

Patient Transport Service (Scheduled Care)

Quarter 4, 2021/22



Patient Survey Summary

Responses: 471

Questions	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarterly Trend	Annual Trend	
Thinking of the service we provide. Overall how was your experience of the service the last time you used it?	95.0	96.3	95.7	94.3	95.1	○	95.3	○
Ease to get through on the phone	92.1	91.0	85.8	84.7	88.8	○	87.6	○
The attitude of the call taker	94.7	95.8	94.0	94.4	95.8	○	95.0	○
The overall booking process	93.8	94.6	91.8	91.0	94.1	○	92.9	○
The care / help provided by ambulance staff	98.3	97.7	97.9	97.4	98.2	○	97.9	○
The attitude of ambulance staff in general	98.0	98.5	98.0	97.5	99.1	○	98.3	○
The dignity and respect with which you were treated by the ambulance staff	98.3	98.6	98.6	97.7	99.1	○	98.6	○
The kindness and compassion with which you were treated by ambulance staff	98.3	97.8	98.4	97.2	98.9	○	98.2	○
The overall condition of the ambulance	96.2	94.7	92.5	93.2	94.4	○	93.7	○
The comfort of the ambulance	91.1	89.3	87.5	87.6	88.7	○	88.3	○
The cleanliness of the ambulance	98.1	96.2	96.0	95.9	96.7	○	96.3	○
The time it took to get you to your hospital appointment	95.1	95.8	93.2	93.7	95.5	○	94.5	○
The suitability of the type of transport used	95.4	95.0	95.0	94.7	94.9	○	94.9	○
The last time you used the service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave?	63.1	62.0	57.8	56.0	58.5	○	58.5	○

Executive Summary

Using a rolling average of the last 12 months all of the indicators are within a 5% tolerance.

A direct year on year comparison made with Q4 2020-21 shows that all indicators have remained within a 5% tolerance.

Quarterly Analysis

In Q4 2021-22 we have collected 471 responses, which is 153 more than the previous quarter (318).

The FFT very good/good score is 95.1%, which is 0.8% higher than the previous quarter (94.3%).

All 15 indicators are within a 5% tolerance level of the previous quarter.

All indicators increased slightly

The CCG data shows us that the overall average of all CCG's, 14 indicators are above or over the 80% benchmark. One indicator is below the benchmark, however that score is a weighted score and not an average so is not comparable with the others:

- The last time you used the ambulance service, how long did you wait for the transport to leave the hospital, 59%.

Three main positive sentiment themes were:

- Emotional and physical support
- Helpfulness
- Friendliness.

Three main negative sentiment themes were:

- Waiting
- Emotional and physical report
- Ambulance Transport.

Demographic Analysis

The number of respondents for some groups are marginally lower than regional demographic percentages and may not be fully representative of the community. This was especially true for ethnic minority backgrounds (7 responses, 1.5%), 25-44 (5 responses, 1.1%), and LGB (7 responses, 1.5%) groups. However, as they are only marginally lower, these responses have been included within the analysis. Under 25s (1 responses, 0.2%) and white other (3 responses, 0.6%) have not been included due to low numbers.

In terms of other the respondents' other demographic descriptors, the following can be seen:

- **Gender:** 39.5% male and 54.1% female
- **Age:** 0.2% under 25, 1.1% 25-44, 15.3% 45-64, 54.1% 65-84 and 23.1% 85+
- **Ethnicity:** 1.5% ethnic minorities, 93.4% white British and 0.6% white other
- **Disability:** 83.7% disabled and 8.7% non-disabled
- **Faith:** 7.9% atheist/no faith, 78.6% Christian and 4.5% non-Christian
- **Sexuality:** 81.5% heterosexual and 1.5% LGB

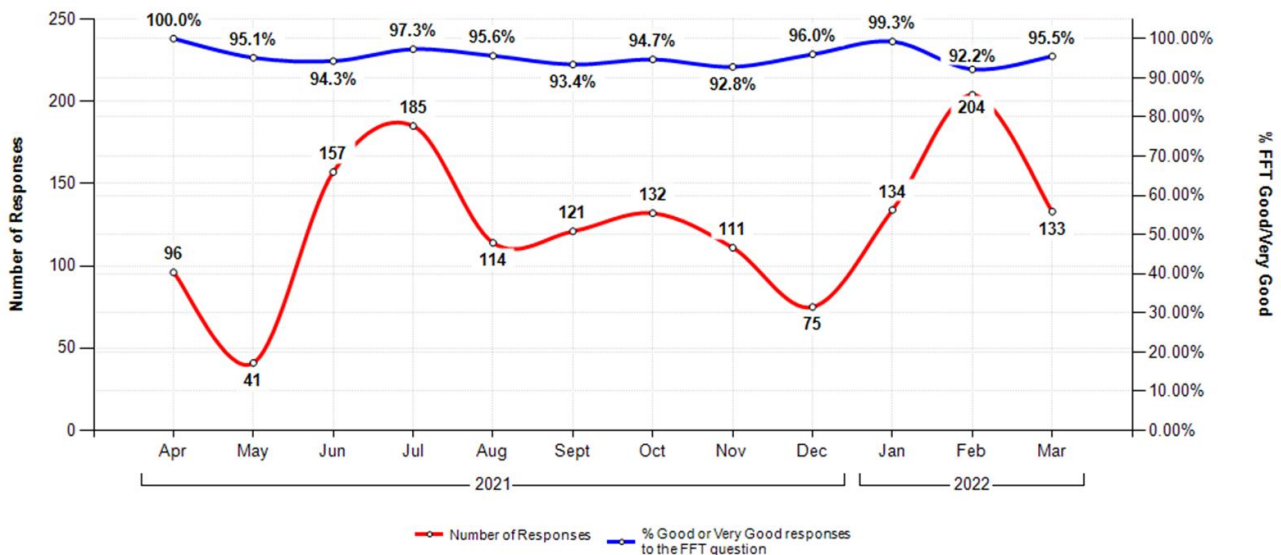
The main question asked was "Thinking of the patient transport service we provide. Overall, how was your experience of the service?" Overall, most respondents had a "positive" response (95.1%, +0.8). 25-44 (80.0%, too few responses to assess last quarter) and non-Christian groups (85.7%, -14.3% from last quarter) were the least satisfied groups of people while LGB and BAME were the most satisfied (100.0%, too few responses to assess last quarter). For other survey questions, the following is evident:

- **Ease to get through on the phone.** Most (83.2%, +2.3% from last quarter) chose "very good" or "fairly good". This was rated lowest by 25-44 (40.0%, 2 responses) and non-disabled (73.2%). This was rated highest by 85+ (86.8%), ethnic minority (85.7%), non-Christian (85.7%) and LGB (85.7%). 25-44 (20.0%, 1 response) group chose "poor" or "very poor" most compared to an average of 3.6%.
- **The overall booking process.** Most (85%, -2.1% from last quarter) chose "very good" or "fairly good". This was rated lowest by 25-44 (60.0%, 3 responses), non-disabled (75.6%) and LGB (71.4%). This was rated highest by male (87.0%), 85+ (87.8%) and non-Christian (90.4%).
- **The attitude of the call talker.** Most (87.1%, -0.1% from last quarter) chose "very good" or "fairly good". This was rated lowest by the 25-44 (40%, 2 responses) and LGB (71.4%) groups. This was rated highest by male (88.0%), 65-84 (89.0%), 85+ (91.6%), disabled (88.4%) and non-Christian (90.5%) groups. Respondents who chose "poor" most were 25-44 (20.0%) and LGB (14.3%) groups, compared to an average of 2.0%.
- **The care provided by ambulance staff.** Most (96.4%, +0.9% from last quarter) chose "very good" or "fairly good". This was rated lowest by 3non-Christian (85.0%) groups.
- **The attitude of the ambulance staff.** Most (98.5%, +2.8% from last quarter) chose "very good" or "fairly good". This was rated lowest by ethnic minorities and non-Christian groups (85.7%).

