25	352	4
How would you describe your gender	Female	57.3%	0.0%	100.0%	100.0%	57.1%	62.5%	56.0%	59.4%	50.0%	57.8%	0.0%	56.0%	76.2%	39.5%	59.0%	54.2%	56.5%	50.0%
	Male	41.7%	100.0%	0.0%	0.0%	42.9%	35.0%	43.2%	39.6%	25.0%	41.4%	100.0%	42.9%	23.8%	57.9%	40.7%	41.7%	43.2%	25.0%
	In another way	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	1.0%	0.0%	0.8%	0.0%	0.8%	0.0%	2.6%	0.3%	4.2%	0.3%	25.0%
	Prefer not to say	0.2%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	25.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total	405	169	232	1	7	40	250	96	4	396	3	361	21	38	322	24	347	4
What is your ethnic group?	White British	98.3%	97.6%	99.1%	100.0%	57.1%	97.6%	98.8%	100.0%	0.0%	100.0%	0.0%	99.2%	95.2%	100.0%	99.4%	91.7%	99.2%	100.0%
	White Other	0.7%	1.8%	0.0%	0.0%	28.6%	0.0%	0.4%	0.0%	0.0%	0.0%	100.0%	0.3%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%
	Asian or Asian British	0.5%	0.6%	0.4%	0.0%	14.3%	0.0%	0.4%	0.0%	50.0%	0.0%	0.0%	0.3%	4.8%	0.0%	0.0%	8.3%	0.6%	0.0%
	Prefer not to say	0.5%	0.0%	0.4%	0.0%	0.0%	2.4%	0.4%	0.0%	50.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total	414	168	231	1	7	42	253	99	4	407	3	370	21	38	332	24	354	4
How would you describe your religion or belief?	Buddhist	0.7%	1.2%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	0.0%	12.0%	0.6%	0.0%
	Christian	81.0%	78.0%	83.7%	0.0%	33.3%	70.0%	81.4%	86.7%	0.0%	81.9%	100.0%	81.3%	90.5%	0.0%	100.0%	0.0%	83.2%	25.0%
	Muslim	0.5%	0.6%	0.4%	0.0%	16.7%	0.0%	0.4%	0.0%	50.0%	0.0%	0.0%	0.3%	4.8%	0.0%	0.0%	8.0%	0.6%	0.0%
	No religion or belief	9.3%	13.1%	6.6%	100.0%	33.3%	15.0%	8.7%	6.1%	0.0%	9.4%	0.0%	10.3%	0.0%	100.0%	0.0%	0.0%	9.7%	50.0%
	Other	4.9%	4.2%	5.3%	0.0%	16.7%	7.5%	5.1%	3.1%	0.0%	5.0%	0.0%	4.6%	0.0%	0.0%	0.0%	80.0%	4.0%	25.0%

