



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: July 2022



92.7%

Very good or good overall experience of the service

Free text comments

Positive free text comments

The staff was friendly and helpful, this is not just last time but always.

Ambulance transport was " very good". The driver was very helpful & friendly. I was looked after very well.

All drivers & escorts are polite, considerate, and extremely helpful providing a wheelchair every time.

Negative free text comments

One driver was unhappy to take guide dog.

The ambulance service had been very busy, so I had to wait quite a while < > 3 -> 4 hours

Good going. Had to wait the 1hour 55 mins return home.

Number of responses

Online

8

Total:

Print

102

110

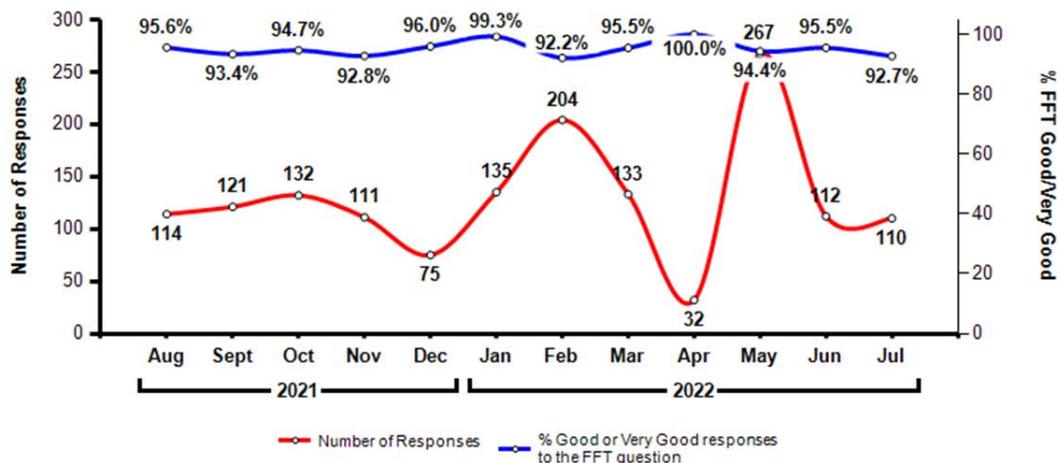


Thinking of the patient transport service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	102	92.7%	-2.8
Very good	83	75.5%	-2.2
Good	19	17.3%	-0.6
Neither good nor poor	1	0.9%	+0.9
Poor	1	0.9%	-0
Very poor	6	5.5%	+1.9
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.

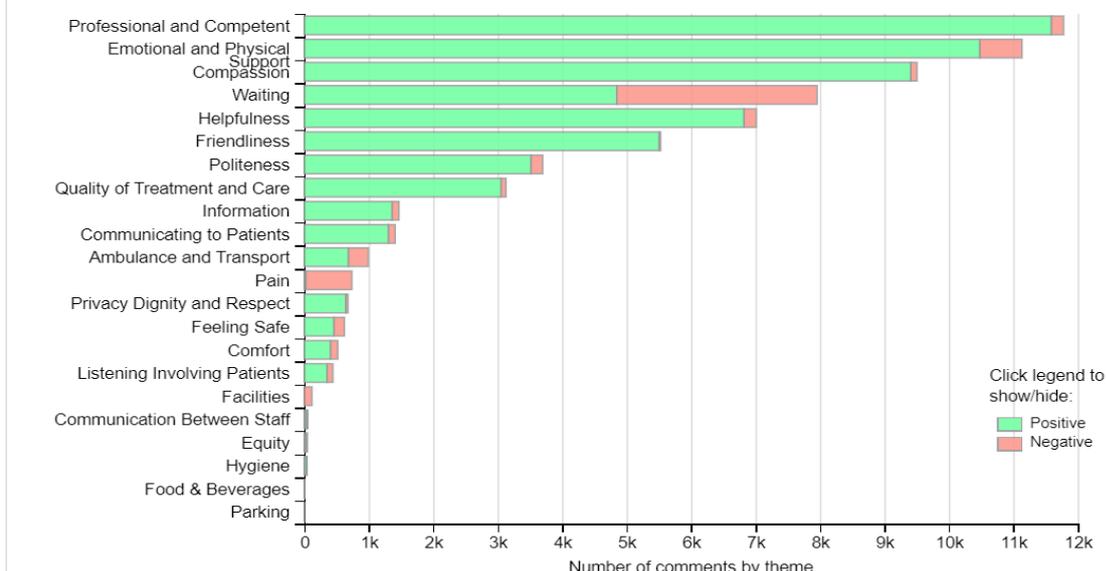
Survey trend graph

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	92.7%	6.4%	110	83	19	1	1	6	0
NHS County Durham CCG	100.0%	0.0%	29	23	6	0	0	0	0
NHS Newcastle Gateshead CCG	93.8%	6.3%	16	12	3	0	0	1	0
NHS North Tyneside CCG	87.5%	0.0%	8	6	1	1	0	0	0
NHS Northumberland CCG	92.9%	7.1%	14	11	2	0	0	1	0
NHS South Tyneside CCG	80.0%	20.0%	10	5	3	0	1	1	0
NHS Sunderland CCG	90.9%	9.1%	11	9	1	0	0	1	0
NHS Tees Valley CCG	100.0%	0.0%	14	13	1	0	0	0	0
No CCG	75.0%	25.0%	8	4	2	0	0	2	0

