

Patient Transport Service (Scheduled Care)

Quarter 1, 2022/23



Patient Survey Summary

Responses: 411

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	
<input checked="" type="checkbox"/> Improved by 5%								
<input checked="" type="checkbox"/> Declined by 5%								
<input type="checkbox"/> Less than 5% change								
Thinking of the service we provide. Overall how was your experience of the service the last time you used it?	96.3	95.7	94.3	95.1	95.1	<input type="checkbox"/>	95.1	<input type="checkbox"/>
Ease to get through on the phone	91.0	85.8	84.7	88.8	85.6	<input type="checkbox"/>	86.4	<input type="checkbox"/>
The attitude of the call taker	95.8	94.0	94.4	95.8	95.0	<input type="checkbox"/>	94.9	<input type="checkbox"/>
The overall booking process	94.6	91.8	91.0	94.1	93.2	<input type="checkbox"/>	92.7	<input type="checkbox"/>
The care / help provided by ambulance staff	97.7	97.9	97.4	98.2	98.0	<input type="checkbox"/>	97.9	<input type="checkbox"/>
The attitude of ambulance staff in general	98.5	98.0	97.5	99.1	98.0	<input type="checkbox"/>	98.2	<input type="checkbox"/>
The dignity and respect with which you were treated by the ambulance staff	98.6	98.6	97.7	99.1	98.3	<input type="checkbox"/>	98.5	<input type="checkbox"/>
The kindness and compassion with which you were treated by ambulance staff	97.8	98.4	97.2	98.9	98.5	<input type="checkbox"/>	98.4	<input type="checkbox"/>
The overall condition of the ambulance	94.7	92.5	93.2	94.4	93.9	<input type="checkbox"/>	93.6	<input type="checkbox"/>
The comfort of the ambulance	89.3	87.5	87.6	88.7	88.6	<input type="checkbox"/>	88.2	<input type="checkbox"/>
The cleanliness of the ambulance	96.2	96.0	95.9	96.7	96.2	<input type="checkbox"/>	96.3	<input type="checkbox"/>
The time it took to get you to your hospital appointment	95.8	93.2	93.7	95.5	95.1	<input type="checkbox"/>	94.4	<input type="checkbox"/>
The suitability of the type of transport used	95.0	95.0	94.7	94.9	95.0	<input type="checkbox"/>	94.9	<input type="checkbox"/>
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?	62.0	57.8	56.0	58.5	56.6	<input type="checkbox"/>	57.3	<input type="checkbox"/>

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 Q1 2021-22 shows that two indicators have declined by more than 5% all others have remained within a 5% tolerance.

- Ease to get through on the phone 85.6% (- 5.4%)
- how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave 56.6% (-5.4%)

Quarterly Analysis

In Q1 2022-23 we have collected 411 responses, which is 60 less than the previous quarter (471).

The FFT very good/good score is 95.1%, which is the same as the previous quarter (95.1%).

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

All indicators decreased slightly.

One area to keep under review

- Ease to get through on the phone 85.6% (-3.2%)

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, 57%.

One indicator was below the average in 2 CCG, ease to get through on the phone

- Newcastle Gateshead 74%
- Northumberland 79%

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 lower than regional demographic percentages and may not be fully representative of the community. This was especially true for under 25s (1 responses, 0.2%), 25-44 (6 responses, 1.5%), ethnic minorities (5 responses, 1.2%), white other (4 responses, 1.0%) and LGB (2 responses, 0.5%), which have not been included in the analysis due to low numbers.

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

- **Gender:** 40.6% male and 53.3% female
- **Age:** 0.2% under 25, 1.5% 25-44, 12.4% 45-64, 59.6% 65-84 and 21.6% 85+
- **Ethnicity:** 1.2% ethnic minorities, 94.9% white British and 1.0% white other
- **Disability:** 85.4% disabled and 6.8% non-disabled
- **Faith:** 10.5% atheist/no faith, 77.9% Christian and 3.6% non-Christian
- **Sexuality:** 81.7% heterosexual and 0.5% LGB

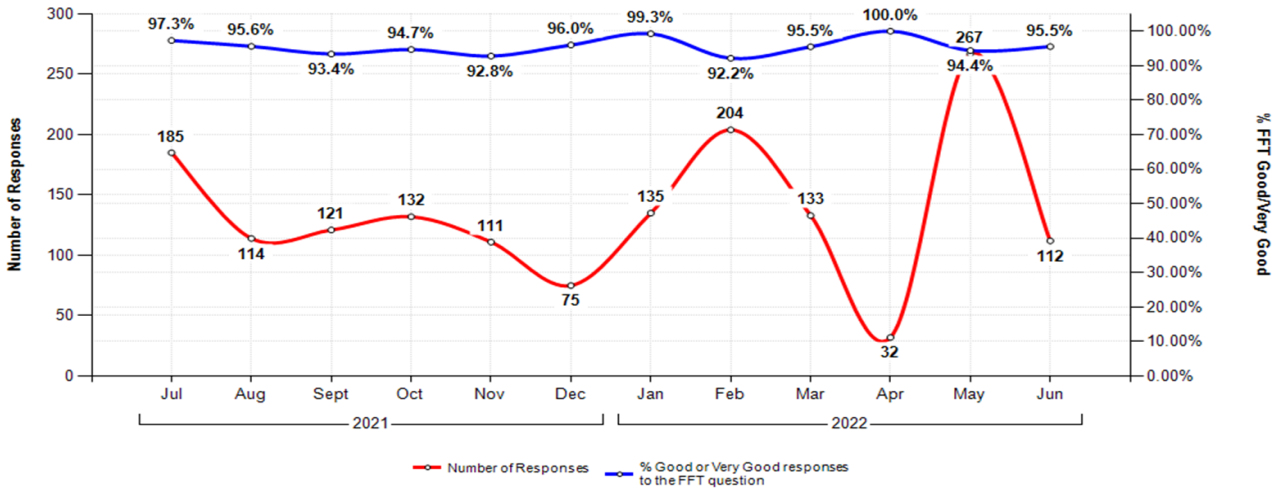
The main question asked was "Thinking of the patient transport service we provide. Overall, how was your experience of the service?" Overall, most respondents had a "positive" response (95.1%, No change from last quarter). There were no significant differences in responses based on demographic for this question. For other survey questions, the following is evident:

- **Ease to get through on the phone.** Most (81.6%, -1.6% from last quarter) chose "very good" or "fairly good". "poor" or "very poor" was selected least by not disabled (0.0%) and non-Christians (0.0%), compared to an average of 6.9%.
- **The overall booking process.** Most (88.7%, +3.7% from last quarter) chose "very good" or "fairly good". This was rated lowest by 45-64 (81.6%). "poor" or "very poor" was selected most by atheist/no faith (7.0%), compared to an average of 1.5%.
- **The attitude of the call taker.** Most (89.3%, +2.2% from last quarter) chose "very good" or "fairly good". This was rated lowest by 45-64 (84.0%).
- **The care provided by ambulance staff.** Most (96.1%, -0.3% from last quarter) chose "very good" or "fairly good". This was rated lowest by 45-64 (88.0%) and not disabled (88.9%) groups.
- **The attitude of the ambulance staff.** Most (97.5%, -1.0% from last quarter) chose "very good" or "fairly good". There were no significant differences in responses based on demographic for this question.
- **The kindness and compassion of the ambulance staff.** Most (97.1%, -0.9% from last quarter) chose "very good" or "fairly good". There were no significant differences in responses based on demographic for this question.
- **The dignity and respect the ambulance staff treated you with.** Most (97.5%, -0.6% from last quarter) chose "very good" or "fairly good". There were no significant differences in responses based on demographic for this question.
- **Getting to your appointment on time.** Most (96.1%, +4.4% from last quarter) chose "very good" or "fairly good". This was rated lowest by atheist/no faith (88.4%).
- **The comfort of the ambulance.** Most (91.8%, +0.7% from last quarter) chose "very good" or "fairly good". There were no significant differences in responses based on demographic for this question.

