



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: December 2021



96.0%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Pleasant driver. Comfortable ride.

Driver's pleasant, help and polite. Took into consideration my needs to the letter.

Very helpful and pleasant.

Negative free text comments

2 hours seem to be a long time to be ready for the ambulances to arrive.

A bit of a rough ride with lots of pot holes

The hospital would not call the ambulance after my appointment and I had to order it from reception.
I had seen staff order return ambulance for other patients so why not me?

Number of responses

Online

14

Total:

Print

61

75

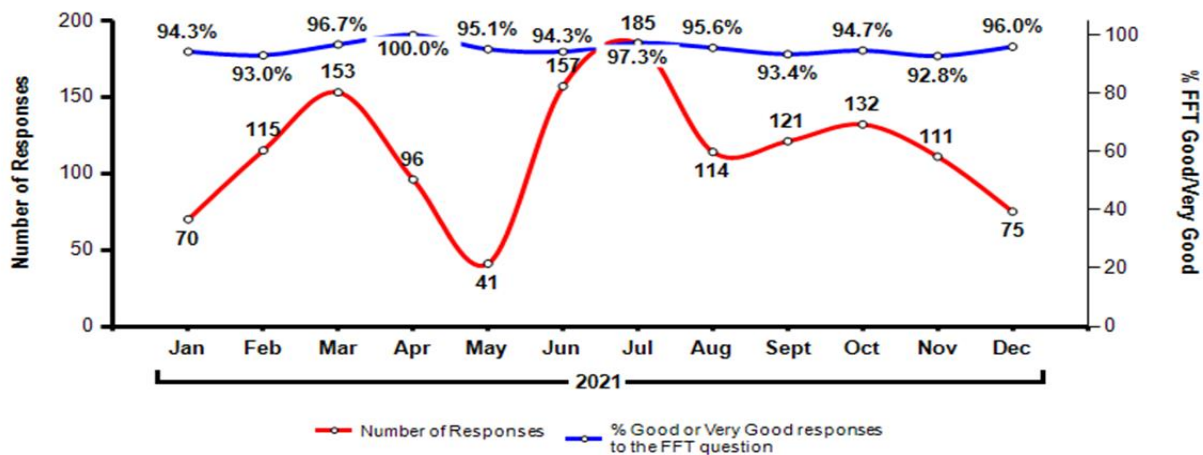


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	72	96.0%	+3.2
Very good	61	81.3%	+4.8
Good	11	14.7%	-1.5
Neither good nor poor	1	1.3%	-1.4
Poor	1	1.3%	+0.4
Very poor	1	1.3%	-0.5
Don't Know	0	0.0%	-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.

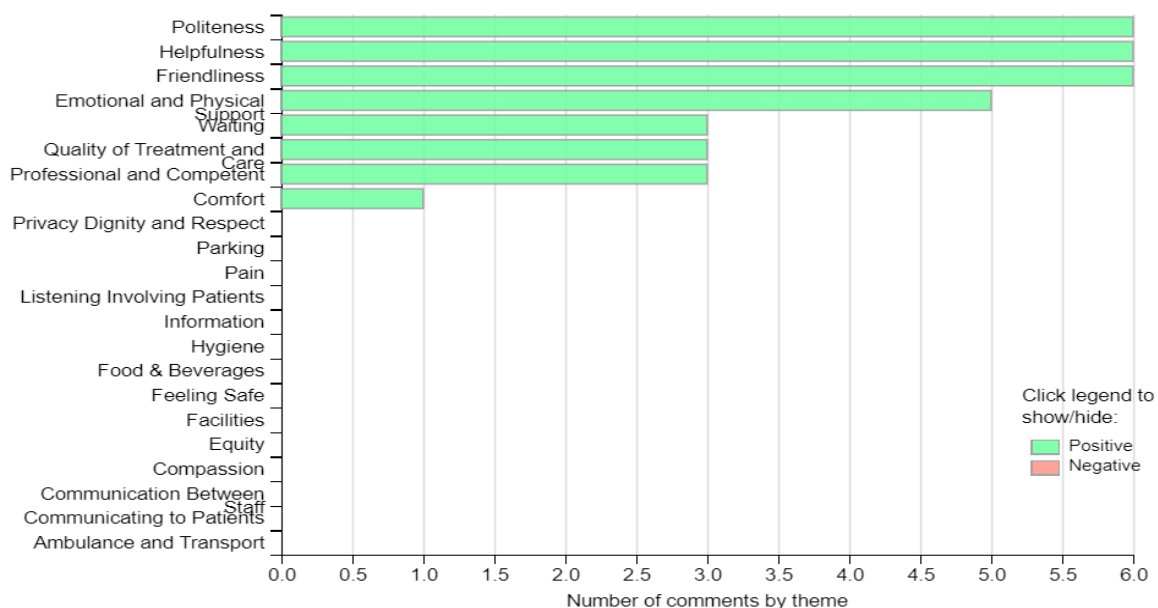
Survey trend graph

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	96.0%	2.7%	75	61	11	1	1	1	0
County Durham CCG	100.0%	0.0%	16	15	1	0	0	0	0
Newcastle Gateshead CCG	100.0%	0.0%	12	10	2	0	0	0	0
North Tyneside CCG	87.5%	12.5%	8	6	1	0	0	1	0
Northumberland CCG	100.0%	0.0%	9	6	3	0	0	0	0
South Tyneside CCG	100.0%	0.0%	1	1	0	0	0	0	0
Sunderland CCG	100.0%	0.0%	5	5	0	0	0	0	0
Tees valley CCG	100.0%	0.0%	10	7	3	0	0	0	0
CCG unknown	85.7%	7.1%	14	11	1	1	1	0	0

Free text comments

The hospital would not call the ambulance after my appointment and I had to order it from reception. I had seen staff order return ambulance for other patients so why not me?
A bit of a rough ride with lots of pot holes.
Pleasant driver. Comfortable ride.
Very helpful.
A very efficient and excellent service.
Because it is time. The drivers were prompt and cheerful.
All the staff are very helpful and polite. No complaints.
Did not wait were waiting for me and very pleasant.
Because I thought the ambulance driver was very helpful.
I have had no problem using this service. Safe journey and staff very friendly.
The driver was very pleasant and helpful.
Very satisfied with service pre appointment wait time can be frustrating.
Excellent service.
The paramedics kept talking to me, we had a laugh, as I was shaking. Very bad fall in garden smashed my head, broke 2 panes of glass, no blood, but big lump.
Delivered everything needed.
Helpful people.
Excellent - door to door service. With no worries.
The drivers were very good, helping me and getting me there on time and bringing me home.
Driver's pleasant, help and polite. Took into consideration my needs to the letter.
Very helpful and pleasant.



Anything we could have done better?

better springs on the ambulance to give a softer ride.

Better suspension on ambulances to cope with rough roads.

Reduce 2 hour wait time before appointment time. Courtesy call to say on the way to patient.