



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: October 2021



94.5%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Ambulance staff always helpful and polite

I don't think you could do any better. I give you 10/10

Nothing changed everything is perfect

Negative free text comments

2 hours on the phone and still did not get through I cannot afford a phone bill like that

After getting receptionist to phone that I am ready to go home it takes about 1 hours before car picks me up

Not had to wait too long for return journey

Number of responses

Online	6	Total: 109
Print	103	

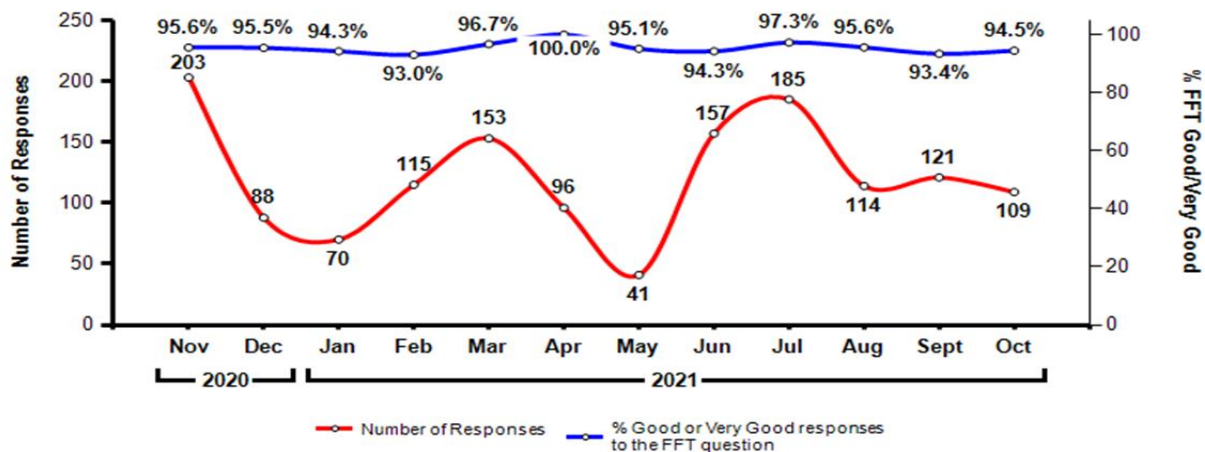


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	103	94.5%	+1.1
Very good	87	79.8%	+7.1
Good	16	14.7%	-6
Neither good nor poor	0	0%	-3.3
Poor	2	1.8%	-0.6
Very poor	2	1.8%	+1
Don't Know	2	1.8%	+1.8

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.