- **The overall condition of the ambulance.** Most (94.8%, -1.5% from last quarter) chose “very good” or “fairly good”. There were no significant differences in responses based on demographic for this question.
- **The cleanliness of the ambulance.** Most (96.2%, -1.4% from last quarter) chose “very good” or “fairly good”. There were no significant differences in responses based on demographic for this question.

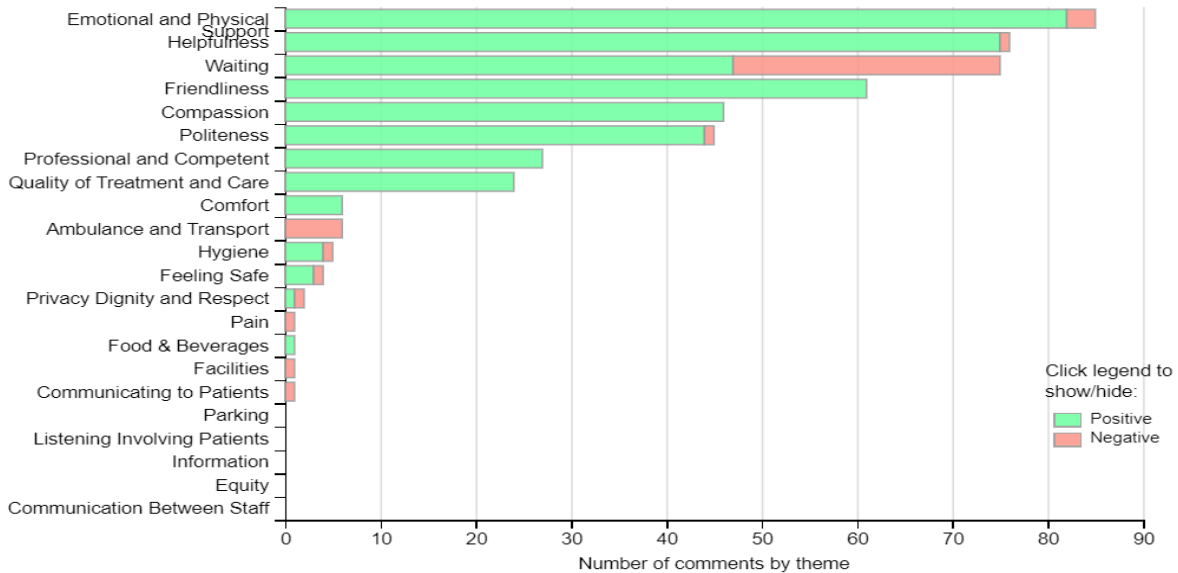
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



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: 01/04/2022

End Date: 30/06/2022

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 talker	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	The last time you used the ambulance service, how long did you wait for the transport to leave the hospital/clinic	Overall
Resource CCG Score	419	95	86	95	93	98	98	98	99	94	89	96	95	95	57	92
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	121	98	94	95	96	98	97	98	99	94	88	97	96	96	58	93
NHS Newcastle Gateshead	57	94	74	95	90	96	97	97	98	92	84	94	93	94	51	89
NHS North Tyneside	35	97	81	98	91	99	99	99	99	95	91	97	97	95	56	93
NHS Northumberland	80	94	79	93	90	98	99	98	99	94	87	96	95	94	50	91
NHS South Tyneside	24	92	84	97	91	100	98	100	100	90	88	93	99	98	63	93
NHS Sunderland	18	94	92	95	96	100	99	99	99	96	90	96	94	93	70	94
NHS Tees Valley	55	94	90	99	98	99	100	100	100	96	96	99	95	96	65	95
No CCG	29	90	86	87	88	95	95	95	96	96	87	96	89	89	51	88

Demographic Breakdown Quarter 1 2022/23

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%	94.6%	95.9%	100.0%	100.0%	100.0%	95.5%	92.1%	100.0%	95.4%	75.0%	95.2%	100.0%	90.7%	96.6%	93.3%	95.2%	100.0%
	Negative	3.4%	2.4%	3.7%	0.0%	0.0%	0.0%	2.9%	5.6%	0.0%	3.1%	25.0%	3.7%	0.0%	9.3%	2.2%	6.7%	3.3%	0.0%
	Total	411	167	219	1	6	51	245	89	5	390	4	351	28	43	320	15	336	2
Which hospital or facility did you attend?	Darlington Memorial	5.9%	7.7%	5.1%	0.0%	0.0%	6.3%	6.6%	3.8%	0.0%	5.6%	50.0%	5.8%	8.3%	5.0%	5.5%	7.7%	5.2%	0.0%
	Freeman Newcastle	12.8%	14.7%	11.2%	0.0%	16.7%	22.9%	10.9%	11.5%	25.0%	12.6%	0.0%	13.3%	8.3%	20.0%	12.4%	15.4%	14.4%	0.0%
	Hexham General	1.1%	0.7%	1.5%	0.0%	0.0%	2.1%	0.9%	1.3%	0.0%	1.2%	0.0%	1.3%	0.0%	0.0%	1.5%	0.0%	1.0%	0.0%
	James Cook Middlesbrough	6.1%	4.9%	7.7%	0.0%	0.0%	10.4%	4.7%	9.0%	0.0%	6.5%	0.0%	6.1%	8.3%	7.5%	6.5%	0.0%	5.8%	0.0%
	North Tyneside General	2.0%	2.1%	1.5%	0.0%	0.0%	0.0%	2.8%	1.3%	0.0%	2.1%	0.0%	2.3%	0.0%	2.5%	2.2%	0.0%	2.1%	0.0%
	Northumbria Specialist Emergency Care	4.5%	4.2%	5.1%	0.0%	0.0%	10.4%	4.3%	2.6%	0.0%	4.7%	0.0%	3.9%	8.3%	7.5%	3.6%	7.7%	3.8%	50.0%
	Royal Victoria Infirmary Newcastle	13.1%	14.0%	11.7%	0.0%	16.7%	12.5%	13.7%	11.5%	50.0%	12.6%	25.0%	13.3%	25.0%	20.0%	12.7%	15.4%	12.4%	50.0%
	South Tyneside General	2.5%	2.1%	2.6%	0.0%	0.0%	0.0%	2.4%	3.8%	0.0%	2.3%	0.0%	2.6%	0.0%	2.5%	1.8%	7.7%	2.7%	0.0%
	Sunderland Royal	7.5%	9.1%	6.6%	0.0%	0.0%	12.5%	7.6%	6.4%	0.0%	7.9%	0.0%	7.8%	0.0%	5.0%	8.7%	7.7%	7.9%	0.0%

