



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: January 2022



99.3%

Very good or good overall experience of the service

Free text comments

Positive free text comments	Very friendly and pleasant attitude. Very helpful getting me in and out of the ambulance and into hospital and back out.
	Excellent service wonderful pleasant caring staff.
	Very professional. On time for appointment
Negative free text comments	When you ring for transport they rarely pick the phone up, I've waited all day to book transport.
	Waited too long for ambulance home or would have been very good.
	Waited over 1 hr for collection on 5 occasions out of 10. On 1 occasion 1 hr/ 55 mins.

Number of responses

Online	10	Total: 134
Print	124	

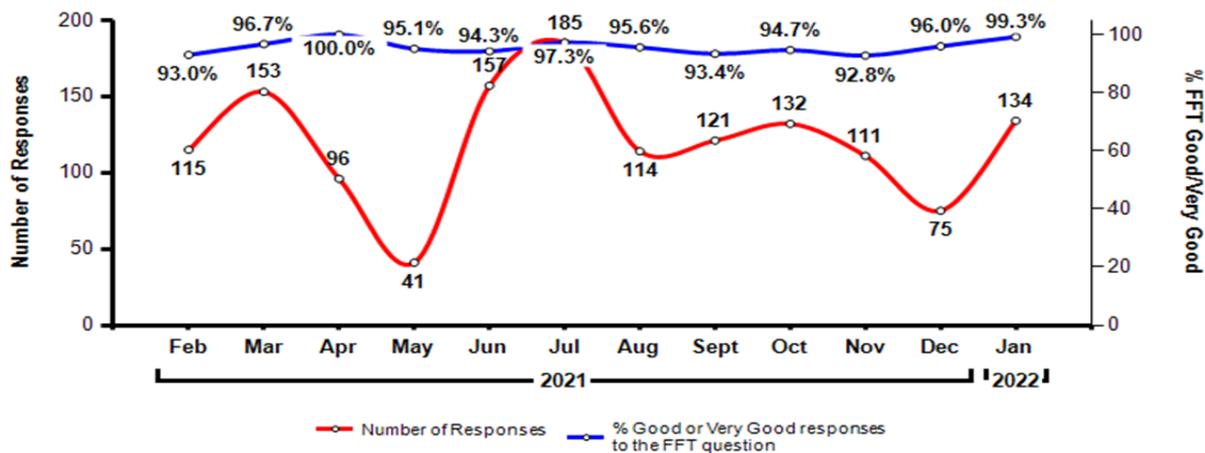


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	133	99.3%	+3.3
Very good	114	85.1%	+3.7
Good	19	14.2%	-0.5
Neither good nor poor	0	0.0%	-1.3
Poor	0	0.0%	-1.3
Very poor	0	0.0%	-1.3
Don't Know	1	0.7%	+0.7

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.