Free text comments

Great service without which I couldn't have attended appointment
Because if I was picked up it could have been avoided
They looked after me well.
Pleasant and helpful.
Because the ambulance men and women are very kind and understanding.
I found them very helpful and patient.
The driver was very helpful.
Very helpful.
Drivers have always been very helpful and lovely and telephone calls are nice too.
Very good service was well pleased.
Always polite service and turn up early enough to get to appointments on time.
Crew were great but control terrible - sitting ready at 6am and can wait over an hour while sitting ready in wheelchair - sat almost 2 hours on return with no idea when it would arrive.
They were very pleasant and helpful.
No problem with anything.
Ambulance on time + staff good.
The crew were just very professional
I am an elderly lady and have always been treated with respect. Carry on with your good work, I would like to say I can't hear on phone so sorry if I miss you.
The staff was friendly and helpful, this is not just last time but always.
Came to pick up on time and waited patiently to send back home.



I'd recommend it totally.
Manners & friendliness of staff.
Considering that most of my drivers were volunteers, the service was superb.
Very long wait for pick up on return.
The drivers were polite, pleasant & very helpful.
Ambulance transport was " very good". The driver was very helpful & friendly. I was looked after very well.
Because I am grateful for help.
Two nurse were and put me at ease.
No complaints at all. Perfect service.
Very friendly and courteous drivers.
Because it was.
Always excellent.
The gentlemen and ladies were absolutely wonderful.
Arrived in good time for my husband appointment & pushed him in his wheelchair to his patient department.
Picked up on time. Pleasant driver. Brought home safely.
Was good as it got me to my appointment.
Excellent all round.
Always very good. Staff friendly and extremely kind and helpful.
Very polite and made supe I was comfortable.
Because it was a pleasant drive with a friendly drive.
All the people who uses I mean the people who operate the vehicles are always nice & talk to you.
The drivers are extra special. This is NHS Ambulance drivers not taxi.
Happy.
Excellent service altogether.
Very prompt, helpful staff.
The ambulance service had been very busy, so I had to wait quite a while < > 3 -> 4 hours.
They were on time picking me up both ways.
Very helpful and kind.
No problems at all.
They were very professional and friendly and prompt.
They have always been on time.
All drivers & escorts are polite, considerate, and extremely helpful providing a wheelchair every time.
The driver & his assistant were very friendly and made me feel at ease.
Because good service both ways and on time.
Very caring, polite. They go above and beyond.
Very bad road work conditions made timing poor for the drivers. My answer would have been very good.
The staff and cars were excellent.
I give this score it is good.
Arrived in correct time.
To help you with services for patients.
Staff treat patient with dignity and respect.
Going was great. Waiting to come back was a long time.
Because it was excellent made to feel comfortable.
Ambulance staff very good, reassuring, friendly approachable.
Because you sent me this form.



Punctual driver and friendly and helpful also.
Good going. Had to wait the 1hour 55 mins return home.
Because it was easier & more comfortable for me & the driver was very kind and polite.
Very helpful and kind.
Because the service was very good.
Because it was good, friendly, and helpful.
Lovely ambulance man and very helpful.
6 hours wait struggling to breath. Told 3rd on list (11:30)
Very helpful.
Ambulance was on time. Staff very pleasant and nothing was a bother.
Always arrived on time for appointment.
They go out of their way to help you in any way they can nothing is a bother.
Ambulance came in good time after I called. (wife's broke hip)
Because I have too can't go to hospital without them. So, they [are] very good.
No problem. Only one on at the time.
As I live in shelter accommodation all transport arrangements were made by my housekeeper ****.
Staff were very helpful and cheery - nothing was a problem.
Caring ambulance staff.
Crew were very helpful.
They are always very helpful.
It was very good.
Because it was.
Transport was on time hardly any waiting.

Anything we could have done better?

Improve the suspension on ambulances.
Better collection time on return.
Provide transport to R.V.I instead of only providing for cancer & kidney patients.
No changes except less questions, some appear unnecessary.
The taxi drivers do not help getting in and out of car.
One driver was unhappy to take guide dog.
Tell you, you are number ? in the queue.
Ambulances could do with a little foldaway step under the seats for short legged folk like me.
If anything, a better slot time for pick up.
Get more transport so I don't have to wait for 3 hours sometimes.
Get there faster 6 hours struggling.
You can do something about phoning you can be on the phone 2 hours in a day.