	University North Durham	5.9%	6.3%	6.1%	0.0%	0.0%	2.1%	4.7%	11.5%	0.0%	6.2%	0.0%	5.5%	12.5%	5.0%	5.8%	15.4%	5.8%	0.0%
	University North Tees	1.4%	0.7%	2.0%	0.0%	0.0%	4.2%	1.4%	0.0%	0.0%	1.5%	0.0%	1.6%	0.0%	5.0%	0.7%	7.7%	1.7%	0.0%
	Wansbeck General	4.2%	3.5%	4.6%	0.0%	0.0%	4.2%	4.7%	2.6%	25.0%	4.1%	0.0%	4.2%	4.2%	0.0%	4.7%	0.0%	4.8%	0.0%
	Other	33.0%	30.1%	34.2%	0.0%	66.7%	12.5%	35.1%	34.6%	0.0%	32.8%	25.0%	32.4%	25.0%	20.0%	33.8%	15.4%	32.3%	0.0%
	Total	358	143	196	0	6	48	211	78	4	341	4	309	24	40	275	13	291	2
How did you travel to your appointment, was it by:	Ambulance	60.9%	63.8%	59.4%	100.0%	100.0%	55.6%	61.3%	63.4%	75.0%	61.8%	0.0%	63.1%	25.0%	60.0%	61.4%	76.9%	61.3%	100.0%
	Ambulance car	22.9%	24.8%	21.8%	0.0%	0.0%	24.4%	23.0%	23.2%	0.0%	23.1%	25.0%	22.6%	41.7%	22.9%	23.4%	7.7%	23.2%	0.0%
	Taxi (booked by the ambulance service)	12.7%	10.7%	14.2%	0.0%	0.0%	8.9%	12.9%	13.4%	0.0%	12.4%	25.0%	11.5%	25.0%	5.7%	13.8%	7.7%	13.1%	0.0%
	Other	3.0%	0.7%	4.6%	0.0%	0.0%	8.9%	2.8%	0.0%	0.0%	2.3%	50.0%	2.5%	8.3%	8.6%	1.4%	7.7%	2.0%	0.0%
	Don't know	0.6%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	25.0%	0.3%	0.0%	0.3%	0.0%	2.9%	0.0%	0.0%	0.3%	0.0%
	Total	363	149	197	1	5	45	217	82	4	346	4	314	24	35	290	13	297	2
How often have you used the North East Ambulance service in the last 12 months?	This is the first time I have used it	7.4%	6.6%	8.2%	0.0%	0.0%	11.8%	8.3%	4.4%	0.0%	7.5%	25.0%	6.8%	11.5%	17.1%	6.9%	0.0%	7.4%	0.0%
	Twice	17.1%	18.1%	16.0%	0.0%	33.3%	19.6%	14.2%	22.0%	0.0%	17.1%	0.0%	16.8%	15.4%	26.8%	16.3%	13.3%	17.3%	50.0%
	Between 3 and 5 times	39.4%	44.0%	37.9%	100.0%	33.3%	33.3%	42.9%	36.3%	40.0%	39.3%	75.0%	39.6%	42.3%	26.8%	40.6%	53.3%	39.9%	50.0%
	More than 5 times	33.7%	28.9%	36.1%	0.0%	33.3%	33.3%	32.1%	36.3%	40.0%	33.9%	0.0%	34.8%	26.9%	24.4%	34.4%	33.3%	32.7%	0.0%
	Don't know / can't remember	2.5%	2.4%	1.8%	0.0%	0.0%	2.0%	2.5%	1.1%	20.0%	2.3%	0.0%	2.0%	3.8%	4.9%	1.9%	0.0%	2.7%	0.0%
	Total	404	166	219	1	6	51	240	91	5	387	4	351	26	41	320	15	336	2
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,	It was early	14.9%	15.0%	15.9%	0.0%	50.0%	18.0%	14.6%	14.4%	0.0%	15.1%	25.0%	15.9%	7.1%	21.4%	15.2%	13.3%	16.0%	0.0%
	It was on time	40.8%	38.9%	41.1%	100.0%	33.3%	36.0%	43.1%	36.7%	60.0%	40.1%	50.0%	38.4%	60.7%	40.5%	40.8%	40.0%	39.9%	50.0%
	I waited 1-30 minutes	20.9%	21.6%	20.6%	0.0%	0.0%	28.0%	21.3%	17.8%	0.0%	21.1%	25.0%	22.3%	14.3%	7.1%	23.4%	26.7%	20.8%	0.0%
	I waited 31-60 minutes	8.5%	7.8%	8.9%	0.0%	0.0%	10.0%	6.3%	14.4%	0.0%	8.9%	0.0%	9.0%	7.1%	11.9%	8.5%	6.7%	9.1%	0.0%
	I waited over 1 hour	10.9%	11.4%	11.7%	0.0%	16.7%	6.0%	10.9%	13.3%	20.0%	11.2%	0.0%	11.6%	3.6%	16.7%	8.5%	13.3%	10.6%	50.0%

