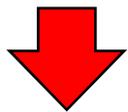




Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: November 2021



92.8%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Friendly driver I had a very friendly, professional and considerate driver called xxxxx, I have never used transport services before but he was so friendly and chatty it was like driving with a friend!

I was on holiday when I took ill, after being discharged from hospital, with no money or means of getting back to my holiday cottage, transport was arranged for me, this was a great service.

It was all excellent there is nothing that could of been done better all aspects were very professional at there job

Negative free text comments

Was supplied a taxi to transport me from the hospital to home nothing was confirmed that a taxi was being used rather than NHS patient transport as I was unable to walk short distances and was expected to walk quite a long way from the ward to the taxi at the entrance of the hospital

If possible, reduce availability time from two hours to one hour.

Allowed someone who was vulnerable to be able to use this service instead of it just being for certain people because then it's discriminating the rest of the people who are ill and can't use

Number of responses

Online	15	Total: 111
Print	96	

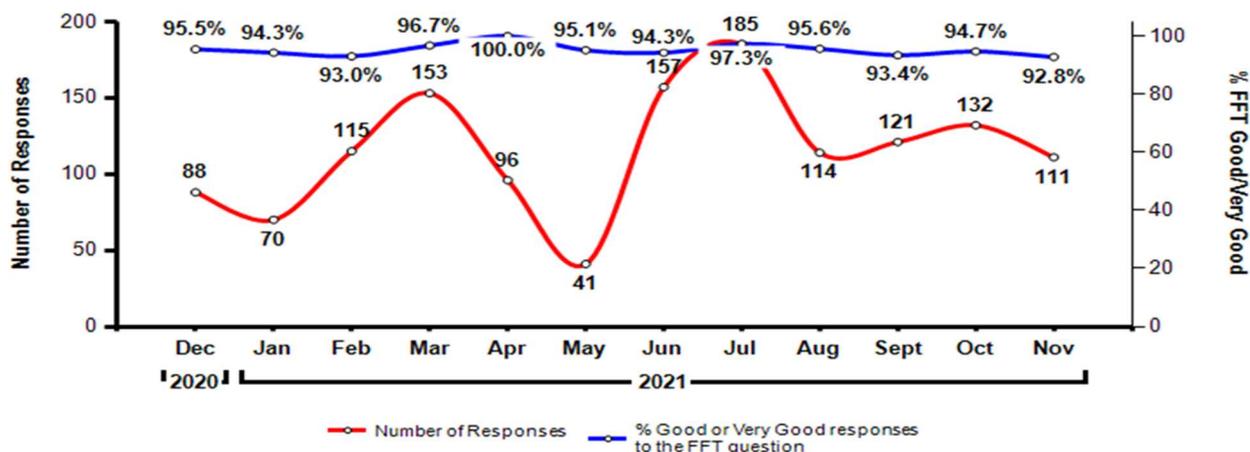


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	103	92.8%	-1.7
Very good	85	76.6%	-3.2
Good	18	16.2%	+1.5
Neither good nor poor	3	2.7%	+2.7
Poor	1	0.9%	-0.9
Very poor	2	1.8%	0
Don't Know	2	1.8%	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.