- **The kindness and compassion of the ambulance staff.** Most (98%, +2.8% from last quarter) chose “very good” or “fairly good”. This was rated lowest by non-Christian groups (84.2%).
- **The dignity and respect the ambulance staff treated you with.** Most (98.1%, +2.8% from last quarter) chose “very good” or “fairly good”. This was rated lowest non-Christian groups (85.7%).
- **Getting to your appointment on time.** Most (91.7%, -3.7% from last quarter) chose “very good” or “fairly good”. This was rated highest by non-Christians (95.2%) and lowest among 25-44 (60.0%, 3 responses). 25 to 44 (40.0%) chose “poor” or “very poor” most compared to an average of 1.4%.
- **The comfort of the ambulance.** Most (91.1%, +1.3% from last quarter) chose “very good” or “fairly good”. This was rated lowest by non-Christian groups (81.0%) and ethnic minorities (85.7%) groups.
- **The overall condition of the ambulance.** Most (96.3%, +1.9% from last quarter) chose “very good” or “fairly good”. This was rated lowest by non-Christian groups (80.9%) and rated highest by 35-44 (100.0%), ethnic minorities (100.0%), not disabled (97.5%), heterosexual (90.9%) and LGB (100.0%).
- **The cleanliness of the ambulance.** Most (97.6%, +2.9% from last quarter) chose “very good” or “fairly good”. This was rated lowest by non-Christian groups (85.7%).

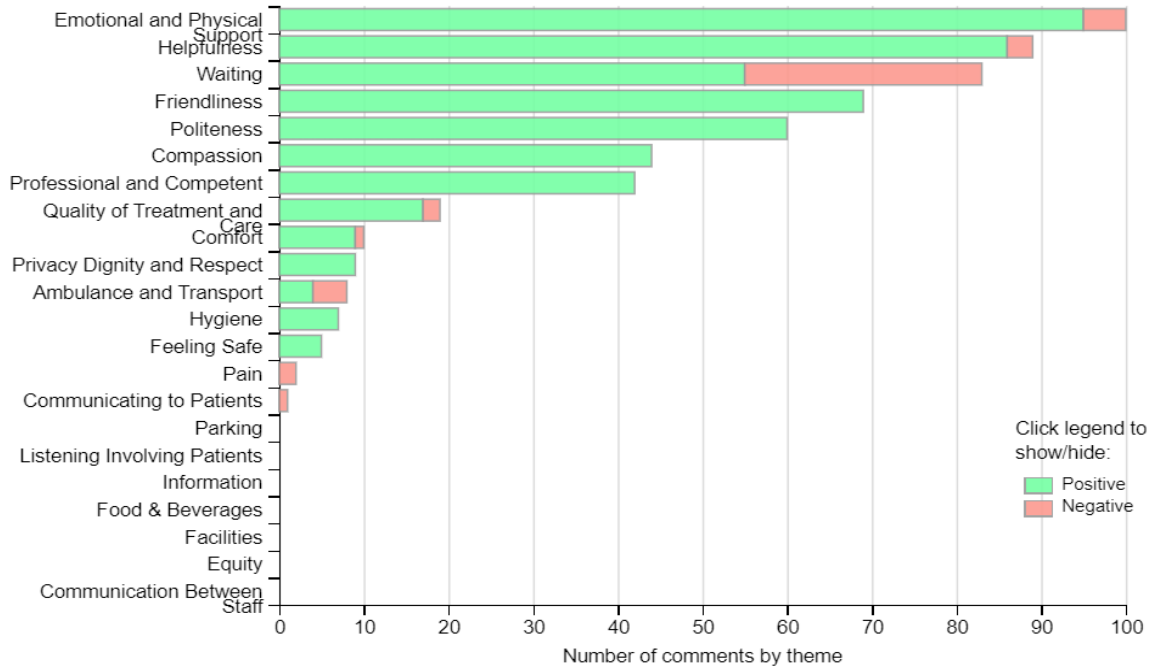
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



Click legend to show/hide:
■ Positive
■ Negative

Quarterly heat map legend

Heat Map

Showing: Survey results for chosen service, broken down by CCG, Resource Base and Cluster.

- Above benchmark
- 1-5 points below benchmark
- More than 5 points below benchmark

Survey: Patient Transport Service Survey

Start Date: 01/10/2021

End Date: 31/12/2021

Quarterly Heat Map - CCG

Resource CCG	Responses	Thinking of the patient transport service we provide. Overall how was your experience of the service	Ease to get through on the phone	The attitude of the call taker	The overall booking process	The care / help provided by ambulance staff	The attitude of ambulance staff in general	The dignity and respect with which you were treated by the ambulance staff	The kindness and compassion with which you were treated by ambulance staff	The overall condition of the ambulance	The comfort of the ambulance	The cleanliness of the ambulance	The time it took to get you to your hospital appointment	The suitability of the type of transport used	Overall	
Resource CCG Score	324	94	85	94	91	97	97	98	97	93	88	96	94	95	56	91
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	88	93	92	92	93	98	97	98	98	93	86	95	93	95	62	92
NHS Newcastle Gateshead	52	98	78	93	88	99	99	98	98	94	88	96	95	95	56	91
NHS North Tyneside	26	92	84	97	92	98	99	98	99	98	93	97	96	96	42	92
NHS Northumberland	57	96	77	95	90	95	95	97	96	93	86	96	93	93	47	90
NHS South Tyneside	13	100	88	98	98	90	100	92	92	94	94	98	92	94	37	91
NHS Sunderland	16	100	88	94	94	100	98	100	100	95	93	97	97	97	62	94
NHS Tees Valley	37	97	87	98	92	99	99	99	98	93	89	98	94	96	62	93
No CCG	35	83	88	95	88	96	96	96	96	85	81	92	92	92	61	88

