

Patient Transport Service (Scheduled Care)

Quarter 2, 2022/23



Patient Survey Summary

Responses: 371

Questions	Quarter 2 2021/22	Quarter 3 2021/22	Quarter 4 2021/22	Quarter 1 2022/23	Quarter 2 2022/23	Quarterly Trend	Annual Trend	
Overall how was your experience of the service the last time you used it?	95.7	94.3	95.1	95.1	93.3	○	94.5	○
Ease to get through on the phone	85.8	84.7	88.8	85.6	80.6	⊗	85.1	○
The attitude of the call taker	94.0	94.4	95.8	95.0	94.6	○	95.0	○
The overall booking process	91.8	91.0	94.1	93.2	90.6	○	92.4	○
The care / help provided by ambulance staff	85.8	84.7	88.8	85.6	80.6	⊗	85.1	○
The attitude of ambulance staff in general	94.0	94.4	95.8	95.0	94.6	○	95.0	○
The dignity and respect with which you were treated by the ambulance staff	91.8	91.0	94.1	93.2	90.6	○	92.4	○
The kindness and compassion with which you were treated by ambulance staff	85.8	84.7	88.8	85.6	80.6	⊗	85.1	○
The overall condition of the ambulance	92.5	93.2	94.4	93.9	95.3	○	94.2	○
The comfort of the ambulance	87.5	87.6	88.7	88.6	88.1	○	88.3	○
The cleanliness of the ambulance	96.0	95.9	96.7	96.2	97.0	○	96.5	○
The time it took to get you to your hospital appointment	93.2	93.7	95.5	95.1	93.6	○	94.6	○
The suitability of the type of transport used	95.0	94.7	94.9	95.0	94.7	○	94.8	○
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?	57.8	56.0	58.5	56.6	55.4	○	56.7	○

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 Q2 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 80.6% (- 5.2%)
- The kindness and compassion with which you were treated by ambulance staff 80.6% (- 5.2%)

Quarterly Analysis

In Q2 2022-23 we have collected 371 responses, 40 less than the previous quarter (411).

The FFT very good/good score is 93.3%, a decline of 1.8% from the previous quarter (95.1%).

Two indicators increased and 11 decreased. 10 indicators scored within 5% of the previous quarter.

Three indicators decreased by 5% or more:

- Ease to get through on the phone 80.6% (-5%)
- The care / help provided by ambulance staff 80.6 (-5%)
- The kindness and compassion with which you were treated by ambulance staff (-5%)

The CCG data shows that all indicators achieve the average 80% benchmark for all questions.

However, one indicator is below the benchmark across a four CCGs, and the no CCG category - ease to get through on the phone

- North Tyneside - 69%
- Newcastle Gateshead - 70%
- South Tyneside - 71%
- No CCG – 75%
- Sunderland - 77%

One other indicator scored below the 80% benchmark in the matrix, but this 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, 55%

Sentiment Analysis (free text)

Three main positive sentiment themes were:

- Emotional and physical support
- Helpfulness
- Friendliness.

Three main negative sentiment themes were:

- Waiting
- Emotional and physical support
- Information.

Demographic Analysis

Demographic respondent numbers may change due to respondents not sharing this data. Demographic analysis below only includes those individuals who have provided data. Unrepresentative groups excluded from analysis are in bold:

- **Gender:** 38.9% male and 55.5% female
- **Age:** **0.3% under 25**, **0.8% 25-44**, 14.8% 45-64, 52.3% 65-84 and 27.6% 85+
- **Ethnicity:** **0.5% ethnic minorities**, 95.4% white British and **1.3% white other**
- **Disability:** 88.4% disabled and 5.7% non-disabled
- **Faith:** 8% atheist/no faith, 79.9% Christian and **4% non-Christian**
- **Sexual orientation:** 85.8% heterosexual and **0.7% LGB**

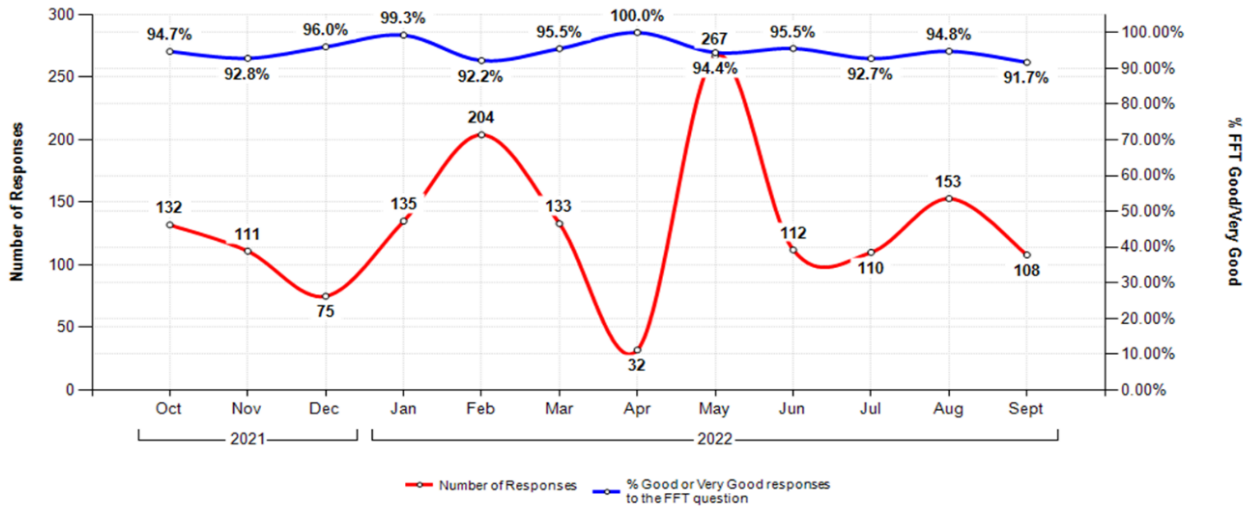
Overall how was your experience of the service? Most, 93.3% (-1.8%) were positive. No significant difference in responses based on demographics.