please provide your best estimate.	Don't know / can't remember	4.0%	5.4%	1.9%	0.0%	0.0%	2.0%	3.8%	3.3%	20.0%	3.6%	0.0%	2.9%	7.1%	2.4%	3.5%	0.0%	3.6%	0.0%
	Total	402	167	214	1	6	50	239	90	5	384	4	346	28	42	316	15	331	2
The overall booking process	Very good	74.7%	75.0%	74.8%	100.0%	83.3%	69.4%	75.6%	74.4%	40.0%	76.2%	0.0%	74.1%	84.6%	67.4%	77.5%	73.3%	74.0%	50.0%
	Fairly Good	14.0%	15.2%	13.3%	0.0%	16.7%	12.2%	14.9%	13.3%	40.0%	13.3%	25.0%	14.4%	3.8%	16.3%	13.7%	20.0%	15.3%	0.0%
	Neither good nor poor	3.3%	3.7%	2.8%	0.0%	0.0%	8.2%	2.1%	3.3%	20.0%	2.9%	25.0%	3.2%	3.8%	2.3%	2.2%	0.0%	2.7%	0.0%
	Poor	1.0%	0.6%	1.4%	0.0%	0.0%	4.1%	0.4%	1.1%	0.0%	1.0%	0.0%	1.2%	0.0%	7.0%	0.3%	0.0%	0.9%	50.0%
	Very poor	0.5%	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%
	Not applicable	6.5%	4.9%	7.3%	0.0%	0.0%	6.1%	7.0%	5.6%	0.0%	6.0%	50.0%	6.6%	7.7%	7.0%	5.7%	6.7%	6.6%	0.0%
	Total	399	164	218	1	6	49	242	90	5	383	4	347	26	43	315	15	334	2
Ease to get through on the phone	Very good	60.3%	59.9%	60.6%	0.0%	83.3%	68.0%	61.3%	52.7%	20.0%	61.5%	0.0%	59.7%	70.4%	65.1%	61.8%	53.3%	60.7%	50.0%
	Fairly Good	21.3%	24.0%	19.3%	100.0%	16.7%	12.0%	18.9%	33.0%	40.0%	21.2%	0.0%	21.7%	14.8%	14.0%	21.6%	33.3%	20.8%	0.0%
	Neither good nor poor	3.7%	4.2%	3.7%	0.0%	0.0%	4.0%	4.5%	1.1%	20.0%	3.4%	25.0%	3.7%	3.7%	0.0%	3.8%	6.7%	3.9%	0.0%
	Poor	3.2%	1.8%	4.1%	0.0%	0.0%	2.0%	3.7%	2.2%	20.0%	3.1%	0.0%	3.1%	0.0%	2.3%	3.4%	0.0%	3.3%	0.0%
	Very poor	3.7%	4.2%	3.7%	0.0%	0.0%	4.0%	3.7%	4.4%	0.0%	3.9%	0.0%	4.3%	0.0%	7.0%	3.1%	0.0%	3.6%	50.0%
	Not applicable	7.7%	6.0%	8.7%	0.0%	0.0%	10.0%	7.8%	6.6%	0.0%	7.0%	75.0%	7.4%	11.1%	11.6%	6.3%	6.7%	7.7%	0.0%
	Total	403	167	218	1	6	50	243	91	5	387	4	350	27	43	319	15	336	2
The attitude of the call talker	Very good	78.3%	81.3%	77.0%	100.0%	100.0%	78.0%	78.6%	77.5%	60.0%	79.7%	0.0%	79.0%	76.9%	76.2%	81.0%	80.0%	78.4%	100.0%
	Fairly Good	11.0%	10.2%	11.1%	0.0%	0.0%	6.0%	11.9%	11.2%	20.0%	10.7%	0.0%	10.9%	7.7%	9.5%	10.1%	13.3%	11.1%	0.0%
	Neither good nor poor	1.5%	1.8%	1.4%	0.0%	0.0%	4.0%	0.8%	2.2%	0.0%	1.3%	25.0%	1.1%	3.8%	0.0%	1.3%	0.0%	1.2%	0.0%
	Poor	0.8%	0.6%	0.5%	0.0%	0.0%	0.0%	0.4%	1.1%	20.0%	0.5%	0.0%	0.6%	0.0%	2.4%	0.3%	0.0%	0.6%	0.0%
	Very poor	0.5%	0.0%	0.9%	0.0%	0.0%	2.0%	0.4%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	2.4%	0.3%	0.0%	0.6%	0.0%
	Not applicable	8.0%	6.0%	9.2%	0.0%	0.0%	10.0%	7.8%	7.9%	0.0%	7.3%	75.0%	7.8%	11.5%	9.5%	7.0%	6.7%	8.1%	0.0%
	Total	400	166	217	1	6	50	243	89	5	384	4	348	26	42	316	15	334	2
The care / help provided by ambulance staff	Very good	90.9%	93.4%	89.6%	100.0%	100.0%	86.0%	91.8%	91.2%	80.0%	91.8%	25.0%	91.5%	88.9%	90.5%	92.5%	93.3%	91.7%	100.0%
	Fairly Good	5.2%	3.0%	6.3%	0.0%	0.0%	2.0%	5.3%	5.5%	20.0%	4.9%	25.0%	5.1%	0.0%	4.8%	4.7%	0.0%	5.3%	0.0%
	Neither good nor poor	0.5%	0.6%	0.5%	0.0%	0.0%	2.0%	0.0%	1.1%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%
	Poor	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

