



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: June 2022



95.5%

Very good or good overall experience of the service

Free text comments

Positive free text comments

Everything was really good.

Both drivers were on time, friendly and helpful.

I know most of the drivers as I have travelled many times those men are second to none. Always on time and look after me very well.

Negative free text comments

Had to wait for over an hour to go back to the care home

Your/my transport did not turn up, and still hasn't. 30 minutes after app time

Long wait to return home, return after 4:20.

Number of responses

Online

5

Total:

Print

107

112

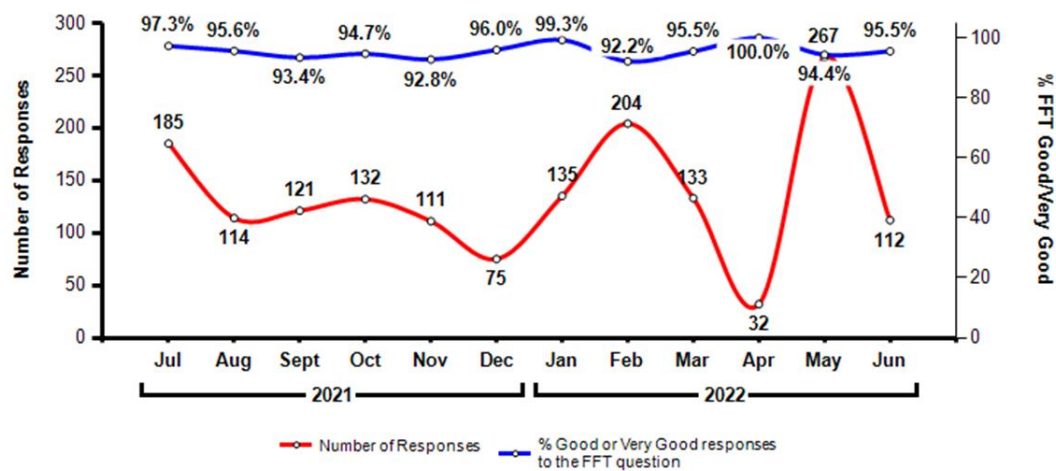


Thinking of the patient transport service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	107	95.5%	+1.2
Very good	87	77.7%	-1
Good	20	17.9%	+2.1
Neither good nor poor	0	0.0%	-1.9
Poor	1	0.9%	-0.6
Very poor	4	3.6%	+1.7
Don't Know	0	0.0%	-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.

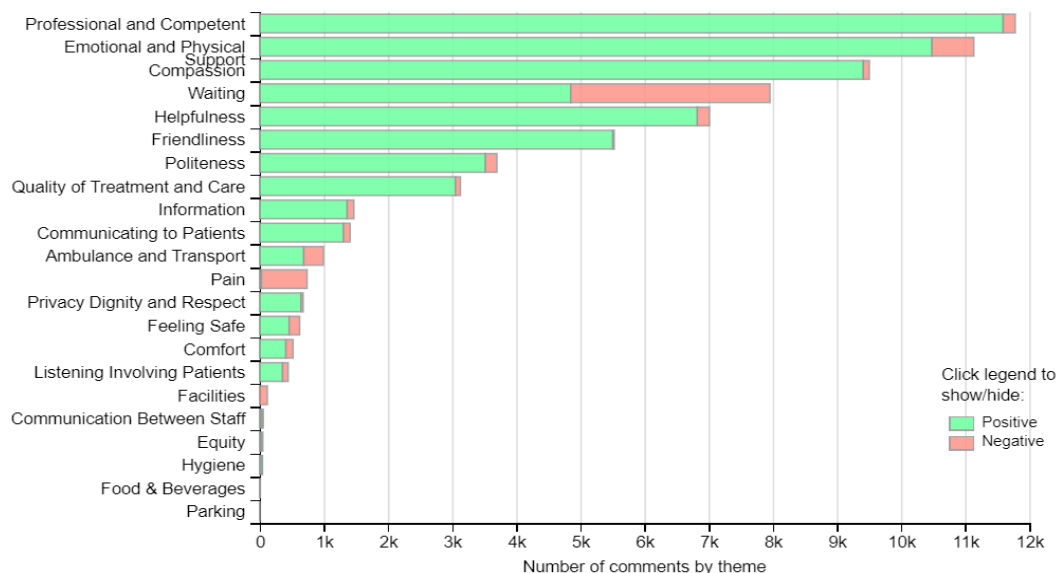
Survey trend graph

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	95.5%	4.5%	112	87	20	0	1	4	0
NHS County Durham CCG	97.0%	3.0%	33	24	8	0	0	1	0
NHS Newcastle Gateshead CCG	84.2%	15.8%	19	13	3	0	1	2	0
NHS North Tyneside CCG	100.0%	0.0%	6	6	0	0	0	0	0
NHS Northumberland CCG	100.0%	0.0%	19	18	1	0	0	0	0
NHS South Tyneside CCG	100.0%	0.0%	6	5	1	0	0	0	0
NHS Sunderland CCG	100.0%	0.0%	8	7	1	0	0	0	0
NHS Tees Valley CCG	100.0%	0.0%	16	12	4	0	0	0	0
No CCG	80.0%	20.0%	5	2	2	0	0	1	0

Free text comments

No reply to phone call
Great service.
Your/my transport did not turn up, and still hasn't. 30 minutes after app time
Because everything was very good.
Couldn't do without service. Nice staff very helpful.
They were very professional, kind & helpful. I needed a wheelchair on around at the Freeman. Nothing was too much trouble.
Good timing to go to the hospital. Collection 2:00 appointment 2:10
Was an hour early at appointment so had to wait
Excellent. Prompt arrivals and returns. Clean transport and pleasant helpful staff.
Original driver couldn't find house! Actual driver very helpful - even escorted me to the appropriate waiting room and collected me within 1/2 hour of being notified I was ready.
Transport was on time and efficient.
The drivers, very pleasant and professional.
Both crews went above and beyond to help me get to my appointment.
I've always have good service. Mixed up my appointment, but they got me to the hospital in time.
Well looked after by staff.
Everything was done in a professional manner.
Because it was a helpful and good service.
I know most of the drivers as I have travelled many times those men are second to none. Always on time and look after me very well.



Right from when they come for you. They are caring, talkative which puts client at ease.
Very helpful. I can't walk very well. They were very kind to me.
They were very caring.
Both drivers were on time, friendly and helpful.
The gentleman man was very helpful and caring.
I gave that answer because every time I have used the transport it has always been good.
On time or sometimes early very friendly staff.
On time to take me to the hospital. Worked well with the wheelchair.
Helpful & empathetic ambulance crew/ staff.
Excellent service, friendly and professional.
Pleased with service.
The staff were pleasant, helpful and on time.
They were very professional & very kind.
Both drivers extremely helpful and caring.
Because it was very good.
Driver offered oxygen from van to save my own oxygen.
It arrived on time and took me to the hospital on time.

Anything we could have done better?

Improve the waiting time for going home.
Nice if you could time it better for appointment. Not complaining.
The original driver - perhaps all drivers might be reminded that 90 year olds who have engaged in a 2 hour waiting session get very anxious.
Warmer transport.