- **How did you travel to your appointment?** Most, 64.4% (+3.5%) selected "ambulance", not disabled (38.1%) rated this lowest.
- **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?** "early" (15.1%) selected least by non-disabled (10%). "on time" (39.2%) selected most by 85+ (46.5%) and non-disabled (50%). "1-30minutes" (19.6%) selected most by non-disabled (30%). "31-60minutes" (11.2%) selected least by non-disabled (5%).
- **Ease to get through on the phone.** Most, 80.6% (-1%) chose "good". No significant differences in responses due to demographics.
- **The overall booking process.** Most, 88.9% (+0.2%) chose "good". No significant differences in responses due to demographics.
- **The attitude of the call taker.** Most, 91.9% (+1.6%) chose "good". No significant differences in responses due to demographics.
- **The care provided by ambulance staff.** Most, 96.7% (+0.6%) chose "good". No significant differences in responses due to demographics.
- **The attitude of the ambulance staff.** Most, 93.7% (-3.8%) chose "good". No significant differences in responses due to demographics.
- **The kindness and compassion of the ambulance staff.** Most, 98.1% (+1.0%) chose "good". No significant differences in responses due to demographics.
- **The dignity and respect the ambulance staff treated you with.** Most, 98.1% (+0.6%) chose "good". No significant differences in responses due to demographics.
- **Getting to your appointment on time.** Most, 95.9% (-0.2%) chose "good". No significant differences in responses due to demographics.
- **The comfort of the ambulance.** Most, 91.7% (-0.1%) chose "good", non-disabled (100%) rated this highest.
- **The overall condition of the ambulance.** Most, 94.8% (+1.8%) chose "very good"/"fairly good". No significant differences in responses due to demographics.
- **The cleanliness of the ambulance.** Most, 97% (+0.8%) chose "good". No significant differences in responses due to demographics.
- **The suitability of the type of transport used.** Most, 96.9% (+0.8%) selected "good". No significant differences in responses due to demographics.

- 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? “on time” (19.7%) chosen most by men (26.8%) and 85+ (24.8%), least by female (14.6%). “1-30minutes” (37.6%) chosen most by 85+ (42.6%), least by 45-64 (26.9%) and non-disabled (30.0%). “31-60minutes” (18.3%) selected least by not disabled (10%). “1+ hours” (16%) selected most by 45-64 (23.1%), least by non-disabled (10%).

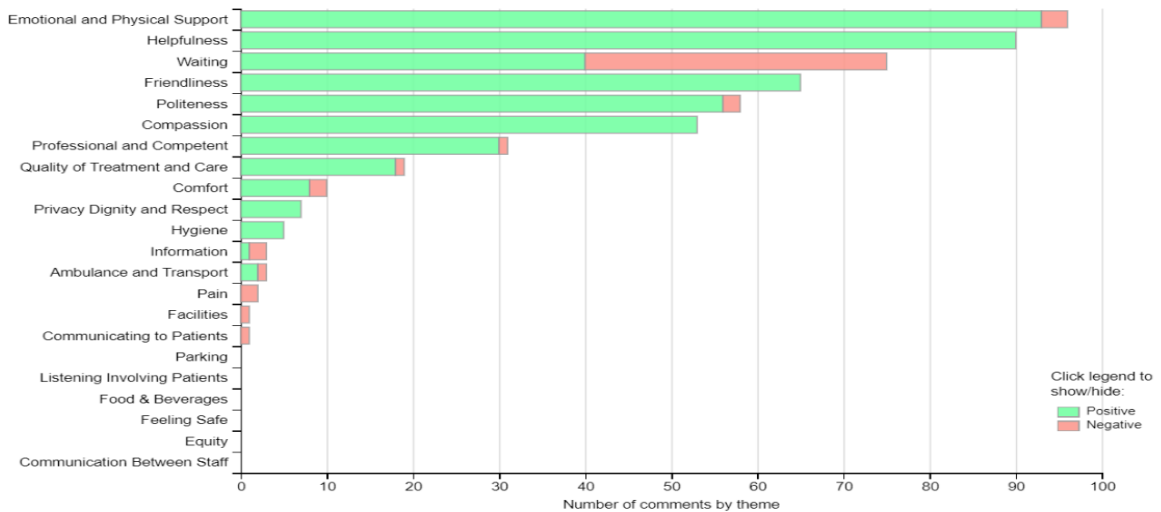
Survey trend graph

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: 01/07/2022

End Date: 30/09/2022

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	376	93	81	95	91	98	99	99	99	95	88	97	94	95	55	91
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	104	97	92	98	96	99	100	100	99	96	89	98	94	96	54	93
NHS Newcastle Gateshead	44	98	70	94	88	99	99	99	99	96	87	99	94	94	58	91
NHS North Tyneside	32	91	69	93	82	98	97	98	98	91	87	91	92	95	46	88
NHS Northumberland	74	92	81	93	93	97	99	99	99	97	87	96	92	92	49	91
NHS South Tyneside	26	92	71	89	85	97	99	100	99	93	84	98	95	92	52	89
NHS Sunderland	28	89	77	95	87	100	98	100	99	96	91	97	93	95	64	91
NHS Tees Valley	45	93	81	96	90	99	98	98	98	95	90	98	96	97	69	93
No CCG	23	83	75	92	90	96	100	99	96	93	89	97	90	95	58	90