Demographic Breakdown Quarter 4 2021/22

Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the patient transport service we provide. Overall how was your experience of the service the last time you used it?	Positive	95.1%	96.2%	95.3%	100.0%	80.0%	98.6%	95.7%	94.5%	100.0%	95.7%	100.0%	96.2%	95.1%	94.6%	96.2%	85.7%	96.1%	100.0%
	Negative	3.0%	3.8%	2.4%	0.0%	20.0%	1.4%	2.7%	3.7%	0.0%	3.0%	0.0%	2.5%	4.9%	5.4%	2.7%	4.8%	2.9%	0.0%
	Total	471	186	255	1	5	72	255	109	7	440	3	394	41	37	370	21	384	7
Which hospital or facility did you attend?	Darlington Memorial	7.0%	8.3%	6.0%	0.0%	0.0%	7.4%	7.7%	5.2%	14.3%	6.7%	33.3%	6.5%	7.5%	8.1%	6.3%	4.8%	7.3%	0.0%
	Freeman Newcastle	10.3%	11.8%	9.0%	0.0%	20.0%	17.6%	10.3%	5.2%	28.6%	10.2%	0.0%	10.4%	12.5%	16.2%	10.1%	4.8%	10.7%	14.3%
	James Cook Middlesbrough	9.4%	8.9%	9.4%	0.0%	0.0%	8.8%	9.4%	9.4%	0.0%	9.2%	0.0%	9.3%	7.5%	10.8%	9.2%	4.8%	9.9%	0.0%
	North Tyneside General	4.4%	5.9%	3.4%	0.0%	0.0%	2.9%	5.1%	5.2%	0.0%	4.5%	33.3%	4.5%	5.0%	5.4%	4.2%	4.8%	4.5%	0.0%
	Northumbria Specialist Emergency Care	3.7%	3.6%	4.3%	0.0%	20.0%	2.9%	4.3%	3.1%	0.0%	4.0%	0.0%	3.1%	12.5%	5.4%	4.2%	0.0%	4.2%	14.3%
	One Life Centre Hartlepool	0.5%	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%
	Royal Victoria Infirmary Newcastle	12.6%	13.6%	12.0%	100.0%	0.0%	14.7%	12.8%	9.4%	57.1%	12.0%	0.0%	12.9%	15.0%	18.9%	11.0%	28.6%	12.4%	14.3%
	South Tyneside General	1.6%	3.0%	0.9%	0.0%	0.0%	1.5%	1.3%	3.1%	0.0%	1.7%	0.0%	2.0%	0.0%	2.7%	1.8%	0.0%	1.7%	0.0%
	Sunderland Royal	7.5%	8.3%	7.3%	0.0%	0.0%	14.7%	6.0%	8.3%	0.0%	8.0%	0.0%	7.3%	10.0%	0.0%	8.9%	4.8%	7.6%	14.3%

	University North Durham	7.0%	5.3%	8.2%	0.0%	40.0%	1.5%	6.8%	10.4%	0.0%	7.0%	33.3%	7.6%	2.5%	10.8%	7.4%	0.0%	7.1%	0.0%
	University North Tees	4.4%	2.4%	5.6%	0.0%	20.0%	5.9%	4.3%	3.1%	0.0%	4.0%	0.0%	4.5%	5.0%	10.8%	3.3%	14.3%	4.2%	28.6%
	Wansbeck General	3.5%	3.0%	4.3%	0.0%	0.0%	2.9%	3.4%	4.2%	0.0%	3.7%	0.0%	3.4%	0.0%	0.0%	3.9%	0.0%	3.4%	0.0%
	Other	27.9%	26.0%	28.8%	0.0%	0.0%	19.1%	27.8%	33.3%	0.0%	28.4%	0.0%	28.1%	22.5%	10.8%	29.2%	33.3%	26.3%	14.3%
	Total	427	169	233	1	5	68	234	96	7	401	3	356	40	37	336	21	354	7
How did you travel to your appointment, was it by:	Ambulance	62.0%	62.1%	63.3%	0.0%	80.0%	69.7%	56.9%	68.7%	57.1%	61.9%	100.0%	63.4%	50.0%	62.2%	62.8%	47.1%	60.7%	57.1%
	Ambulance car	20.0%	20.1%	19.0%	100.0%	20.0%	13.6%	23.3%	18.2%	42.9%	20.3%	0.0%	19.4%	28.9%	13.5%	21.1%	23.5%	20.3%	42.9%
	Taxi (booked by the ambulance service)	12.0%	12.6%	12.4%	0.0%	0.0%	9.1%	15.1%	8.1%	0.0%	12.3%	0.0%	12.7%	7.9%	13.5%	11.0%	29.4%	13.2%	0.0%
	Other	5.0%	4.6%	4.4%	0.0%	0.0%	6.1%	4.3%	4.0%	0.0%	4.8%	0.0%	3.7%	13.2%	8.1%	4.8%	0.0%	4.9%	0.0%
	Don't know	0.9%	0.6%	0.9%	0.0%	0.0%	1.5%	0.4%	1.0%	0.0%	0.8%	0.0%	0.8%	0.0%	2.7%	0.3%	0.0%	0.9%	0.0%
	Total	424	174	226	1	5	66	232	99	7	399	3	355	38	37	336	17	349	7
How often have you used the North East Ambulance service in the last 12 months?	This is the first time I have used it	15.1%	12.8%	17.1%	0.0%	20.0%	20.5%	15.0%	11.9%	28.6%	15.1%	0.0%	12.8%	31.0%	15.8%	15.2%	15.0%	16.1%	28.6%
	Twice	18.1%	17.0%	18.3%	100.0%	40.0%	15.1%	16.1%	21.1%	14.3%	18.0%	33.3%	16.3%	33.3%	18.4%	18.2%	10.0%	17.4%	42.9%
	Between 3 and 5 times	37.1%	44.1%	33.5%	0.0%	20.0%	31.5%	38.6%	42.2%	28.6%	37.7%	33.3%	39.8%	21.4%	44.7%	37.2%	35.0%	36.7%	28.6%
	More than 5 times	26.7%	25.0%	27.5%	0.0%	20.0%	27.4%	28.3%	22.9%	28.6%	26.7%	33.3%	28.8%	14.3%	15.8%	27.7%	35.0%	27.6%	0.0%
	Don't know / can't remember	3.0%	1.1%	3.6%	0.0%	0.0%	5.5%	2.0%	1.8%	0.0%	2.5%	0.0%	2.3%	0.0%	5.3%	1.6%	5.0%	2.1%	0.0%
	Total	464	188	251	1	5	73	254	109	7	438	3	392	42	38	368	20	384	7
When you used the ambulance service most recently, how long did you need to wait for the transport to arrive from the arranged pick-up time? If unsure, please	It was early	13.1%	16.6%	10.5%	0.0%	20.0%	17.4%	13.0%	9.3%	0.0%	13.1%	33.3%	12.5%	20.5%	13.5%	13.1%	4.8%	12.8%	28.6%
	It was on time	43.6%	47.5%	40.5%	100.0%	0.0%	44.9%	43.3%	44.4%	42.9%	44.5%	0.0%	45.2%	30.8%	40.5%	44.1%	38.1%	44.8%	28.6%
	I waited 1-30 minutes	21.3%	21.5%	22.7%	0.0%	20.0%	18.8%	22.7%	22.2%	0.0%	22.0%	0.0%	21.1%	28.2%	24.3%	21.8%	23.8%	21.3%	28.6%
	I waited 31-60 minutes	7.8%	5.5%	8.5%	0.0%	0.0%	5.8%	8.9%	7.4%	14.3%	7.3%	33.3%	8.1%	5.1%	10.8%	7.5%	4.8%	7.5%	14.3%
	I waited over 1 hour	10.9%	8.3%	13.0%	0.0%	60.0%	10.1%	8.9%	13.0%	14.3%	10.5%	33.3%	10.2%	12.8%	10.8%	10.6%	19.0%	10.7%	0.0%