	Prefer not to say	3.7%	3.0%	4.0%	0.0%	0.0%	7.5%	3.2%	4.1%	50.0%	3.2%	0.0%	3.0%	4.8%	0.0%	0.0%	0.0%	2.0%	0.0%
	Total	410	168	227	1	6	40	253	98	4	403	2	368	21	38	332	25	352	4
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	90.9%	93.9%	88.2%	100.0%	66.7%	90.5%	91.6%	90.8%	50.0%	91.5%	50.0%	100.0%	0.0%	100.0%	90.9%	90.9%	92.0%	100.0%
	No	5.1%	3.0%	7.0%	0.0%	16.7%	2.4%	6.8%	2.0%	25.0%	5.0%	0.0%	0.0%	100.0%	0.0%	5.8%	4.5%	4.8%	0.0%
	Prefer not to say	3.9%	3.0%	4.8%	0.0%	16.7%	7.1%	1.6%	7.1%	25.0%	3.5%	50.0%	0.0%	0.0%	0.0%	3.3%	4.5%	3.1%	0.0%
	Total	408	165	229	1	6	42	249	98	4	401	2	371	21	38	329	22	351	4
How would you describe how you think of your sexual orientation?	Heterosexual or straight	92.0%	93.2%	92.9%	100.0%	66.7%	87.5%	92.4%	95.7%	50.0%	92.6%	50.0%	93.1%	85.0%	91.9%	94.2%	81.8%	100.0%	0.0%
	Gay or lesbian	0.5%	0.6%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.3%	4.5%	0.0%	50.0%
	Bisexual	0.5%	0.0%	0.9%	0.0%	16.7%	2.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	5.4%	0.0%	0.0%	0.0%	50.0%
	Other	0.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
	Don't know or not sure	1.3%	1.2%	0.9%	0.0%	0.0%	0.0%	0.8%	2.2%	0.0%	1.3%	0.0%	1.2%	5.0%	0.0%	1.3%	4.5%	0.0%	0.0%
	Prefer not to say	5.4%	4.3%	5.2%	0.0%	16.7%	10.0%	5.5%	2.2%	50.0%	4.7%	50.0%	4.3%	10.0%	2.7%	3.9%	9.1%	0.0%	0.0%
	Total	386	161	211	1	6	40	236	93	4	379	2	347	20	37	311	22	355	4
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.	30.8%	33.3%	29.5%	0.0%	50.0%	31.7%	28.0%	38.5%	25.0%	30.9%	50.0%	30.9%	23.8%	37.8%	30.7%	12.0%	30.6%	25.0%
	Yes – Great someone may contact you	69.2%	66.7%	70.5%	100.0%	50.0%	68.3%	72.0%	61.5%	75.0%	69.1%	50.0%	69.1%	76.2%	62.2%	69.3%	88.0%	69.4%	75.0%
	Total	399	165	220	1	6	41	246	96	4	391	2	356	21	37	319	25	343	4
Getting to your appointment on time	Very good	69.2%	40.0%	87.5%	0.0%	0.0%	60.0%	80.0%	66.7%	0.0%	69.2%	0.0%	66.7%	100.0%	100.0%	60.0%	100.0%	66.7%	100.0%
	Fairly Good	23.1%	40.0%	12.5%	0.0%	0.0%	20.0%	20.0%	33.3%	0.0%	23.1%	0.0%	25.0%	0.0%	0.0%	30.0%	0.0%	25.0%	0.0%
	Not applicable	7.7%	20.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	7.7%	0.0%	8.3%	0.0%	0.0%	10.0%	0.0%	8.3%	0.0%
	Total	13	5	8	0	0	5	5	3	0	13	0	12	1	2	10	1	12	1

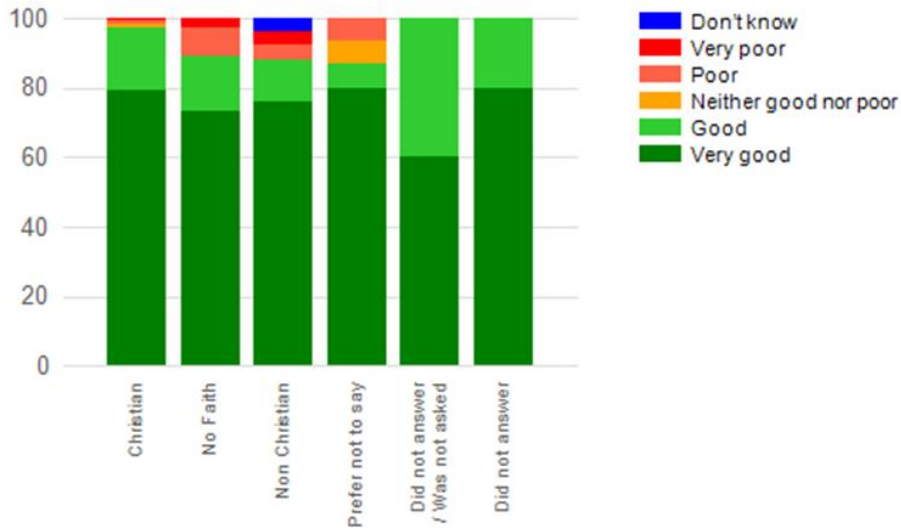
Friends and Family Test Demographic Breakdown Graphs



