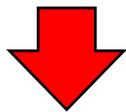




Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: May 2022



94.4%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Couldn't have been more helpful and friendly. Both ambulance people very kind.

Nothing could have been better. Staff always very good.

Very helpful, courteous. No complaints at all.

Negative free text comments

Pick up time very erratic. Aware can't be on time but almost lost my appointment at RVI

Following the sat - nav system too rigorously. Took too long for journey home.

Waiting for 2 hours and nothing turned up. I did have a call at half 9 to say they were running late, but nothing since

Number of responses

| | | |
|---------------|------------|-----------------------|
| Online | 13 | Total: 267 |
| Print | 254 | |

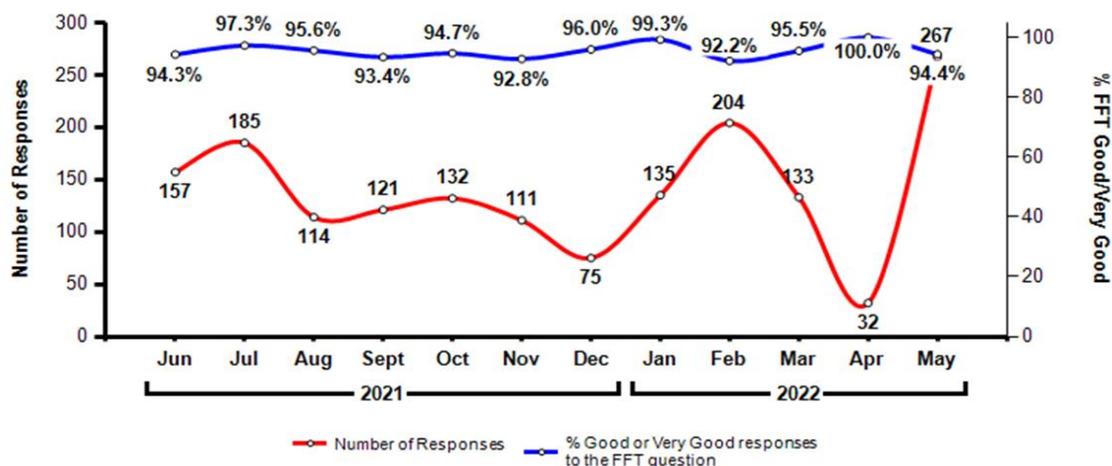


| Thinking of the patient transport service we provide. Overall how was your experience of the service? | Number | Percentage | % variance from previous month |
|---|------------|--------------|--------------------------------|
| Very good and Good (combined) | 252 | 94.4% | -5.6 |
| Very good | 210 | 78.7% | -5.7 |
| Good | 42 | 15.7% | +0.1 |
| Neither good nor poor | 5 | 1.9% | +1.9 |
| Poor | 4 | 1.5% | +1.5 |
| Very poor | 5 | 1.9% | +1.9 |
| Don't Know | 1 | 0.4% | +0.4 |

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.

