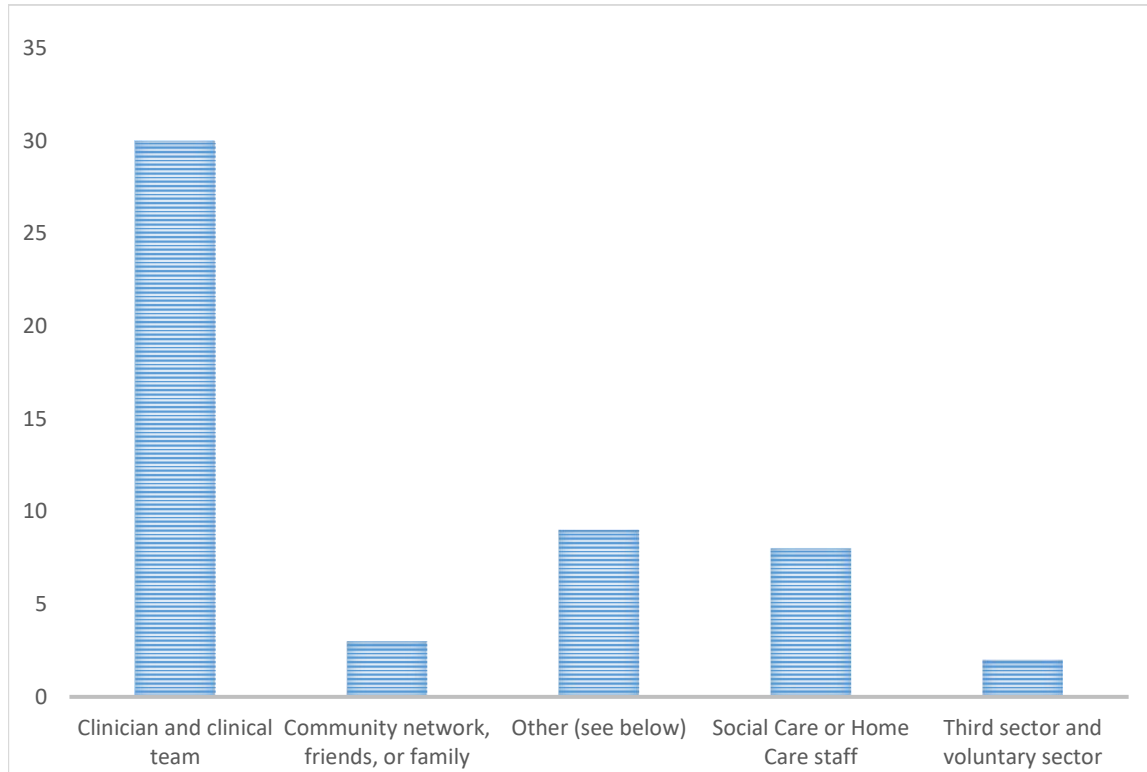


## NHS and Care Staff Survey on Patient Transport (9 November – 30 December 2020)

The short survey was shared with hospital, care home, and GP practice staff involved with supporting patients using the Non-Emergency Patient Transport Service. 55 responses were received.

### Q1. How do your patients or community members learn about accessing Patient Transport?



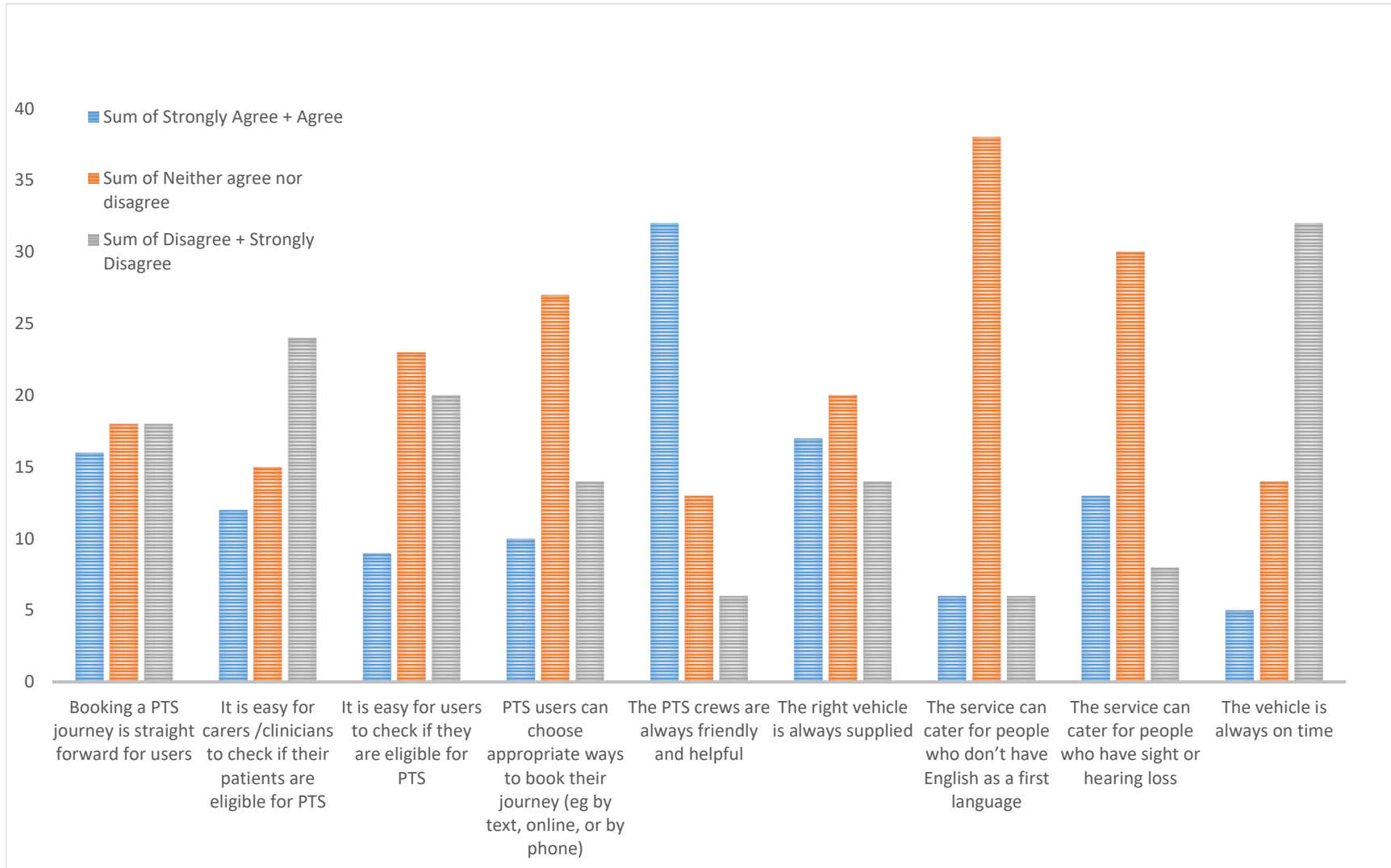
#### Summary of other:

