

# Patient Transport Service Online Survey for Service Users, their Carers and Families (22 January – 7 March 2021)

Based on the themes that emerged at our Round Tables in 2020, the online User Survey was a quick, online survey of multiple-choice questions, with comments sections, for service users, their carers and families. The survey was open from 22 January to Sunday 7 March 2021. It was shared via the Surrey Heartlands CCG social media channels, and local statutory and third sector organisations, and care organisations.

**92** responses were received. After cleansing to remove respondents who had not used or were not aware of the service, the answers from **76** respondents were included in this report. **53** respondents were service users (70%) and **23** were family members or carers completing the survey on a user's behalf (30%). Not all respondents answered all questions.

## Index of charts:

P2. Gender of respondents; ethnicity of respondents

P3. Age of respondents

P4. How did you hear about the Patient Transport Service?

P5. How did you confirm you were eligible for Patient Transport Service?

P6. Who booked your Patient Transport journey?

P7. Have you used the block-booking option if you are having more than one scheduled appointment?

P8. Feedback on whether the booking process is quick, easy, and satisfactory.

P9. Which technologies are you confident using to manage your patient transport bookings?

P10. Feedback on waiting times to be collected either inbound or outbound by a Patient Transport Service vehicle and on journey times within Surrey.

P11. Frequency of specified Patient Transport issues.

P12. Preferred options for getting updates on Patient Transport Service vehicle arrival time.

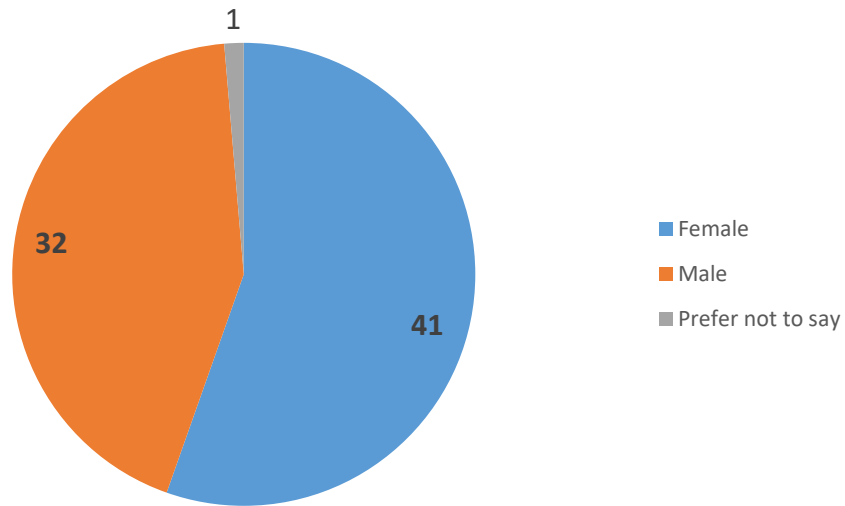
P13. Have you experienced any difficulties getting on or off, or travelling on Patient Transport Service vehicles?

P14. Communications options to access the service more easily

P15. Rating the service from Patient Transport Service crews.

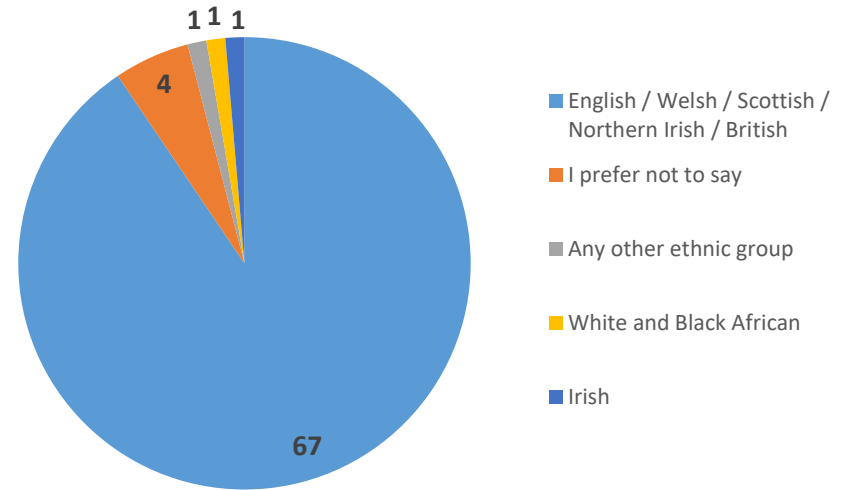
P16. Summary of answers on what changes or improvements to the Patient Transport Service respondents would like to see.