Demographic Breakdown Quarter 2 2022/23

Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Disabled Non-	Atheist / No Faith	Christian	Christian Non-	Hetero-sexual	LGB
Overall how was your experience of the service the last time you used it?	Positive	93.3%	91.5%	94.6%	100.0%	100.0%	94.5%	94.8%	91.1%	80.0%	93.4%	100.0%	93.2%	95.2%	86.7%	94.5%	100.0%	93.7%	66.7%
	Negative	5.1%	6.3%	3.9%	0.0%	0.0%	1.8%	4.1%	6.9%	20.0%	4.8%	0.0%	5.2%	4.8%	3.3%	4.8%	0.0%	4.7%	33.3%
	Total	371	142	205	1	3	55	193	101	5	351	5	324	21	30	293	15	316	3
Which hospital or facility did you attend?	Darlington	2.6%	4.2%	1.7%	0.0%	0.0%	8.3%	1.2%	2.4%	20.0%	2.4%	0.0%	2.9%	0.0%	3.8%	2.4%	0.0%	2.6%	0.0%
	Freeman	12.0%	9.2%	13.5%	0.0%	0.0%	10.4%	13.3%	8.5%	0.0%	12.2%	0.0%	10.9%	21.1%	3.8%	13.5%	0.0%	11.8%	0.0%
	Hexham	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.3%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	James Cook	8.1%	12.6%	5.6%	0.0%	50.0%	10.4%	9.6%	3.7%	0.0%	8.4%	0.0%	8.0%	10.5%	23.1%	6.4%	9.1%	8.5%	0.0%
	North Tyneside	3.2%	2.5%	3.9%	0.0%	0.0%	2.1%	3.6%	3.7%	0.0%	3.4%	0.0%	2.6%	15.8%	3.8%	3.6%	0.0%	3.7%	0.0%
	Northumbria	2.3%	3.4%	1.7%	0.0%	0.0%	0.0%	3.6%	1.2%	0.0%	2.4%	0.0%	1.8%	5.3%	0.0%	2.8%	0.0%	2.6%	0.0%
	Hartlepool	0.3%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.3%	0.0%	0.4%	0.0%	0.0%	0.4%	0.0%	0.4%	0.0%
	RVI	8.8%	3.4%	12.4%	0.0%	0.0%	14.6%	6.0%	11.0%	0.0%	8.8%	0.0%	8.4%	10.5%	3.8%	9.2%	0.0%	8.1%	0.0%
	South Tyneside	3.6%	5.9%	2.2%	0.0%	0.0%	2.1%	3.6%	4.9%	0.0%	3.7%	0.0%	4.0%	0.0%	15.4%	2.4%	9.1%	4.0%	0.0%
	Sunderland	10.1%	11.8%	9.0%	0.0%	0.0%	14.6%	7.2%	12.2%	20.0%	9.5%	50.0%	9.9%	10.5%	3.8%	9.2%	27.3%	8.8%	0.0%
	Uni N. Durham	7.1%	3.4%	9.0%	0.0%	0.0%	10.4%	5.4%	8.5%	20.0%	6.8%	0.0%	6.9%	0.0%	11.5%	6.0%	18.2%	7.0%	0.0%
	Uni N. Tees	1.3%	0.8%	1.1%	0.0%	0.0%	4.2%	1.2%	0.0%	0.0%	1.4%	0.0%	1.5%	0.0%	0.0%	1.6%	0.0%	1.1%	0.0%
	Wansbeck	5.2%	6.7%	3.9%	0.0%	0.0%	6.3%	6.0%	3.7%	20.0%	5.1%	0.0%	4.4%	15.8%	3.8%	5.2%	0.0%	5.1%	0.0%
	Other	35.1%	36.1%	34.8%	0.0%	50.0%	16.7%	38.6%	39.0%	20.0%	35.5%	50.0%	38.0%	10.5%	26.9%	37.1%	36.4%	36.0%	100.0%
Total	308	119	178	0	2	48	166	82	5	296	4	274	19	26	251	11	272	1	
How did you travel to your appointment, was it by:	Ambulance	64.4%	62.5%	65.1%	0.0%	33.3%	66.0%	63.6%	69.1%	40.0%	65.1%	40.0%	66.6%	38.1%	50.0%	65.6%	71.4%	62.9%	50.0%
	Ambulance car	20.1%	22.7%	19.4%	0.0%	66.7%	21.3%	19.7%	19.1%	20.0%	20.3%	0.0%	17.9%	42.9%	28.6%	20.2%	7.1%	21.0%	0.0%
	Taxi	11.2%	8.6%	12.9%	0.0%	0.0%	10.6%	12.1%	9.6%	20.0%	10.5%	60.0%	11.7%	4.8%	10.7%	11.1%	14.3%	11.9%	0.0%
	Other	3.6%	5.5%	2.2%	100.0%	0.0%	2.1%	4.0%	2.1%	20.0%	3.5%	0.0%	3.4%	9.5%	10.7%	2.3%	7.1%	3.5%	50.0%
	Don't know	0.6%	0.8%	0.5%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.6%	0.0%	0.3%	4.8%	0.0%	0.8%	0.0%	0.7%	0.0%
	Total	329	128	186	1	3	47	173	94	5	315	5	290	21	28	262	14	286	2

