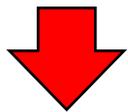




Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: February 2022



92.2%

Very good or good overall experience of the service

Free text comments

Positive free text comments

The crew were so pleasant and helpful, this made the journey go so quickly

The staff were very friendly and the transport arrived in good time for the appointment

I have used this service a few times. Always friendly helpful drivers, cars are spotless. An excellent service.

Negative free text comments

Improve on pick up and return times out of ten journeys I was returned via taxi five times.

Told to be ready 12.40. Transport arrived 2<. Late for app.

Not easy to book with phone!!! Longest call was 54 mins.

Number of responses

Online

19

Total:

Print

185

204

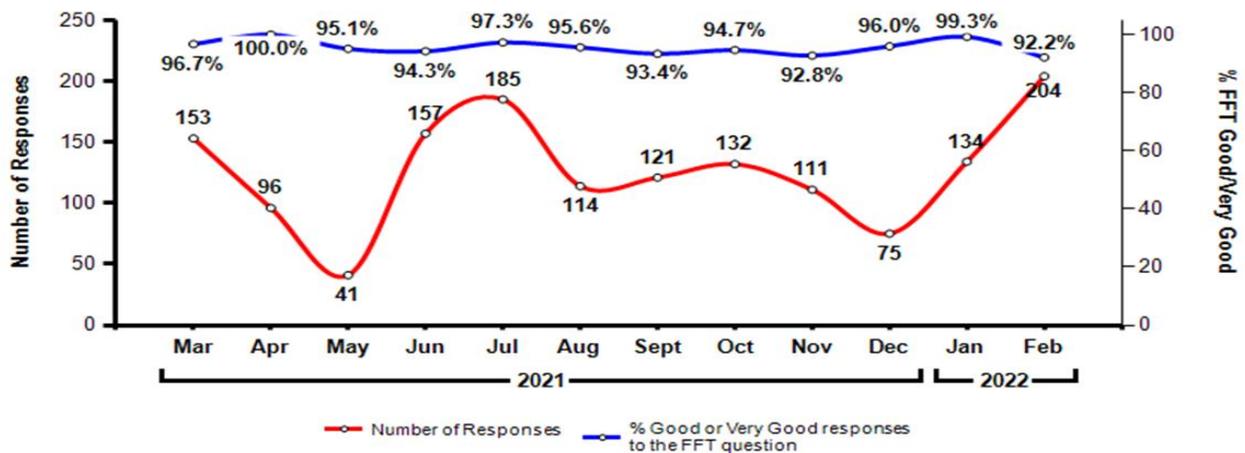


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	188	92.2%	-7.1
Very good	152	74.5%	-10.6
Good	36	17.6%	+3.5
Neither good nor poor	4	2.0%	+2
Poor	3	1.5%	+1.5
Very poor	6	2.9%	+2.9
Don't Know	3	1.5%	+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.