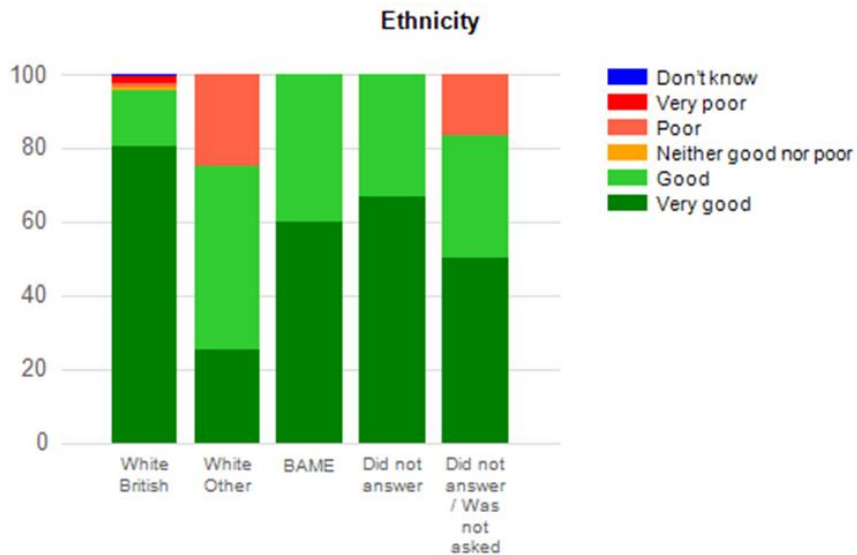
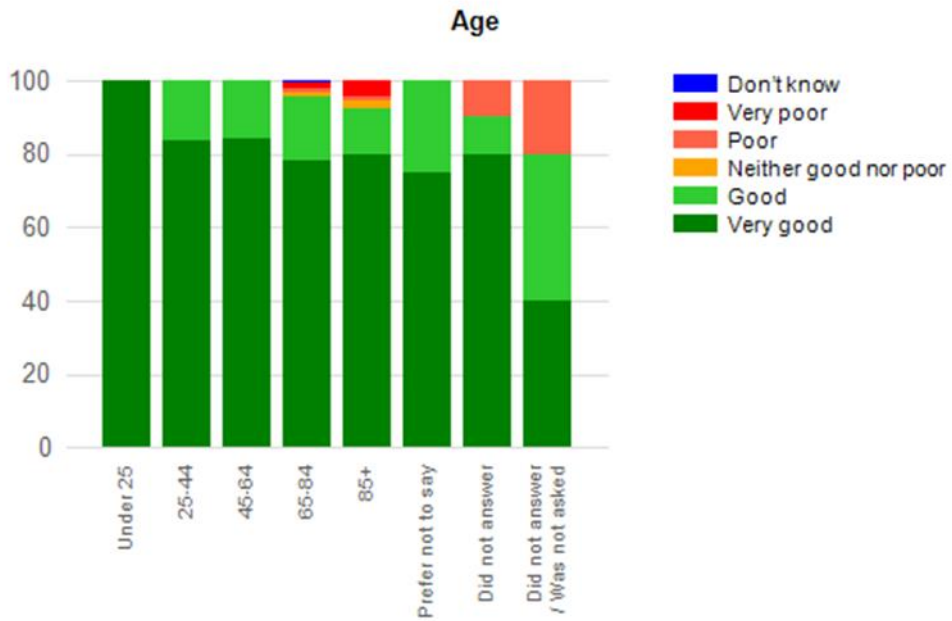
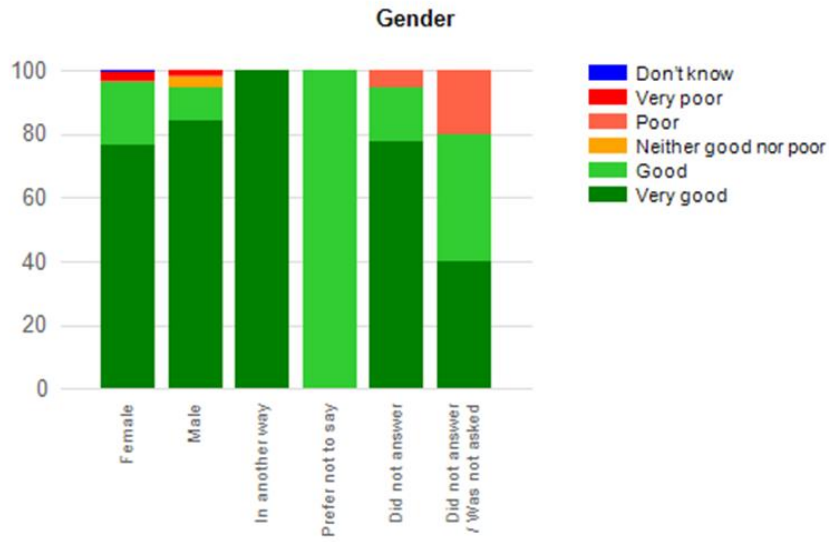
	Very poor	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	3.0%	2.4%	3.2%	0.0%	0.0%	10.0%	2.4%	1.1%	0.0%	2.3%	50.0%	2.3%	11.1%	4.8%	1.9%	6.7%	2.4%	0.0%
	Total	406	167	221	1	6	50	245	91	5	391	4	352	27	42	322	15	337	2
The attitude of ambulance staff in general	Very good	91.8%	94.0%	90.9%	100.0%	100.0%	88.0%	93.8%	90.3%	80.0%	92.6%	25.0%	91.8%	89.3%	88.1%	93.8%	86.7%	93.2%	100.0%
	Fairly Good	5.7%	2.4%	7.7%	0.0%	0.0%	6.0%	4.5%	7.5%	20.0%	5.4%	25.0%	5.7%	7.1%	7.1%	4.7%	6.7%	4.5%	0.0%
	Neither good nor poor	0.7%	1.2%	0.5%	0.0%	0.0%	4.0%	0.0%	1.1%	0.0%	0.5%	25.0%	0.6%	3.6%	2.4%	0.3%	0.0%	0.6%	0.0%
	Poor	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	1.5%	1.8%	0.9%	0.0%	0.0%	2.0%	1.7%	0.0%	0.0%	1.3%	25.0%	1.7%	0.0%	2.4%	0.9%	6.7%	1.5%	0.0%
	Total	402	167	220	1	6	50	242	93	5	391	4	352	28	42	322	15	337	2
The dignity and respect with which you were treated by the ambulance staff	Very good	93.0%	94.6%	92.3%	100.0%	100.0%	88.0%	94.2%	93.5%	80.0%	93.8%	25.0%	93.1%	92.9%	88.4%	95.0%	86.7%	93.8%	100.0%
	Fairly Good	4.5%	3.0%	5.5%	0.0%	0.0%	4.0%	4.1%	5.4%	20.0%	4.1%	25.0%	4.3%	3.6%	9.3%	3.1%	6.7%	3.9%	0.0%
	Neither good nor poor	0.7%	0.6%	0.9%	0.0%	0.0%	4.0%	0.4%	0.0%	0.0%	0.5%	25.0%	0.6%	3.6%	0.0%	0.6%	0.0%	0.6%	0.0%
	Poor	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	1.5%	1.2%	1.4%	0.0%	0.0%	4.0%	1.2%	0.0%	0.0%	1.3%	25.0%	1.7%	0.0%	2.3%	0.9%	6.7%	1.5%	0.0%
	Total	401	166	220	1	6	50	241	93	5	390	4	350	28	43	320	15	337	2
The kindness and compassion with which you were treated by ambulance staff	Very good	93.1%	94.6%	92.8%	100.0%	100.0%	89.8%	94.7%	92.4%	80.0%	93.9%	25.0%	93.8%	89.3%	88.4%	94.7%	93.3%	93.5%	100.0%
	Fairly Good	4.0%	2.4%	4.5%	0.0%	0.0%	2.0%	3.3%	5.4%	20.0%	3.8%	0.0%	3.4%	3.6%	9.3%	3.1%	0.0%	3.8%	0.0%
	Neither good nor poor	0.5%	0.6%	0.5%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.3%	25.0%	0.3%	3.6%	0.0%	0.3%	0.0%	0.3%	0.0%
	Poor	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	2.2%	1.8%	2.3%	0.0%	0.0%	4.1%	2.0%	1.1%	0.0%	1.8%	50.0%	2.3%	3.6%	2.3%	1.5%	6.7%	2.1%	0.0%
	Total	403	167	221	1	6	49	245	92	5	392	4	354	28	43	323	15	339	2
The overall condition of the ambulance	Very good	76.8%	74.9%	78.5%	100.0%	100.0%	81.3%	77.5%	72.8%	80.0%	77.2%	25.0%	76.0%	82.1%	83.7%	77.5%	60.0%	77.5%	100.0%
	Fairly Good	18.0%	19.8%	16.9%	0.0%	0.0%	10.4%	18.4%	22.8%	0.0%	17.9%	50.0%	18.6%	14.3%	11.6%	17.8%	33.3%	17.8%	0.0%
	Neither good nor poor	2.5%	3.0%	2.3%	0.0%	0.0%	6.3%	1.2%	3.3%	0.0%	2.6%	0.0%	2.9%	0.0%	2.3%	2.5%	0.0%	2.4%	0.0%
	Poor	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%
	Not applicable	2.5%	2.4%	1.8%	0.0%	0.0%	2.1%	2.9%	0.0%	20.0%	2.1%	25.0%	2.3%	3.6%	2.3%	1.9%	6.7%	2.4%	0.0%
	Total	401	167	219	1	6	48	244	92	5	390	4	350	28	43	320	15	338	2