provide your best estimate.	Don't know / can't remember	3.3%	0.6%	4.9%	0.0%	0.0%	2.9%	3.2%	3.7%	28.6%	2.6%	0.0%	2.9%	2.6%	0.0%	2.8%	9.5%	2.9%	0.0%
	Total	450	181	247	1	5	69	247	108	7	427	3	383	39	37	358	21	375	7
Ease to get through on the phone	Very good	59.0%	58.5%	58.9%	0.0%	40.0%	62.9%	57.9%	60.4%	57.1%	59.2%	66.7%	60.1%	63.4%	55.3%	59.4%	57.1%	57.7%	85.7%
	Fairly Good	24.2%	26.8%	23.8%	0.0%	0.0%	15.7%	26.6%	26.4%	28.6%	24.8%	0.0%	24.5%	9.8%	26.3%	24.2%	28.6%	24.2%	0.0%
	Neither good nor poor	1.5%	1.1%	2.0%	0.0%	0.0%	4.3%	1.2%	0.9%	0.0%	1.4%	0.0%	1.6%	2.4%	0.0%	1.7%	4.8%	1.9%	0.0%
	Poor	1.8%	1.6%	1.6%	0.0%	20.0%	0.0%	1.2%	2.8%	0.0%	1.6%	0.0%	1.6%	2.4%	2.6%	1.4%	0.0%	1.6%	0.0%
	Very poor	1.8%	2.7%	1.2%	0.0%	0.0%	1.4%	2.0%	1.9%	0.0%	1.9%	0.0%	2.1%	0.0%	2.6%	1.9%	0.0%	2.1%	0.0%
	Not applicable	11.7%	9.3%	12.5%	100.0%	40.0%	15.7%	11.1%	7.5%	14.3%	11.1%	33.3%	10.2%	22.0%	13.2%	11.4%	9.5%	12.5%	14.3%
	Total	454	183	248	1	5	70	252	106	7	431	3	383	41	38	360	21	376	7
The overall booking process	Very good	72.2%	74.6%	69.5%	0.0%	60.0%	68.6%	71.7%	77.4%	57.1%	72.4%	66.7%	73.2%	63.4%	73.7%	71.7%	71.4%	71.4%	71.4%
	Fairly Good	12.8%	12.4%	14.2%	0.0%	0.0%	10.0%	15.1%	10.4%	28.6%	12.8%	0.0%	12.7%	12.2%	5.3%	13.0%	19.0%	12.7%	0.0%
	Neither good nor poor	1.8%	1.1%	2.0%	0.0%	0.0%	2.9%	1.2%	1.9%	0.0%	1.9%	0.0%	1.8%	0.0%	2.6%	1.9%	0.0%	1.6%	0.0%
	Poor	0.9%	1.6%	0.4%	0.0%	0.0%	2.9%	0.4%	0.9%	0.0%	0.9%	0.0%	0.8%	2.4%	2.6%	0.8%	0.0%	1.1%	0.0%
	Very poor	0.4%	0.5%	0.4%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	0.6%	0.0%	0.5%	0.0%
	Not applicable	11.9%	9.7%	13.4%	100.0%	40.0%	15.7%	10.8%	9.4%	14.3%	11.6%	33.3%	10.9%	22.0%	15.8%	11.9%	9.5%	12.7%	28.6%
	Total	453	185	246	1	5	70	251	106	7	431	3	385	41	38	361	21	378	7
The attitude of the call talker	Very good	76.8%	79.8%	74.6%	0.0%	40.0%	72.9%	79.2%	78.5%	71.4%	77.0%	66.7%	78.6%	72.5%	75.7%	76.4%	76.2%	76.5%	71.4%
	Fairly Good	10.3%	8.2%	11.9%	0.0%	0.0%	7.1%	9.8%	13.1%	14.3%	10.3%	0.0%	9.8%	7.5%	5.4%	11.0%	14.3%	9.6%	0.0%
	Neither good nor poor	1.3%	1.6%	1.2%	0.0%	0.0%	2.9%	1.2%	0.0%	0.0%	1.4%	0.0%	1.3%	0.0%	2.7%	1.4%	0.0%	1.3%	0.0%
	Poor	0.7%	0.5%	0.8%	0.0%	20.0%	1.4%	0.4%	0.0%	0.0%	0.7%	0.0%	0.5%	0.0%	5.4%	0.3%	0.0%	0.5%	14.3%
	Not applicable	10.9%	9.8%	11.5%	100.0%	40.0%	15.7%	9.4%	8.4%	14.3%	10.6%	33.3%	9.8%	20.0%	10.8%	11.0%	9.5%	12.0%	14.3%
	Total	448	183	244	1	5	70	245	107	7	426	3	379	40	37	356	21	374	7
The care / help provided by ambulance staff	Very good	91.6%	90.4%	92.6%	100.0%	100.0%	95.8%	89.5%	94.5%	100.0%	91.6%	100.0%	92.6%	92.7%	94.7%	91.7%	85.0%	91.9%	100.0%
	Fairly Good	4.8%	4.8%	4.7%	0.0%	0.0%	1.4%	5.5%	4.5%	0.0%	4.8%	0.0%	4.6%	2.4%	2.6%	5.1%	0.0%	3.9%	0.0%
	Neither good nor poor	0.6%	1.1%	0.4%	0.0%	0.0%	1.4%	0.8%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.8%	0.0%
	Very poor	0.2%	0.5%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	2.8%	3.2%	2.3%	0.0%	0.0%	0.0%	4.3%	0.9%	0.0%	2.7%	0.0%	1.8%	4.9%	2.6%	2.2%	15.0%	3.1%	0.0%

