

Patient Transport Service (Scheduled Care)

Quarter 3, 2021/22



Patient Survey Summary

Responses: 318

Questions	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarterly Trend	Annual Trend	
<input checked="" type="checkbox"/> Improved by 5% <input checked="" type="checkbox"/> Declined by 5% <input type="checkbox"/> Less than 5% change								
Thinking of the service we provide. Overall how was your experience of the service the last time you used it?	95.6	95.0	96.3	95.7	94.3	<input type="checkbox"/>	95.3	<input type="checkbox"/>
Ease to get through on the phone	88.6	92.1	91.0	85.8	84.7	<input type="checkbox"/>	88.3	<input type="checkbox"/>
The attitude of the call talker	94.5	94.7	95.8	94.0	94.4	<input type="checkbox"/>	94.7	<input type="checkbox"/>
The overall booking process	92.6	93.8	94.6	91.8	91.0	<input type="checkbox"/>	92.7	<input type="checkbox"/>
The care / help provided by ambulance staff	98.3	98.3	97.7	97.9	97.4	<input type="checkbox"/>	97.9	<input type="checkbox"/>
The attitude of ambulance staff in general	97.9	98.0	98.5	98.0	97.5	<input type="checkbox"/>	98.0	<input type="checkbox"/>
The dignity and respect with which you were treated by the ambulance staff	98.4	98.3	98.6	98.6	97.7	<input type="checkbox"/>	98.3	<input type="checkbox"/>
The kindness and compassion with which you were treated by ambulance staff	97.9	98.3	97.8	98.4	97.2	<input type="checkbox"/>	98.0	<input type="checkbox"/>
The overall condition of the ambulance	95.2	96.2	94.7	92.5	93.2	<input type="checkbox"/>	94.1	<input type="checkbox"/>
The comfort of the ambulance	90.3	91.1	89.3	87.5	87.6	<input type="checkbox"/>	88.8	<input type="checkbox"/>
The cleanliness of the ambulance	96.9	98.1	96.2	96.0	95.9	<input type="checkbox"/>	96.6	<input type="checkbox"/>
The time it took to get you to your hospital appointment	95.4	95.1	95.8	93.2	93.7	<input type="checkbox"/>	94.4	<input type="checkbox"/>
The suitability of the type of transport used	95.9	95.4	95.0	95.0	94.7	<input type="checkbox"/>	95.0	<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?	60.9	63.1	62.0	57.8	56.0	<input type="checkbox"/>	59.7	<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 Q3 2020-21 shows that all indicators have remained within a 5% tolerance.

Quarterly Analysis

In Q3 2021-22 we have collected 318 responses, which is 102 less than the previous quarter (420).

The FFT very good/good score is 94.3%, which is 1.4% lower than the previous quarter (95.7%).

All 15 indicators are within a 5% tolerance level of the previous quarter.

All indicators decreased slightly except 3, which had marginal increases:

- The attitude of the call taker 94.4% (+0.4%).
- The overall condition of the ambulance 93.2% (+0.7%)
- The time it took to get to your hospital appointment 93.7% (+0.5%)

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, 56%.

Three main positive sentiment themes were:

- Emotional and physical support
- Helpfulness
- Friendliness.

Three main negative sentiment themes were:

- Waiting
- Emotional and physical report
- Ambulance Transport.

Demographic Analysis

The number of respondents for some groups are low and not representative of the community. This is especially true for 25s to 44 (4 responses, 1.3%), BAME (5 responses, 1.6%), White Other (4 responses, 1.3%) and LGB (2 responses, 0.6%) groups. No responses were received from Under 25s. Based on the low number of respondents, the responses from these groups are not considered to be representative and not included in this analysis.

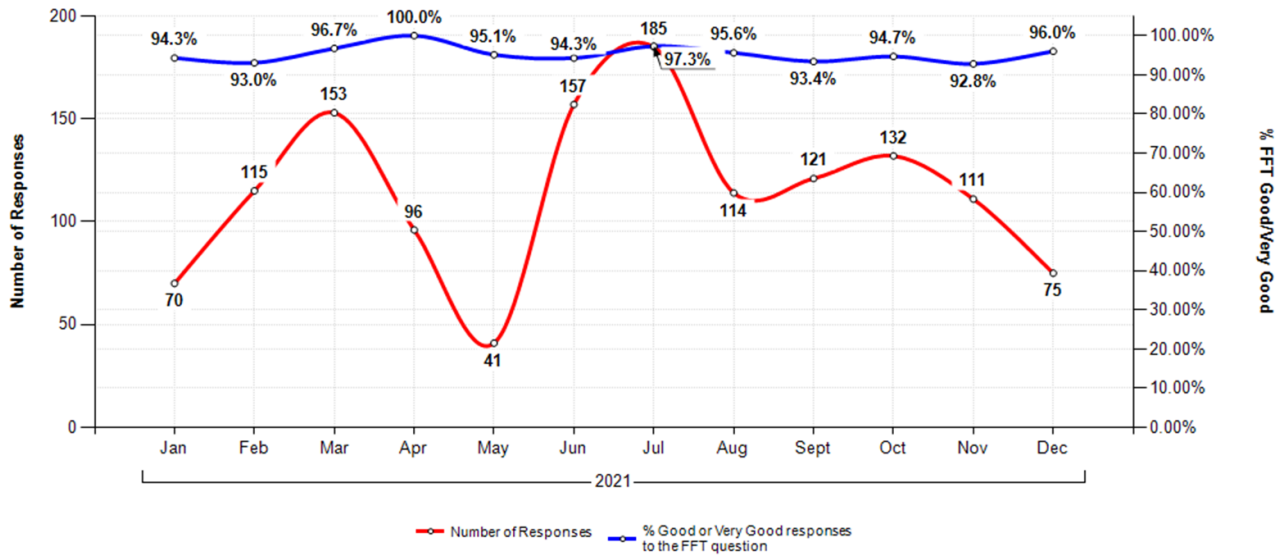
The main question asked was “Thinking of the patient transport service we provide. Overall how was your experience of the service?” Overall, most respondents had a “positive” response (94.8%, -1.4% from last quarter). Non-Christians rated this highest (100.0%, +12% from last quarter).