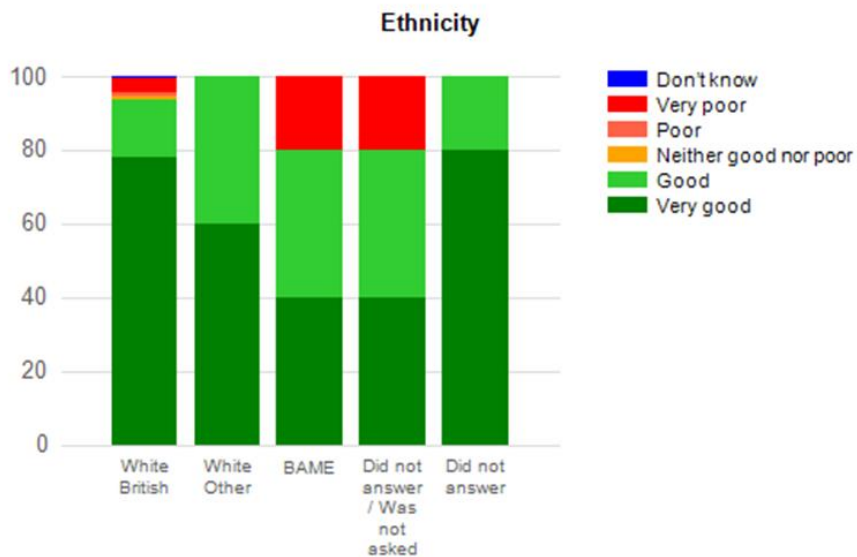
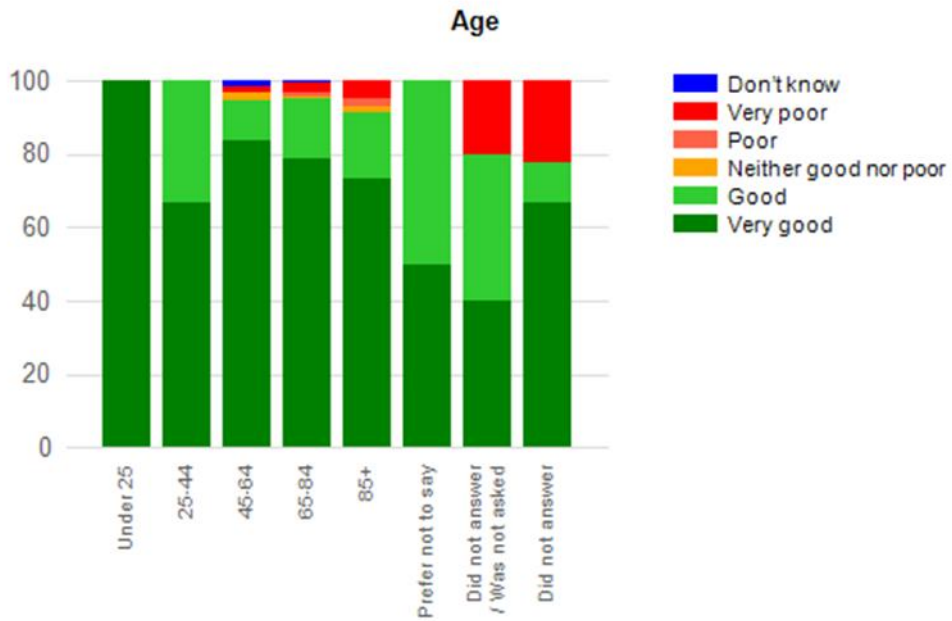
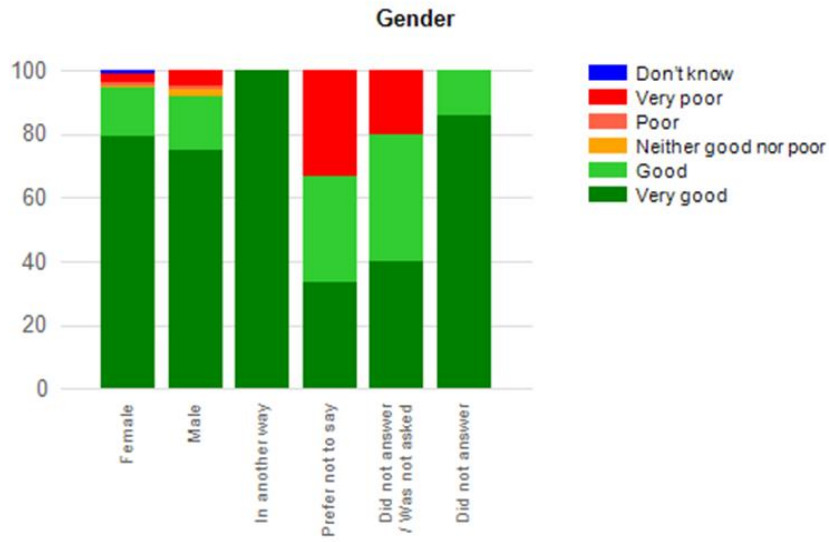
Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non- Disabled	Atheist / No Faith	Christian	Non- Christian	Hetero- sexual	LGB
How often have you used the North East Ambulance service in the last 12 months?	First time	10.3%	6.3%	12.6%	100.0%	0.0%	16.7%	6.7%	13.6%	20.0%	10.2%	0.0%	8.6%	33.3%	16.7%	9.8%	20.0%	10.1%	33.3%
	Twice	11.6%	13.2%	10.6%	0.0%	33.3%	5.6%	11.3%	14.6%	20.0%	11.0%	20.0%	10.4%	19.0%	3.3%	12.5%	6.7%	12.3%	0.0%
	3-5 times	42.7%	43.1%	43.0%	0.0%	0.0%	46.3%	38.7%	49.5%	60.0%	43.2%	20.0%	45.0%	23.8%	20.0%	43.9%	46.7%	42.5%	33.3%
	5+ times	32.4%	36.1%	30.4%	0.0%	66.7%	31.5%	39.2%	20.4%	0.0%	32.8%	60.0%	33.3%	19.0%	50.0%	31.8%	26.7%	33.0%	33.3%
	Don't know	3.0%	1.4%	3.4%	0.0%	0.0%	0.0%	4.1%	1.9%	0.0%	2.8%	0.0%	2.8%	4.8%	10.0%	2.0%	0.0%	2.2%	0.0%
	Total		370	144	207	1	3	54	194	103	5	354	5	327	21	30	296	15	318
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?	Early	15.1%	16.7%	14.1%	0.0%	0.0%	19.2%	15.0%	13.1%	0.0%	15.2%	25.0%	15.5%	10.0%	17.9%	15.4%	13.3%	16.1%	0.0%
	On time	39.2%	39.1%	38.2%	0.0%	33.3%	34.6%	36.4%	46.5%	20.0%	39.8%	0.0%	38.6%	50.0%	35.7%	38.6%	40.0%	39.3%	0.0%
	1-30 min wait	19.6%	18.1%	21.1%	0.0%	33.3%	19.2%	21.4%	17.2%	20.0%	19.6%	25.0%	18.7%	30.0%	10.7%	21.1%	33.3%	19.7%	0.0%
	31-60 min wait	11.2%	13.8%	10.1%	0.0%	0.0%	15.4%	11.8%	10.1%	20.0%	10.8%	50.0%	12.0%	5.0%	21.4%	10.2%	6.7%	11.1%	33.3%
	1+ hours wait	10.9%	9.4%	12.6%	100.0%	33.3%	9.6%	10.7%	11.1%	20.0%	11.1%	0.0%	12.0%	0.0%	10.7%	11.2%	6.7%	10.5%	66.7%
	Don't know	3.9%	2.9%	4.0%	0.0%	0.0%	1.9%	4.8%	2.0%	20.0%	3.5%	0.0%	3.2%	5.0%	3.6%	3.5%	0.0%	3.3%	0.0%
Total		357	138	199	1	3	52	187	99	5	342	4	316	20	28	285	15	305	3
The kindness and compassion with which you were treated by ambulance staff	Very good	93.1%	93.8%	93.6%	100.0%	66.7%	92.5%	95.4%	92.2%	60.0%	93.4%	100.0%	93.6%	95.0%	89.7%	94.2%	100.0%	94.0%	66.7%
	Fairly Good	5.0%	5.6%	4.4%	0.0%	33.3%	7.5%	3.6%	5.9%	20.0%	4.8%	0.0%	4.6%	5.0%	10.3%	4.1%	0.0%	4.4%	0.0%
	Not applicable	1.9%	0.7%	2.0%	0.0%	0.0%	0.0%	1.0%	2.0%	20.0%	1.7%	0.0%	1.8%	0.0%	0.0%	1.7%	0.0%	1.6%	33.3%
	Total		363	144	204	1	3	53	194	102	5	351	5	326	20	29	295	15	317
The dignity and respect with which you were treated by the ambulance staff	Very good	94.3%	95.9%	93.7%	100.0%	100.0%	90.7%	97.4%	92.2%	60.0%	94.6%	100.0%	94.2%	100.0%	96.6%	94.6%	100.0%	95.3%	66.7%
	Fairly Good	3.8%	3.4%	4.4%	0.0%	0.0%	9.3%	1.5%	5.8%	20.0%	3.7%	0.0%	4.0%	0.0%	3.4%	3.7%	0.0%	3.1%	0.0%
	Not applicable	1.9%	0.7%	1.9%	0.0%	0.0%	0.0%	1.0%	1.9%	20.0%	1.7%	0.0%	1.8%	0.0%	0.0%	1.7%	0.0%	1.6%	33.3%
	Total		366	145	206	1	3	54	195	103	5	354	5	328	21	29	297	15	318
The attitude of ambulance staff in general	Very good	93.7%	95.8%	92.7%	100.0%	100.0%	96.3%	95.9%	90.3%	60.0%	94.1%	100.0%	93.9%	95.2%	93.1%	94.9%	100.0%	95.0%	66.7%
	Fairly Good	4.6%	4.2%	5.3%	0.0%	0.0%	3.7%	3.6%	7.8%	20.0%	4.5%	0.0%	4.6%	4.8%	6.9%	3.7%	0.0%	3.8%	0.0%
	Not applicable	1.6%	0.0%	1.9%	0.0%	0.0%	0.0%	0.5%	1.9%	20.0%	1.4%	0.0%	1.5%	0.0%	0.0%	1.3%	0.0%	1.3%	33.3%
	Total		366	144	206	1	3	54	194	103	5	354	5	327	21	29	297	15	317

Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non- Disabled	Atheist / No Faith	Christian	Non- Christian	Hetero- sexual	LGB
The comfort of the ambulance	Very good	59.5%	59.0%	59.8%	0.0%	33.3%	68.5%	60.1%	56.9%	20.0%	59.8%	60.0%	59.4%	66.7%	65.5%	60.0%	53.3%	58.2%	33.3%
	Fairly Good	32.2%	32.6%	32.4%	0.0%	33.3%	25.9%	32.6%	36.3%	60.0%	31.9%	40.0%	32.3%	33.3%	24.1%	32.9%	46.7%	34.5%	0.0%
	Okay	3.6%	4.2%	3.4%	0.0%	33.3%	1.9%	4.1%	2.9%	0.0%	3.7%	0.0%	3.7%	0.0%	0.0%	3.4%	0.0%	3.2%	0.0%
	Poor	1.7%	2.1%	1.5%	0.0%	0.0%	3.7%	1.6%	1.0%	0.0%	1.7%	0.0%	1.5%	0.0%	3.4%	1.4%	0.0%	1.6%	0.0%
	Very poor	0.6%	1.4%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%	3.4%	0.3%	0.0%	0.6%	0.0%
	Not applicable	2.5%	0.7%	2.9%	100.0%	0.0%	0.0%	1.0%	2.9%	20.0%	2.3%	0.0%	2.5%	0.0%	3.4%	2.0%	0.0%	1.9%	66.7%
	Total		363	144	204	1	3	54	193	102	5	351	5	325	21	29	295	15	316
The overall condition of the ambulance	Very good	80.0%	82.5%	78.8%	0.0%	100.0%	77.8%	84.8%	76.5%	80.0%	79.9%	80.0%	80.8%	76.2%	82.8%	80.2%	93.3%	81.6%	33.3%
	Fairly Good	16.7%	16.8%	16.7%	0.0%	0.0%	20.4%	13.6%	19.6%	0.0%	16.9%	20.0%	15.8%	23.8%	13.8%	17.1%	6.7%	15.9%	0.0%
	Okay	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Very poor	0.3%	0.0%	0.5%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Not applicable	2.8%	0.7%	3.4%	100.0%	0.0%	0.0%	1.0%	3.9%	20.0%	2.6%	0.0%	2.8%	0.0%	3.4%	2.4%	0.0%	2.2%	66.7%
	Total		360	143	203	1	3	54	191	102	5	349	5	323	21	29	293	15	315
The time it took to get you to your hospital appointment	Very good	78.9%	77.6%	80.6%	0.0%	100.0%	75.9%	80.5%	77.2%	60.0%	79.6%	40.0%	79.9%	71.4%	75.9%	80.7%	80.0%	80.1%	33.3%
	Fairly Good	17.0%	17.5%	16.0%	0.0%	0.0%	16.7%	15.9%	20.8%	20.0%	16.7%	40.0%	15.9%	23.8%	13.8%	15.9%	20.0%	16.1%	0.0%
	Okay	1.4%	1.4%	1.5%	100.0%	0.0%	3.7%	1.0%	0.0%	0.0%	1.1%	20.0%	1.5%	0.0%	6.9%	1.0%	0.0%	1.3%	33.3%
	Very poor	1.4%	1.4%	1.0%	0.0%	0.0%	1.9%	1.0%	1.0%	20.0%	1.1%	0.0%	1.5%	0.0%	3.4%	0.7%	0.0%	0.9%	33.3%
	Not applicable	1.4%	2.1%	1.0%	0.0%	0.0%	1.9%	1.5%	1.0%	0.0%	1.4%	0.0%	1.2%	4.8%	0.0%	1.7%	0.0%	1.6%	0.0%
	Total		365	143	206	1	3	54	195	101	5	353	5	328	21	29	296	15	316
The cleanliness of the ambulance	Very good	86.3%	89.6%	84.4%	0.0%	100.0%	90.6%	87.6%	85.4%	60.0%	86.7%	80.0%	87.4%	85.7%	82.1%	86.5%	100.0%	87.0%	33.3%
	Fairly Good	10.7%	9.0%	12.2%	0.0%	0.0%	9.4%	10.8%	10.7%	20.0%	10.5%	20.0%	9.5%	14.3%	14.3%	10.8%	0.0%	10.4%	0.0%
	Okay	0.5%	0.7%	0.5%	0.0%	0.0%	0.0%	0.5%	1.0%	0.0%	0.6%	0.0%	0.6%	0.0%	0.0%	0.7%	0.0%	0.6%	0.0%
	Not applicable	2.5%	0.7%	2.9%	100.0%	0.0%	0.0%	1.0%	2.9%	20.0%	2.3%	0.0%	2.5%	0.0%	3.6%	2.0%	0.0%	1.9%	66.7%
	Total		365	144	205	1	3	53	194	103	5	353	5	326	21	28	297	15	316