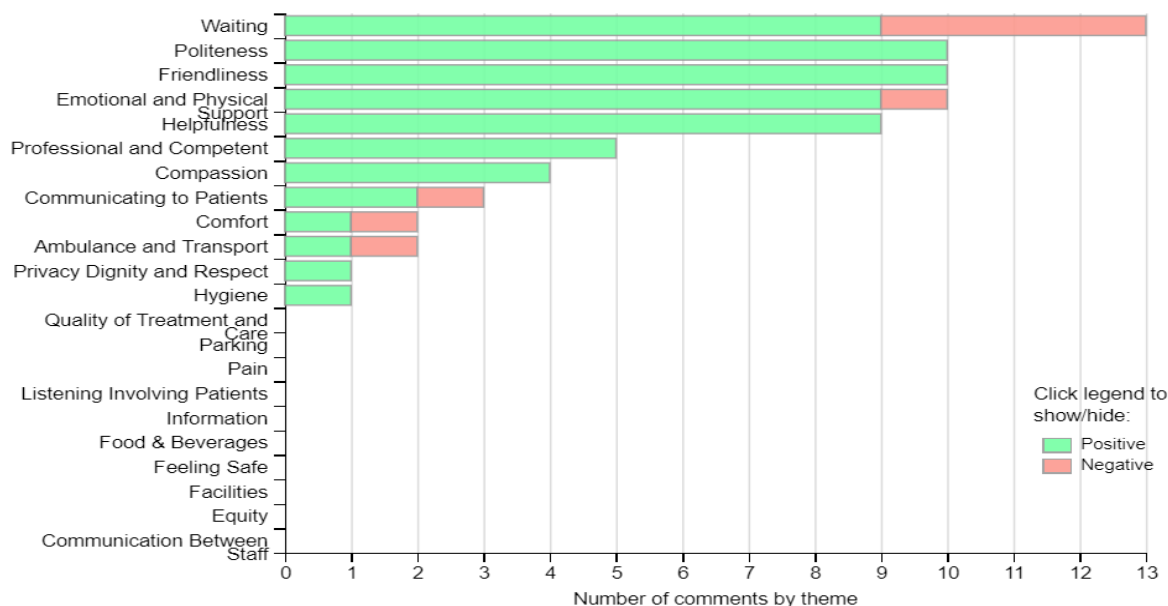
Survey trend graph

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	94.5%	3.7%	109	87	16	0	2	2	0
County Durham CCG	94.6%	0%	37	27	8	0	0	0	0
Newcastle Gateshead CCG	100%	0%	18	13	5	0	0	0	0
North Tyneside CCG	90.9%	9.1%	11	9	1	0	1	0	0
Northumberland CCG	89.5%	10.5%	19	17	0	0	1	1	0
South Tyneside CCG	100%	0%	4	3	1	0	0	0	0
Sunderland CCG	100%	0%	6	6	0	0	0	0	0
Tees valley CCG	100%	0%	8	7	1	0	0	0	0
CCG unknown	83.3%	16.7%	6	5	0	0	0	1	0

Free text comments

Very satisfied with great service
because I have cancer i need your help your drivers are excellent but 2 hours waiting and scared to go any longer as i may not be able to pay my phone bill is disgusting
They help in I am in a wheelchair plus they were on time (not late).
I was unable to be seen on arrival at the hospital and quite distraught. The ambulance driver was extremely kind and caring.
Made me feel at ease. Kind and understanding. Very good.
I gave this score because I could not fault the service, prompt transport clean and comfortable, driver very pleasant and sociable.
Very helpful, polite prompt, short waiting times after clinic.
Helpful and so cheerful right on time for my appointment.
Appreciation for the fantastic jobs they do.
General experience.
Drivers always polite, helpful and on time.
They were on time and I didn't have long to wait for the return. They were good helping me on and off.
Staff pleasant and respectful.
Arrived prompt, polite and helpful.
Pleasant drivers. Careful drivers. Always gets to destination on time.
Had to wait ages for return transport (premier coaches).
Great staff, friendly and good communication skills.
They could not help me enough.



I am so grateful for this service as it would otherwise too impossible to attend appointments down in Newcastle.
Very good.
I find transport good most of the time.
It was a private car, the gentle man was very kind and helpful.
Very helpful, friendly and made to feel at ease.
7th August. Was a very high step to get in. When I got to north tyneside hospital. I was already very late. Came to get out of car no step downs I half fell half jumped. I thought man was going to help me down but he moved.
Because it was good.
The care they showed as they brought me home.
Ambulance staff always helpful and polite.
Very good assist from the hospital to home.
From the point of contact to drop off the service is excellent.
Because of their friendliness and care.
Transport always clean driver clean polite friendly.
Guys were pleasant and efficient.
Can't fault.
Transport was on time and the ambulance staff were very good.
Because they're polite and professional.
I think that you can't fault it.
The transport to my appointment was extremely excellent but travelling back was appalling don't come into the department here I was waiting. I waited 4 hours.
Taxi arrived much later than expected and unable to contact patient transport to check it was coming.
My experience was brilliant service was very good 10/10.
The driver was most helpful.
Because it's true.
Great staff and very friendly with good communication

Anything we could have done better?

Not had to wait too long for return journey.
I am 91 could have done with easier transport.
Waiting time for pick up from hospital can be. Many hours: last time about 6 hours.
Keep clients informed of expected arrival.