For other survey questions, the following is evident

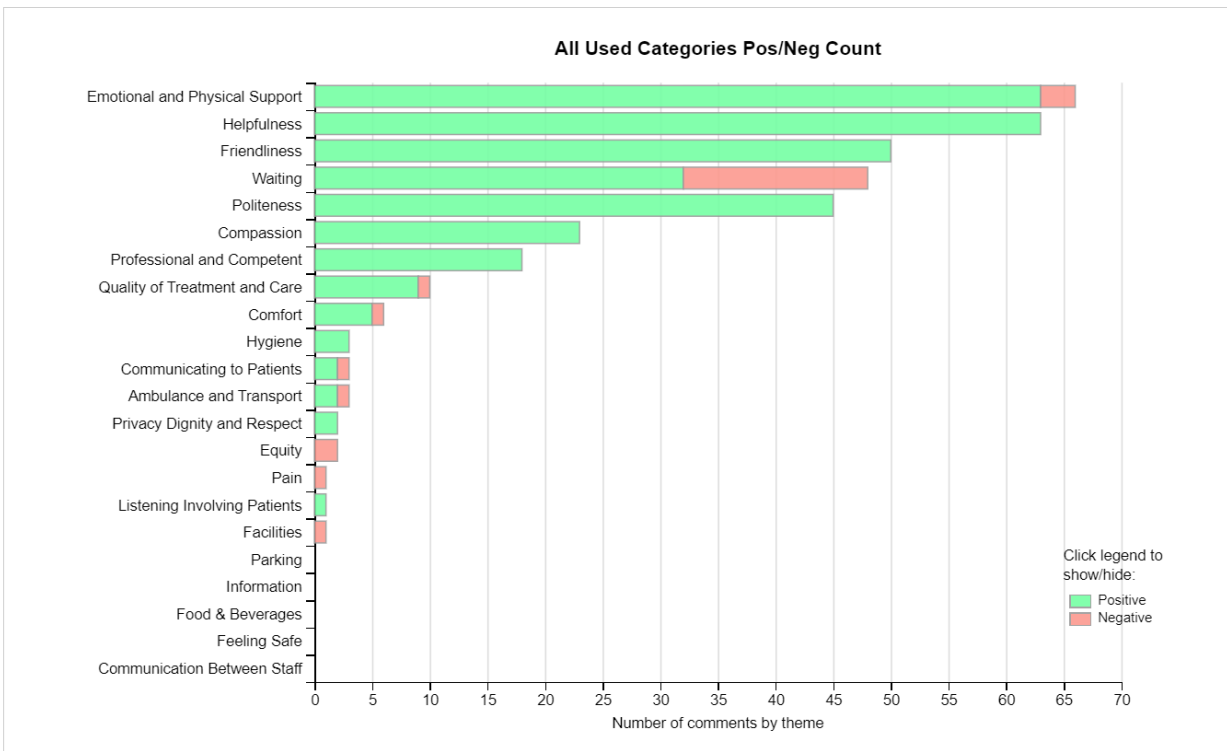
- **Gender** – 33.3% of respondents were men and 53.8% were women. There is no significant difference in responses based on gender.
- **Age** – Under 25s represented 0% of respondents, 25-44 1.3%, 45-64 11.3%, 65-84 48.1% and 85+ 26.4%. People aged 45-64 were significantly more satisfied across two indicators: ambulance condition (100.0%, average 94.4%), ambulance comfort (97.2%, average 89.8%). This is a significant improvement from the last quarter where this age group had lower ratings across seven indicators.
- **Ethnicity** – As there are only 5 (1.6%) respondents for BAME and 4 respondents for white other (1.3%) groups, analysis of this data is not possible due to its reliability. This was also true last quarter.
- **Disability** – 75.8% of respondents identified as disabled. Non-disabled people had higher negative ratings across one indicator: ease to get through on phone (21.1%, average 7.0%), and lower rates of satisfaction across four indicators: care provided by ambulance staff (88.2%, average 95.5%), kindness and compassion (88.9% (average 95.2%), dignity and respect (83.3%, average 95.7%), ambulance cleanliness (88.2%, average 94.7%). Non-disabled people had higher rates of satisfaction across two indicators: attitude of call handler (100.0%, average 87.2%), booking process (100.0%, average 87.1%). Last quarter non-disabled people had higher satisfaction ratings across one indicator. While satisfaction rates are now higher across two indicators, they have also fallen across four since the last quarter.
- **Faith** – 71.7% of respondents identified as Christian, 7.5% Atheist/no faith and 5.7% non-Christian faiths. Atheist/no faith higher negative ratings across one indicator: ease to get through on the phone (16.7%, average 7%) and lower rates of satisfaction across one indicator: ambulance comfort: 83.3%, average 89.0%). Non-Christians had significantly lower satisfaction rates across three indicators: ambulance condition (84.2%, average 94.4%), ambulance comfort (78.9%, average 89.8%), time to reach hospital (84.2%, average 95.4%). Last quarter atheist/no faith groups had lower satisfaction rates across three indicators and non-Christians across two indicators.
- **Sexual Orientation** – As there are only 2 (0.6%) of respondents for LGB groups, analysis of this data is not possible due to reliability.

Survey trend graph

FFT Trend Graph



Sentiment Analysis



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: 01/10/2021

End Date: 31/12/2021

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 overall booking process	The care / help provided by ambulance staff	The attitude of ambulance staff in general	The dignity and respect with which you were treated by the ambulance staff	The kindness and compassion with which you were treated by ambulance staff	The overall condition of the ambulance	The comfort of the ambulance	The cleanliness of the ambulance	The time it took to get you to your hospital appointment	The suitability of the type of transport used	The last time you used the ambulance service, how long did you wait for the transport to leave the h	Overall
Resource CCG Score	324	94	85	94	91	97	97	98	97	93	88	96	94	95	56	91
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	88	93	92	92	93	98	97	98	98	93	86	95	93	95	62	92
NHS Newcastle Gateshead	52	98	78	93	88	99	99	98	98	94	88	96	95	95	56	91
NHS North Tyneside	26	92	84	97	92	98	99	98	99	98	93	97	96	96	42	92
NHS Northumberland	57	96	77	95	90	95	95	97	96	93	86	96	93	93	47	90
NHS South Tyneside	13	100	88	98	98	90	100	92	92	94	94	98	92	94	37	91
NHS Sunderland	16	100	88	94	94	100	98	100	100	95	93	97	97	97	62	94
NHS Tees Valley	37	97	87	98	92	99	99	99	98	93	89	98	94	96	62	93
No CCG	35	83	88	95	88	96	96	96	96	85	81	92	92	92	61	88