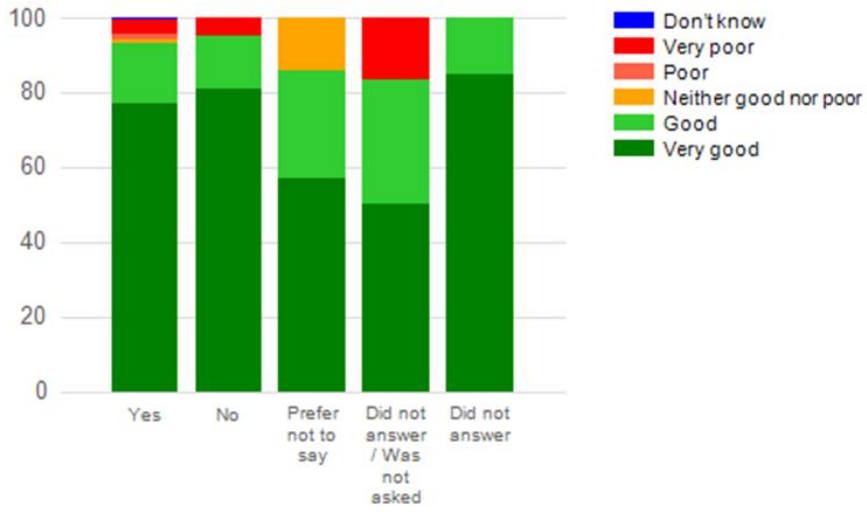
Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non- Disabled	Atheist / No Faith	Christian	Non- Christian	Hetero- sexual	LGB
The suitability of the type of transport used	Very good	81.5%	82.3%	82.1%	0.0%	66.7%	81.5%	83.6%	81.0%	60.0%	81.7%	80.0%	82.6%	81.0%	75.9%	83.1%	80.0%	81.7%	33.3%
	Fairly Good	15.4%	13.5%	15.4%	0.0%	0.0%	16.7%	14.3%	17.0%	40.0%	15.1%	20.0%	14.3%	19.0%	13.8%	14.8%	20.0%	15.4%	0.0%
	Okay	1.4%	2.1%	1.0%	0.0%	33.3%	1.9%	0.0%	2.0%	0.0%	1.4%	0.0%	1.2%	0.0%	3.4%	1.0%	0.0%	1.6%	0.0%
	Poor	0.6%	1.4%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.6%	0.0%	0.6%	0.0%	3.4%	0.3%	0.0%	0.6%	0.0%
	Very poor	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%
	Not applicable	0.8%	0.7%	1.0%	100.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.9%	0.0%	0.9%	0.0%	3.4%	0.3%	0.0%	0.3%	66.7%
	Total		357	141	201	1	3	54	189	100	5	345	5	321	21	29	290	15	312
The attitude of the call taker	Very good	79.9%	80.3%	79.1%	0.0%	66.7%	82.7%	82.2%	76.0%	60.0%	80.2%	80.0%	80.2%	85.0%	86.2%	80.6%	78.6%	81.1%	66.7%
	Fairly Good	12.0%	9.5%	14.3%	100.0%	0.0%	5.8%	8.9%	20.0%	20.0%	12.0%	0.0%	11.8%	10.0%	6.9%	11.5%	21.4%	10.9%	33.3%
	Okay	1.4%	0.7%	2.0%	0.0%	0.0%	3.8%	1.7%	0.0%	0.0%	1.5%	0.0%	1.6%	0.0%	3.4%	0.7%	0.0%	1.3%	0.0%
	Poor	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%
	Very poor	1.1%	2.9%	0.0%	0.0%	33.3%	0.0%	1.7%	0.0%	0.0%	1.2%	0.0%	1.3%	0.0%	0.0%	1.1%	0.0%	1.3%	0.0%
	Not applicable	5.2%	6.6%	4.1%	0.0%	0.0%	7.7%	5.0%	4.0%	20.0%	4.8%	20.0%	4.8%	5.0%	3.4%	5.7%	0.0%	5.0%	0.0%
	Total		349	137	196	1	3	52	180	100	5	334	5	313	20	29	279	14	302
The overall booking process	Very good	67.1%	66.2%	67.2%	0.0%	33.3%	76.9%	66.1%	67.0%	50.0%	67.3%	60.0%	67.1%	73.7%	75.9%	65.8%	71.4%	68.2%	66.7%
	Fairly Good	21.8%	21.3%	22.4%	100.0%	33.3%	13.5%	20.8%	26.0%	25.0%	22.1%	0.0%	22.2%	15.8%	3.4%	23.9%	28.6%	21.0%	33.3%
	Okay	1.7%	1.5%	2.0%	0.0%	0.0%	0.0%	1.6%	2.0%	0.0%	1.8%	0.0%	1.6%	0.0%	6.9%	1.4%	0.0%	2.0%	0.0%
	Poor	1.4%	1.5%	1.5%	0.0%	33.3%	1.9%	1.6%	0.0%	0.0%	1.2%	20.0%	1.6%	0.0%	6.9%	0.0%	0.0%	1.0%	0.0%
	Very poor	1.4%	1.5%	1.5%	0.0%	0.0%	0.0%	2.2%	1.0%	0.0%	1.5%	0.0%	1.6%	0.0%	3.4%	1.4%	0.0%	1.6%	0.0%
	Not applicable	6.5%	8.1%	5.5%	0.0%	0.0%	7.7%	7.7%	4.0%	25.0%	6.2%	20.0%	6.0%	10.5%	3.4%	7.4%	0.0%	6.2%	0.0%
	Total		353	136	201	1	3	52	183	100	4	339	5	316	19	29	284	14	305