The comfort of the ambulance	Very good	61.2%	58.0%	63.8%	100.0%	100.0%	67.3%	61.3%	55.9%	60.0%	61.4%	25.0%	59.4%	67.9%	76.7%	60.9%	46.7%	61.2%	50.0%
	Fairly Good	30.6%	33.7%	28.0%	0.0%	0.0%	20.4%	30.0%	38.7%	40.0%	30.4%	50.0%	31.8%	28.6%	14.0%	31.7%	46.7%	30.8%	0.0%
	Neither good nor poor	4.5%	4.7%	4.6%	0.0%	0.0%	10.2%	3.7%	4.3%	0.0%	4.6%	0.0%	4.8%	0.0%	7.0%	4.0%	0.0%	4.4%	50.0%
	Poor	1.0%	0.6%	1.4%	0.0%	0.0%	0.0%	1.2%	1.1%	0.0%	1.0%	0.0%	1.1%	0.0%	0.0%	1.2%	0.0%	0.9%	0.0%
	Very poor	0.5%	0.6%	0.5%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	2.2%	2.4%	1.8%	0.0%	0.0%	2.0%	2.9%	0.0%	0.0%	2.0%	25.0%	2.3%	3.6%	2.3%	1.9%	6.7%	2.4%	0.0%
	Total	402	169	218	1	6	49	243	93	5	391	4	352	28	43	322	15	338	2
The cleanliness of the ambulance	Very good	83.6%	82.9%	84.4%	100.0%	100.0%	83.3%	82.6%	86.7%	60.0%	84.5%	25.0%	83.3%	82.1%	85.7%	84.9%	73.3%	83.5%	50.0%
	Fairly Good	12.6%	13.4%	12.4%	0.0%	0.0%	8.3%	13.6%	13.3%	20.0%	12.2%	50.0%	13.0%	14.3%	9.5%	12.3%	20.0%	13.2%	0.0%
	Neither good nor poor	1.0%	1.2%	0.9%	0.0%	0.0%	4.2%	0.8%	0.0%	0.0%	1.0%	0.0%	1.2%	0.0%	0.0%	0.9%	0.0%	0.9%	0.0%
	Not applicable	2.8%	2.4%	2.3%	0.0%	0.0%	4.2%	2.9%	0.0%	20.0%	2.3%	25.0%	2.6%	3.6%	4.8%	1.9%	6.7%	2.4%	50.0%
	Total	397	164	218	1	6	48	242	90	5	386	4	347	28	42	317	15	334	2
The time it took to get you to your hospital appointment	Very good	81.2%	81.0%	81.9%	100.0%	83.3%	82.0%	82.4%	78.5%	60.0%	82.2%	0.0%	81.6%	75.0%	79.1%	83.6%	73.3%	82.0%	100.0%
	Fairly Good	14.9%	14.9%	14.5%	0.0%	16.7%	14.0%	13.9%	17.2%	40.0%	14.0%	75.0%	14.2%	21.4%	9.3%	13.9%	20.0%	14.5%	0.0%
	Neither good nor poor	1.0%	2.4%	0.0%	0.0%	0.0%	2.0%	0.8%	1.1%	0.0%	1.0%	0.0%	1.1%	0.0%	4.7%	0.3%	0.0%	0.9%	0.0%
	Poor	0.5%	0.6%	0.5%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.5%	0.0%	0.6%	0.0%	2.3%	0.3%	0.0%	0.3%	0.0%
	Very poor	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	2.3%	0.0%	0.0%	0.3%	0.0%
	Not applicable	2.2%	1.2%	2.7%	0.0%	0.0%	2.0%	2.4%	1.1%	0.0%	2.0%	25.0%	2.3%	3.6%	2.3%	1.9%	6.7%	2.1%	0.0%
	Total	404	168	221	1	6	50	245	93	5	393	4	353	28	43	323	15	339	2
The suitability of the type of transport used	Very good	82.3%	81.0%	84.0%	100.0%	100.0%	82.0%	82.6%	80.6%	80.0%	83.0%	25.0%	83.2%	84.6%	86.0%	84.3%	86.7%	84.3%	100.0%
	Fairly Good	13.8%	14.3%	12.8%	0.0%	0.0%	16.0%	12.8%	16.1%	20.0%	13.1%	50.0%	12.5%	11.5%	9.3%	12.9%	0.0%	11.6%	0.0%
	Neither good nor poor	2.3%	4.2%	0.9%	0.0%	0.0%	2.0%	2.5%	2.2%	0.0%	2.3%	0.0%	2.6%	0.0%	2.3%	1.9%	0.0%	2.7%	0.0%
	Poor	0.5%	0.0%	0.9%	0.0%	0.0%	0.0%	0.4%	1.1%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.3%	6.7%	0.3%	0.0%
	Not applicable	1.3%	0.6%	1.4%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	1.0%	25.0%	1.1%	3.8%	2.3%	0.6%	6.7%	1.2%	0.0%
	Total	400	168	219	1	6	50	242	93	5	389	4	352	26	43	319	15	337	2
The last time you used the ambulance	It was early	3.5%	3.6%	3.6%	0.0%	33.3%	2.0%	2.9%	4.4%	0.0%	3.6%	0.0%	4.0%	0.0%	2.4%	3.8%	6.7%	3.3%	0.0%
	It was on time	20.6%	21.8%	20.5%	0.0%	33.3%	24.0%	20.7%	18.7%	40.0%	20.4%	33.3%	19.9%	24.0%	28.6%	20.1%	20.0%	18.0%	0.0%