Demographic Breakdown Quarter 3 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	94.3%	96.2%	94.7%	0.0%	75.0%	94.4%	98.0%	91.7%	100.0%	94.9%	100.0%	95.4%	94.7%	91.7%	94.7%	100.0%	95.5%	100.0%
	Negative	2.8%	3.8%	1.8%	0.0%	25.0%	2.8%	1.3%	3.6%	0.0%	2.9%	0.0%	2.5%	5.3%	4.2%	3.1%	0.0%	2.4%	0.0%
	Total	318	106	171	0	4	36	153	84	5	272	4	241	19	24	228	18	246	2
Which hospital or facility did you attend?	Darlington Memorial	6.4%	4.4%	6.6%	0.0%	0.0%	3.0%	6.0%	8.0%	0.0%	5.9%	0.0%	5.2%	12.5%	0.0%	6.1%	0.0%	5.1%	0.0%
	Freeman Newcastle	12.5%	17.6%	11.2%	0.0%	0.0%	33.3%	10.5%	10.7%	33.3%	13.4%	0.0%	14.6%	6.3%	23.8%	11.2%	23.5%	14.5%	0.0%
	Hexham General	1.1%	1.1%	1.3%	0.0%	0.0%	0.0%	0.8%	2.7%	0.0%	1.3%	0.0%	1.4%	0.0%	0.0%	1.5%	0.0%	0.9%	0.0%
	James Cook Middlesbrough	6.4%	6.6%	5.9%	0.0%	0.0%	3.0%	5.3%	8.0%	0.0%	5.5%	25.0%	5.6%	0.0%	9.5%	5.6%	5.9%	5.6%	0.0%
	North Tyneside General	5.4%	4.4%	6.6%	0.0%	0.0%	3.0%	4.5%	6.7%	0.0%	5.5%	0.0%	5.2%	6.3%	4.8%	6.6%	0.0%	5.6%	0.0%
	Northumbria Specialist Emergency Care	3.2%	2.2%	3.3%	0.0%	33.3%	0.0%	4.5%	0.0%	0.0%	2.9%	0.0%	1.4%	12.5%	0.0%	3.6%	0.0%	3.3%	0.0%
	One Life Centre Hartlepool	0.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.4%	0.0%	0.0%	6.3%	0.0%	0.5%	0.0%	0.5%	0.0%
	Royal Victoria Infirmary Newcastle	7.1%	8.8%	5.9%	0.0%	33.3%	9.1%	6.8%	5.3%	33.3%	6.3%	25.0%	6.6%	12.5%	9.5%	7.6%	5.9%	7.9%	0.0%
	South Tyneside General	1.8%	0.0%	3.3%	0.0%	0.0%	6.1%	0.0%	4.0%	0.0%	2.1%	0.0%	2.3%	0.0%	0.0%	1.5%	5.9%	1.9%	0.0%
	Sunderland Royal	4.6%	6.6%	4.6%	0.0%	0.0%	0.0%	9.0%	1.3%	0.0%	4.6%	50.0%	5.2%	6.3%	0.0%	4.6%	23.5%	4.2%	0.0%
	University North Durham	7.9%	8.8%	7.9%	0.0%	0.0%	6.1%	9.8%	6.7%	0.0%	8.4%	0.0%	8.9%	6.3%	19.0%	7.6%	5.9%	7.5%	0.0%

	University North Tees	1.8%	0.0%	3.3%	0.0%	0.0%	3.0%	0.8%	4.0%	0.0%	2.1%	0.0%	1.9%	0.0%	4.8%	1.5%	5.9%	1.9%	0.0%
	Wansbeck General	5.7%	8.8%	3.3%	0.0%	0.0%	9.1%	6.0%	2.7%	0.0%	5.5%	0.0%	5.2%	6.3%	0.0%	6.6%	0.0%	5.6%	0.0%
	Other	35.7%	30.8%	36.2%	0.0%	33.3%	24.2%	35.3%	40.0%	33.3%	36.1%	0.0%	36.6%	25.0%	28.6%	35.5%	23.5%	35.5%	100.0%
	Total	280	91	152	0	3	33	133	75	3	238	4	213	16	21	197	17	214	2
How did you travel to your appointment, was it by:	Ambulance	63.2%	52.8%	64.1%	0.0%	25.0%	57.1%	62.3%	59.5%	60.0%	59.9%	75.0%	64.8%	15.8%	65.0%	59.8%	62.5%	59.5%	50.0%
	Ambulance car	19.3%	24.7%	19.0%	0.0%	50.0%	25.0%	19.6%	18.9%	20.0%	20.7%	25.0%	16.7%	57.9%	35.0%	19.1%	25.0%	21.4%	50.0%
	Taxi (booked by the ambulance service)	12.9%	18.0%	13.1%	0.0%	0.0%	14.3%	15.2%	14.9%	20.0%	14.8%	0.0%	14.3%	15.8%	0.0%	15.6%	12.5%	15.3%	0.0%
	Other	3.6%	4.5%	3.9%	0.0%	0.0%	3.6%	2.9%	6.8%	0.0%	4.2%	0.0%	3.8%	10.5%	0.0%	5.0%	0.0%	3.7%	0.0%
	Don't know	1.1%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.0%
	Total	280	89	153	0	4	28	138	74	5	237	4	210	19	20	199	16	215	2
How often have you used the North East Ambulance service in the last 12 months?	This is the first time I have used it	11.0%	6.7%	12.7%	0.0%	25.0%	5.4%	9.9%	11.6%	20.0%	9.5%	50.0%	9.9%	26.3%	4.2%	10.0%	23.5%	10.2%	0.0%
	Twice	15.5%	11.4%	19.1%	0.0%	0.0%	8.1%	15.2%	22.1%	0.0%	16.8%	0.0%	16.0%	15.8%	16.7%	16.9%	11.8%	17.6%	0.0%
	Between 3 and 5 times	40.4%	41.9%	38.7%	0.0%	25.0%	35.1%	40.4%	40.7%	40.0%	39.9%	25.0%	39.5%	36.8%	54.2%	40.3%	11.8%	39.2%	50.0%
	More than 5 times	29.3%	37.1%	25.4%	0.0%	50.0%	43.2%	30.5%	24.4%	40.0%	30.0%	25.0%	30.5%	21.1%	25.0%	29.0%	47.1%	30.2%	50.0%
	Don't know / can't remember	3.8%	2.9%	4.0%	0.0%	0.0%	8.1%	4.0%	1.2%	0.0%	3.7%	0.0%	4.1%	0.0%	0.0%	3.9%	5.9%	2.9%	0.0%
	Total	317	105	173	0	4	37	151	86	5	273	4	243	19	24	231	17	245	2
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 unsure, please provide your best estimate.	It was early	16.1%	15.7%	15.4%	0.0%	0.0%	27.8%	14.5%	12.7%	0.0%	16.2%	0.0%	16.5%	10.5%	18.2%	15.3%	26.3%	15.1%	50.0%
	It was on time	39.8%	43.1%	37.0%	0.0%	50.0%	44.4%	36.6%	44.3%	20.0%	40.5%	0.0%	36.5%	57.9%	45.5%	40.3%	21.1%	38.5%	50.0%
	I waited 1-30 minutes	19.7%	20.6%	21.6%	0.0%	0.0%	16.7%	21.4%	20.3%	20.0%	20.1%	50.0%	22.2%	5.3%	9.1%	21.3%	36.8%	21.8%	0.0%
	I waited 31-60 minutes	8.7%	7.8%	8.0%	0.0%	25.0%	8.3%	7.6%	7.6%	40.0%	6.9%	50.0%	7.8%	10.5%	4.5%	7.4%	10.5%	8.4%	0.0%
	I waited over 1 hour	11.0%	10.8%	11.7%	0.0%	25.0%	0.0%	13.8%	11.4%	0.0%	11.6%	0.0%	12.2%	10.5%	18.2%	12.0%	0.0%	11.3%	0.0%
	Don't know / can't remember	4.7%	2.0%	6.2%	0.0%	0.0%	2.8%	6.2%	3.8%	20.0%	4.6%	0.0%	4.8%	5.3%	4.5%	3.7%	5.3%	5.0%	0.0%