Question	Answer	Average/ Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	Ethnic Minorities	White British	White Other	Disabled	Non- Disabled	Atheist/ No Faith	Christian	Non- Christian	Hetero- sexual	LGB
Ease to get through on the phone	Very good	50.3%	51.1%	48.8%	0.0%	0.0%	61.5%	49.7%	47.5%	20.0%	50.7%	40.0%	49.5%	70.0%	55.2%	49.7%	42.9%	50.0%	66.7%
	Fairly Good	30.3%	27.7%	31.8%	100.0%	66.7%	21.2%	27.6%	37.6%	60.0%	30.2%	0.0%	30.9%	15.0%	24.1%	31.1%	28.6%	31.4%	33.3%
	Okay	4.2%	3.6%	5.0%	0.0%	0.0%	3.8%	4.9%	4.0%	0.0%	4.1%	20.0%	4.1%	0.0%	3.4%	4.2%	14.3%	3.9%	0.0%
	Poor	3.7%	1.5%	5.5%	0.0%	0.0%	3.8%	4.9%	2.0%	0.0%	3.8%	0.0%	3.8%	5.0%	0.0%	3.5%	14.3%	3.6%	0.0%
	Very poor	5.9%	8.8%	4.5%	0.0%	33.3%	1.9%	7.6%	4.0%	0.0%	5.9%	20.0%	6.3%	5.0%	13.8%	5.2%	0.0%	5.9%	0.0%
	Not applicable	5.6%	7.3%	4.5%	0.0%	0.0%	7.7%	5.4%	5.0%	20.0%	5.3%	20.0%	5.4%	5.0%	3.4%	6.3%	0.0%	5.2%	0.0%
	Total		356	137	201	1	3	52	185	101	5	341	5	317	20	29	286	14	306
The care / help provided by ambulance staff	Very good	93.1%	95.0%	92.2%	100.0%	100.0%	96.2%	92.6%	94.1%	80.0%	93.1%	100.0%	94.4%	84.2%	90.0%	94.5%	92.9%	94.5%	66.7%
	Fairly Good	3.6%	2.1%	4.9%	0.0%	0.0%	0.0%	4.3%	4.9%	0.0%	3.8%	0.0%	3.1%	10.5%	6.7%	2.8%	7.1%	2.6%	0.0%
	Okay	0.6%	0.7%	0.5%	0.0%	0.0%	1.9%	0.5%	0.0%	0.0%	0.6%	0.0%	0.3%	0.0%	0.0%	0.7%	0.0%	0.6%	0.0%
	Poor	0.3%	0.0%	0.5%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	3.3%	0.0%	0.0%	0.3%	0.0%
	Very poor	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
	Not applicable	2.2%	2.1%	1.5%	0.0%	0.0%	0.0%	2.7%	1.0%	20.0%	2.0%	0.0%	1.6%	5.3%	0.0%	2.1%	0.0%	1.9%	0.0%
	Total		361	141	204	1	3	53	188	102	5	346	5	322	19	30	290	14	311
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?	Early	2.2%	2.1%	2.5%	0.0%	0.0%	1.9%	3.7%	0.0%	0.0%	2.3%	0.0%	2.2%	5.0%	0.0%	2.4%	7.1%	2.6%	0.0%
	On time	19.7%	26.8%	14.4%	0.0%	0.0%	15.4%	19.0%	24.8%	0.0%	19.9%	0.0%	18.7%	40.0%	20.7%	17.6%	28.6%	18.4%	0.0%
	1-30 min wait	37.6%	35.2%	39.3%	0.0%	0.0%	26.9%	39.2%	42.6%	40.0%	37.6%	50.0%	38.6%	30.0%	27.6%	40.1%	28.6%	39.7%	0.0%
	31-60 min wait	18.3%	21.8%	15.9%	0.0%	66.7%	23.1%	18.0%	16.8%	20.0%	17.9%	50.0%	18.7%	10.0%	31.0%	17.3%	21.4%	19.0%	33.3%
	1+ hours wait	16.0%	12.7%	18.9%	0.0%	33.3%	23.1%	14.8%	11.9%	20.0%	16.2%	0.0%	16.2%	10.0%	13.8%	16.6%	7.1%	15.2%	33.3%
	Don't know	2.2%	0.7%	3.0%	0.0%	0.0%	5.8%	1.1%	2.0%	20.0%	2.0%	0.0%	1.9%	0.0%	0.0%	1.7%	7.1%	1.9%	0.0%
	Not applicable	3.9%	0.7%	6.0%	100.0%	0.0%	3.8%	4.2%	2.0%	0.0%	4.0%	0.0%	3.7%	5.0%	6.9%	4.2%	0.0%	3.2%	33.3%
	Total		356	142	201	1	3	52	189	101	5	346	4	321	20	29	289	14	310

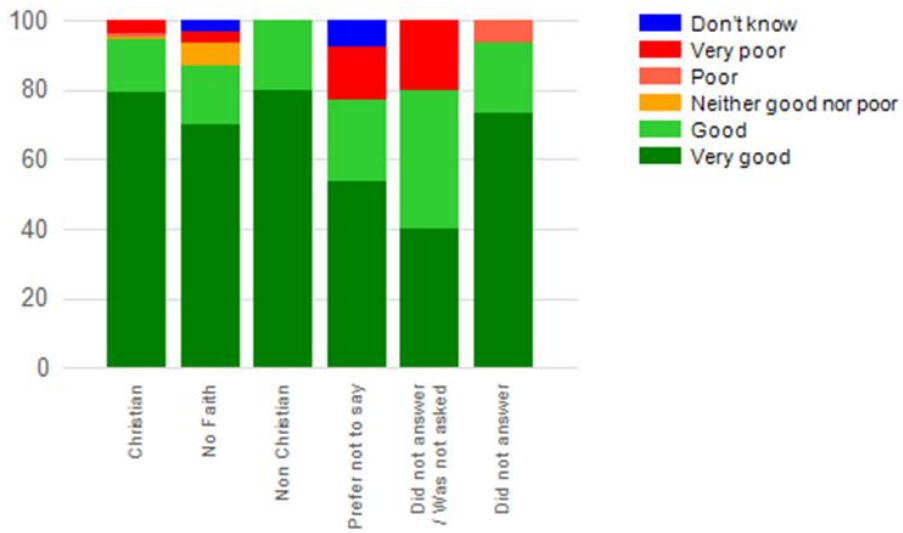
Friends and Family Test Demographic Breakdown Graphs



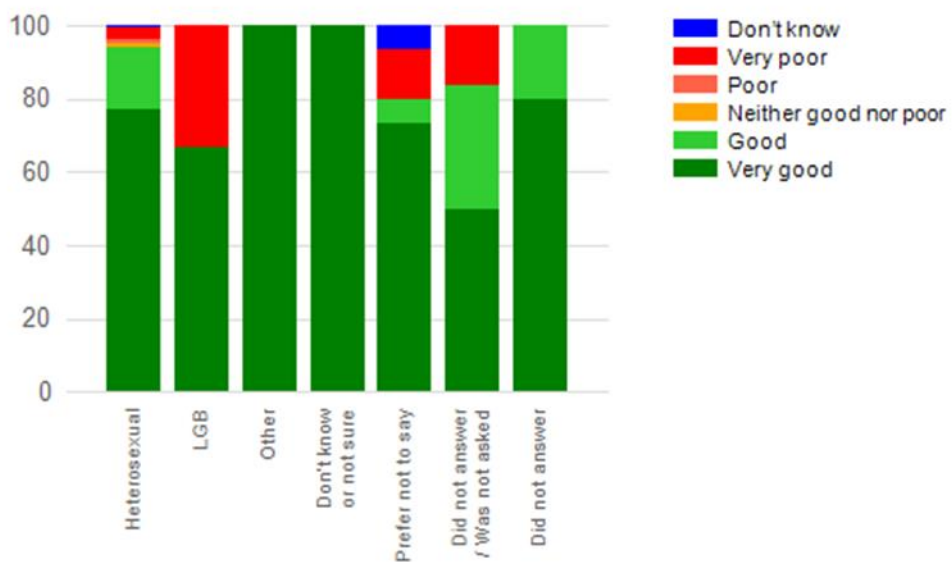
Disability



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	285	76.8%
Good	61	16.4%
Neither good nor poor	4	1.1%
Poor	4	1.1%
Very poor	15	4.0%
Don't know	2	0.5%
Total	371	100%