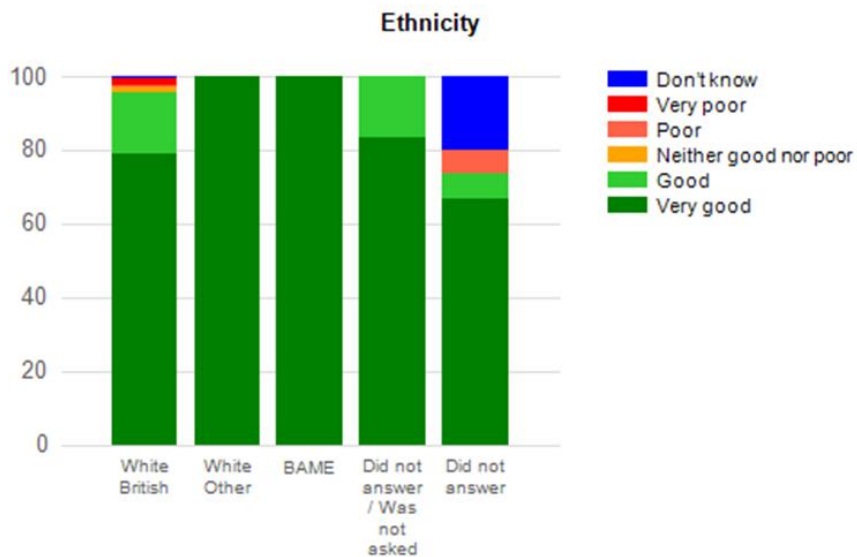
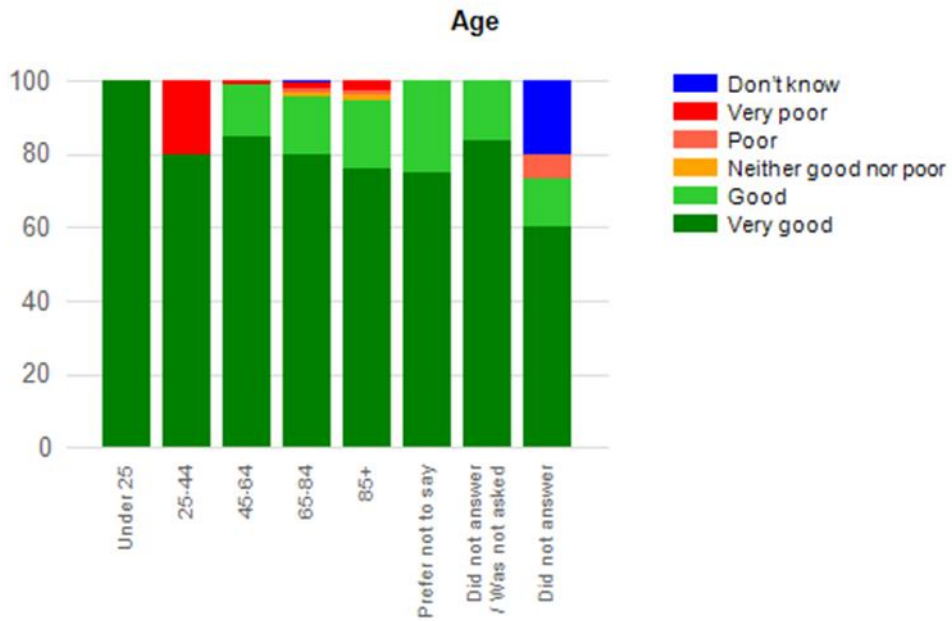
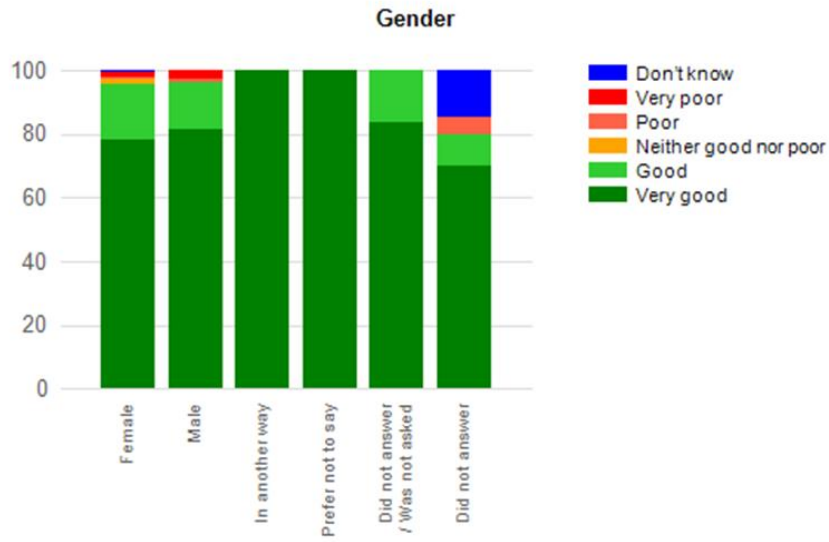
	Total	462	187	256	1	5	72	256	110	7	441	3	394	41	38	372	20	385	7
The attitude of ambulance staff in general	Very good	95.2%	93.6%	96.5%	100.0%	100.0%	97.2%	93.1%	99.1%	85.7%	95.3%	100.0%	95.2%	97.6%	94.7%	95.5%	85.7%	95.1%	100.0%
	Fairly Good	3.3%	4.8%	1.9%	0.0%	0.0%	2.8%	4.2%	0.9%	0.0%	3.4%	0.0%	3.5%	0.0%	2.6%	3.7%	0.0%	3.1%	0.0%
	Neither good nor poor	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	14.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	1.3%	1.6%	1.2%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.3%	0.0%	1.0%	2.4%	2.6%	0.5%	14.3%	1.5%	0.0%
	Total	461	188	257	1	5	72	259	111	7	446	2	398	41	38	375	21	389	7
The kindness and compassion with which you were treated by ambulance staff	Very good	95.4%	93.1%	97.3%	100.0%	100.0%	97.2%	94.6%	97.3%	100.0%	95.3%	100.0%	95.7%	100.0%	94.7%	95.7%	84.2%	95.6%	100.0%
	Fairly Good	2.6%	4.3%	1.2%	0.0%	0.0%	1.4%	2.3%	2.7%	0.0%	2.7%	0.0%	2.3%	0.0%	2.6%	2.9%	0.0%	2.1%	0.0%
	Neither good nor poor	0.9%	1.1%	0.8%	0.0%	0.0%	1.4%	1.2%	0.0%	0.0%	0.9%	0.0%	1.0%	0.0%	0.0%	1.1%	0.0%	1.0%	0.0%
	Not applicable	1.1%	1.6%	0.8%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	1.1%	0.0%	1.0%	0.0%	2.6%	0.3%	15.8%	1.3%	0.0%
	Total	459	188	257	1	5	72	259	111	7	444	3	397	41	38	376	19	387	7
The dignity and respect with which you were treated by the ambulance staff	Very good	95.9%	95.2%	96.5%	100.0%	100.0%	97.2%	94.6%	99.1%	100.0%	95.7%	100.0%	96.2%	97.6%	94.7%	96.3%	85.7%	95.9%	100.0%
	Fairly Good	2.2%	2.1%	2.0%	0.0%	0.0%	1.4%	2.3%	0.9%	0.0%	2.3%	0.0%	2.0%	0.0%	2.6%	2.4%	0.0%	1.8%	0.0%
	Neither good nor poor	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Very poor	0.2%	0.5%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	1.5%	1.6%	1.6%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	1.6%	0.0%	1.3%	2.4%	2.6%	0.8%	14.3%	1.8%	0.0%
	Total	458	187	256	1	5	72	258	111	7	444	2	397	41	38	374	21	387	7
The suitability of the type of transport used	Very good	82.8%	84.2%	81.6%	100.0%	80.0%	94.4%	82.6%	76.4%	100.0%	82.5%	66.7%	82.4%	92.7%	76.3%	82.2%	95.2%	83.3%	85.7%
	Fairly Good	13.7%	12.5%	14.5%	0.0%	20.0%	5.6%	13.6%	18.9%	0.0%	14.1%	0.0%	13.7%	7.3%	15.8%	14.9%	0.0%	13.3%	14.3%
	Neither good nor poor	1.5%	1.1%	2.0%	0.0%	0.0%	0.0%	1.6%	1.9%	0.0%	1.4%	33.3%	1.8%	0.0%	2.6%	1.1%	4.8%	1.6%	0.0%
	Poor	0.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
	Very poor	0.7%	1.1%	0.4%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	2.6%	0.5%	0.0%	0.5%	0.0%
	Not applicable	1.1%	1.1%	1.2%	0.0%	0.0%	0.0%	1.2%	1.9%	0.0%	1.1%	0.0%	1.0%	0.0%	2.6%	1.1%	0.0%	1.3%	0.0%
	Total	454	184	255	1	5	72	258	106	7	439	3	393	41	38	370	21	384	7
The time it took to get you to your hospital appointment	Very good	82.9%	81.0%	84.0%	0.0%	60.0%	83.1%	83.8%	82.2%	85.7%	83.0%	66.7%	84.2%	75.6%	76.3%	84.0%	76.2%	82.8%	71.4%
	Fairly Good	8.8%	10.9%	7.4%	0.0%	0.0%	8.5%	8.5%	10.3%	0.0%	8.9%	0.0%	8.9%	7.3%	10.5%	7.6%	19.0%	8.6%	0.0%
	Neither good nor poor	1.8%	1.6%	2.0%	0.0%	0.0%	2.8%	1.5%	0.9%	0.0%	1.8%	0.0%	1.3%	2.4%	2.6%	1.9%	0.0%	1.6%	14.3%