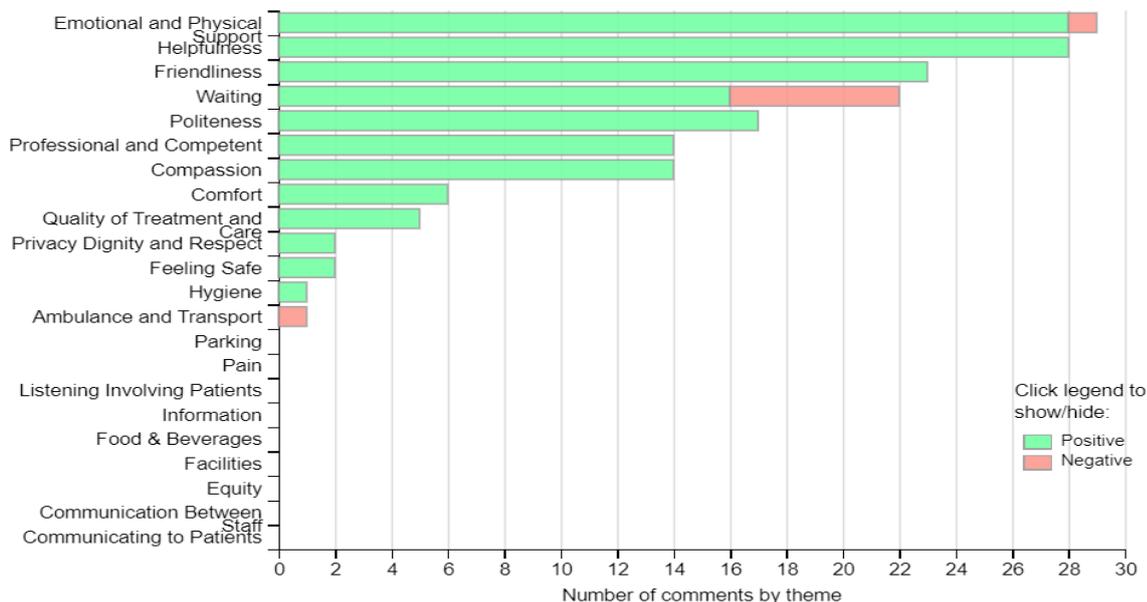
Survey trend graph

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	99.3%	0.0%	134	114	19	0	0	0	1
County Durham CCG	100.0%	0.0%	38	35	3	0	0	0	0
Newcastle Gateshead CCG	100.0%	0.0%	19	12	7	0	0	0	0
North Tyneside CCG	100.0%	0.0%	13	11	2	0	0	0	0
Northumberland CCG	100.0%	0.0%	22	20	2	0	0	0	0
South Tyneside CCG	100.0%	0.0%	7	6	1	0	0	0	0
Sunderland CCG	80.0%	0.0%	5	4	0	0	0	0	1
Tees valley CCG	100.0%	0.0%	20	16	4	0	0	0	0
CCG unknown	100.0%	0.0%	10	10	0	0	0	0	0

Free text comments

Great service
Easy simple from booking of requirements to transportation and return journey
The service is excellent as it is
All patient transport drivers have been very helpful and pleasant.
Kept to times and very friendly drivers.
I found them very helpful they helped me from the house into the ambulance, then took me into the hospital I can't thank them enough.
I am filling this in on behalf of my dad who has dementia. He was treated caringly and respectful by the NHS. They were very patient with him.
No faults to find.
Driver and escort were excellent.
They have always been helpful and considerate.
On time, host on time.
Punctual, comfortable. Felt very secure.
First driver did not attempt to help me to cab could see stick. Also just left me at entrance even I was 3/4 hours late of my appointment time.
The transport was very good and the service to!
Very friendly, and make you feel at ease.
Come on time, asked if I was ok, got me there on time.
Waited too long for ambulance home or would have been very good.
The ambulance men are always very nice.
Drivers pleasant and polite. Also very helpful.