### Gender of respondents:



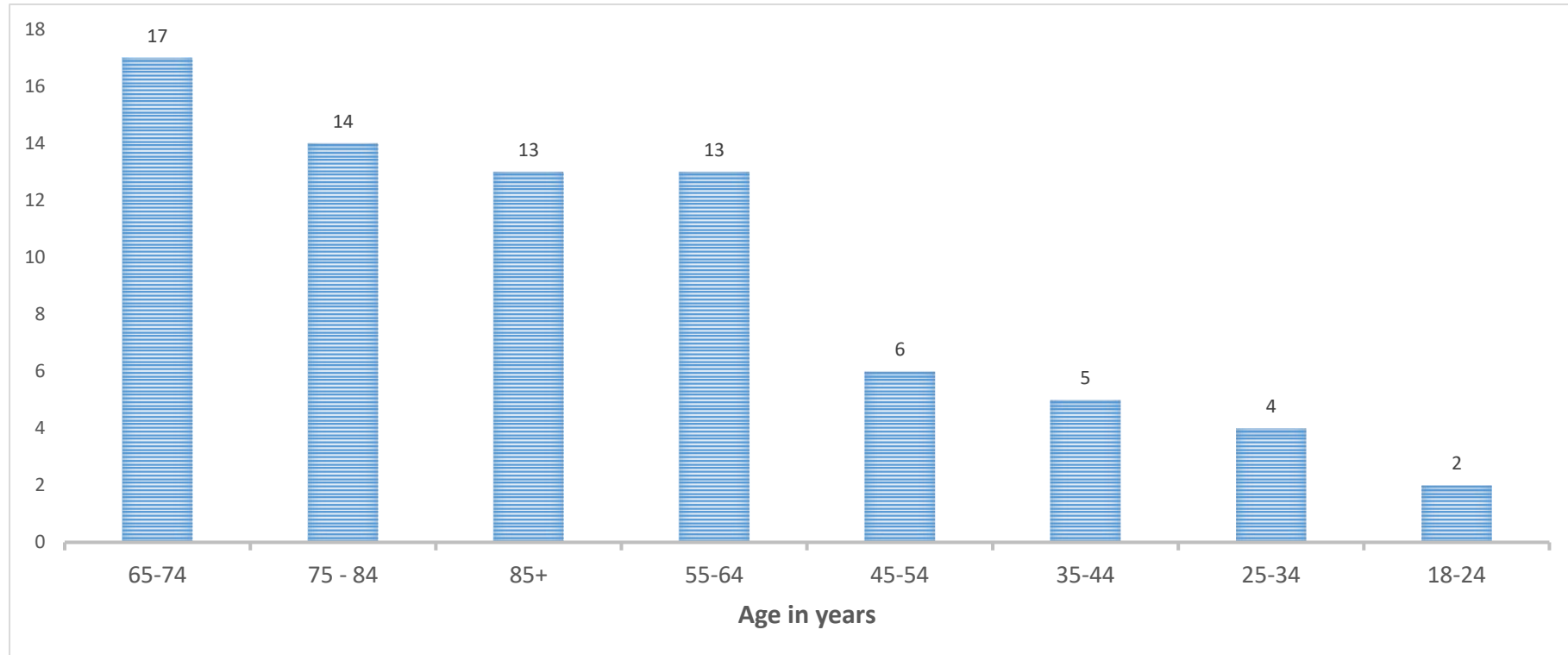
56% of respondents were female; 43% were male (1% preferred not to say)

