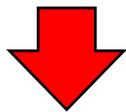




# Patient Transport Service (Scheduled Care)

## Patient Survey Feedback

Month: September 2022



**91.7%**

**Very good or good overall experience of the service**

### Free text comments

<b>Positive free text comments</b>	Friendly and courteous service from call staff and drivers
	Excellent service on time and made to feel comfortable.
	The staff were very helpful. The vehicle was immaculate
<b>Negative free text comments</b>	Usually pick up on time but on occasion quite late and all occasion so late my appointment with consultant was put in jeopardy.
	Not enough space - journey was very uncomfortable
	I rang 7 times in one day to book. "All operators are busy - Hold on". The final time I waited 35 minutes for one to answer. I asked how many operators there are - reply was "plenty".

### Number of responses

<b>Online</b>	<b>4</b>	<b>Total: 108</b>
<b>Print</b>	<b>104</b>	

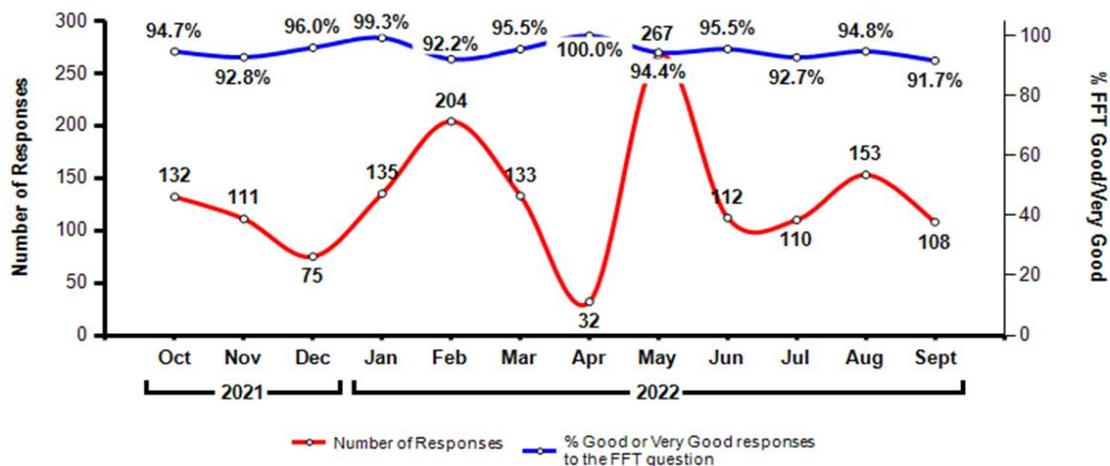


Thinking of the patient transport service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>99</b>	<b>91.7%</b>	<b>-3.1</b>
Very good	80	74.1%	-5.7
Good	19	17.6%	+2.6
Neither good nor poor	0	0.0%	-2
Poor	2	1.9%	+1.2
Very poor	7	6.5%	+5.2
Don't Know	0	0.0%	-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.

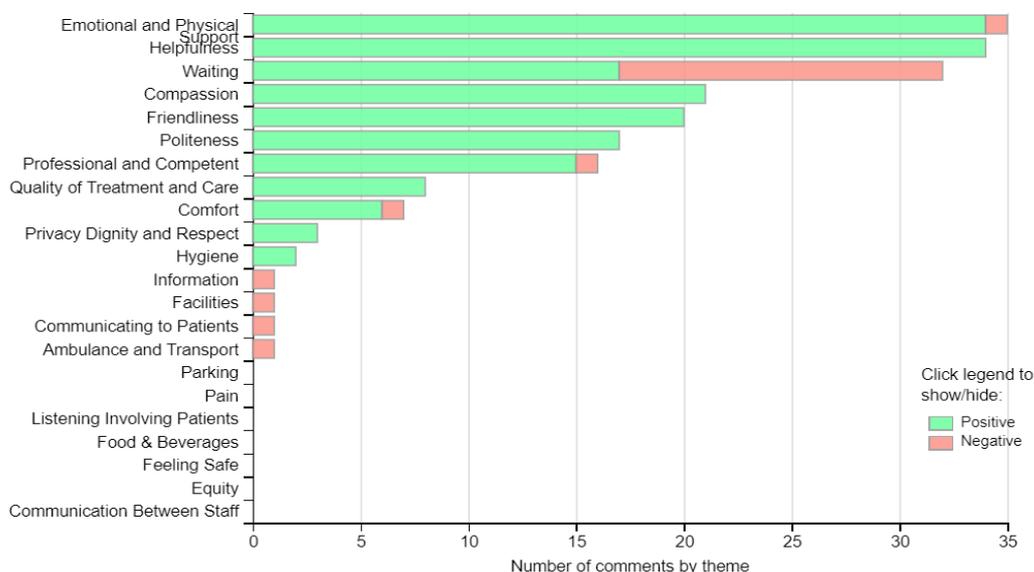
### Survey trend graph

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
<b>Total</b>	<b>91.7%</b>	<b>8.3%</b>	<b>108</b>	<b>80</b>	<b>19</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>0</b>
<b>NHS County Durham CCG</b>	<b>93.9%</b>	<b>6.1%</b>	<b>33</b>	<b>25</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>NHS Newcastle Gateshead CCG</b>	<b>100.0%</b>	<b>0.0%</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NHS North Tyneside CCG</b>	<b>84.6%</b>	<b>15.4%</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>NHS Northumberland CCG</b>	<b>82.6%</b>	<b>17.4%</b>	<b>23</b>	<b>14</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>
<b>NHS South Tyneside CCG</b>	<b>100.0%</b>	<b>0.0%</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NHS Sunderland CCG</b>	<b>100.0%</b>	<b>0.0%</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NHS Tees Valley CCG</b>	<b>93.8%</b>	<b>6.3%</b>	<b>16</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>No CCG</b>	<b>100.0%</b>	<b>0.0%</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Free text comments