Question 8.1: Ease to get through on the phone

Available Answers	Responses	Score (%)
Very good	179	50.3%
Fairly Good	108	30.3%
Neither good nor poor	15	4.2%
Poor	13	3.7%
Very poor	21	5.9%
Not applicable	20	5.6%
Total	356	100%

Question 8.6: The dignity and respect with which you were treated by the ambulance staff

Available Answers	Responses	Score (%)
Very good	345	94.3%
Fairly Good	14	3.8%
Neither good nor poor	0	0%
Poor	0	0%
Not applicable	7	1.9%
Total	366	100%

Question 8.4: The care / help provided by ambulance staff		
Available Answers	Responses	Score (%)
Very good	336	93.1%
Fairly Good	13	3.6%
Neither good nor poor	2	0.6%
Poor	1	0.3%
Very poor	1	0.3%
Not applicable	8	2.2%
Total	361	100%

Question 8.5: The attitude of ambulance staff in general		
Available Answers	Responses	Score (%)
Very good	343	93.7%
Fairly Good	17	4.6%
Neither good nor poor	0	0%
Poor	0	0%
Not applicable	6	1.6%
Total	366	100%

Question 8.12: The suitability of the type of transport used		
Available Answers	Responses	Score (%)
Very good	291	81.5%
Fairly Good	55	15.4%
Neither good nor poor	5	1.4%
Poor	2	0.6%
Very poor	1	0.3%
Not applicable	3	0.8%
Total	357	100%

Question 8.2: The attitude of the call talker		
Available Answers	Responses	Score (%)
Very good	279	79.9%
Fairly Good	42	12.0%
Neither good nor poor	5	1.4%
Poor	1	0.3%
Very poor	4	1.1%
Not applicable	18	5.2%
Total	349	100%

Question 8.3: The overall booking process

Available Answers	Responses	Score (%)
Very good	237	67.1%
Fairly Good	77	21.8%
Neither good nor poor	6	1.7%
Poor	5	1.4%
Very poor	5	1.4%
Not applicable	23	6.5%
Total	353	100%

Question 8.10: The cleanliness of the ambulance

Available Answers	Responses	Score (%)
Very good	315	86.3%
Fairly Good	39	10.7%
Neither good nor poor	2	0.5%
Not applicable	9	2.5%
Total	365	100%

Question 8.11: The time it took to get you to your hospital appointment

Available Answers	Responses	Score (%)
Very good	288	78.9%
Fairly Good	62	17.0%
Neither good nor poor	5	1.4%
Poor	0	0%
Very poor	5	1.4%
Not applicable	5	1.4%
Total	365	100%

Question 8.8: The overall condition of the ambulance

Available Answers	Responses	Score (%)
Very good	288	80.0%
Fairly Good	60	16.7%
Neither good nor poor	1	0.3%
Poor	0	0%
Very poor	1	0.3%
Not applicable	10	2.8%
Total	360	100%

Question 8.7: The kindness and compassion with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	338	93.1%
Fairly Good	18	5.0%
Neither good nor poor	0	0%
Poor	0	0%
Not applicable	7	1.9%
Total	363	100%

Question 8.10: The comfort of the ambulance		
Available Answers	Responses	Score (%)
Very good	216	59.5%
Fairly Good	117	32.2%
Neither good nor poor	13	3.6%
Poor	6	1.7%
Very poor	2	0.6%
Not applicable	9	2.5%
Total	363	100%

Question 9: 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?		
Available Answers	Responses	Score (%)
It was early	8	2.2%
It was on time	70	19.7%
0-30 minutes	134	37.6%
31-60 minutes	65	18.3%
Over 1 hour	57	16.0%
Don't know/can't remember	8	2.2%
Not applicable	14	3.9%
Total	356	100%

Question 11: How would you describe your gender?		
Available Answers	Responses	Score (%)
Female	207	55.5%
Male	145	38.9%
In another way	2	0.5%
Prefer not to say	3	0.8%
Did not answer	16	4.3%
Total	373	100%

Question 10: What is your age?

Available Answers	Responses	Score (%)
Under 25	1	0.3%
25-44	3	0.8%
45-64	55	14.8%
65-84	195	52.3%
85+	103	27.6%
Prefer not to say	5	1.3%
Did not answer	11	3.0%
Total	373	100%

Question 13: What is your ethnic group?

Available Answers	Responses	Score (%)
White British	356	95.4%
White other	5	1.3%
Ethnic minorities Comprising: <ul style="list-style-type: none"> Asian or Asian British (1 responses, 0.3%), Black African/Caribbean/Black British (0 response, 0%), Mixed/multiple ethnic groups (0 responses, 0%), Other (1 responses, 0.3%) 	2	0.5%
Prefer not to say	3	0.8%
Did not answer	7	1.9%
Total	456	100%

Question 14: How would you describe your religion or belief?

Available Answers	Responses	Score (%)
Christian	298	79.9%
Atheist/No religion or belief	30	8.0%
Non-Christian Comprising: <ul style="list-style-type: none"> Buddhist (0 responses, 0%), Hindu (0 response, 0%), Jewish (0 responses, 0%), Muslim (0 responses, 0%) Sikh (0 responses, 0%) Other (15 responses, 4.0%) 	15	4.0%
Prefer not to say	13	3.5%
Did not answer	17	4.6%
Total	456	100%

Question 15: Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last, at least 12months?

Available Answers	Responses	Score (%)
Yes	329	88.4%
No	21	5.7%
Prefer not to say	7	1.9%
Did not answer	15	4.0%
Total	372	100%

Question 16: How would you describe how you think of your sexual orientation?

Available Answers	Responses	Score (%)
Heterosexual or Straight	319	85.7%
LGB Comprising: <ul style="list-style-type: none"> • Gay or lesbian (2 responses, 0.5%) • Bisexual (1 responses, 0.3%) 	3	0.7%
Other	2	0.5%
Don't know of not sure	5	1.3%
Prefer not to say	16	4.3%
Did not answer	27	7.3%
Total	372	100%