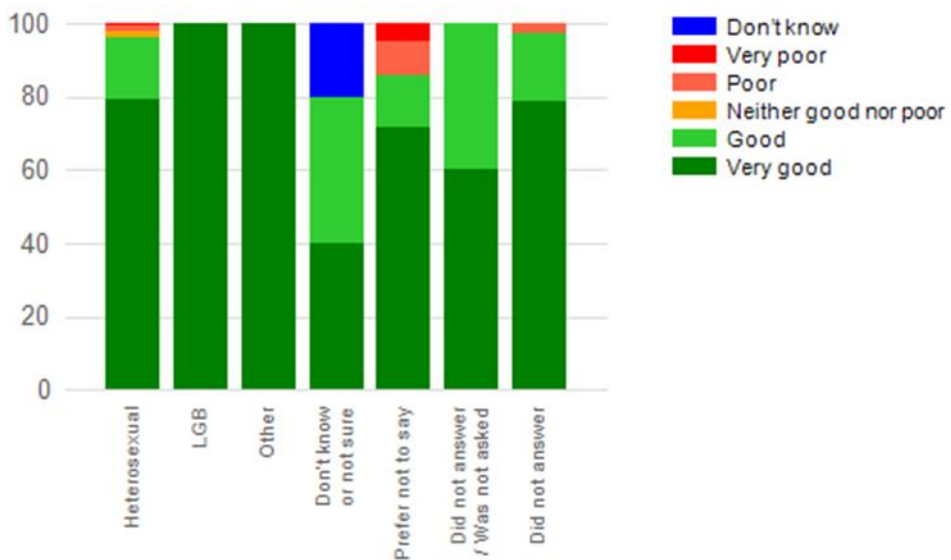
Disability



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	328	78.1%
Good	74	17.6%
Neither good nor poor	5	1.2%
Poor	8	1.9%
Very poor	4	1.0%
Don't know	1	0.2%
Total	420	100%

Question 2: Ease to get through on the phone

Available Answers	Responses	Score (%)
Very good	216	54.3%
Fairly Good	107	26.9%
Neither good nor poor	12	3.0%
Poor	10	2.5%
Very poor	10	2.5%
Not applicable	43	10.8%
Total	398	100%

Question 3: The attitude of the call talker

Available Answers	Responses	Score (%)
Very good	279	70.8%
Fairly Good	58	14.7%
Neither good nor poor	10	2.5%
Poor	2	0.5%
Not applicable	45	11.4%
Total	394	100%

Question 4: The overall booking process

Available Answers	Responses	Score (%)
Very good	261	65.1%
Fairly Good	82	20.4%
Neither good nor poor	8	2.0%
Poor	5	1.2%
Very poor	1	0.2%
Not applicable	44	11.0%
Total	401	100%

Question 5: The care / help provided by ambulance staff

Available Answers	Responses	Score (%)
Very good	367	91.3%
Fairly Good	25	6.2%
Neither good nor poor	2	0.5%
Very poor	1	0.2%
Not applicable	7	1.7%
Total	402	100%

Question 6: The attitude of ambulance staff in general

Available Answers	Responses	Score (%)
Very good	380	92.9%
Fairly Good	23	5.6%
Neither good nor poor	1	0.2%
Very poor	2	0.5%
Not applicable	3	0.7%
Total	409	100%

Question 7: The dignity and respect with which you were treated by the ambulance staff

Available Answers	Responses	Score (%)
Very good	386	94.1%
Fairly Good	19	4.6%
Very poor	1	0.2%
Not applicable	4	1.0%
Total	410	100%

Question 8: The kindness and compassion with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	383	93.2%
Fairly Good	20	4.9%
Neither good nor poor	1	0.2%
Very poor	1	0.2%
Not applicable	6	1.5%
Total	411	100%

Question 9: The overall condition of the ambulance		
Available Answers	Responses	Score (%)
Very good	301	73.8%
Fairly Good	83	20.3%
Neither good nor poor	9	2.2%
Poor	6	1.5%
Not applicable	9	2.2%
Total	408	100%

Question 10: The comfort of the ambulance		
Available Answers	Responses	Score (%)
Very good	226	56.5%
Fairly Good	142	35.5%
Neither good nor poor	15	3.8%
Poor	8	2.0%
Not applicable	9	2.3%
Total	400	100%

Question 11: The cleanliness of the ambulance		
Available Answers	Responses	Score (%)
Very good	349	86.2%
Fairly Good	40	9.9%
Neither good nor poor	4	1.0%
Poor	5	1.2%
Not applicable	7	1.7%
Total	405	100%

Question 12: The time it took to get you to your hospital appointment

Available Answers	Responses	Score (%)
Very good	302	74.8%
Fairly Good	77	19.1%
Neither good nor poor	9	2.2%
Poor	1	0.2%
Very poor	2	0.5%
Not applicable	13	3.2%
Total	404	100%

Question 13: The suitability of the type of transport used

Available Answers	Responses	Score (%)
Very good	332	82.4%
Fairly Good	60	14.9%
Neither good nor poor	7	1.7%
Poor	2	0.5%
Not applicable	2	0.5%
Total	403	100%

Question 14: 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	21	5.1%
It was on time	83	20.3%
0-30 minutes	150	36.8%
31-60 minutes	60	14.7%
Over 1 hour	59	14.5%
Don't know/can't remember	15	3.7%
Not applicable	20	4.9%
Total	408	100%