	Total	299	102	162	0	4	36	145	79	5	259	4	230	19	22	216	19	239	2
Ease to get through on the phone	Very good	55.0%	52.8%	57.6%	0.0%	50.0%	62.2%	53.9%	56.0%	80.0%	55.9%	0.0%	56.1%	42.1%	66.7%	51.8%	78.9%	55.6%	50.0%
	Fairly Good	25.9%	24.5%	27.3%	0.0%	25.0%	8.1%	27.6%	29.8%	20.0%	26.5%	25.0%	25.8%	36.8%	4.2%	31.1%	0.0%	26.3%	0.0%
	Neither good nor poor	2.2%	2.8%	2.3%	0.0%	0.0%	2.7%	2.6%	1.2%	0.0%	1.8%	0.0%	2.9%	0.0%	0.0%	2.6%	0.0%	2.1%	0.0%
	Poor	3.2%	5.7%	2.3%	0.0%	0.0%	2.7%	2.6%	6.0%	0.0%	3.7%	0.0%	2.0%	15.8%	16.7%	2.6%	0.0%	3.7%	0.0%
	Very poor	3.8%	5.7%	2.3%	0.0%	25.0%	5.4%	3.9%	3.6%	0.0%	4.4%	0.0%	4.1%	5.3%	0.0%	4.8%	5.3%	3.7%	50.0%
	Not applicable	9.9%	8.5%	8.1%	0.0%	0.0%	18.9%	9.2%	3.6%	0.0%	7.7%	75.0%	9.0%	0.0%	12.5%	7.0%	15.8%	8.6%	0.0%
	Total	313	106	172	0	4	37	152	84	5	272	4	244	19	24	228	19	243	2
The attitude of the call taker	Very good	73.8%	69.5%	78.6%	0.0%	50.0%	73.0%	70.9%	82.4%	80.0%	75.7%	0.0%	75.4%	73.7%	75.0%	74.6%	78.9%	74.9%	100.0%
	Fairly Good	13.4%	21.0%	9.8%	0.0%	25.0%	8.1%	17.2%	10.6%	0.0%	13.6%	25.0%	12.7%	26.3%	8.3%	14.9%	5.3%	14.0%	0.0%
	Neither good nor poor	2.2%	1.0%	2.9%	0.0%	0.0%	0.0%	2.6%	2.4%	20.0%	2.2%	0.0%	2.5%	0.0%	4.2%	2.6%	0.0%	2.5%	0.0%
	Poor	0.3%	1.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Very poor	0.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%
	Not applicable	9.9%	7.6%	8.7%	0.0%	0.0%	18.9%	8.6%	4.7%	0.0%	7.7%	75.0%	8.6%	0.0%	12.5%	7.0%	15.8%	8.2%	0.0%
	Total	313	105	173	0	4	37	151	85	5	272	4	244	19	24	228	19	243	2
The overall booking process	Very good	65.6%	57.1%	71.5%	0.0%	50.0%	67.6%	63.6%	68.2%	100.0%	66.1%	25.0%	66.7%	57.9%	58.3%	66.5%	73.7%	64.6%	50.0%
	Fairly Good	21.5%	34.3%	15.7%	0.0%	25.0%	13.5%	26.5%	18.8%	0.0%	22.5%	0.0%	20.6%	42.1%	25.0%	22.5%	10.5%	23.5%	0.0%
	Neither good nor poor	2.3%	1.0%	3.5%	0.0%	0.0%	0.0%	0.7%	7.1%	0.0%	2.6%	0.0%	2.5%	0.0%	4.2%	2.6%	0.0%	2.5%	0.0%
	Poor	1.0%	0.0%	1.2%	0.0%	0.0%	0.0%	1.3%	1.2%	0.0%	1.1%	0.0%	0.8%	0.0%	0.0%	1.3%	0.0%	0.8%	50.0%
	Very poor	1.0%	1.0%	0.6%	0.0%	25.0%	2.7%	0.0%	1.2%	0.0%	1.1%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%	0.8%	0.0%
	Not applicable	8.7%	6.7%	7.6%	0.0%	0.0%	16.2%	7.9%	3.5%	0.0%	6.6%	75.0%	8.2%	0.0%	12.5%	5.7%	15.8%	7.8%	0.0%
	Total	311	105	172	0	4	37	151	85	5	271	4	243	19	24	227	19	243	2
The care / help provided by ambulance staff	Very good	88.7%	88.7%	90.5%	0.0%	50.0%	91.7%	88.2%	93.9%	100.0%	89.6%	100.0%	90.5%	70.6%	100.0%	88.5%	94.4%	88.8%	100.0%
	Fairly Good	6.8%	7.5%	5.9%	0.0%	50.0%	8.3%	7.2%	3.7%	0.0%	6.7%	0.0%	6.2%	17.6%	0.0%	7.9%	0.0%	7.0%	0.0%
	Neither good nor poor	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Very poor	0.6%	0.9%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.7%	0.0%	0.4%	5.9%	0.0%	0.9%	0.0%	0.8%	0.0%
	Not applicable	3.6%	2.8%	3.0%	0.0%	0.0%	0.0%	3.9%	2.4%	0.0%	3.0%	0.0%	2.9%	5.9%	0.0%	2.6%	5.6%	3.3%	0.0%