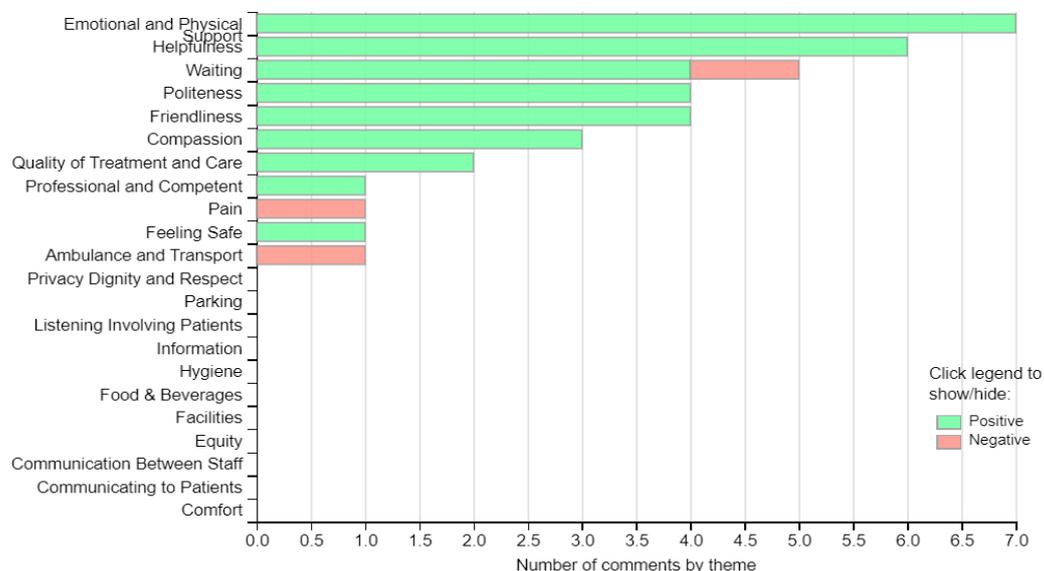
Survey trend graph

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 | 94.4% | 3.4% | 267 | 210 | 42 | 5 | 4 | 5 | 1 |
| NHS County Durham CCG | 98.7% | 1.3% | 75 | 66 | 8 | 0 | 0 | 1 | 0 |
| NHS Newcastle Gateshead CCG | 100.0% | 0.0% | 33 | 22 | 11 | 0 | 0 | 0 | 0 |
| NHS North Tyneside CCG | 96.6% | 0.0% | 29 | 22 | 6 | 0 | 0 | 0 | 1 |
| NHS Northumberland CCG | 91.1% | 5.4% | 56 | 43 | 8 | 2 | 2 | 1 | 0 |
| NHS South Tyneside CCG | 88.2% | 5.9% | 17 | 13 | 2 | 1 | 0 | 1 | 0 |
| NHS Sunderland CCG | 88.9% | 11.1% | 9 | 8 | 0 | 0 | 0 | 1 | 0 |
| NHS Tees Valley CCG | 91.4% | 5.7% | 35 | 28 | 4 | 1 | 1 | 1 | 0 |
| No CCG | 84.6% | 7.7% | 13 | 8 | 3 | 1 | 1 | 0 | 0 |

Free text comments

Yes, I have to say your Patient Transport Crews are Very kind, very helpful, very caring and very nice people

I gave the answer as I felt very comfortable and relaxed on my journey

I got good service

Because it was good and I appreciate getting home in good time, I don't mind waiting to go home from hospital as it's not too long and offered a cup of tea while waiting in discharge area.

The answers are correct. For the way that I was treated. I could not complain.

Could not have been better.

Couldn't have been more helpful and friendly. Both ambulance people very kind.

Had to wait over 1 hour for return journey.

On time. No problems.

I was well looked after.

Prompt friendly service provided by staff.

Pleasant, chatty drivers, very helpful.

Kind, helpful, cheerful.

I will be lost if I did not have transport to take me to the hospital.

Attendants very helpful and caring.

Staff both friendly and helpful at all times.

Pick up time very erratic. Aware can't be on time but almost lost my appointment at RVI.

The vehicle was clean, the crew were nice and got me there on time.

Kind, caring efficient and professional crew who assisted me right to my seat at home.



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| Overall, very happy with the service. |
| Staff great, cheerful & helpful. |
| Good service for medical condition. Waiting time was very long, but was nobody's fault. (emergency) |
| Very good service. |
| On time, very helpful sitting me and walking into ambulance. |
| Service was brilliant staff [unreadable] great patient care. |
| Could find no fault with the service or staff. |
| Excellent service i.e., staff etc. |
| Professional and caring staff. |
| I was so pleased with it. The paramedics were so kind and helpful. I felt I had been on a lovely day out. Very good. |
| Very helpful man, who made sure I was in the house safely, very kind. |
| Ambulance staff were friendly, very helpful and considerate as I am severely disabled. |
| Because they put the patients care first. |
| Can't fault service - only problem is having to use rear seats (I'm too tall). |
| Very good service for people (like me) who depend on your transport. |
| Because it's right. |
| Ambulance staff were very friendly. |
| Kind, helpful and efficient. |
| Taxi not helpful. |
| Polite, helpful staff. |
| Nice polite drivers. |
| Safe, friendly staff, very efficient. |
| Because there was no problem with the service. |
| Excellent care and attention. |
| The driver was very caring and looked after me very well. |
| Can't fault service. |
| Very caring drivers. |
| Very friendly and always talk to me. |
| Because that's what it was. |
| This gentleman was so caring he even took me into the hospital as I did not know where to go. So so nice. |
| Very good, polite on time, very caring. |
| Staff looked after me well & cared. |
| Driver was on time, good steady and pleasant driver. Car was immaculate on both journeys. |
| Very satisfied with the service. |
| Ambulance people very friendly. |
| These people cannot do wrong in my eyes, I can't praise them enough. Grateful. Thanks, is not enough! |
| The ambulance driver helped up the stairs because the lift wasn't working. |
| Punctual, polite, and clean cars. |
| Very helpful, courteous. No complaints at all. |
| Ambulance came 30 minutes better than a hour. |
| Responded very quickly to my 999 call |
| They were reliable and a godsend when it was needed. |
| Every time I used them they were on time. |
| I did not have to wait long also, the seats in the bus were very comfortable. |