	Poor	0.7%	1.1%	0.4%	0.0%	20.0%	0.0%	0.0%	1.9%	0.0%	0.7%	0.0%	0.5%	2.4%	2.6%	0.5%	0.0%	0.8%	0.0%
	Very poor	0.7%	1.1%	0.4%	0.0%	20.0%	0.0%	0.8%	0.0%	0.0%	0.7%	0.0%	0.3%	4.9%	0.0%	0.8%	0.0%	0.8%	0.0%
	Not applicable	5.3%	4.3%	5.9%	100.0%	0.0%	5.6%	5.4%	4.7%	14.3%	5.0%	33.3%	4.8%	7.3%	7.9%	5.1%	4.8%	5.5%	14.3%
	Total	455	184	256	1	5	71	259	107	7	440	3	392	41	38	369	21	383	7
The comfort of the ambulance	Very good	63.7%	60.6%	65.9%	100.0%	60.0%	66.2%	65.2%	60.7%	100.0%	62.7%	66.7%	62.1%	78.0%	68.4%	61.6%	71.4%	63.2%	71.4%
	Fairly Good	27.4%	28.7%	26.5%	0.0%	40.0%	23.9%	25.8%	30.8%	0.0%	28.4%	0.0%	28.7%	19.5%	18.4%	30.0%	9.5%	27.7%	28.6%
	Neither good nor poor	3.8%	3.7%	4.0%	0.0%	0.0%	2.8%	3.5%	4.7%	0.0%	3.7%	33.3%	4.4%	0.0%	2.6%	4.4%	0.0%	4.2%	0.0%
	Poor	2.2%	3.2%	1.6%	0.0%	0.0%	4.2%	1.6%	2.8%	0.0%	2.3%	0.0%	2.6%	0.0%	2.6%	2.5%	0.0%	1.8%	0.0%
	Very poor	0.7%	0.5%	0.4%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.7%	0.0%	0.5%	0.0%	0.0%	0.5%	4.8%	0.5%	0.0%
	Not applicable	2.2%	3.2%	1.6%	0.0%	0.0%	2.8%	2.7%	0.9%	0.0%	2.3%	0.0%	1.8%	2.4%	7.9%	1.1%	14.3%	2.6%	0.0%
	Total	452	188	249	1	5	71	256	107	7	437	3	390	41	38	367	21	383	7
The overall condition of the ambulance	Very good	78.6%	77.2%	79.9%	100.0%	80.0%	90.1%	76.7%	76.6%	85.7%	78.3%	66.7%	77.5%	92.7%	78.9%	77.7%	76.2%	78.6%	85.7%
	Fairly Good	17.7%	19.0%	16.1%	0.0%	20.0%	9.9%	18.3%	19.6%	0.0%	18.0%	33.3%	19.2%	4.9%	18.4%	19.1%	4.8%	17.8%	14.3%
	Neither good nor poor	0.7%	0.5%	0.8%	0.0%	0.0%	0.0%	0.8%	0.9%	14.3%	0.5%	0.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.8%	0.0%
	Poor	0.4%	0.0%	0.8%	0.0%	0.0%	0.0%	0.4%	0.9%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%
	Very poor	0.4%	0.5%	0.4%	0.0%	0.0%	0.0%	0.4%	0.9%	0.0%	0.5%	0.0%	0.3%	0.0%	0.0%	0.3%	4.8%	0.0%	0.0%
	Not applicable	2.2%	2.7%	2.0%	0.0%	0.0%	0.0%	3.5%	0.9%	0.0%	2.3%	0.0%	1.8%	2.4%	2.6%	1.6%	14.3%	2.6%	0.0%
	Total	453	184	254	1	5	71	257	107	7	438	3	391	41	38	367	21	383	7
The cleanliness of the ambulance	Very good	85.5%	83.8%	86.7%	100.0%	80.0%	91.7%	84.2%	83.0%	100.0%	85.0%	100.0%	84.5%	97.6%	89.2%	85.1%	85.7%	86.2%	85.7%
	Fairly Good	12.1%	13.0%	11.4%	0.0%	20.0%	8.3%	12.0%	16.0%	0.0%	12.5%	0.0%	13.2%	2.4%	5.4%	13.2%	0.0%	11.2%	14.3%
	Neither good nor poor	0.4%	0.5%	0.4%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.5%	0.0%	2.7%	0.3%	0.0%	0.3%	0.0%
	Not applicable	2.0%	2.7%	1.6%	0.0%	0.0%	0.0%	3.1%	0.9%	0.0%	2.0%	0.0%	1.8%	0.0%	2.7%	1.4%	14.3%	2.3%	0.0%
	Total	455	185	255	1	5	72	259	106	7	441	2	393	41	37	370	21	384	7
The last time you used the ambulance service, how long did you wait for the transport to leave the hospital / clinic	It was early	7.0%	7.7%	6.4%	0.0%	0.0%	10.1%	6.4%	4.7%	0.0%	7.0%	33.3%	6.7%	7.7%	10.8%	6.6%	4.8%	7.4%	0.0%
	It was on time	20.9%	21.9%	19.7%	0.0%	20.0%	26.1%	20.7%	18.9%	57.1%	20.7%	0.0%	20.7%	23.1%	13.5%	21.5%	14.3%	20.4%	28.6%
	0-30 minutes	30.1%	37.7%	25.7%	0.0%	20.0%	26.1%	32.7%	29.2%	0.0%	30.9%	0.0%	31.1%	25.6%	43.2%	28.9%	33.3%	31.0%	14.3%
	31-60 minutes	18.0%	13.7%	20.5%	0.0%	0.0%	11.6%	17.9%	21.7%	0.0%	17.9%	33.3%	19.4%	7.7%	8.1%	19.0%	14.3%	17.5%	0.0%
	Over 1 hour	11.7%	9.8%	12.9%	0.0%	20.0%	11.6%	12.4%	11.3%	0.0%	11.9%	33.3%	11.9%	12.8%	10.8%	12.1%	9.5%	11.9%	14.3%