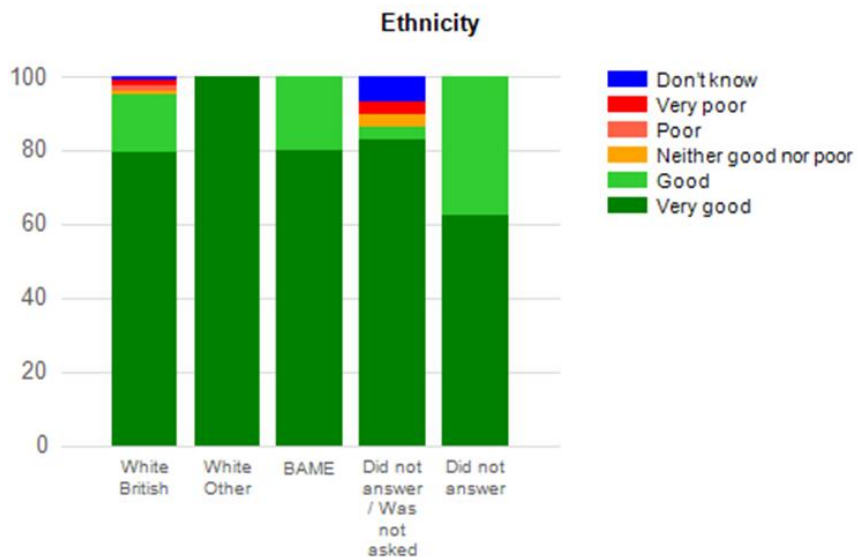
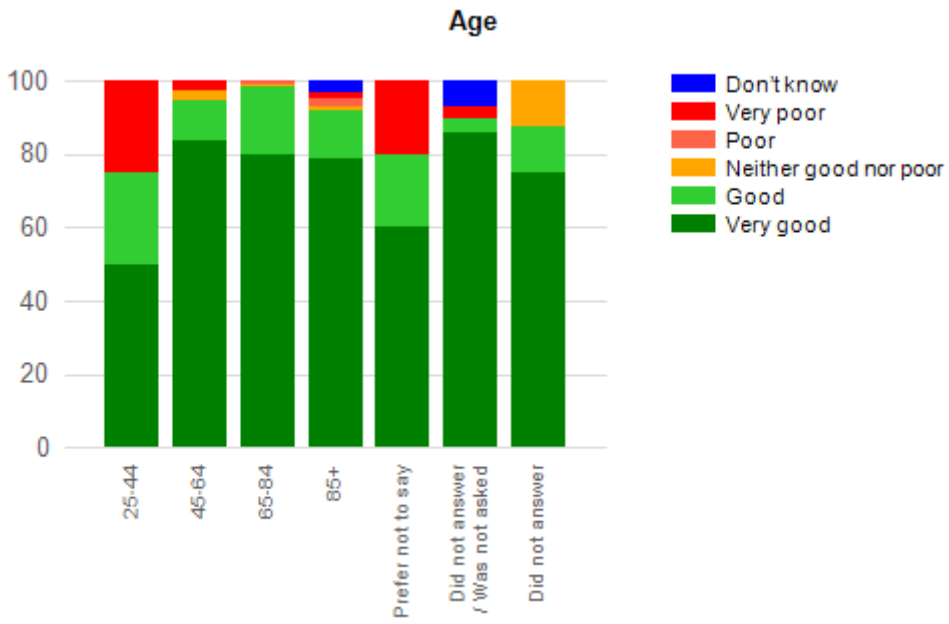
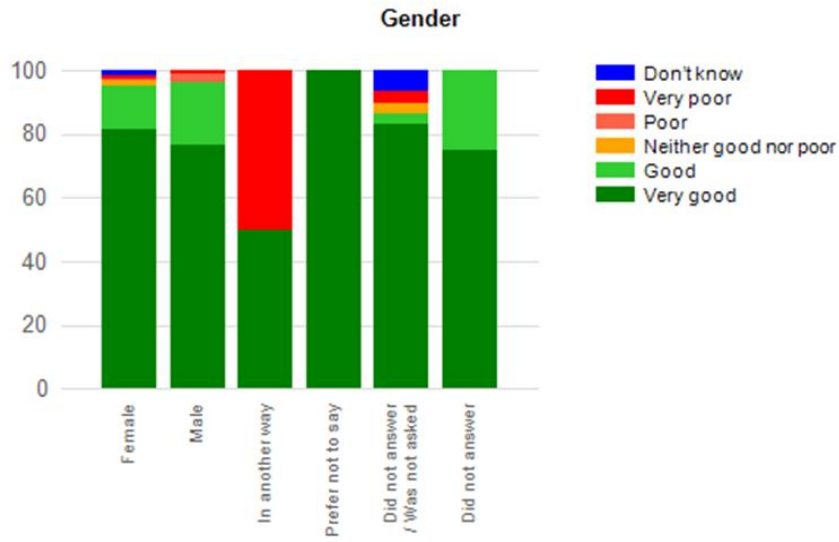
	Total	309	106	169	0	4	36	152	82	5	269	4	242	17	24	227	18	242	2	
The attitude of ambulance staff in general	Very good	89.9%	88.6%	92.5%	0.0%	50.0%	94.6%	90.1%	93.1%	100.0%	90.5%	100.0%	91.4%	77.8%	100.0%	90.0%	89.5%	90.2%	100.0%	
	Fairly Good	5.8%	7.6%	5.2%	0.0%	25.0%	5.4%	7.2%	3.4%	0.0%	6.2%	0.0%	5.3%	16.7%	0.0%	6.6%	5.3%	6.5%	0.0%	
	Neither good nor poor	0.6%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	
	Very poor	0.6%	0.0%	0.6%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.9%	0.0%	0.4%	0.0%	
	Not applicable	2.9%	3.8%	1.1%	0.0%	0.0%	0.0%	2.0%	3.4%	0.0%	2.2%	0.0%	2.0%	5.6%	0.0%	2.2%	5.3%	2.4%	0.0%	
	Total	308	105	174	0	4	37	152	87	5	274	4	244	18	24	229	19	245	2	
The dignity and respect with which you were treated by the ambulance staff	Very good	91.5%	88.6%	95.4%	0.0%	50.0%	91.9%	92.7%	95.3%	100.0%	92.7%	75.0%	93.0%	77.8%	100.0%	91.7%	89.5%	92.2%	100.0%	
	Fairly Good	4.2%	7.6%	2.3%	0.0%	25.0%	8.1%	4.0%	2.3%	0.0%	4.0%	25.0%	4.5%	5.6%	0.0%	4.8%	5.3%	4.5%	0.0%	
	Neither good nor poor	0.7%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.0%	5.6%	0.0%	0.4%	0.0%	0.4%	0.0%	
	Poor	0.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	
	Very poor	0.7%	1.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.7%	0.0%	0.4%	5.6%	0.0%	0.9%	0.0%	0.8%	0.0%	
	Not applicable	2.6%	2.9%	1.2%	0.0%	0.0%	0.0%	2.0%	2.3%	0.0%	1.8%	0.0%	1.6%	5.6%	0.0%	1.8%	5.3%	2.1%	0.0%	
	Total	307	105	173	0	4	37	151	86	5	273	4	244	18	24	228	19	243	2	
The kindness and compassion with which you were treated by ambulance staff	Very good	89.0%	87.6%	91.4%	0.0%	50.0%	91.9%	89.5%	91.9%	100.0%	89.8%	75.0%	90.6%	77.8%	100.0%	88.2%	89.5%	89.3%	100.0%	
	Fairly Good	6.2%	7.6%	5.7%	0.0%	25.0%	8.1%	6.6%	4.7%	0.0%	6.2%	25.0%	5.7%	11.1%	0.0%	7.4%	5.3%	6.6%	0.0%	
	Neither good nor poor	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Very poor	1.0%	1.0%	0.6%	0.0%	25.0%	0.0%	0.7%	0.0%	0.0%	0.0%	1.1%	0.0%	0.8%	5.6%	0.0%	1.3%	0.0%	0.8%	0.0%
	Not applicable	3.6%	3.8%	2.3%	0.0%	0.0%	0.0%	3.3%	3.5%	0.0%	2.9%	0.0%	2.9%	5.6%	0.0%	3.1%	5.3%	3.3%	0.0%	
	Total	308	105	174	0	4	37	152	86	5	274	4	245	18	24	229	19	244	2	
The overall condition of the ambulance	Very good	73.2%	69.0%	78.6%	0.0%	50.0%	83.8%	74.0%	74.4%	100.0%	75.0%	100.0%	75.1%	66.7%	79.2%	74.9%	68.4%	74.9%	100.0%	
	Fairly Good	21.2%	24.0%	17.9%	0.0%	25.0%	16.2%	22.7%	15.9%	0.0%	19.8%	0.0%	20.3%	27.8%	16.7%	20.6%	15.8%	20.1%	0.0%	
	Neither good nor poor	2.0%	2.0%	1.7%	0.0%	0.0%	0.0%	1.3%	3.7%	0.0%	1.9%	0.0%	1.7%	0.0%	4.2%	1.3%	5.3%	1.7%	0.0%	
	Poor	0.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	
	Not applicable	3.3%	5.0%	1.7%	0.0%	0.0%	0.0%	2.0%	6.1%	0.0%	3.0%	0.0%	2.5%	5.6%	0.0%	2.7%	10.5%	3.3%	0.0%	
	Total	302	100	173	0	4	37	150	82	5	268	4	241	18	24	223	19	239	2	
	Very good	57.1%	52.9%	62.4%	0.0%	50.0%	69.4%	54.3%	62.7%	80.0%	59.5%	25.0%	56.8%	72.2%	54.2%	59.4%	52.6%	57.5%	50.0%	