In the present circumstances, with fewer staff, and the public's lack of appreciation I felt I had to mention what I thought was an outstanding person who went above and beyond. A gentleman
Friendly and courteous service from call staff and drivers
Nothing was a trouble. I was well looked after.
Very good.
Because both driver and companion were very friendly and made me feel at ease.
The driver was very helpful and was talking to me.
Not enough space - journey was very uncomfortable.
Very pleasant with service.
Because it was excellent service from start to finish.
Very helpful.
I was treated with respect and great kindness.
It was on time and the assistance was first class.
Couldn't have done without it. Great help.
Good or very good what more can you say.
I give this answer it is very good.
Because it's true. Could not be improved.
Pleased from all aspects.
Picked me up on time and took me to Renal unit.
Going to and from hospital all personnel were helpful and caring, and professional thanks to all of them.
The staff were brilliant.
Well they are very helpful and make sure you ok.



Drivers polite and helpful.
Very nice people as they look after you when you need them.
My last appointment I was kept waiting over 2 hours for transport home.
Total satisfaction.
Men were very helpful.
Very helpful.
Because they are good they look after you.
The staff are all friendly, caring, and considerate, use the name by which you liked to be called not formal surname unless asked for.
What more can I say, your transport is good.
Because it's true. I have no problem.
Excellent service on time and made to feel comfortable.
I have and will be using this service as I have lots of hospital appointment on this occasion was check up from hip surgery only had 5 weeks ago and had to sit waiting over 4 hours for pick up to return home.
Great service from all staff.
Taxi was late for appointment. Did not know where he was going in the hospital grounds.
They were extremely late this time arriving between 1 pm - 1:15 pm for a 12:30 pm appointment at James Cook Hospital in Middlesbrough.
Friendly driver, prompt service a much appreciated service.
Because it was very good and helpful.
Efficient, reliable, friendly. Nothing was a problem.
Picked up easy. Pleasant trip.
The actual transport was good. But the transport service was awful. You spend hours trying to get through.
Very caring and professional.
All staff are very, very good.
The drivers were really lovely which you need when you feel anxious.
Forgot about last time had to wait 8 hours.
The both ambulance crew looked after me from picking me up to taking me back home. Making sure I got into my bungalow all right.
I have not been very well, and the transport services are great.
I rang 7 times in one day to book. " All operators are busy - Hold on". The final time I waited 35 minutes for one to answer. I asked how many operators there are - reply was " plenty".
Friendly, punctual, and professional.
The crew were very helpful.
Good reference.
Taxi ambulance back home, less waiting time for ambulance. Quick trip home.
The way I was treated.
I have used this service and it has been an excellent service and very courteous staff.
You are well looked after by the drivers.
I have found it very good and I want to tell you I appreciate it. On time - courteous.
Outward journey from home ok. Return home wait 1hour 5 mins.
On time, efficient and courteous.
Drive very good. Well dressed, polite.
I think it is important. [ James Cook Hospital.]
Pleasant staff, comfortable journey.



Because I get very good service.
Friendly and helpful.
The car was no time to pick me up from home. I did not have to wait long to get a car from the hospital.
Crews very helpful, caring, and cheerful.
Staff were very friendly and helpful.
Drivers very pleasant, always ready to help.
Absolutely excellent service.
Always on time (unless traffic problems prevail). Drivers very polite and caring of patient's needs.
Good service all round except for one time where I waited 2 hours plus for a return journey.
Used 4 times all drivers have been great withy my Mam.
Good transport.
As they were very polite and chatty and helpful.
I found the whole experience very good.
Excellent service, odd mistakes by a very committed team.
It would be helpful if booking could be confirmed on day of pick-up. On one occasion didn't arrive at all.
Everything was spot on. Time and service. 10 out of 10.
Excellent service. Lovely driver.
Charming lady - calming.
The staff were very helpful. The vehicle was immaculate.
Helpful and caring.
I appreciate the NHS transport otherwise I could not manage to go to Hospital. The crew were lovely very considerate, made you feel at ease and looked after me from picking me up to taking me home.
The crew on the ambulance were efficient and helpful.
Arrived in good time for my appointment. Were polite and took care of me.
Because the ambulance crew were very helpful and respectful.
Kind and prompt.
The carer was very helpful and kind.
The service is impeccable.
Staff very helpful, courteous, polite, and respectful.
I use patient transport 6 times a week and I never know when it will arrive, I seat with my coat on for an hour before it arrived.
Because of the delay in waiting for the taxi..

**Anything we could have done better?**

Time to lift ban on front seat passengers in ambulance cars - I am over 6ft tall and unsuited to rear seats add chronic arthritis and the travel experience not good!
Waiting time is too long to be pick up.
It could be helpful to have deaf awareness maybe minicom for booking / cancellations and staff having BSL basic to converse with deaf patients.
Yes. When the hospital ring for patient to be taken home you should not have to wait 4 hours.
You could have rang me on my mobile phone to say the PT was running late as I became very anxious waiting on my own.
Why isn't it a freephone number it cost me nearly £30.00 over a week trying to get a response.
If possible give a time of pick up.



Sort out telephone system! I was very frustrated and angry as I phoned several times in the hope of getting through. Music played is very irritating!

Quicker response to return home.

Pick up time returning home. I waited one hour 10 mins.

Nothing.

Pay the NHS the wages these fabulous people they deserve.

There is no thing that could have been done better.

Organise routine journeys better - as a dialysis patient I use patient transport 6 times a week.