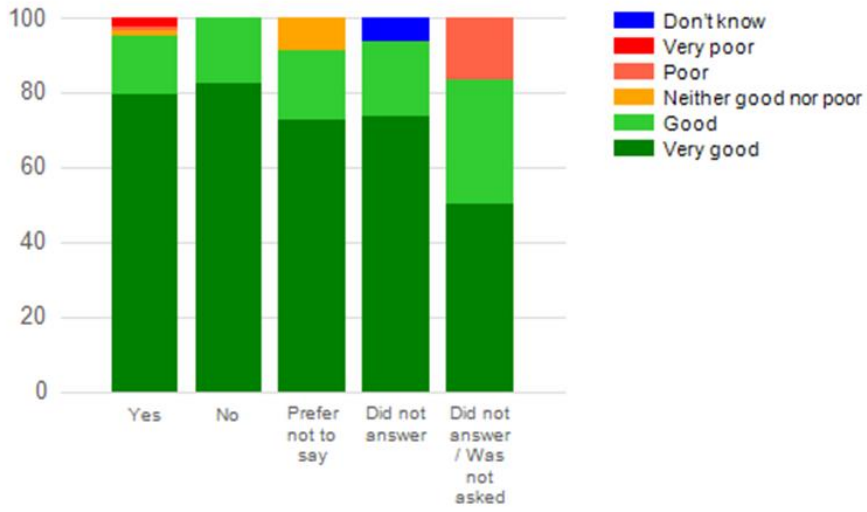
service, how long did you wait for the transport to leave the hospital / clinic from when you informed them you were ready to leave? If you are unsure please provide your best estimate.	0-30 minutes	35.4%	37.0%	34.1%	100.0%	16.7%	30.0%	40.2%	24.2%	20.0%	35.6%	0.0%	34.2%	56.0%	28.6%	36.7%	46.7%	37.3%	50.0%
	31-60 minutes	18.6%	15.8%	20.0%	0.0%	0.0%	18.0%	17.0%	26.4%	0.0%	19.1%	0.0%	20.2%	4.0%	21.4%	18.8%	6.7%	18.9%	0.0%
	Over 1 hour	14.6%	17.0%	13.2%	0.0%	16.7%	14.0%	13.3%	17.6%	40.0%	14.4%	0.0%	14.8%	4.0%	11.9%	13.2%	20.0%	14.5%	50.0%
	Don't know/can't remember	3.3%	2.4%	3.6%	0.0%	0.0%	4.0%	2.5%	4.4%	0.0%	3.1%	33.3%	2.8%	4.0%	2.4%	3.8%	0.0%	3.6%	0.0%
	Not applicable	4.0%	2.4%	5.0%	0.0%	0.0%	8.0%	3.3%	4.4%	0.0%	3.9%	33.3%	4.0%	8.0%	4.8%	3.8%	0.0%	4.4%	0.0%
	Total		398	165	220	1	6	50	241	91	5	388	3	351	25	42	319	15	338
What is your age?	Under 16	0.2%	0.6%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	6.7%	0.3%	0.0%
	25-44	1.5%	2.4%	0.9%	0.0%	100.0%	0.0%	0.0%	0.0%	40.0%	1.0%	0.0%	1.1%	3.8%	4.7%	0.3%	20.0%	1.5%	0.0%
	45-64	12.7%	8.3%	16.3%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	12.2%	100.0%	12.7%	15.4%	37.2%	9.6%	0.0%	12.4%	100.0%
	65-84	61.3%	65.7%	58.8%	0.0%	0.0%	0.0%	100.0%	0.0%	20.0%	62.2%	0.0%	61.9%	50.0%	51.2%	63.2%	60.0%	64.0%	0.0%
	85+	23.3%	23.1%	23.1%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	23.7%	0.0%	23.4%	26.9%	7.0%	26.3%	13.3%	21.8%	0.0%
	Prefer not to say	1.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.8%	0.0%	0.6%	3.8%	0.0%	0.6%	0.0%	0.0%	0.0%
	Total		403	169	221	1	6	51	247	94	5	392	3	354	26	43	323	15	339
How would you describe your gender	Female	56.6%	0.0%	100.0%	0.0%	33.3%	70.6%	53.9%	56.7%	40.0%	56.2%	100.0%	56.7%	60.0%	50.0%	58.2%	46.7%	54.0%	50.0%
	Male	42.9%	100.0%	0.0%	100.0%	66.7%	27.5%	46.1%	43.3%	40.0%	43.5%	0.0%	43.0%	40.0%	47.6%	41.8%	53.3%	45.7%	50.0%
	In another way	0.3%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	2.4%	0.0%	0.0%	0.3%	0.0%
	Prefer not to say	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total		396	170	224	1	6	51	241	90	5	386	3	349	25	42	318	15	337
What is your ethnic group?	White British	97.8%	98.8%	97.7%	0.0%	66.7%	94.1%	99.6%	100.0%	0.0%	100.0%	0.0%	98.6%	89.3%	97.6%	100.0%	73.3%	98.8%	100.0%
	White Other	1.0%	0.0%	1.4%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	100.0%	0.6%	7.1%	2.4%	0.0%	0.0%	0.3%	0.0%
	Asian or Asian British	0.7%	0.6%	0.9%	0.0%	33.3%	0.0%	0.4%	0.0%	60.0%	0.0%	0.0%	0.6%	3.6%	0.0%	0.0%	20.0%	0.6%	0.0%
	Other	0.2%	0.6%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	6.7%	0.3%	0.0%
	Prefer not to say	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Total		406	170	222	1	6	51	245	93	5	397	4	356	28	42	326	15	342
How would you describe your religion or belief?	Christian	81.6%	79.2%	84.1%	0.0%	16.7%	60.8%	84.0%	92.4%	0.0%	83.6%	0.0%	81.6%	82.1%	0.0%	100.0%	0.0%	82.6%	0.0%
	Hindu	0.5%	0.0%	0.9%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%
	Muslim	1.0%	1.2%	0.9%	100.0%	33.3%	0.0%	0.4%	0.0%	80.0%	0.0%	0.0%	0.8%	3.6%	0.0%	0.0%	26.7%	0.9%	0.0%

	No religion or belief	10.7%	11.9%	9.5%	0.0%	33.3%	31.4%	9.1%	3.3%	0.0%	10.5%	25.0%	11.3%	3.6%	100.0%	0.0%	0.0%	11.2%	100.0%
	Other	2.2%	3.6%	1.4%	0.0%	16.7%	0.0%	2.5%	2.2%	0.0%	2.3%	0.0%	2.5%	0.0%	0.0%	0.0%	60.0%	2.6%	0.0%
	Prefer not to say	4.0%	4.2%	3.2%	0.0%	0.0%	7.8%	3.3%	2.2%	20.0%	3.1%	75.0%	3.1%	10.7%	0.0%	0.0%	0.0%	2.6%	0.0%
	Total	402	168	220	1	6	51	243	92	5	390	4	354	28	43	328	15	340	2
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	89.9%	89.8%	91.2%	100.0%	66.7%	88.2%	92.0%	91.2%	60.0%	90.7%	50.0%	100.0%	0.0%	95.2%	90.3%	93.3%	91.7%	100.0%
	No	7.0%	6.0%	6.9%	0.0%	16.7%	7.8%	5.5%	7.7%	20.0%	6.5%	50.0%	0.0%	100.0%	2.4%	7.2%	6.7%	5.9%	0.0%
	Prefer not to say	3.0%	4.2%	1.8%	0.0%	16.7%	3.9%	2.5%	1.1%	20.0%	2.8%	0.0%	0.0%	0.0%	2.4%	2.5%	0.0%	2.4%	0.0%
	Total	398	167	217	1	6	51	238	91	5	387	4	358	28	42	320	15	339	2
How would you describe how you think of your sexual orientation?	Heterosexual or straight	92.7%	94.5%	92.4%	100.0%	83.3%	85.7%	95.2%	93.7%	60.0%	93.6%	33.3%	94.5%	80.0%	90.5%	94.9%	92.3%	100.0%	0.0%
	Gay or lesbian	0.5%	0.6%	0.5%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%	4.8%	0.0%	0.0%	0.0%	100.0%
	Other	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Don't know or not sure	0.8%	0.6%	0.5%	0.0%	0.0%	0.0%	0.4%	2.5%	0.0%	0.8%	0.0%	0.9%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
	Prefer not to say	5.7%	4.3%	6.1%	0.0%	16.7%	10.2%	3.9%	3.8%	40.0%	4.7%	66.7%	3.6%	20.0%	4.8%	4.1%	7.7%	0.0%	0.0%
	Total	370	163	197	1	6	49	228	79	5	361	3	329	25	42	296	13	343	2
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.	32.3%	30.5%	32.7%	100.0%	33.3%	37.3%	30.2%	30.8%	80.0%	31.7%	50.0%	31.8%	42.9%	23.8%	31.7%	53.3%	32.6%	0.0%
	Yes – Great someone may contact you	67.7%	69.5%	67.3%	0.0%	66.7%	62.7%	69.8%	69.2%	20.0%	68.3%	50.0%	68.2%	57.1%	76.2%	68.3%	46.7%	67.4%	100.0%
	Total	402	167	220	1	6	51	242	91	5	391	4	352	28	42	322	15	340	2