The comfort of the ambulance	Fairly Good	32.7%	38.5%	28.2%	0.0%	25.0%	27.8%	37.7%	21.7%	20.0%	30.1%	75.0%	33.2%	16.7%	29.2%	31.7%	26.3%	31.7%	0.0%	
	Neither good nor poor	4.3%	0.0%	5.9%	0.0%	0.0%	0.0%	4.0%	7.2%	0.0%	4.5%	0.0%	4.1%	5.6%	12.5%	4.0%	0.0%	4.6%	50.0%	
	Poor	0.3%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	
	Very poor	1.3%	1.9%	0.6%	0.0%	25.0%	0.0%	1.3%	0.0%	0.0%	1.5%	0.0%	1.7%	0.0%	4.2%	0.9%	5.3%	1.3%	0.0%	
	Not applicable	4.3%	5.8%	2.9%	0.0%	0.0%	2.8%	2.6%	7.2%	0.0%	4.1%	0.0%	3.7%	5.6%	0.0%	3.6%	15.8%	4.6%	0.0%	
	Total	303	104	170	0	4	36	151	83	5	269	4	241	18	24	224	19	240	2	
The cleanliness of the ambulance	Very good	82.9%	79.8%	86.6%	0.0%	50.0%	89.2%	83.2%	84.7%	100.0%	84.4%	50.0%	84.8%	70.6%	83.3%	85.3%	68.4%	83.0%	100.0%	
	Fairly Good	11.8%	15.4%	9.3%	0.0%	25.0%	10.8%	13.4%	7.1%	0.0%	10.7%	50.0%	11.1%	17.6%	16.7%	9.8%	21.1%	12.0%	0.0%	
	Neither good nor poor	2.0%	0.0%	2.3%	0.0%	25.0%	0.0%	1.3%	2.4%	0.0%	1.9%	0.0%	1.6%	5.9%	0.0%	2.2%	0.0%	1.7%	0.0%	
	Not applicable	3.3%	4.8%	1.7%	0.0%	0.0%	0.0%	2.0%	5.9%	0.0%	3.0%	0.0%	2.5%	5.9%	0.0%	2.7%	10.5%	3.3%	0.0%	
	Total	304	104	172	0	4	37	149	85	5	270	4	243	17	24	225	19	241	1	
The time it took to get you to your hospital appointment	Very good	77.5%	71.8%	81.7%	0.0%	50.0%	86.5%	81.0%	74.1%	80.0%	79.1%	50.0%	79.4%	78.9%	69.6%	79.9%	73.7%	78.7%	100.0%	
	Fairly Good	17.9%	24.3%	14.9%	0.0%	25.0%	13.5%	15.7%	21.2%	20.0%	17.6%	0.0%	16.9%	15.8%	26.1%	17.0%	10.5%	17.6%	0.0%	
	Neither good nor poor	1.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.7%	0.0%	0.8%	0.0%	4.3%	0.4%	0.0%	0.8%	0.0%	
	Poor	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Very poor	1.0%	1.9%	0.0%	0.0%	25.0%	0.0%	1.3%	0.0%	0.0%	1.1%	0.0%	0.4%	5.3%	0.0%	1.3%	0.0%	0.4%	0.0%	
	Not applicable	2.3%	1.9%	1.7%	0.0%	0.0%	0.0%	2.0%	2.4%	0.0%	1.1%	50.0%	2.1%	0.0%	0.0%	0.9%	15.8%	2.0%	0.0%	
	Total	307	103	175	0	4	37	153	85	5	273	4	243	19	23	229	19	244	2	
The suitability of the type of transport used	Very good	80.8%	78.8%	84.0%	0.0%	50.0%	81.1%	84.4%	80.0%	100.0%	81.4%	75.0%	82.4%	78.9%	70.8%	82.1%	89.5%	83.3%	100.0%	
	Fairly Good	15.9%	20.2%	13.1%	0.0%	25.0%	18.9%	14.9%	15.3%	0.0%	16.1%	25.0%	14.8%	21.1%	29.2%	15.3%	10.5%	14.7%	0.0%	
	Neither good nor poor	1.3%	1.0%	1.1%	0.0%	0.0%	0.0%	0.6%	2.4%	0.0%	1.1%	0.0%	1.2%	0.0%	0.0%	0.9%	0.0%	0.8%	0.0%	
	Very poor	0.6%	0.0%	0.6%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.9%	0.0%	0.4%	0.0%
	Not applicable	1.3%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.9%	0.0%	0.8%	0.0%	
	Total	308	104	175	0	4	37	154	85	5	274	4	244	19	24	229	19	245	2	
The last time you used the ambulance service, how long did you wait for the	It was early	4.5%	5.7%	4.1%	0.0%	0.0%	5.6%	6.5%	1.2%	0.0%	4.8%	0.0%	5.0%	0.0%	0.0%	4.0%	11.1%	3.7%	0.0%	
	It was on time	20.1%	18.1%	22.2%	0.0%	33.3%	36.1%	15.0%	24.1%	40.0%	19.9%	25.0%	19.5%	22.2%	25.0%	20.3%	16.7%	21.0%	50.0%	
	0-30 minutes	31.7%	31.4%	32.7%	0.0%	0.0%	27.8%	31.4%	34.9%	0.0%	32.8%	0.0%	32.4%	27.8%	25.0%	34.4%	22.2%	32.1%	0.0%	