Ambulance men are very helpful and professional.
Care given on both journeys to and from hospital.
Driver very kind and helpful.
As far as I know it was the best. Seeing the other ambulance did not turn up at all that's why you were called you came quick. Many thanks.
Positive and compassionate attitude of ambulance staff.
Great service given by all.
The office staff were very helpful when I said [unreadable] house bound I am & the ambulance driver were very good.
Very helpful. I got every 8 weeks E or E needle in my eye. Your staff are great.
No problems.
Without patient transport I could not get to hospital.
The taxi driver on time in order to get me to hospital in time for my operation. The driver was friendly and escorted me to the ward as I was not sure where it was.
I'm just grateful that this facility is there. I could not get to hospital or back home without it.
Because, very helpful, pleasant and if we did have this service I wouldn't be able to get my appointments.
It got me to hospital in good times, 2 other patients in the transport.
Arrived destination in time for appointment. Well looked after. Thank you.
Because for once it was on time.
Did not have any problems with the service.
Members of crew considerate to patients needs.
Arrived on time, staff very efficient, pleasant. Always ready to assist as necessary.
To help. Fine service for you.
Very efficient and very kind and helpful staff.
Staff were very helpful.
They were on time.
Waited over 1 hr for collection on 5 occasions out of 10. On 1 occasion 1 hr/ 55 mins.
I was ill heading for operation. Coming home still ill on both occasions so lovely the drivers.
They are very friendly and caring.
Prompt.
She was cheerful kind and she was attentive.
Patient transport staff good pickup and return. *2 Taxi late pickup late for appointment time.
Very helpful making sure comfortable for journey pleasant conversation even has a sing song.
Very reliable and very helpful and pleasant drivers.
(Completed by daughter) Would have said very good if it weren't for every re escort travelling with patient.
Driver was pleasant and helpful.
Complete satisfaction with service provided.
Drivers always very helpful.
Very friendly and pleasant attitude. Very helpful getting me in and out of the ambulance and into hospital and back out.
Never had any bother with your staff always courteous and kind. No problems whatsoever.
Exceptional care. Made me feel extremely comfortable and safe when using an electrical wheelchair. Supported me to use the lift when transferring. This happens every time I use the ambulance service.
Answer given because I could not have had better treatment that I received. Thank you.
Caring, looked after me.



Very professional. On time for appointment.
Thank you so much for all your support. All staff really kind.
The service provided was all round very good. I was well looked after and treated with courtesy.
On time, location to location comfortable + warm, good company/Driver.
When I book transport the people who come and pick me up they are always polite and always chatty on the way to my app.
Excellent service kind & friendly.
On time giving plenty of time to settle before appointment. Didn't waited long to return. Pleasant staff.
Made me comfortable and at ease.
Very good.
No problem. Very reliable.
Excellent service wonderful pleasant caring staff.
Very punctual, and professional to take me for my operation.
The service was very good.
Have been a regular user for a number of years. Service brilliant and drivers great.
Excellent staff/service
Because they look after you. Will always be on time.
Ambulance staff were brilliant from taking me in my wheelchair to the department for my appointment & the same in taking me home.
I gave my answer because of the care & respect given by your volunteers, politeness & helpfulness. 10/10
So nice! Really cared for me even making sure I was in my home safely. 10000 stars!
No complaints.
Efficient and effective service.
Myself and my partner both have several illness that make it difficult to get to appointments.
For my experience very good all the time.
The ambulance staff were very helpful and patient as my husband does not walk very well.
The ambulance driver was very helpful & pleasant.
Ambulance service is really reliable part of the team.
Driver was efficient and helpful.
They are very reliable also drivers are always nice.
Last visit, crew used ambulance chair, tail lift hospital chair, took me to department, helped me check in.
Your ambulance staff are very friendly and helpful.
Good.
Very good gave confidence to patient.
Driver was polite and a good driver.
The driver sees a person in to reception. Even asks about a wheelchair.
Excellent service all round.
Driver very willing to help.
Just very good all round service.
People very kind.
That's it very good.
Staff are always polite and do their best to get you to your appointment on time.
Reliable and friendly drivers.
Because I have never ever used it.
Very helpful.



Just felt comfortable and the drivers where very helpful
just made hospital trip so much less stressful
Because they did a brilliant job

Anything we could have done better?

Smoother ride - not your fault it's down to rough roads and pot holes.
Better organisation for return journey.
The waiting time.
Very cold in back of ambulance.
Newer vehicles?!
Picked me up a bit later.
Improve on return. Journey pick up times.
Patient needs an escort as cannot hear, understand or remember health provider comments. It would be good if this could be noted on her records - instead I have to really press for permission every single time.
I think the service is wonderful. Perhaps only times could be improved but not your fault.
Ambulances should have better suspension as I have a serious back problem. Before appointment time a courtesy call to say on the way to patient.