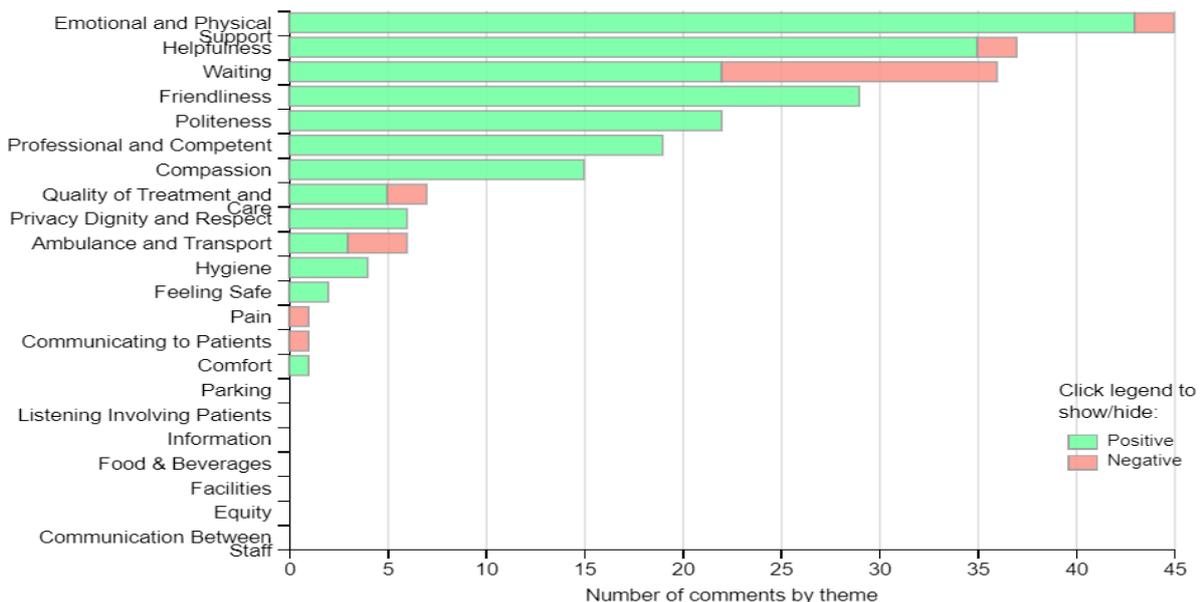
Survey trend graph

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	92.2%	4.4%	204	152	36	4	3	6	1
County Durham CCG	95.7%	2.2%	46	39	5	1	1	0	0
Newcastle Gateshead CCG	96.7%	3.3%	30	19	10	0	1	0	0
North Tyneside CCG	86.7%	6.7%	15	12	1	1	0	1	0
Northumberland CCG	94.4%	5.6%	36	28	6	0	0	2	0
South Tyneside CCG	100.0%	0.0%	4	3	1	0	0	0	0
Sunderland CCG	83.3%	5.6%	18	14	1	1	0	1	1
Tees valley CCG	88.6%	2.9%	35	21	10	1	0	1	1
CCG unknown	90.0%	10.0%	20	16	2	0	1	1	0

Free text comments

Everything went like clockwork. From the efficiency of the staff to the transport itself, full Mark's.
ambulance crew were very friendly and helpful
Because it's true!
Didn't know about this programme. I was told by my consultant and nurse specialist it was available. I contacted the service and gave all the relevant information required Hospital no. Name. Address. Ward and hospital. I have found the staff amazing nothing is a bother. I live up 2 flights of stairs which I can manage however getting on to a landing has become a problem. It's not any more have been shown how to get on the landing. I am shown into my house to make sure I am sitting and regaining my breath.
There help me get in and out - there were very good with me.
Because there look after me.
The staff were very friendly and the transport arrived in good time for the appointment.
Paramedics were very efficient, friendly and reassuring.
Felt great due to top class service.
Have used patient transport several times and has always been on time each time.
A good service.
I was in a lot of pain, but your staff looked after me so well. I felt safe and they helped me so much until I got to hospital.
Truth.
I use the service for my mum and have always found staff professional, compassionate, and kind. Many thanks to you all.
It was more than very good, they were asking if I was ok & was I warm enough.
I could not get to my appointment otherwise.



The service is perfect.
As the ambulance came very quick.
Transport didn't arrive too early. Sometimes arrival times at hospital can mean a long wait to be seen, when transport picks up too early.
Never had any problems.
They were excellent to me.
I found staff all efficient and cheerful.
I used the service for a two week period and was always on time for each appointment.
Drivers manner.
Very good service. Prompt and helpful.
The paramedic was very professional and thorough as was the ambulance team who took me to hospital.
Staff were so caring and friendly.
Staff lovely with me.
I have never used this service.
It took all day to get a slot to transport me home.
Treat with respect. Was quick.
On time. Helpful.
I have Myeloma and appreciate the transport you provide for me to access treatment.
Transport was on time for both pick ups.
Very late picking up to take home again.
They were very good.
Because it's the truth, I have no complaints at all.
Driver assisted me to ambulance carried my bag used tail lift help me to clinic, came to X ray after clinic to pick me up used chair.
Always in time & usually very pleasant drivers.
Arrived promptly, very courteous and helpful paramedics.
Very satisfied, patient.
They are always very polite and explain things clear to me.
First class service.
Telephone response + care was good but waited over an hour for ambulance to come.
Driver was very kind and helpful. Hospital transport car.
I am very used to travelling by ambulance.
Came straight out & put me & my family at ease. Also had a trainee who was very respectful.
Arrived on time and I was given expert assistance.
Because I was upset at how long it took to get an ambulance.
It was an emergency ambulance, I did not wait, the ambulance was straight here.
Re question 19. The 2nd and 3rd time the service was very good. The 1st time it was unsuitable (see below).
Very helpful and pleasant.
I have used this service a few times. Always friendly helpful drivers, cars are spotless. An excellent service.
Pleasant driver on time.
Very thankful I've always found them able to make me feel safe.
Had no complaints. Well organised.
Because I was happy with the care they give me.
The ambulance was very clean. Staff very helpful and kind.