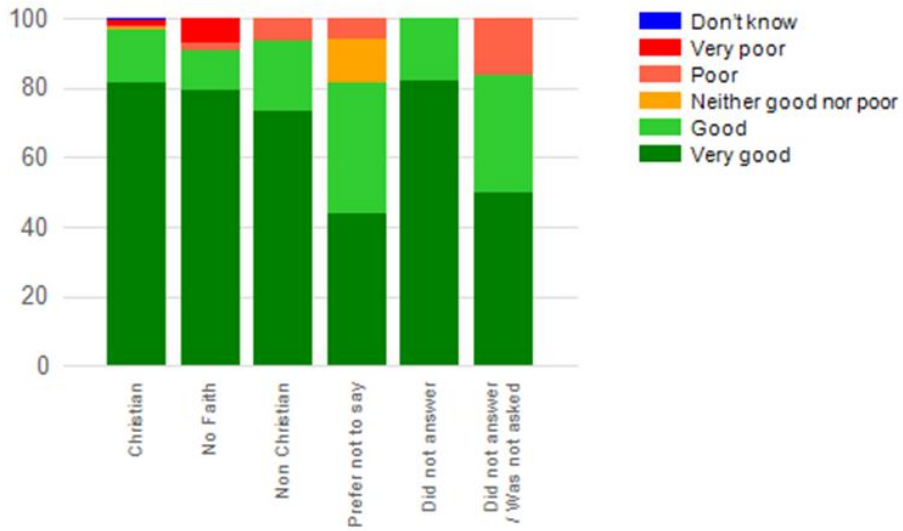
Friends and Family Test Demographic Breakdown Graphs



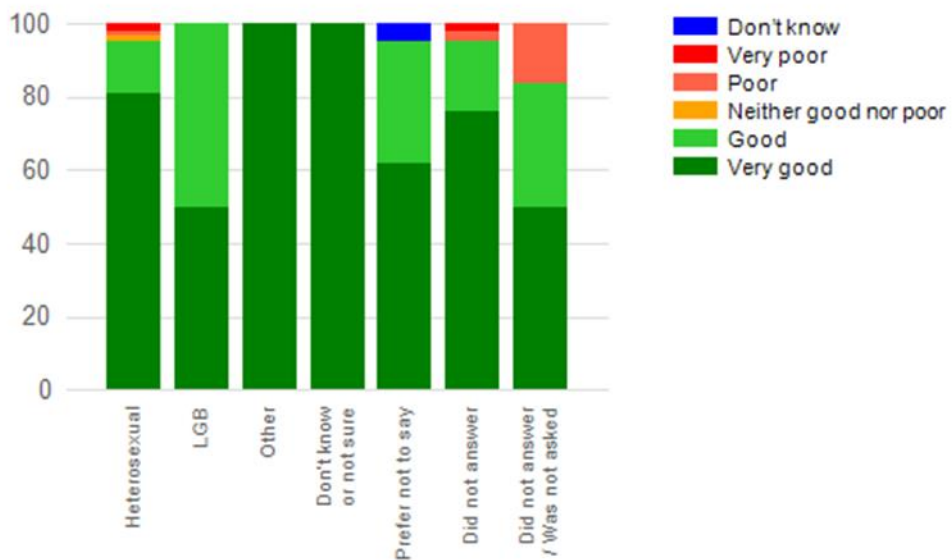
Disability



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	324	78.8%
Good	67	16.3%
Neither good nor poor	5	1.2%
Poor	5	1.2%
Very poor	9	2.2%
Don't know	1	0.2%
Total	411	100%

Question: Ease to get through on the phone

Available Answers	Responses	Score (%)
Very good	243	60.3%
Fairly Good	86	21.3%
Neither good nor poor	15	3.7%
Poor	13	3.2%
Very poor	15	3.7%
Not applicable	31	7.7%
Total	403	100%

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

Available Answers	Responses	Score (%)
Very good	373	93.0%
Fairly Good	18	4.5%
Neither good nor poor	3	0.7%
Poor	1	0.2%
Not applicable	6	1.5%
Total	401	100%

Question: The care / help provided by ambulance staff		
Available Answers	Responses	Score (%)
Very good	369	90.9%
Fairly Good	21	5.2%
Neither good nor poor	2	0.5%
Poor	1	0.2%
Very poor	1	0.2%
Not applicable	12	3.0%
Total	406	100%

Question: The attitude of ambulance staff in general		
Available Answers	Responses	Score (%)
Very good	369	91.8%
Fairly Good	23	5.7%
Neither good nor poor	3	0.7%
Poor	1	0.2%
Not applicable	6	1.5%
Total	402	100%

Question: The suitability of the type of transport used		
Available Answers	Responses	Score (%)
Very good	329	82.3%
Fairly Good	55	13.8%
Neither good nor poor	9	2.3%
Poor	2	0.5%
Not applicable	5	1.3%
Total	400	100%

Question: The attitude of the call taker		
Available Answers	Responses	Score (%)
Very good	313	78.3%
Fairly Good	44	11.0%
Neither good nor poor	6	1.5%
Poor	3	0.8%
Very poor	2	0.5%
Not applicable	32	8.0%
Total	400	100%

Question: The overall booking process		
Available Answers	Responses	Score (%)
Very good	298	74.7%
Fairly Good	56	14.0%
Neither good nor poor	13	3.3%
Poor	4	1.0%
Very poor	2	0.5%
Not applicable	26	6.5%
Total	399	100%

Question: The cleanliness of the ambulance		
Available Answers	Responses	Score (%)
Very good	332	83.6%
Fairly Good	50	12.6%
Neither good nor poor	4	1.0%
Not applicable	11	2.8%
Total	397	100%

Question The time it took to get you to your hospital appointment		
Available Answers	Responses	Score (%)
Very good	328	81.2%
Fairly Good	60	14.9%
Neither good nor poor	4	1.0%
Poor	2	0.5%
Very poor	1	0.2%
Not applicable	9	2.2%
Total	404	100%

Question: The overall condition of the ambulance		
Available Answers	Responses	Score (%)
Very good	308	76.8%
Fairly Good	72	18.0%
Neither good nor poor	10	2.5%
Poor	1	0.2%
Not applicable	10	2.5%
Total	401	100%

Question: The kindness and compassion with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	375	93.1%
Fairly Good	16	4.0%
Neither good nor poor	2	0.5%
Poor	1	0.2%
Not applicable	9	2.2%
Total	403	100%

Question: The comfort of the ambulance		
Available Answers	Responses	Score (%)
Very good	246	61.2%
Fairly Good	123	30.6%
Neither good nor poor	18	4.5%
Poor	4	1.0%
Very poor	2	0.5%
Not applicable	9	2.2%
Total	402	100%

Question: 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	14	3.5%
It was on time	82	20.6%
0-30 minutes	141	35.4%
31-60 minutes	74	18.6%
Over 1 hour	58	14.6%
Don't know/can't remember	13	3.3%
Not applicable	16	4.0%
Total	398	100%