### Ethnicity of respondents:



94% of those who responded were English/Welsh/Scottish/Northern Irish/British

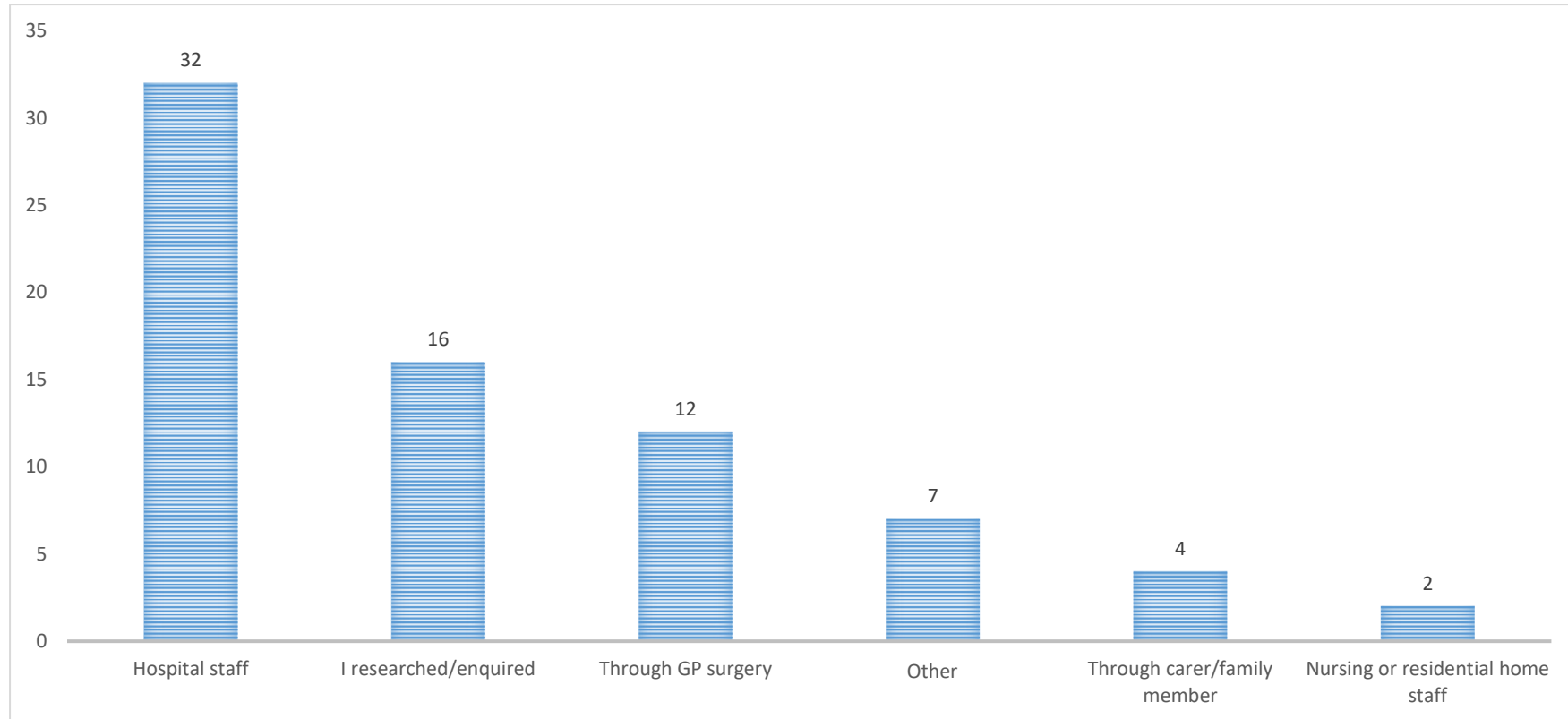
### Age of respondents:



