



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: April 2022



100%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Always on time. Happy to help. Good service.

Ambulance men always very helpful and look after you very well.

Staff very friendly good customer service

Negative free text comments

N/A

Number of responses

Online

11

Total:

Print

21

32

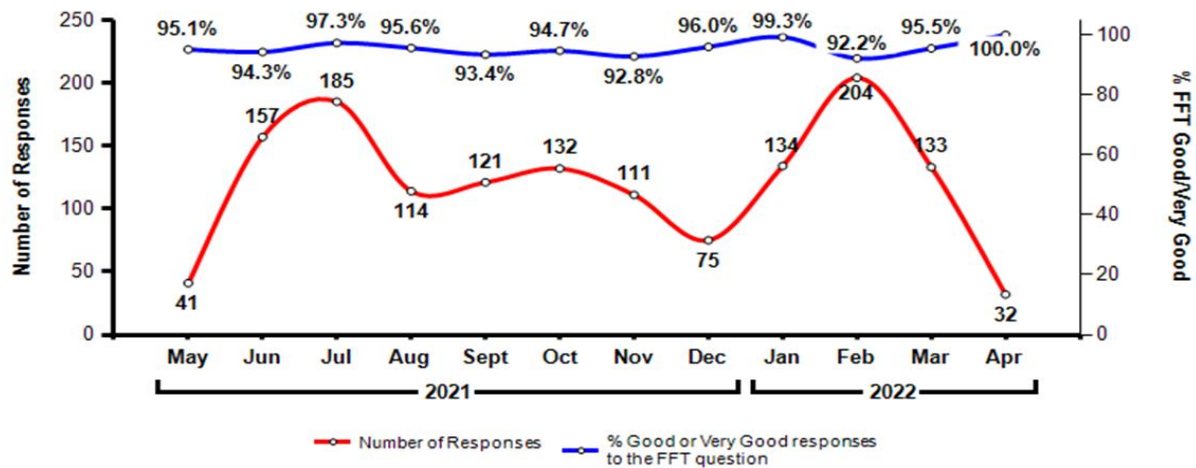


| Thinking of the patient transport service we provide. Overall how was your experience of the service? | Number | Percentage | % variance from previous month |
|---|-----------|---------------|--------------------------------|
| Very good and Good (combined) | 32 | 100.0% | +4.5 |
| Very good | 27 | 84.4% | +3.9 |
| Good | 5 | 15.6% | +0.6 |
| Neither good nor poor | 0 | 0.0% | -0.8 |
| Poor | 0 | 0.0% | -0.8 |
| Very poor | 0 | 0.0% | -3 |
| Don't Know | 0 | 0.0% | 0 |

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.

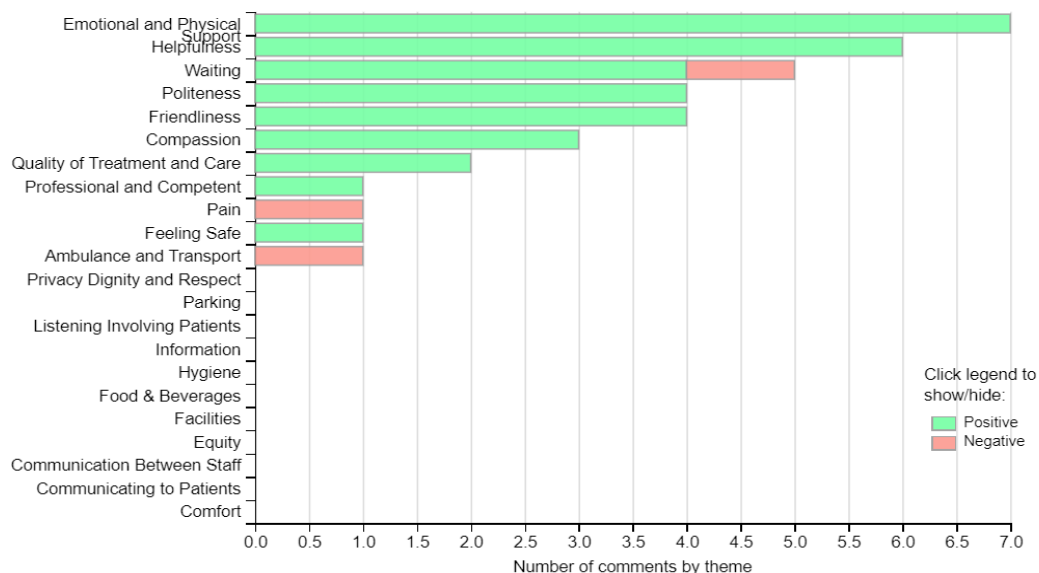
Survey trend graph

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 | 100% | 0% | 32 | 27 | 5 | 0 | 0 | 0 | 0 |
| NHS County Durham CCG | 100% | 0% | 11 | 10 | 1 | 0 | 0 | 0 | 0 |
| NHS Newcastle Gateshead CCG | 100% | 0% | 2 | 2 | 0 | 0 | 0 | 0 | 0 |
| NHS North Tyneside CCG | 0% | 0% | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NHS Northumberland CCG | 100% | 0% | 3 | 1 | 2 | 0 | 0 | 2 | 0 |
| NHS South Tyneside CCG | 100% | 0% | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| NHS Sunderland CCG | 100% | 0% | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| NHS Tees Valley CCG | 100% | 0% | 3 | 3 | 0 | 0 | 0 | 0 | 0 |
| No CCG | 100% | 0% | 11 | 9 | 2 | 0 | 0 | 0 | 0 |

Free text comments

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| Always nice to be nice, i was asked the question and i answered. |
| Truth. |
| I received every care and assistance So in my case I don't feel anything could be better |
| Did not answer |
| It was on time got me there for my appointment and came quickly at end of visit |
| Staff very friendly good customer service |
| Both attendants were very helpful and patient with me. Polite and friendly. |
| No change. Excellent service. |
| Very good service. |
| The service first class. The care very good. I was not 100. But felt in safe hands. |
| As I am old, disabled, no longer have a car. |
| Because they helped and supported my husband to the department he needed to attend. Also didn't have to wait long for return travel. |
| Driver and sitter both worked to get her saw me safely back into my home. |
| Ambulance men always very helpful and look after you very well. |
| They were kind helpful and trusting. |
| Because my experience was very good! |
| Cannot fail to say how good the ambulance people are so caring and helpful. |
| I have never had any trouble with transport. |
| Quality of service. |



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| They accommodated my needs. |
| It helps the patients and the country (England). |
| On time, polite on hand for any of my needs. |
| They were friendly and helpful, but I was in agony and needed help quicker. |
| Because they were two nice people, very pleasant, twice the appointment was cancelled by hospital, waste of an ambulance. |
| Everyone concerned is very helpful & polite. |
| Always on time. Happy to help. Good service. |
| Always a good service.. |

Anything we could have done better?

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| .The only thing I could think of is to have tighter time period. I had to be ready for 8am but transport didn't arrive until around 10am. |
| Got here quicker. |
| Nothing apart from cutting waiting time at the hospital coming back. |