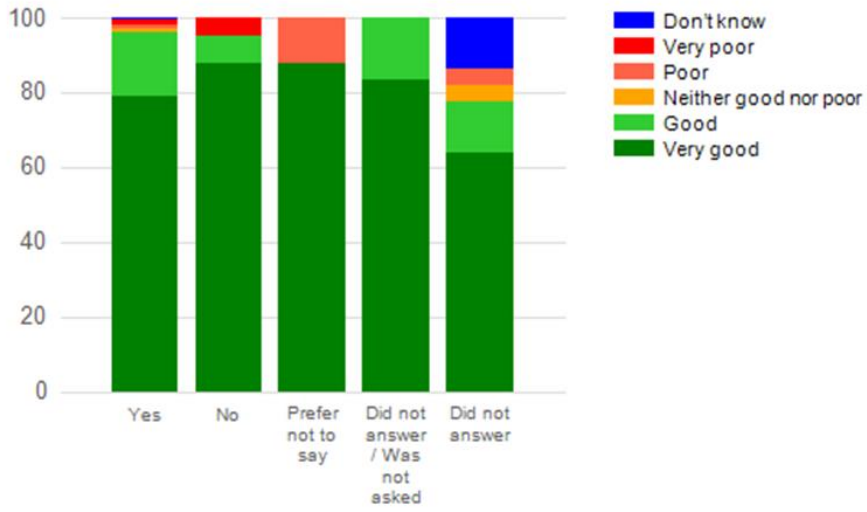
from when you informed them you were ready to leave? If you are unsure please provide your best estimate.	Don't know/can't remember	3.8%	2.2%	5.2%	0.0%	0.0%	5.8%	2.4%	4.7%	14.3%	3.5%	0.0%	2.8%	2.6%	0.0%	3.6%	14.3%	3.2%	0.0%
	Not applicable	8.5%	7.1%	9.6%	100.0%	40.0%	8.7%	7.6%	9.4%	28.6%	8.1%	0.0%	7.3%	20.5%	13.5%	8.3%	9.5%	8.7%	42.9%
	Total	445	183	249	1	5	69	251	106	7	430	3	386	39	37	363	21	378	7
What is your age?	16-24	0.2%	0.0%	0.4%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	14.3%
	25-44	1.1%	0.0%	1.9%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.8%	4.8%	7.9%	0.5%	0.0%	0.8%	28.6%
	45-64	16.1%	16.0%	16.3%	0.0%	0.0%	100.0%	0.0%	0.0%	14.3%	15.9%	50.0%	15.8%	23.8%	42.1%	11.7%	23.8%	16.5%	28.6%
	65-84	56.6%	56.1%	57.0%	0.0%	0.0%	0.0%	100.0%	0.0%	71.4%	56.3%	0.0%	56.3%	59.5%	42.1%	58.7%	57.1%	56.8%	14.3%
	85+	24.3%	27.3%	22.1%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	24.9%	50.0%	25.4%	11.9%	7.9%	27.5%	9.5%	24.4%	14.3%
	Prefer not to say	1.7%	0.5%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	1.6%	0.0%	1.5%	0.0%	0.0%	1.3%	9.5%	1.5%	0.0%
	Total	461	187	258	1	5	74	261	112	7	446	2	398	42	38	375	21	389	7
How would you describe your gender	Female	57.3%	0.0%	100.0%	100.0%	100.0%	58.3%	57.4%	52.3%	57.1%	56.9%	66.7%	56.6%	56.1%	37.8%	57.8%	70.0%	56.0%	71.4%
	Male	41.6%	100.0%	0.0%	0.0%	0.0%	41.7%	41.0%	46.8%	14.3%	42.4%	33.3%	42.6%	43.9%	62.2%	41.4%	30.0%	43.7%	28.6%
	In another way	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.9%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%
	Prefer not to say	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	28.6%	0.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
	Total	454	189	260	1	5	72	256	109	7	439	3	392	41	37	370	20	382	7
What is your ethnic group?	White British	97.8%	98.9%	97.7%	100.0%	100.0%	97.3%	98.0%	99.1%	0.0%	100.0%	0.0%	98.0%	100.0%	97.4%	99.7%	72.2%	98.7%	100.0%
	White Other	0.7%	0.5%	0.8%	0.0%	0.0%	1.4%	0.0%	0.9%	0.0%	0.0%	100.0%	0.5%	0.0%	2.6%	0.0%	5.6%	0.5%	0.0%
	Asian or Asian British	1.1%	0.5%	1.6%	0.0%	0.0%	1.4%	1.2%	0.0%	71.4%	0.0%	0.0%	1.3%	0.0%	0.0%	0.3%	22.2%	0.8%	0.0%
	Prefer not to say	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	28.6%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total	460	188	256	1	5	73	256	112	7	450	3	396	42	38	376	18	390	6
How would you describe your religion or belief?	Buddhist	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	4.8%	0.3%	0.0%
	Christian	84.0%	83.2%	85.3%	100.0%	40.0%	64.7%	85.9%	93.6%	14.3%	86.0%	0.0%	85.7%	75.0%	0.0%	100.0%	0.0%	85.2%	42.9%
	Hindu	0.2%	0.0%	0.4%	0.0%	0.0%	1.5%	0.0%	0.0%	14.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%
	Muslim	0.7%	0.5%	0.8%	0.0%	0.0%	0.0%	0.8%	0.0%	42.9%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	14.3%	0.5%	0.0%
	No religion or belief	8.4%	12.5%	5.6%	0.0%	60.0%	23.5%	6.3%	2.7%	0.0%	8.5%	50.0%	7.2%	20.0%	100.0%	0.0%	0.0%	8.5%	42.9%
	Other	3.6%	2.2%	4.4%	0.0%	0.0%	5.9%	3.5%	1.8%	0.0%	3.0%	50.0%	2.8%	5.0%	0.0%	0.0%	76.2%	3.6%	14.3%

	Prefer not to say	2.9%	1.1%	3.6%	0.0%	0.0%	4.4%	3.1%	1.8%	28.6%	2.5%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%
	Total	450	184	251	1	5	68	256	110	7	436	2	391	40	38	378	21	386	7
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	88.5%	88.8%	89.2%	100.0%	60.0%	85.1%	87.8%	94.4%	85.7%	88.6%	100.0%	100.0%	0.0%	73.7%	90.5%	84.2%	89.3%	71.4%
	No	9.5%	9.6%	9.2%	0.0%	40.0%	13.5%	9.8%	4.7%	0.0%	9.6%	0.0%	0.0%	100.0%	21.1%	8.1%	10.5%	9.1%	28.6%
	Prefer not to say	2.0%	1.6%	1.6%	0.0%	0.0%	1.4%	2.4%	0.9%	14.3%	1.8%	0.0%	0.0%	0.0%	5.3%	1.4%	5.3%	1.6%	0.0%
	Total	452	188	249	1	5	74	255	107	7	438	2	400	43	38	370	19	384	7
How would you describe how you think of your sexual orientation?	Heterosexual or straight	91.0%	92.8%	90.7%	0.0%	60.0%	94.1%	91.7%	92.2%	50.0%	91.9%	66.7%	92.5%	87.5%	86.8%	92.9%	85.0%	100.0%	0.0%
	Gay or lesbian	0.5%	0.6%	0.4%	0.0%	0.0%	1.5%	0.4%	0.0%	0.0%	0.2%	0.0%	0.3%	2.5%	0.0%	0.3%	5.0%	0.0%	28.6%
	Bisexual	1.2%	0.6%	1.7%	100.0%	40.0%	1.5%	0.0%	1.0%	0.0%	1.2%	0.0%	1.1%	2.5%	7.9%	0.6%	0.0%	0.0%	71.4%
	Other	0.7%	1.1%	0.4%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.7%	0.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%
	Don't know or not sure	0.5%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.2%	33.3%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Prefer not to say	6.3%	5.0%	5.9%	0.0%	0.0%	2.9%	6.6%	5.8%	50.0%	5.7%	0.0%	5.1%	7.5%	5.3%	5.4%	10.0%	0.0%	0.0%
	Total	431	180	236	1	5	68	241	103	6	419	3	371	40	38	354	20	392	7
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	37.9%	35.0%	41.1%	100.0%	20.0%	46.6%	36.8%	34.9%	42.9%	37.8%	33.3%	38.1%	37.5%	33.3%	38.3%	42.9%	38.1%	33.3%
	Yes – Great someone may contact you	62.1%	65.0%	58.9%	0.0%	80.0%	53.4%	63.2%	65.1%	57.1%	62.2%	66.7%	61.9%	62.5%	66.7%	61.7%	57.1%	61.9%	66.7%
	Total	454	183	253	1	5	73	253	109	7	437	3	391	40	36	368	21	381	6