**74 respondents answered this question.**

**44 (59%) of respondents were aged 65 or over.**

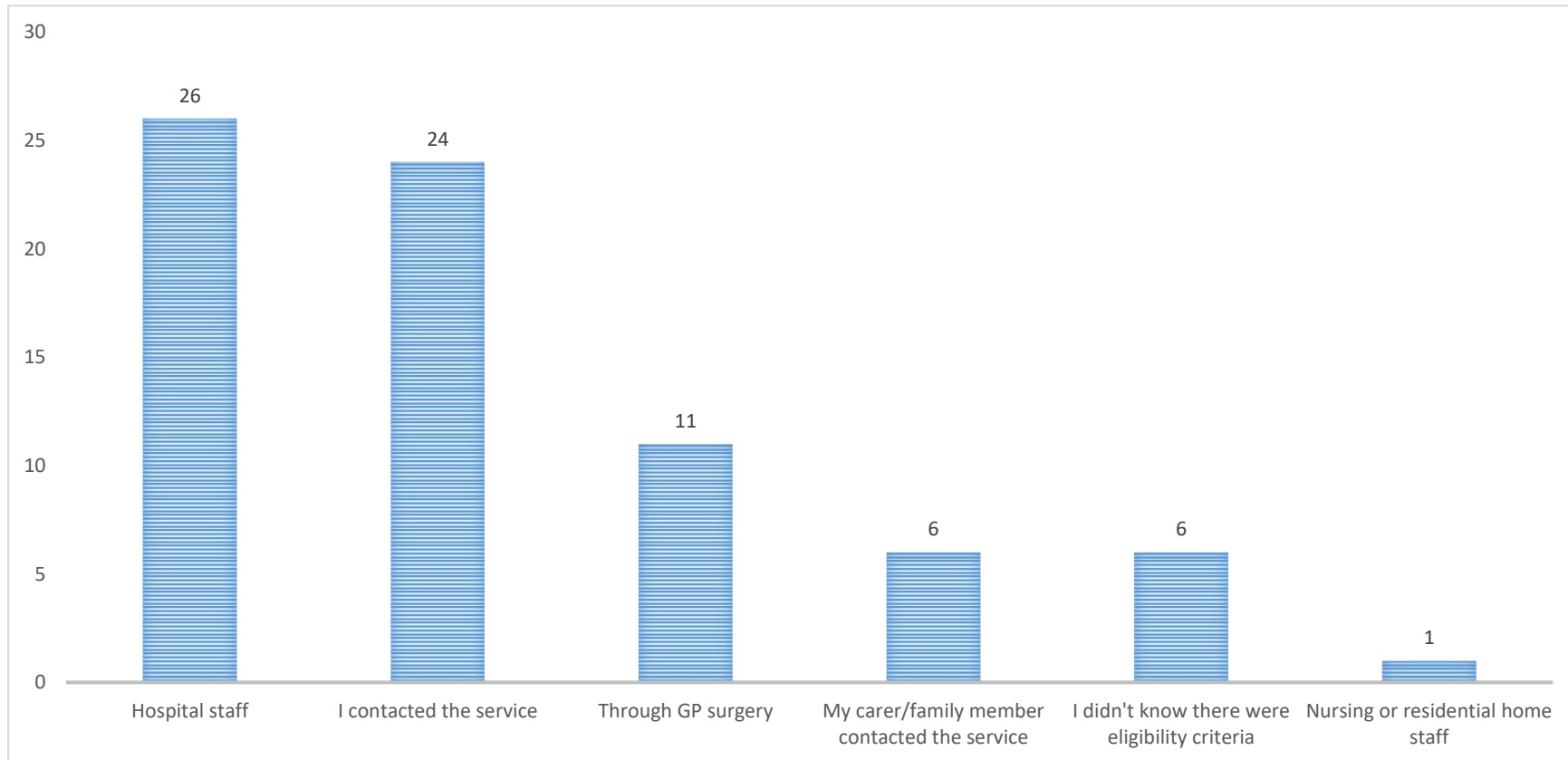
## How did you hear about the Patient Transport Service?