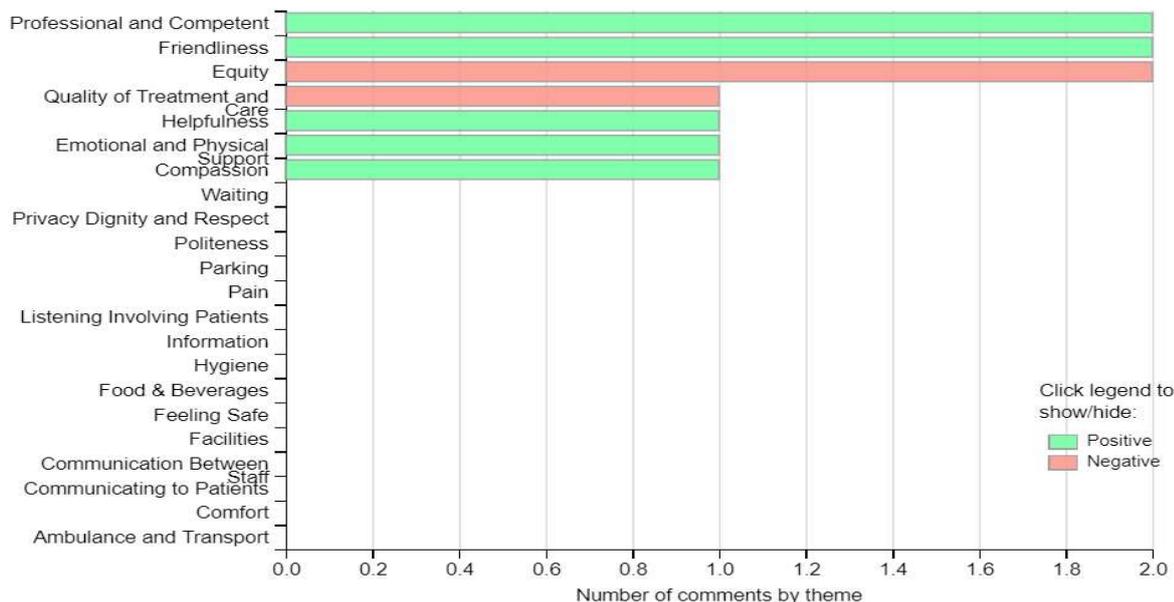
Survey trend graph

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	92.8%	2.7%	111	85	18	3	1	2	0
County Durham CCG	88.9%	3.7%	27	21	3	2	0	1	0
Newcastle Gateshead CCG	94.7%	0.0%	19	14	4	1	0	0	0
North Tyneside CCG	100.0%	0.0%	4	3	1	0	0	0	0
Northumberland CCG	100.0%	0.0%	23	18	5	0	0	0	0
South Tyneside CCG	100.0%	0.0%	4	3	1	0	0	0	0
Sunderland CCG	100.0%	0.0%	5	5	0	0	0	0	0
Tees valley CCG	92.9%	7.1%	14	10	3	0	1	0	0
CCG unknown	80.0%	6.7%	15	11	1	0	0	1	0

Free text comments

Nothing you are doing a good job now
You are doing a good job
nothing I can think of
I was very happy with the service
Was supplied a taxi To transport me from the hospital to home nothing was confirmed that a taxi was being used rather than NHS patient transport as I was unable to walk short distances and was expected to walk quite a long way from the ward to the taxi at the entrance of the hospital
Ask the patient or care professional in charge of the patient what is the best form of transport to be used taxi or patient transport
Don't think so girl was very helpful in getting us into the ambulance
I was on holiday when I took ill, after being discharged from hospital, with no money or means of getting back to my holiday cottage, transport was arranged for me, this was a great service.
I had a very friendly, professional and considerate driver called xxxxx, I have never used transport services before but he was so friendly and chatty it was like driving with a friend!
If you are able to pass on details, please pass on my sincerest gratitude to him, for the lift to Seahouses
If possible reduce availability time from 2 hours to one hour.
It was all excellent there is nothing that could of been done better all aspects were very professional at there job
Allowed someone who was vulnerable to be able to use this service instead of it just being for certain people because then it's discriminating the rest of the people who are ill and can't use it.
Because it's true. Lots of people have to go to hospital yet not everyone gets to be taken home by the public transport and it does not seem very fair to other people who have sat in the hospital when they are ill as well. In hospital for instance everyone is offered something to eat and drink and have the use of the TV's



and toilet etc so why not use patient transport for everyone and make it fair after all it's why people are employed and would get people home even quicker and you wouldn't be paying a taxi firm for them that are discriminated against

Should allow others who are ill to be able to get home by patient transport

All ok

Friendly driver

Anything we could have done better?

Allowed someone who was vulnerable to be able to use this service instead of it just being for certain people because then it's discriminating the rest of the people who are ill and can't use it.

If possible reduce availability time from two hours to one hour.