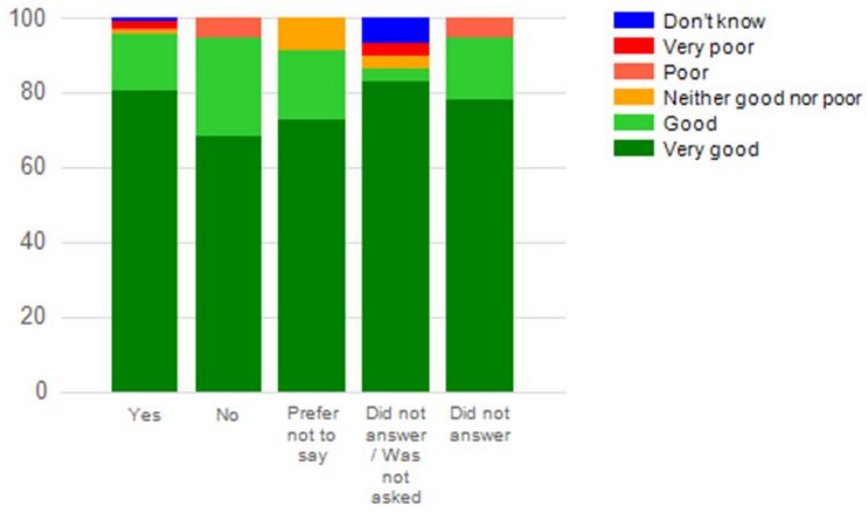
transport to leave the hospital / clinic from when you informed them you were ready to leave? If you are unsure please provide your best estimate.	31-60 minutes	18.8%	22.9%	15.8%	0.0%	0.0%	16.7%	21.6%	14.5%	40.0%	18.1%	25.0%	18.3%	27.8%	20.8%	18.1%	16.7%	17.7%	0.0%
	Over 1 hour	14.6%	13.3%	16.4%	0.0%	66.7%	8.3%	15.0%	16.9%	20.0%	15.9%	0.0%	16.6%	16.7%	29.2%	15.0%	11.1%	16.0%	50.0%
	Don't know/can't remember	5.8%	6.7%	4.1%	0.0%	0.0%	2.8%	7.2%	3.6%	0.0%	5.5%	0.0%	4.6%	5.6%	0.0%	5.7%	5.6%	5.3%	0.0%
	Not applicable	4.5%	1.9%	4.7%	0.0%	0.0%	2.8%	3.3%	4.8%	0.0%	3.0%	50.0%	3.7%	0.0%	0.0%	2.6%	16.7%	4.1%	0.0%
	Total	309	105	171	0	3	36	153	83	5	271	4	241	18	24	227	18	243	2
What is your age?	25-44	1.4%	0.9%	1.2%	0.0%	100.0%	0.0%	0.0%	0.0%	20.0%	1.1%	0.0%	0.8%	5.3%	0.0%	1.3%	5.3%	0.8%	0.0%
	45-64	12.9%	11.3%	13.9%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	13.1%	25.0%	14.3%	0.0%	20.8%	10.0%	31.6%	13.0%	50.0%
	65-84	53.7%	60.4%	50.9%	0.0%	0.0%	0.0%	100.0%	0.0%	60.0%	53.3%	75.0%	55.3%	68.4%	29.2%	55.9%	52.6%	54.1%	50.0%
	85+	30.3%	27.4%	31.8%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	31.4%	0.0%	28.7%	26.3%	50.0%	30.6%	10.5%	30.5%	0.0%
	Prefer not to say	1.7%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	1.1%	0.0%	0.8%	0.0%	0.0%	2.2%	0.0%	1.6%	0.0%
	Total	287	106	173	0	4	37	154	87	5	274	4	244	19	24	229	19	246	2
How would you describe your gender	Female	61.2%	0.0%	100.0%	0.0%	50.0%	64.9%	57.5%	65.5%	40.0%	61.3%	75.0%	60.8%	52.6%	54.2%	61.7%	52.6%	61.5%	0.0%
	Male	37.4%	100.0%	0.0%	0.0%	25.0%	32.4%	41.8%	34.5%	40.0%	37.6%	25.0%	38.0%	47.4%	41.7%	37.4%	47.4%	38.1%	100.0%
	In another way	0.7%	0.0%	0.0%	0.0%	25.0%	0.0%	0.7%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	4.2%	0.4%	0.0%	0.4%	0.0%
	Prefer not to say	0.7%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	20.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%
	Total	286	107	175	0	4	37	153	84	5	274	4	245	19	24	230	19	247	1
What is your ethnic group?	White British	96.9%	97.2%	97.1%	0.0%	75.0%	97.3%	96.1%	100.0%	0.0%	100.0%	0.0%	97.5%	100.0%	100.0%	98.7%	73.7%	97.6%	100.0%
	White Other	1.4%	0.9%	1.7%	0.0%	0.0%	2.7%	2.0%	0.0%	0.0%	0.0%	100.0%	1.2%	0.0%	0.0%	0.9%	10.5%	1.6%	0.0%
	Asian or Asian British	1.0%	1.9%	0.6%	0.0%	25.0%	0.0%	1.3%	0.0%	60.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	15.8%	0.4%	0.0%
	Prefer not to say	0.7%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	40.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	Total	286	106	173	0	4	37	152	86	5	277	4	243	19	24	230	19	245	2
How would you describe your religion or belief?	Christian	82.3%	81.1%	83.5%	0.0%	75.0%	63.9%	85.9%	82.4%	20.0%	83.8%	50.0%	80.9%	84.2%	0.0%	100.0%	0.0%	82.4%	50.0%
	Hindu	0.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	5.3%	0.4%	0.0%
	Muslim	1.1%	1.9%	0.6%	0.0%	25.0%	0.0%	1.3%	0.0%	60.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	15.8%	0.4%	0.0%
	No religion or belief	8.5%	9.4%	7.6%	0.0%	0.0%	13.9%	4.7%	14.1%	0.0%	8.9%	0.0%	8.7%	15.8%	100.0%	0.0%	0.0%	9.0%	0.0%
	Other	5.3%	6.6%	4.7%	0.0%	0.0%	16.7%	4.7%	2.4%	0.0%	4.8%	50.0%	6.2%	0.0%	0.0%	0.0%	78.9%	5.3%	50.0%
	Prefer not to say	2.5%	0.9%	2.9%	0.0%	0.0%	5.6%	2.7%	1.2%	20.0%	2.2%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%

	Total	282	106	170	0	4	36	149	85	5	271	4	241	19	24	232	19	244	2
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	89.1%	90.3%	88.7%	0.0%	50.0%	94.6%	89.4%	90.9%	60.0%	89.8%	75.0%	100.0%	0.0%	87.5%	88.6%	94.7%	89.2%	100.0%
	No	6.9%	8.7%	6.0%	0.0%	25.0%	0.0%	8.6%	6.5%	0.0%	7.2%	0.0%	0.0%	100.0%	12.5%	7.3%	0.0%	7.9%	0.0%
	Prefer not to say	4.0%	1.0%	5.4%	0.0%	25.0%	5.4%	2.0%	2.6%	40.0%	3.0%	25.0%	0.0%	0.0%	0.0%	4.1%	5.3%	2.9%	0.0%
	Total	276	103	168	0	4	37	151	77	5	264	4	246	19	24	220	19	241	1
How would you describe how you think of your sexual orientation?	Heterosexual or straight	93.9%	93.1%	96.8%	0.0%	66.7%	91.4%	94.3%	96.2%	50.0%	94.5%	100.0%	94.3%	100.0%	95.7%	95.3%	83.3%	100.0%	0.0%
	Gay or lesbian	0.8%	1.0%	0.0%	0.0%	0.0%	2.9%	0.7%	0.0%	0.0%	0.8%	0.0%	0.4%	0.0%	0.0%	0.5%	5.6%	0.0%	100.0%
	Other	0.4%	0.0%	0.6%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
	Don't know or not sure	1.1%	2.0%	0.0%	0.0%	33.3%	0.0%	0.7%	1.3%	0.0%	1.2%	0.0%	1.3%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%
	Prefer not to say	3.8%	4.0%	2.5%	0.0%	0.0%	2.9%	4.3%	2.6%	50.0%	3.2%	0.0%	3.5%	0.0%	4.3%	2.8%	5.6%	0.0%	0.0%
	Total	263	101	157	0	3	35	141	78	4	253	4	228	19	23	211	18	247	2
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.	35.0%	34.9%	36.3%	0.0%	25.0%	38.9%	35.8%	34.9%	0.0%	35.7%	75.0%	34.7%	42.1%	33.3%	36.9%	26.3%	36.0%	0.0%
	Yes – Great someone may contact you	65.0%	65.1%	63.7%	0.0%	75.0%	61.1%	64.2%	65.1%	100.0%	64.3%	25.0%	65.3%	57.9%	66.7%	63.1%	73.7%	64.0%	100.0%
	Total	283	106	168	0	4	36	151	83	5	269	4	239	19	24	225	19	242	2