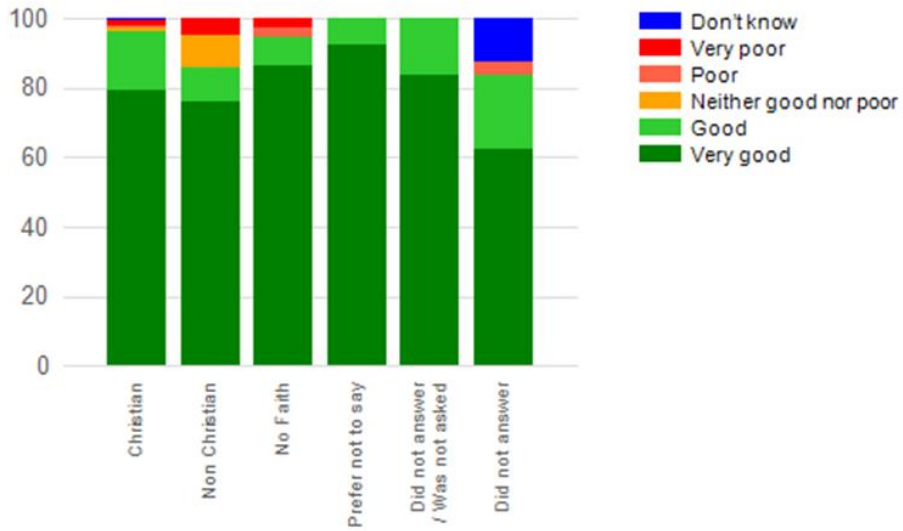
Friends and Family Test Demographic Breakdown Graphs



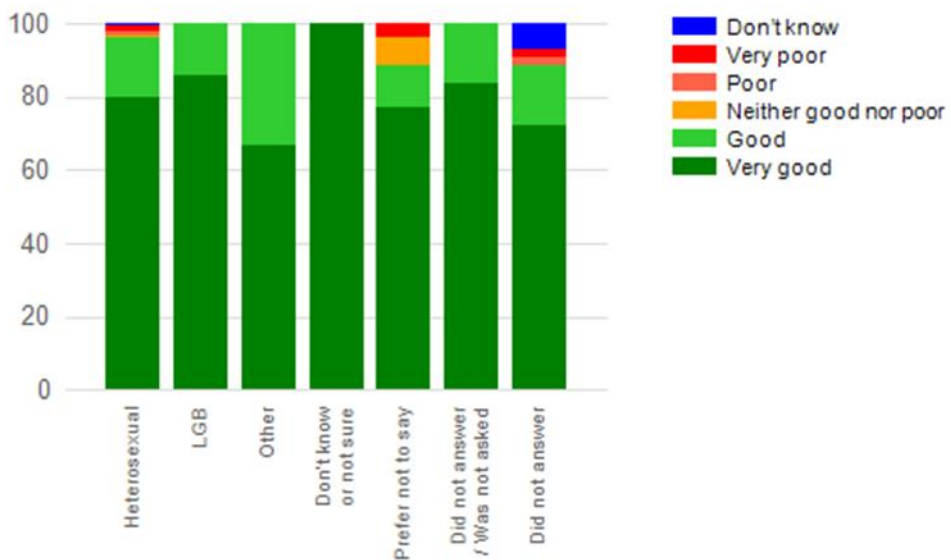
Disability



Religion or Faith



Sexual Orientation



Full Question Set

Question 1: Thinking of the patient transport service we provide. Overall how was your experience of the service the last time you used it?

Available Answers	Responses	Score (%)
Very good	373	79.2%
Good	75	15.9%
Neither good nor poor	5	1.1%
Poor	4	0.8%
Very poor	10	2.1%
Don't know	4	0.8%
Total	471	100%

Question 2: The time it took to get you to your hospital appointment

Available Answers	Responses	Score (%)
Very good	377	82.9%
Fairly Good	40	8.8%
Neither good nor poor	8	1.8%
Poor	3	0.7%
Very poor	3	0.7%
Not applicable	24	5.3%
Total	455	100%

Question 3: The suitability of the type of transport used

Available Answers	Responses	Score (%)
Very good	376	82.8%
Fairly Good	62	13.7%
Neither good nor poor	7	1.5%
Poor	1	0.2%
Very poor	3	0.7%
Not applicable	5	1.1%
Total	454	100%

Question 4: The kindness and compassion with which you were treated by ambulance staff

Available Answers	Responses	Score (%)
Very good	438	95.4%
Fairly Good	12	2.6%
Neither good nor poor	4	0.9%
Not applicable	5	1.1%
Total	459	100%

Question 5: The dignity and respect with which you were treated by the ambulance staff

Available Answers	Responses	Score (%)
Very good	439	95.9%
Fairly Good	10	2.2%
Neither good nor poor	1	0.2%
Very poor	1	0.2%
Not applicable	7	1.5%
Total	458	100%

Question 6: The care / help provided by ambulance staff

Available Answers	Responses	Score (%)
Very good	423	91.6%
Fairly Good	22	4.8%
Neither good nor poor	3	0.6%
Very poor	1	0.2%
Not applicable	13	2.8%
Total	462	100%

Question 7: The attitude of ambulance staff in general

Available Answers	Responses	Score (%)
Very good	439	95.2%
Fairly Good	15	3.3%
Neither good nor poor	1	0.2%
Not applicable	6	1.3%
Total	461	100%

Question 8: The overall booking process

Available Answers	Responses	Score (%)
Very good	327	72.2%
Fairly Good	58	12.8%
Neither good nor poor	8	1.8%
Poor	4	0.9%
Very poor	2	0.4%
Not applicable	54	11.9%
Total	453	100%

Question 9: The attitude of the call talker

Available Answers	Responses	Score (%)
Very good	344	76.8%
Fairly Good	46	10.3%
Neither good nor poor	6	1.3%
Poor	3	0.7%
Not applicable	49	10.9%
Total	448	100%

Question 10: Ease to get through on the phone

Available Answers	Responses	Score (%)
Very good	268	59.0%
Fairly Good	110	24.2%
Neither good nor poor	7	1.5%
Poor	8	1.8%
Very poor	8	1.8%
Not applicable	53	11.7%
Total	454	100%

Question 11: The overall condition of the ambulance

Available Answers	Responses	Score (%)
Very good	356	78.6%
Fairly Good	80	17.7%
Neither good nor poor	3	0.7%
Poor	2	0.4%
Very poor	2	0.4%
Not applicable	10	2.2%
Total	453	100%

Question 12: The comfort of the ambulance

Available Answers	Responses	Score (%)
Very good	288	63.7%
Fairly Good	124	27.4%
Neither good nor poor	17	3.8%
Poor	10	2.2%
Very poor	3	0.7%
Not applicable	10	2.2%
Total	452	100%

Question 13: The cleanliness of the ambulance

Available Answers	Responses	Score (%)
Very good	389	85.5%
Fairly Good	55	12.1%
Neither good nor poor	2	0.4%
Not applicable	9	2.0%
Total	455	100%

Question 14: The last time you used the ambulance service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave? If you are unsure please provide your best estimate.

Available Answers	Responses	Score (%)
It was early	31	7.0%
It was on time	93	20.9%
0-30 minutes	134	30.1%
31-60 minutes	80	18.0%
Over 1 hour	52	11.7%
Don't know/can't remember	17	3.8%
Not applicable	38	8.5%
Total	445	100%