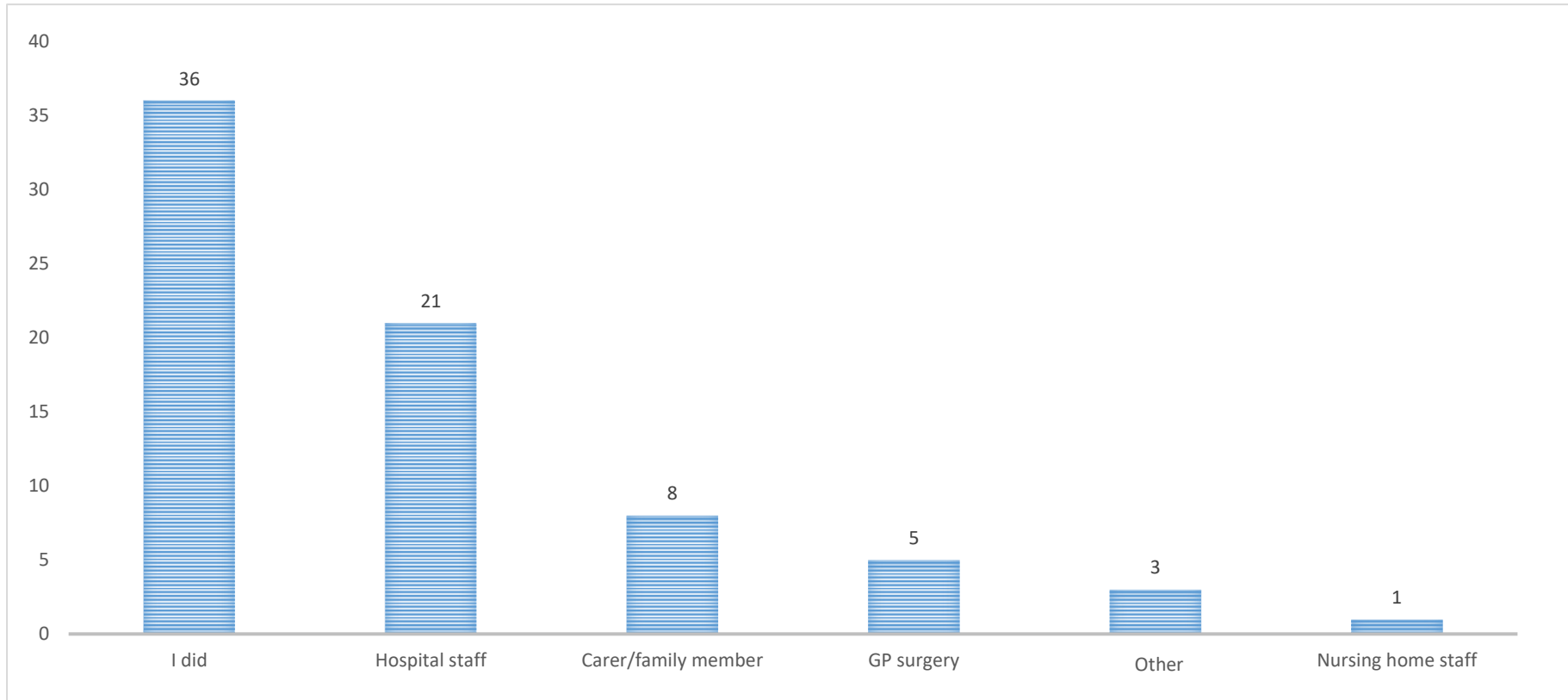
### Summary of other:

Friends and family; Social services; Through working for the NHS.

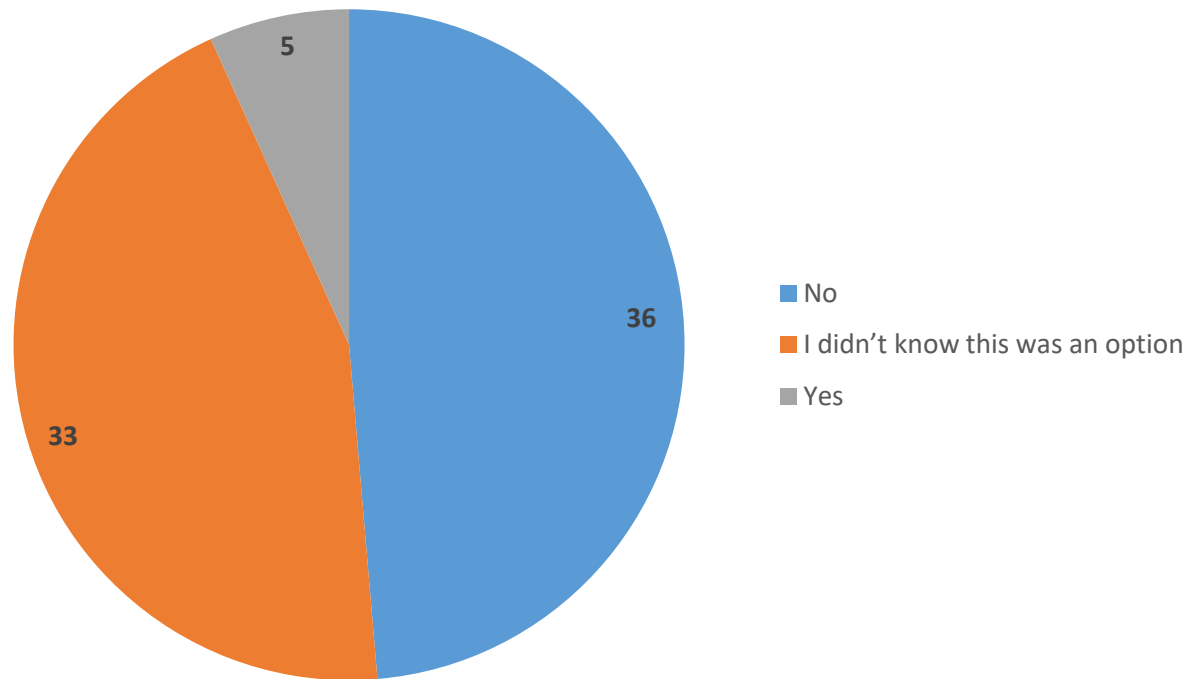
## How did you confirm you were eligible for Patient Transport Service?