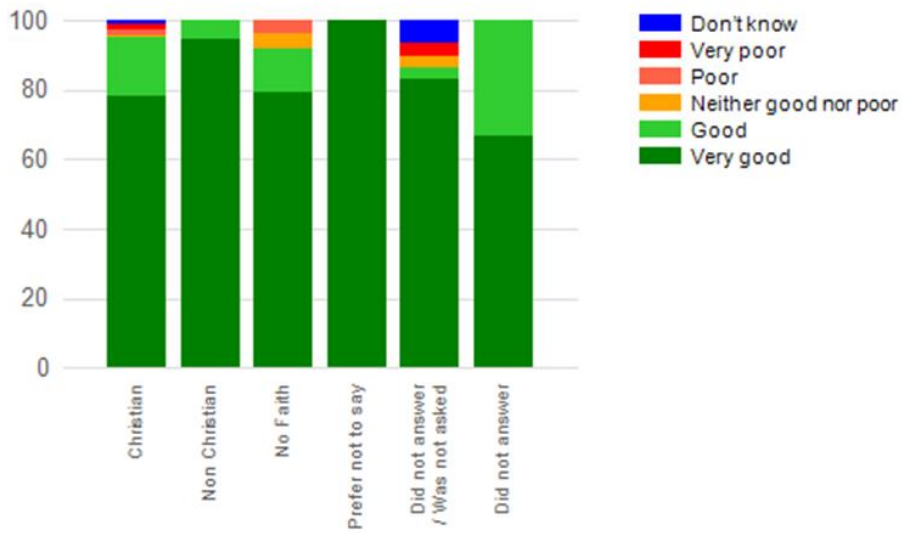
Friends and Family Test Demographic Breakdown Graphs



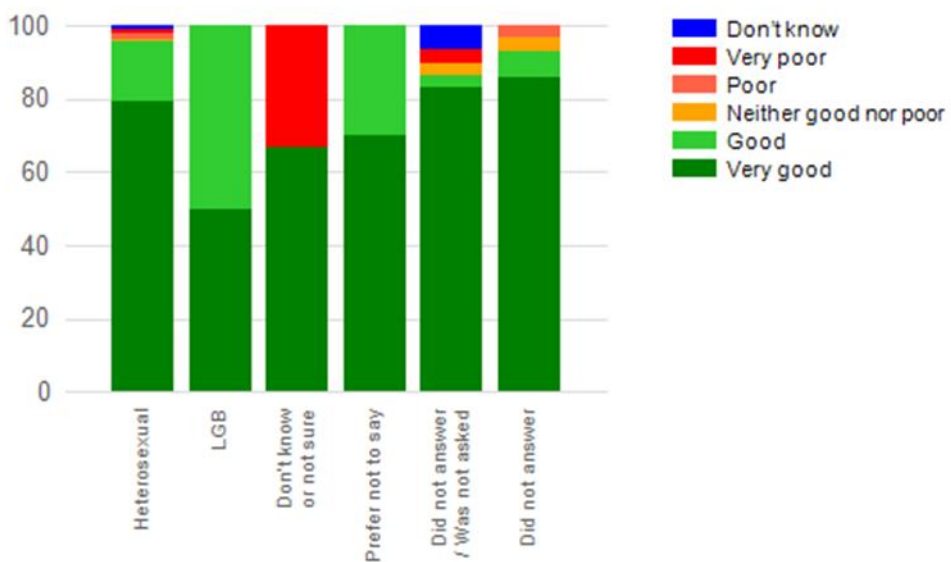
Disability



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	253	79.6%
Good	47	14.8%
Neither good nor poor	4	1.3%
Poor	4	1.3%
Very poor	5	1.6%
Don't know	5	1.6%
Total	318	100%

Question 2: Ease to get through on the phone

Available Answers	Responses	Score (%)
Very good	172	55.0%
Fairly Good	81	25.9%
Neither good nor poor	7	2.2%
Poor	10	3.2%
Very poor	12	3.8%
Not applicable	31	9.9%
Total	313	100%

Question 3: The attitude of the call talker

Available Answers	Responses	Score (%)
Very good	231	73.8%
Fairly Good	42	13.4%
Neither good nor poor	7	2.2%
Poor	1	0.3%
Vey poor	1	0.3%
Not applicable	31	9.9%
Total	313	100%

Question 4: The overall booking process

Available Answers	Responses	Score (%)
Very good	204	65.6%
Fairly Good	67	21.5%
Neither good nor poor	7	2.3%
Poor	3	1.0%
Very poor	3	1.0%
Not applicable	27	8.7%
Total	311	100%

Question 5: The care / help provided by ambulance staff

Available Answers	Responses	Score (%)
Very good	274	88.7%
Fairly Good	21	6.8%
Neither good nor poor	1	0.3%
Very poor	2	0.6%
Not applicable	11	3.6%
Total	309	100%

Question 6: The attitude of ambulance staff in general

Available Answers	Responses	Score (%)
Very good	277	89.9%
Fairly Good	18	5.8%
Neither good nor poor	2	0.6%
Very poor	2	0.6%
Not applicable	9	2.9%
Total	308	100%

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

Available Answers	Responses	Score (%)
Very good	281	91.5%
Fairly Good	13	4.2%
Neither good nor poor	2	0.7%
Poor	1	0.3%
Very poor	2	0.7%
Not applicable	8	2.6%
Total	307	100%

Question 8: The kindness and compassion with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	274	89.0%
Fairly Good	19	6.2%
Neither good nor poor	1	0.3%
Very poor	3	1.0%
Not applicable	11	3.6%
Total	308	100%

Question 9: The overall condition of the ambulance		
Available Answers	Responses	Score (%)
Very good	221	73.2%
Fairly Good	64	21.2%
Neither good nor poor	6	2.0%
Poor	1	0.3%
Not applicable	10	3.3%
Total	302	100%

Question 10: The comfort of the ambulance		
Available Answers	Responses	Score (%)
Very good	173	57.1%
Fairly Good	99	32.7%
Neither good nor poor	13	4.3%
Poor	1	0.3%
Very Poor	4	1.3%
Not applicable	13	4.3%
Total	303	100%

Question 11: The cleanliness of the ambulance		
Available Answers	Responses	Score (%)
Very good	252	82.9%
Fairly Good	36	11.8%
Neither good nor poor	6	2.0%
Not applicable	10	3.3%
Total	304	100%

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

Available Answers	Responses	Score (%)
Very good	238	77.5%
Fairly Good	55	17.9%
Neither good nor poor	3	1.0%
Poor	1	0.3%
Very poor	3	1.0%
Not applicable	7	2.3%
Total	307	100%

Question 13: The suitability of the type of transport used

Available Answers	Responses	Score (%)
Very good	249	80.8%
Fairly Good	49	15.9%
Neither good nor poor	4	1.3%
Poor	2	0.6%
Not applicable	4	1.3%
Total	308	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	14	4.5%
It was on time	62	20.1%
0-30 minutes	98	31.7%
31-60 minutes	58	18.8%
Over 1 hour	45	14.6%
Don't know/can't remember	18	5.8%
Not applicable	14	4.5%
Total	309	100%