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| I am 90 and have healthy given up [unreadable]. I now have to use the ambulance service a lot. On every occasion I have found them so helpful, kind and willing to help. |
| Clean car, smart courteous driver, very helpful. |
| The driver was caring making sure I was comfortable. He helped me into the hospital. |
| Punctual service, clean transport, polite, helpful staff. |
| The driver was very good and on time and got me there in good time. |
| Ambulance with tail lift provided. Crew member very helpful and polite. |
| Occasional wait but you are always busy. |
| They came to the door to help me down the steps and brought me back to the door and stayed till I entered. |
| Pick up reasonable time. Friendly and helpful staff. |
| Service was excellent and very understanding staff. |
| Both drivers were helpful and pleasant. |
| Always on time - pleasant caring drivers. |
| Very bumpy ride, not driver's fault it was bad roads. |
| I am disabled and cannot walk or stand unaided and ambulance attendants cannot use a molift which my wife had to do. I am 89 and she is 83. |
| I have always found them very good - never had to worry about meeting my appointment times. |
| No complaints the service was excellent. |
| All is true. |
| Very good service. |
| Because they are prompt and early. |
| No problems. Straight forward. |
| I have used this service many times and have no problems. |
| I'm always picked up at the proper time. |
| They came on time, and they did not hurry me, they are always friendly and nice. Nothing is too much trouble for them. |
| They were punctual, helpful, thoroughly nice people. |
| Because they were very good going to hospital and they bring me back. |
| Because the staff could not have done any better. |
| Because the driver was very helpful. |
| Because it was very good staff friendly. |
| The driver was very helpful in getting me into the transport. |
| Really good and be kind. Thank you so much for all your support. |
| Pleasant staff. |
| Very pleasant, considerate and helpful. |
| Driver very helpful on and off bus. And being chatty. |
| Very good service all round NHS is there when you need them. |
| I've had that many journeys and I can honestly say they have never let me down. |
| Total satisfaction. |
| Pleasant staff. |
| Staff were very caring and helpful. |
| Good service, staff helpful and friendly. |
| Drivers very pleasant. |
| It was on time, the driver waited patiently, and was extremely helpful taking me to my appointment. |



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| It was excellent. |
| He was very nice. |
| Staff friendly and helpful and courteous. |
| Unfortunately I had 2 young male drivers who were rude and aggressive. All the female and older men were very courteous. |
| No complaints. |
| Overall the transport was ok. The only fault is the time I had to wait to come home from the hospital i.e. the R.V.I. and Wansbeck RVI 3 hours Wansbeck 4 hours |
| Because it was very good. |
| Because it is an excellent service. Very polite and helpful to your need. |
| Because it is true. |
| Very helpful and friendly crew. |
| Paramedics were wonderful when he went into hospital. Transport to Freeman was good. |
| For the last three journeys Mum has had ***** and *****. What a lovely pair of gentlemen. Thank you for their care and patience. |
| The guy in the ambulance transport was very helpful. But I was worried sick in case I had a bladder episode due to my husband / carer not being allowed to go. I had a [unreadable] there so would be no help to help me in. |
| Have always give 100% |
| I give this answer that it is very good. |
| Because you have never let me down. |
| What they said, they did. |
| I had Covid 19 & pneumonia, so was rushed into hospital. |
| Very pleasant drivers and also helpful if needed. |
| Because they did a very good job, I was picked up on time, very friendly, kind, caring staff. Went above and beyond to help me. |

Anything we could have done better?

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| Waiting times to be picked up could be more precise. When booking you're advised to be ready for two hours before your appointment time. Also if you are going for an operation you are automatically put last on the surgical list to allow for the transport to be late, this can make what is already a long day so much longer than would be necessary if the transport service could liaise with the hospital concerned to ensure a suitable pick up time. |
| Only as I am disabled, 81 years old with many health problems, heart failure etc & chronic back pain would the person driving to my home be able to see me to my door and carry a small bag? As I find it very difficult as I live alone. |
| Perhaps, the call centre could keep patient details supported by a couple of questions. |
| As possible be as close as needed for appointments. |
| Other than giving all the drivers bigger cars, not a lot. |
| Answering phone quicker, long wait. |
| I'd probably need different type of travel, my condition getting worse. |
| Following the sat - nav system too rigorously. Took too long for journey home. |
| Long wait for the ambulance on the street. |
| Perhaps checked if backseat of a saloon car is suitable. Personally, I am not built to sit in the back seat of most vehicles. |
| If, anything, more ambulances to reduce the length of time a patient has to wait for transport home. |
| Teach Ambulance attendants how to transfer patients better without trying to lift or drag people. |



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|---|
| Ask young male drivers to have more manners. |
| Invest in more transportation options where possible. |
| Don't use taxis. One we were in was filthy and stinking. Not good in Covid times. |
| Better communication facilities. |