



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: March 2022



95.5%

Very good or good overall experience of the service

Free text comments

Positive free text comments	The service is the best very helpful amazing drivers.
	The ambulance service to deserve a gold medal, so professional, caring, you have been so amazing and caring. You all deserve a gold medal.
	The service was without fault.
Negative free text comments	They sent a taxi to pick me up. He dropped me off a long way to entrance so had to walk the rest.
	It was difficult. I had to go to 2 or 3 different hospitals, with long waits before being attended to some by taxis.
	The male operator didn't record the entry & therefore I missed my appointment.

Number of responses

Online	11	Total: 133
Print	122	

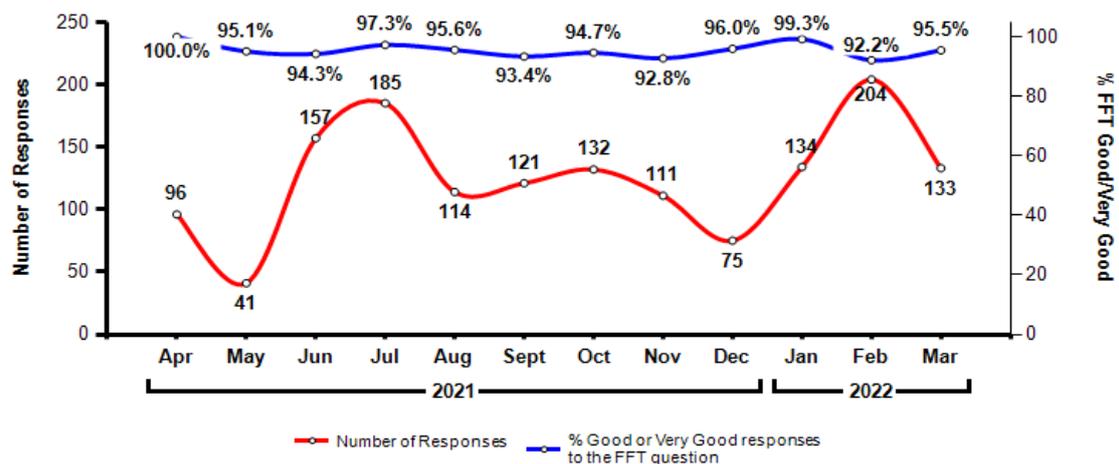


Thinking of the patient transport service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	127	95.5%	+3.3
Very good	107	80.5%	+5.9
Good	20	15.0%	-2.6
Neither good nor poor	1	0.8%	-1.2
Poor	1	0.8%	-0.7
Very poor	4	3.0%	+0.1
Don't Know	0	0.0%	-1.5

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.

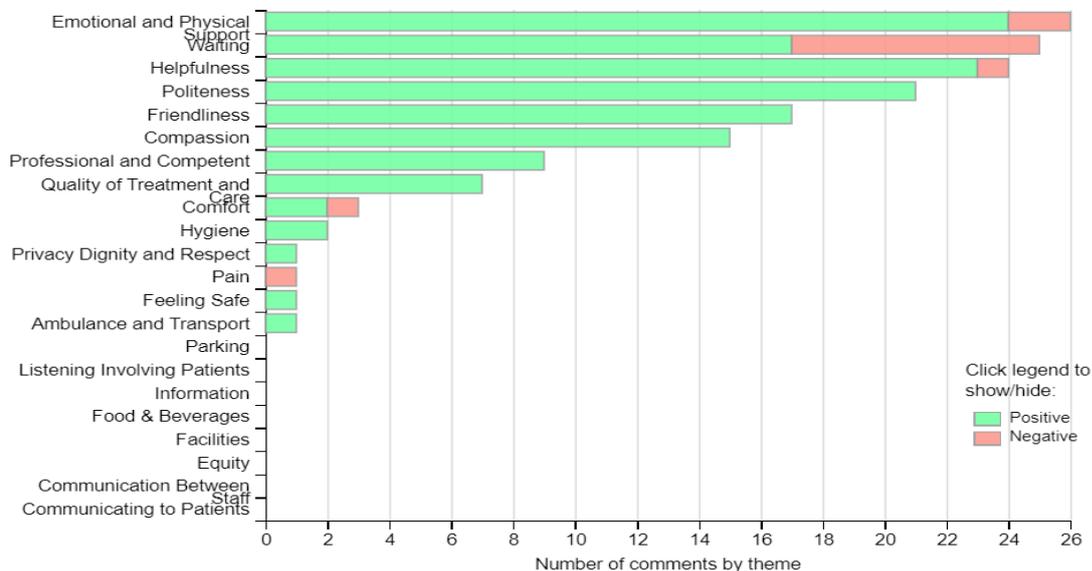
Survey trend graph

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	95.5%	3.8%	133	107	20	1	1	4	0
NHS County Durham CCG	94.7%	2.6%	38	27	9	1	0	1	0
NHS Newcastle Gateshead CCG	86.7%	13.3%	15	9	4	0	1	1	0
NHS North Tyneside CCG	100.0%	0.0%	8	6	2	0	0	0	0
NHS Northumberland CCG	92.6%	7.4%	27	23	2	0	0	2	0
NHS South Tyneside CCG	100.0%	0.0%	8	8	0	0	0	0	0
NHS Sunderland CCG	100.0%	0.0%	6	6	0	0	0	0	0
NHS Tees Valley CCG	100.0%	0.0%	20	18	2	0	0	0	0
No CCG	100.0%	0.0%	11	10	1	0	0	0	0