## Who booked your Patient Transport Service journey?



Have you used the block-booking option if you are having more than one scheduled appointment?



**45% of respondents said they did not know block booking was an option.**

If you have booked patient transport as a service user, carer, or family member, how much do you agree or disagree with the following statements?

Answer choices	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<b>The booking process was quick</b>	23	24	13	2	2
<b>The booking process was easy</b>	19	26	12	3	1
<b>The booking process overall was satisfactory</b>	21	29	6	3	2

Of the respondents who answered this question:

47 (73%) agreed or strongly agreed that the booking process was quick.

45 (74%) respondents agreed or strongly agreed that the booking process was easy.

50 (82%) respondents agreed or strongly agreed that the booking process overall was satisfactory.



## Which technologies are you confident using to manage your patient transport bookings? (Tick all that apply)

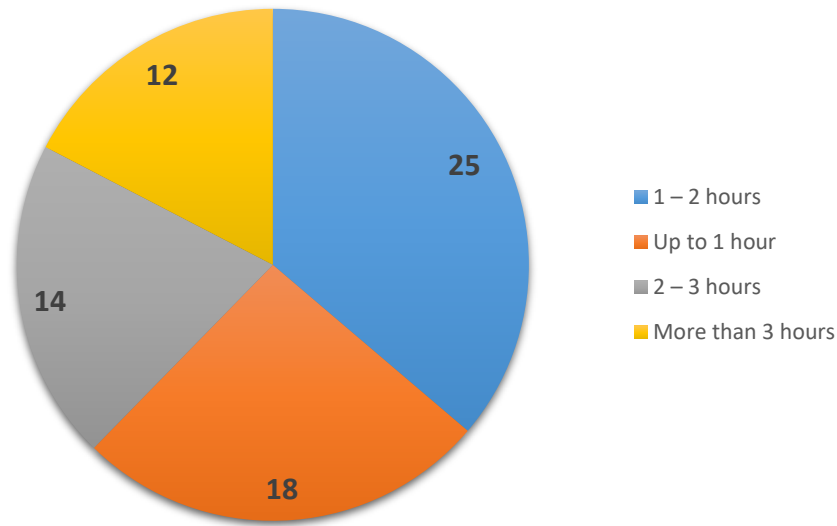
To better understand what technologies service users were confident using, we asked service users and carer/family members to answer this question separately. Of the 76 survey respondents, 53 were service users and 23 were carers/family members.

Technologies	Total service users	Total carers / family members	Service user / carer / family member aged 65+
Telephone	53 / 100%	16 / 70%	40 / 100%
Email	39 / 74%	16 / 70%	27 / 68%
Website booking form	29 / 55%	15 / 65%	20 / 50%
Mobile app	28 / 53%	14 / 61%	19 / 48%

We filtered the responses to compare answers between respondents aged 65+ and younger respondents. Of the 44 respondents over the age of 65 who completed the survey, 40 answered this question. These adults were less likely than younger respondents to feel confident using email, website booking forms, and mobile apps to manage their bookings.

Of the nine supplementary comments respondents added to this question, three wanted to have a text/SMS option and three preferred to be able to use the telephone.

