



Patient Transport Service (Scheduled Care)

Patient Survey Feedback

Month: August 2022



94.8%

Very good or good overall experience of the service

Free text comments

Positive free text comments	It was 100% every time I have used it.
	I used the volunteer driver service. They do a fantastic job, very aware of any dangers. Passenger care is first class
	The best, a helpful driver as I walk very badly. And without transport I could not get to hospital.
Negative free text comments	Some vehicles arrive early or late, which can mean a lot of sitting waiting or rushing!
	Had to wait 2 hours for return home and there was no information when it would happen.
	Sometimes it's difficult to get through/the call handler is very hard to talk to.

Number of responses

Online	11	Total: 153
Print	142	

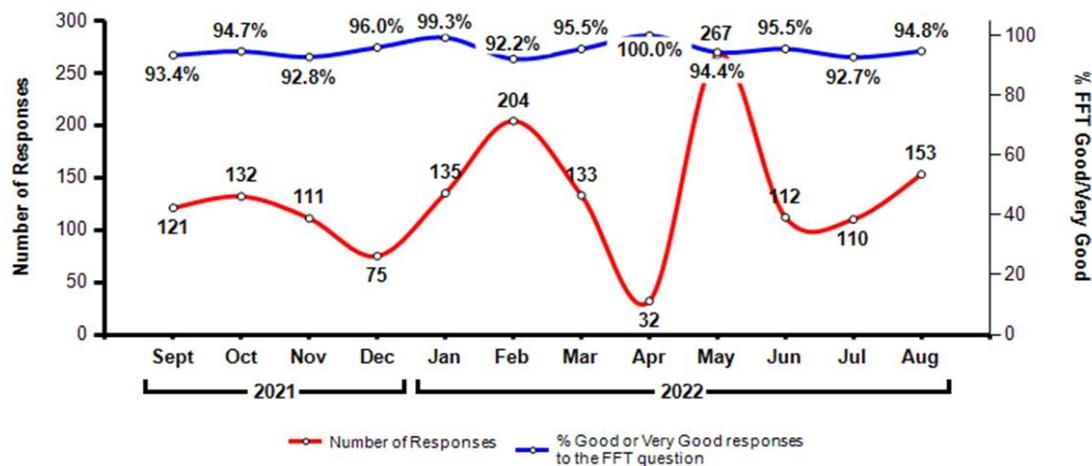


Thinking of the patient transport service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	145	94.8%	+2
Very good	122	79.7%	+4.3
Good	23	15.0%	-2.2
Neither good nor poor	3	2.0%	+1.1
Poor	1	0.7%	-0.3
Very poor	2	1.3%	-4.1
Don't Know	2	1.3%	+1.3

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.

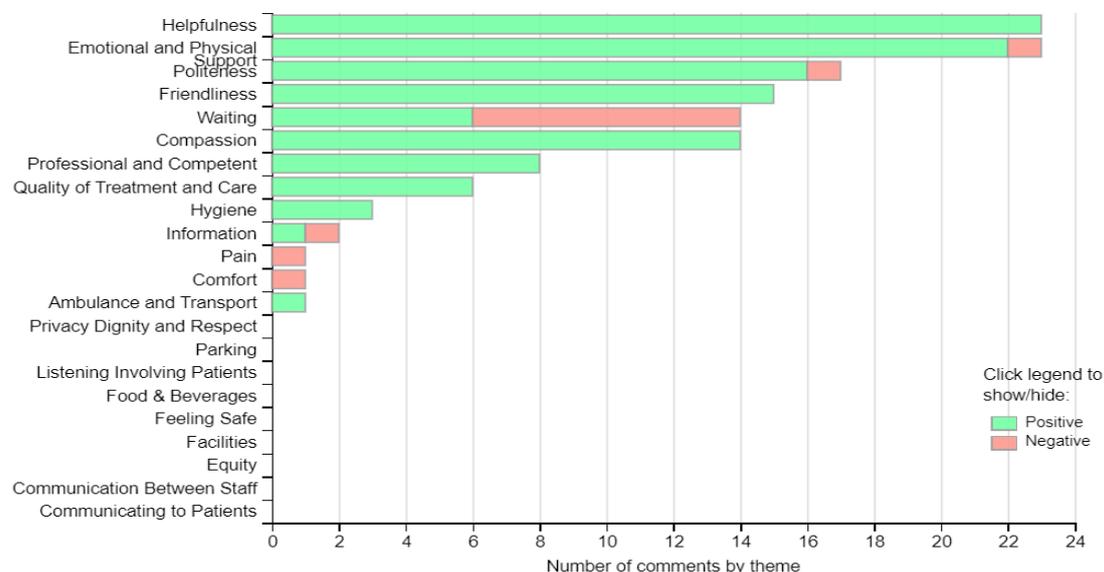
Survey trend graph

FFT Trend Graph



Sentiment analysis

All Used Categories Pos/Neg Count





Results by resource CCG

Resource CCG	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.8%	2.0%	153	122	23	3	1	2	2
NHS County Durham CCG	97.4%	2.6%	39	31	7	0	0	1	0
NHS Newcastle Gateshead CCG	100.0%	0.0%	22	17	5	0	0	0	0
NHS North Tyneside CCG	100.0%	0.0%	11	10	1	0	0	0	0
NHS Northumberland CCG	97.2%	2.8%	36	29	6	0	1	0	0
NHS South Tyneside CCG	100.0%	0.0%	9	6	3	0	0	0	0
NHS Sunderland CCG	80.0%	0.0%	10	8	0	1	0	0	1
NHS Tees Valley CCG	86.7%	0.0%	15	12	1	1	0	0	1
No CCG	81.8%	9.1%	11	9	0	1	0	1	0