We advise the patients or their carers to telephone the Patient Transport Line.

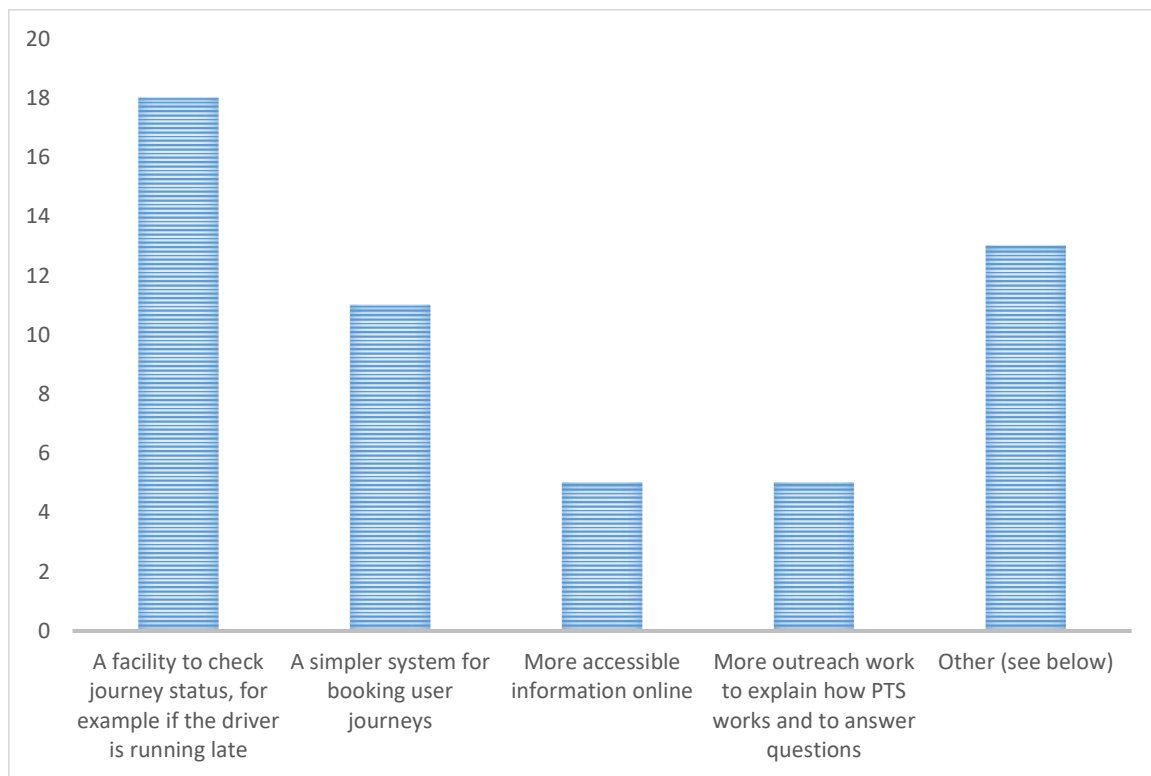
GPs.

Hospital staff.

**Q2. Please let us know the strengths and weaknesses of our current Patient Transport Services (PTS) by choosing how much you agree or disagree with the following statements:**



**Q3. What would improve Patient Transport Services for those who support service users eg Clinical teams, Social Care or Home Care staff, and the Third and Voluntary sectors?**



**Summary of other:**

Flexibility to adapt journeys to changing patient and clinical need. Acute and community services are moving towards a more responsive approach to discharging and trying to avoid admissions.

Assign Patient Transport Teams to specific areas eg outpatients, discharges, emergency department non-emergency transfers.

Some patients have to wait too long for their return journey.

More responsiveness and flexibility to prioritise patients and adjust their journeys.

All of the above.

Current system works well.

Clearer guidance for elderly and frail to support booking appointments.

Help for patients to book directly.

#### Q4. Finally, what changes do you feel would improve Patient Transport Service provision for our residents?

Of the responses we received, there were 16 key themes raised. There wasn't a consensus on which health services were best placed to signpost patients or support non-emergency transport bookings. Three respondents felt there should be more information at GP practices, one felt there should be more GP involvement, two felt there should be less. One suggested more training amongst wider health and care personnel on patient transport.