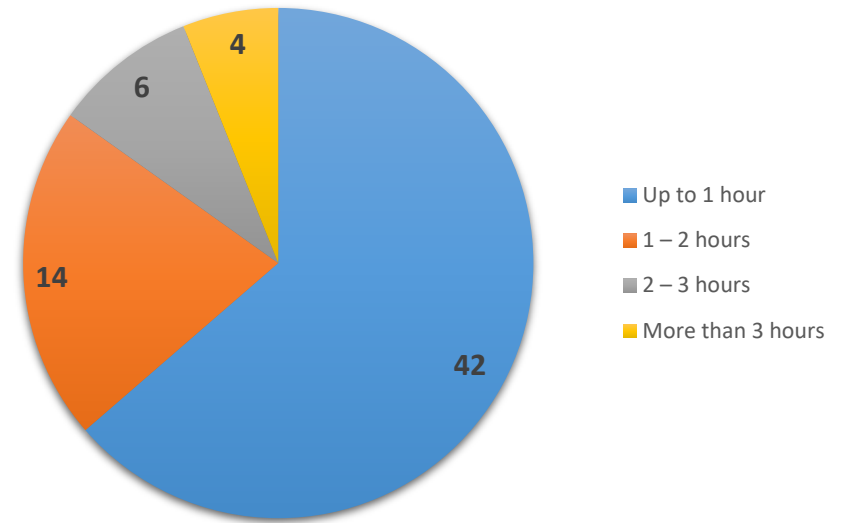
What is the longest time you have waited to be collected either inbound or outbound by a Patient Transport Service vehicle?



26% of respondents who answered this question reported waiting for up to an hour.

17% said they had waited more than 3 hours to be collected.

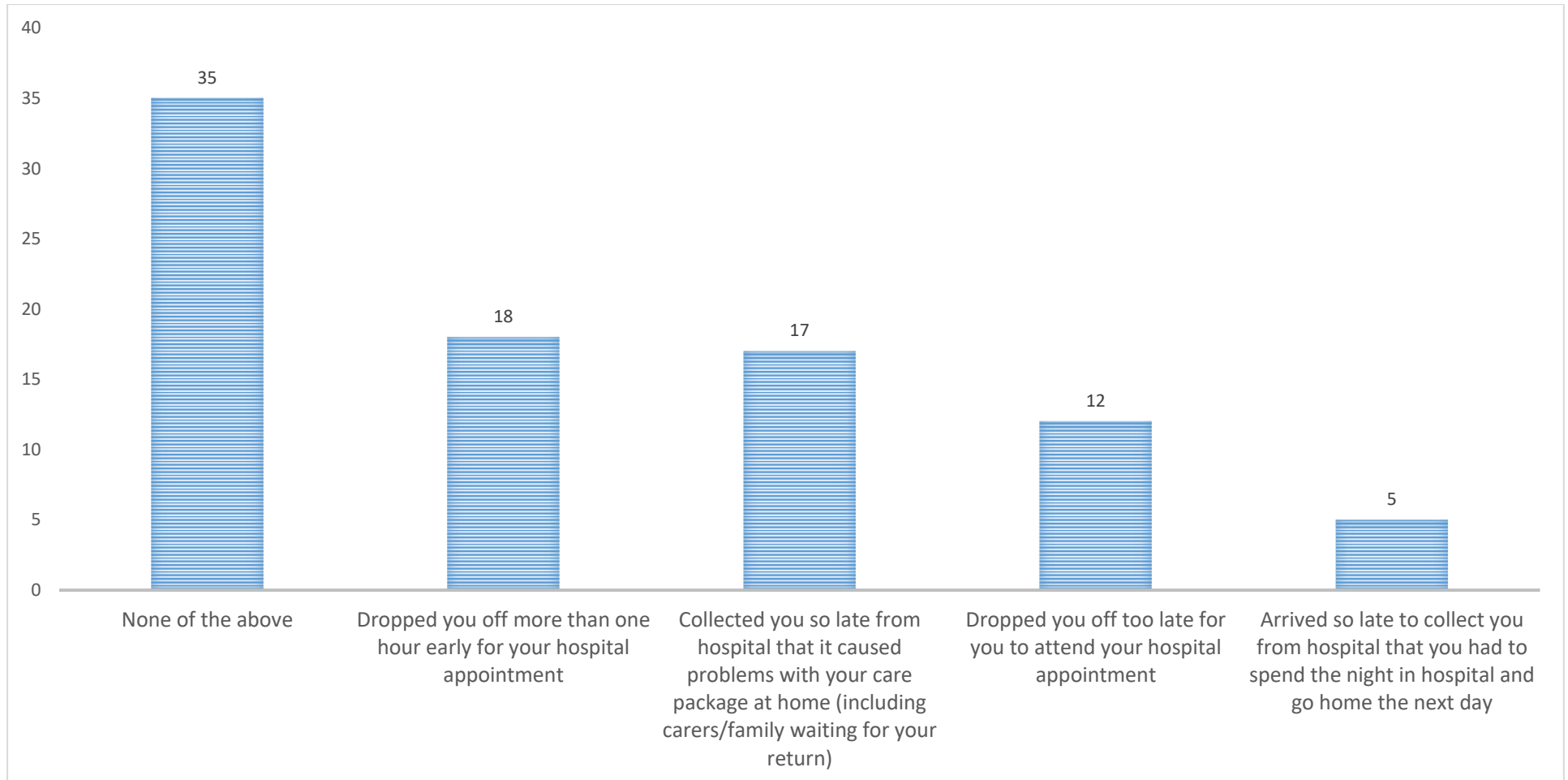
For journeys within Surrey only, what is the longest time you have spent on a Patient Transport Service vehicle?