Free text comments

I was looked after really excellent.
No cap, not a good bus service.
Prompt - despite very early appointment i.e., 8:30am.
Extremely clean ambulance. Call out was quick and the staff polite and well trained.
Sometimes it's difficult to get through/the call handler is very hard to talk to.
It was 100% every time I have used it.
The service was very good to me.
Drivers very helpful.
The 2 girls from the ambulance service were kind and helpful, preparing me to go to Cramlington after a head injury, 3 days previously. They allowed me time to make arrangements for the dog, too!
Very good.
I used the volunteer driver service. They do a fantastic job, very aware of any dangers. Passenger care is first class.
Professionalism, courtesy. Consideration help at destination.
The best, a helpful driver as I walk very badly. And without transport I could not get to hospital.
Because of the care and attention that I received.
Very pleasant. On time, and a safe journey.
I have used this service for 4 hospital appointments and all drivers were friendly and very helpful and punctual.
Have always arrived on time, driver and carer have always been kind and careful giving me full attention.
Arrived on time. Pleasant driver.
I've used the system for 6 years now and if it's changed its usual good service, for some. It hasn't for me.



Good and compassionate staff.
All I can say is tops 100%.
Prompt. Polite. Helpful.
Regular and reliable.
Very pleasant people and helpful.
Because it's true.
Journey down very good. Journey back bit of a mix up but sorted.
Transport on time for pick up and didn't wait too long on return journey.
Very helpful and treated well.
Very courteous, friendly, helpful on and off ambulance.
I think they are very helpful.
Because it's true.
Waiting times.
Some vehicles arrive early or late, which can mean a lot of sitting waiting or rushing!
Staff were lovely but ambulance door was falling off.
The car was clean and the driver chatty.
The service is good. Going into the hospital. It's the return journey coming home.
The service and information given was excellent.
Great as it is
Think I explained why I gave this answer by what I put in previous question.
Very professional and friendly.
Disgraceful that only got told 45 mins after missing my appointment!
Always good quality vehicles, very clean.
Because everything was fine.
Staff always found to be efficient, courteous, and pleasant.
Very helpful assisting me as I'm [unreadable] disabled.
Driver pleasant and polite.
At this time - June - I was in a lot of pain.
I was poorly and I appreciated the care and personality of the driver.
Very helpful and didn't rush you. Very caring.
The crews were very kind, helpful and efficient.
Staff polite, helpful and understanding with a good sense of humour.
I was treated with kindness they took me to app. Dept so caring I wish all were like him.
The journey there was by taxi not ambulance and I ended up booking my own taxi home to avoid a long wait.
Because the ambulance driver was so caring.
The driver was patient, considerate and very pleasant to deal with.
This is an excellent service which I used when my family due to work commitments were unable to transport me to an important appointment.
Every time I have had reason to call on your services the crew have been very, very helpful. Taken me to my clinic and me back - all with happy smiley faces.
Quite a long wait for return journey but otherwise fine.
Had to wait 2 hours for return home and there was no information when it would happen.
Because they are very considerate and friendly.
Massive improvement needed for telephone booking.



They always here on time and always help me.
The service I received was quite good.
Everyone was really helpful, caring and friendly.
Excellent.
Very polite and helpful.
For kindness and care about my illness.
Very, very helpful.
Very good and polite drivers.
They were so kind and helpful that I dropped having an attendant. The nurses took over from the ambulance men.
Good time keeping. Pleasant staff.
Just happy with your service.
I am dependant on NHS transport and help from drivers/co - drivers due to balance and mobility issues.
Very helpful. Looked after me.
Drivers most always very helpful.
Because the drivers and helpers were all friendly and helpful.
Always lovely people.
Transport good staff have been very good. Helpful and courteous.
Excellent service at all times even due the pressure that they are under.
Courteous and friendly staff.
In the past year I have used ambulance and cars many times and have no complaints whatsoever. They do a marvellous job and I for one am very grateful. Thank you.
Excellent care by the paramedics.
They always are . . .
Fully satisfied with all aspects of service provided.

Anything we could have done better?

Call handler could be more helpful and less argumentative.
All ok except some sat navs have sent drivers to the other end of town so needing to phone meaning almost late arrival.
More ambulances for the country.
Remind hospitals to ask a patient if they are cancelling appointment if they are also cancelling appointment
Picking up times going and waiting to lone home.
Update your vehicle satnavs. A journey that normally takes 40 minutes, takes 60 minutes when drivers use the satnav. I've tried to tell the driver the easier way but was told we have to follow vehicle gps.
Given the ongoing pandemic and staff shortages, I understand how much pressure the ambulance service is under. Better government support is needed.
More prompt and perhaps driver could have identified himself better as I have low vision.
Provide better information especially if there is a longer wait than expected.
Arrive for pick up in time for appointment 1 too late, for face to face appointment another 1/2 hour late for appointment time.
Folk with short legs like me [unreadable] pull out step to save feet [unreadable] as seats can be rather high!
The collection time for the return journey was too long.
It would be better if they could give a time schedule, but I know that's not possible.