Free text comments

Amazing service
was on time and very friendly
Transport sometimes return patients home in dark and cold. May be better if Social services linked to patients on their own. Not going to care home or relatives. Patients go from busy noisy places 'poll's into nothing!
80+ people find it difficult to get up 3 hours ahead for a 10 am. Appointment
I AM A 76 YEAR OLD WHO LIVES ALONE AND HAVE NO FAMILY AND I HAD TWO EYE OPERATIONS AND WITH OUT YOUR GREAT SERVICE I WOULD NOT BEEN ABLE TO ATTEND
The double crew that collected my wife and myself were excellent.it was well after 1800 hrs when our appointment ended, but the woman on the desk rang your control and within 30 mins a ambulance collected us and within 30/40 mins we were back home once again the ambulanceman was excellent. once again thankyou
The ambulance men were very helpful, friendly, polite, and very obliging.
They are so polite, caring and very understanding with all my medical conditions they have known me since I was 16 years with chronic DVT. I am now 64 + wheelchair user.
Very good service.
This service is a lifesaver for me I live so far away I have an anxiety problem so can't use public transport.
Staff very kind & helpful.
Excellent service.
On time and arrived on time to appointment.
Because of the care and courtesy of driver and assistant.
Always been very satisfied.
It was difficult. I had to go to 2 or 3 different hospitals, with long waits before being attended to some by taxis.



All went well with help from staff transport to hospital - bus provided for emergency care by district nurse.
The ambulance arrived on time. I was wheelchair user and was taken to waiting area my appointment was only 15 minutes, so ambulance waited and brought me straight home.
Courteous and helpful drivers.
The staff were very friendly & helpful and a good laugh.
Very helpful and made you feel at ease.
On time, punctual, courteous, considerate.
The service was without fault.
Driver was very polite and talked to me.
Very nice made you feel at ease.
The journey was comfortable and quick and not too far from home.
Because it was very good.
Because I thought the service was good.
I had no problems.
Ambulance right on time.
I had a back injury which was painful. The drivers were considerate and helpful.
Very good.
They were brilliant.
Very good ambulance service appreciation of kindness.
Always on time.
Once past booking procedure and appeal, the actual day ran like clockwork. Drivers very helpful.
Because they were very good. Pleasant, courteous.
Because it was very good.
Because it was a good service.
Very satisfied.
Because like I said its always very good.
Cannot fault them.
Ambulance staff very helpful.
Very sociable people get to appointment on time.
The male operator didn't record the entry & therefore I missed my appointment.
Because they could not help me any more than they did.
Very polite / on time and very caring in all ways.
Friendly.
Because it is true.
Just to say I got there on time they were good.
Your treat with dignity and respect from staff the drivers have been amazing. Can't thank them enough.
I was helped in and out of transport. People very friendly.
I was very pleased with the comfort and help from the staff.
The transport was organised by the hospital. It arrived on time and supported me back into my home.
I was very happy with all the care I was given.
Very helpful & pleasant.
Polite and efficient service.
The hospital ambulance driver was very helpful and caring.
Service is always excellent.
Ambulance crew very polite.



On time driver was pleasant & helpful.
I always get picked up on time.
The driver was very helpful and kind.
Come on time. Driver was accommodating and pleasant.
Kind people.
Reliable and on time.
Very nice pushed me out of house in wheelchair, made comfortable in ambulance also left me comfortable when I arrived home.
It was difficult. I had to go to 2 or 3 different hospitals, with long waits before being attended to some by taxis.
They brought me home from hospital.
I am very grateful for your service and the ambulance staff are very caring and helpful.
Doubt about chair.
Because everything went well. Thanks to staff.
They do their job excellent.
The answer I gave is because it was true.
Very helpful staff.
I was impressed by the kindness given to me.
I give this reason it is good.
Ambulance staff provided an extremely caring & empathetic service transferring my father from home to a dementia unit.
Drivers very caring of patient - good drivers - always try to be on time - despite road conditions and heavy traffic at peak periods.
The time to travel from the Freeman to my home. With waiting time was approximately 3 & 1/2 hours with the distance being at most 4 miles.
As I am very disabled the patient transport service is a godsend. I have no way to get to hospital and I am very grateful.
Always on time. Always clear & tidy. Always courteous.
It was really good. I was well satisfied.
Quick to respond and prompt timing.
The vehicle arrived on time. The driver was helpful and pleasant.
Very friendly always there to help.
A very pleasant journey with a good friendly driver.
Because you are very good for your service.
Thank you for a very good service. But **** past away.
I felt I was in good hands.
Don't know.
High quality service.
Very helpful.
The ambulance people were very good with my 90-year-old father, explaining exactly how and what they do to get him from A - B.
All my ambulance & taxi services have been excellent. I am at present in a care home in Darlington.
Without this wonderful service I could not attend my appointment. Thank you.
It was a long wait to come home.
Taxi on time. Driver helpful and considerate.
Because the service is very good, and staff are very caring.



Friendly, courteous.
They are very kind and helpful.
Ambulance driver very friendly. Good driver.
Driver very pleasant, was extremely 'helpful' and as always cars are very clean. Excellent service.
Always polite, helpful & courteous people.
Always very helpful.
I am disabled and need help to get on and off the ambulance.
Because they put me on ambulance safe.
Both journeys were difficult. Felt have I sick going to appointment. But arrived without problems on the return, threw up 3 mins from home. The crew were lovely.
Going to hospital very good. Returning home very poor.

Anything we could have done better?

A call on the day of transport to say what time of arrival as opposed to a two hour window.
Better planning.
Booking process could be more flexible.
Decrease waiting time for delays.
Have an emergency team able to take me to appointment.
Make it easier to get through on phone.
More transport. NB: I am in residential care!!
None - unless you had more staff that would reduce the waiting!
Phone time of arrival ahead. Or forecast
Pick up times I know they are busy. I waited nearly 2 hours.