It was ideal for me and I'm sure for many other patients.
Done what way needed.
Friendly staff who are very helpful.
Polite, helpful and cheerful.
Cheery outlook.
Because staff always behave well.
On time and got to appointment on time.
To help improve services for patients.
Always on time, polite & good conversation.
Staff treat you well, are very helpful & you are well looked after.
Staff were very helpful.
Because your staff are always friendly helpful and polite.
Because everything was great.
I was treated with respect. They couldn't have any more for me.
Service very good.
Never used Patient transport.
We went in our own car, didn't need an ambulance.
Polite, helpful, nice.
The drivers are very good!!
The driver & helper were really nice & helpful & pleasant.
Because way I felt about it.
They were very helpful made me feel relaxed. Helped me on and off car. Very friendly.
Because I was very well looked after.
Don't know because I never used it. Was offered it but hour or more wait.
Very helpful & professional.
I have never had any problems or concerns with the Ambulance Service or patient transport. It was after midnight when I used patient transport and was hugely relieved to have chaperone with me in the taxi.
First class.
Because we were given efficient service.
Very nice and helpful.
Very prompt & courteous.
Driver helped me from door of home to car and in the car, and return. He was pleasant and kind.
Look after me well.
The car was clean and tidy and a polite driver.
I was treated with respect.
Collected from home by a volunteer who could not have been nicer but return journey was by taxi and driver unhelpful.
Was not used. Used own transport to A+E.
Quick arrival. Kind & caring staff.
Friendly & helpful.
Service is good.
Always a great experience. Drivers are all very good.
I was the only patient, had expected to wait for a full load.
Because there were very helpful and very kind.
Just normal taxi. No communication at all. No help getting in or out of car.



The guy would not wait 5 -10 minutes to pick me up then a driver had to be brought from home to take me back home had to wait 2 hours for pick up.
Easy to arrange, transport arrived in good time. Staff at all stages were excellent.
True.
Driver was punctual and extremely pleasant.
Very good in every way - made my day.
Very friendly & efficient.
Very helpful and understanding.
It was very clean & tidy. Nothing in the way so could get to where you needed to be without any problems.
They always get me there 15 mins before my time.
The Ambulance Service is excellent in every way! Careful drivers, [unreadable] drivers + very helpful.
Transport arrived on time. Driver was pleasant, caring and polite.
I didn't have to wait long and the crew were very efficient.
Because they were very helpful.
Waited 7 hours from original call. When ambulance came the staff were excellent, there was no need to go to hospital.
There are time pressures.
The road from Riding Mill is a death trap & should not be used for ambulance. Please use road from Slaley to Corbridge.
The 2 ambulance crew were excellent. So concerned about me. Stayed with me at the hospital as I collapsed. Very reassuring and so kind.
Pleasant helpful staff.
I was treated with respect and helped when I needed it.
Told to be ready 12.40. Transport arrived 2<. Late for app.
Very good.
Prompt and helpful driver.
They were always on time.
Because they come straight away.
Quick response.
Very professional & courteous with my dad.
The ambulance staff were very helpful and got a wheelchair for me and took us to the department we wanted.
Lovely friendly people.
Always in time. The drivers are polite and chatty.
On time - car clean - driver excellent.
Excellent service.
The driver sees you to where one has to go. All ask do you want a wheelchair.
Very good thought staff were very good with me.
I have had superb 100%+++ attention. I am an amputee and in wheelchair. Great kindness shown & so friendly.
Well looked after.
So helpful to be taken, to be assisted in and out of my home + then helped onto transport.
Because it's true, drivers very helpful, and well nice chatty. Nothing was a bother.
Everything is perfect.
Very helpful Dr's/practitioners who were friendly & efficient.
I am so grateful that you're there to help me, I really appreciate it.



Very friendly & efficient staff.
On time (both ways) efficient & good drivers.
Not very good, for people with bad mobility I could not fit in the seats owing to the size of my legs (lipoedema) I had to sit on a very low seat with no arms on to pull up.
Usually on time, pleasant drivers.
Apart from one person they are all good helping you in and out.
I'm writing on behalf of *** - I am aware he seemed perfect satisfied - he has Alzheimer! (his wife)
Because they were good.
I have total respect for the NHS and every one in it.
Brought home safely & smoothly.
Driver was very professional and polite.
Staff were very helpful.
Didn't wait long in hospital for transport. Lovely driver

Anything we could have done better?

.Increase capacity or have transport for between hospitals only. even a car would have given me a better chance. I needed an emergency op and waited 4-5 hours to go from Cramlington to RVI. at one point I was asked if family member could come get me instead as it would be my best chance, very scary! Staff lovely and excellent service once it eventually arrived. RVI kept ringing to see where i was, which caused me anxiety and worry.
Rang on the day to confirm booking
I don't think it could be bettered.
Improve on pick up and return times out of ten journeys I was returned via taxi five times.
More punctual.
Less prior waiting time.
Be more prepared.
Ambulance could have arrived quicker. Check in hospital was about 1 1/2 hour.
Waiting time. It took 4 hours to get transport home.
Reduce waiting time. I waited 4-5 hours for transport.
Entrance the ambulance in the wheelchair.
Ambulance car would be better because staff help you into hospital (trouble walking).
The driver should have waited 5 mins.
The only thing is getting through on the telephone.
More people to answer phone it took a long time to get an answer.
Ambulance could have come a lot sooner.