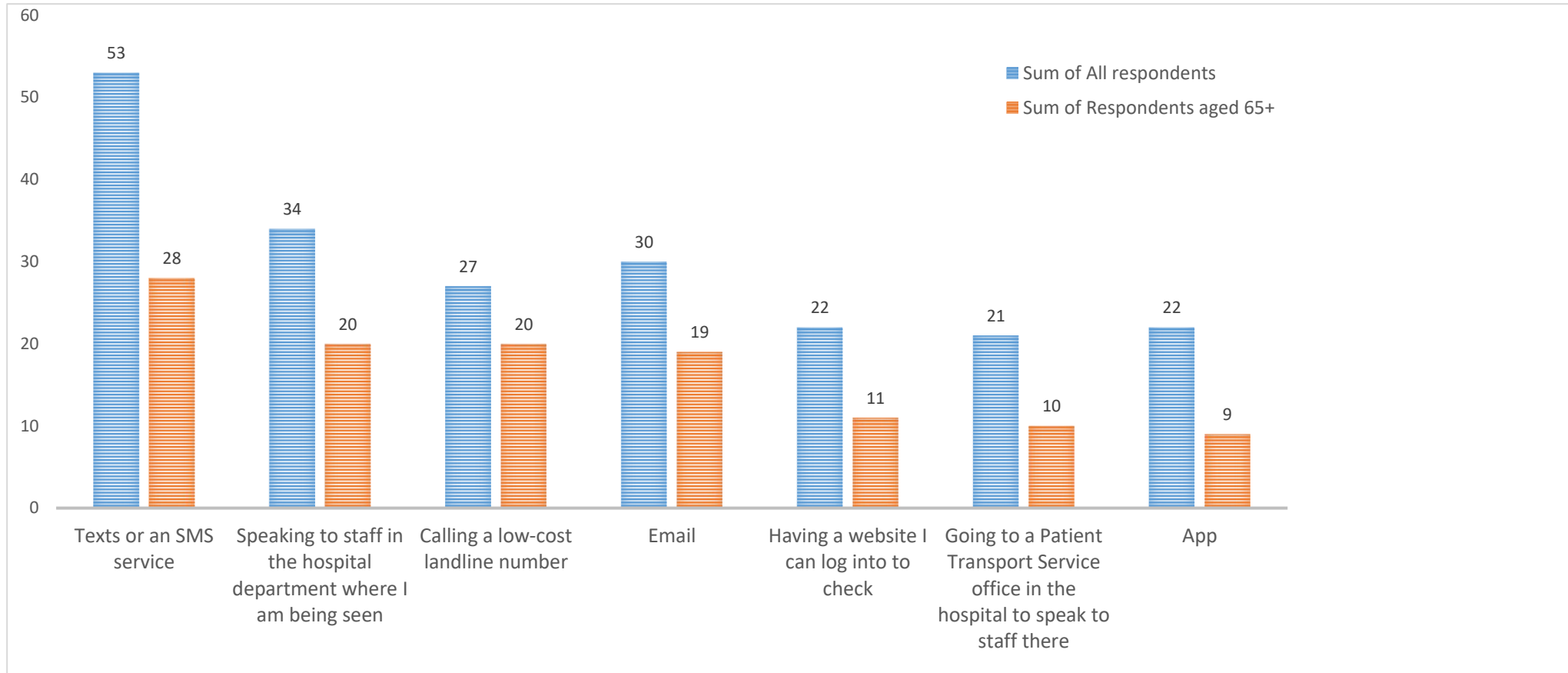
64% of respondents who answered this question said their journey had lasted up to 1 hour.

15% said their journey lasted more than 2 hours; 6% said their journey within Surrey lasted more than 3 hours.

### Has the Patient Transport Service ever (Tick all that apply):

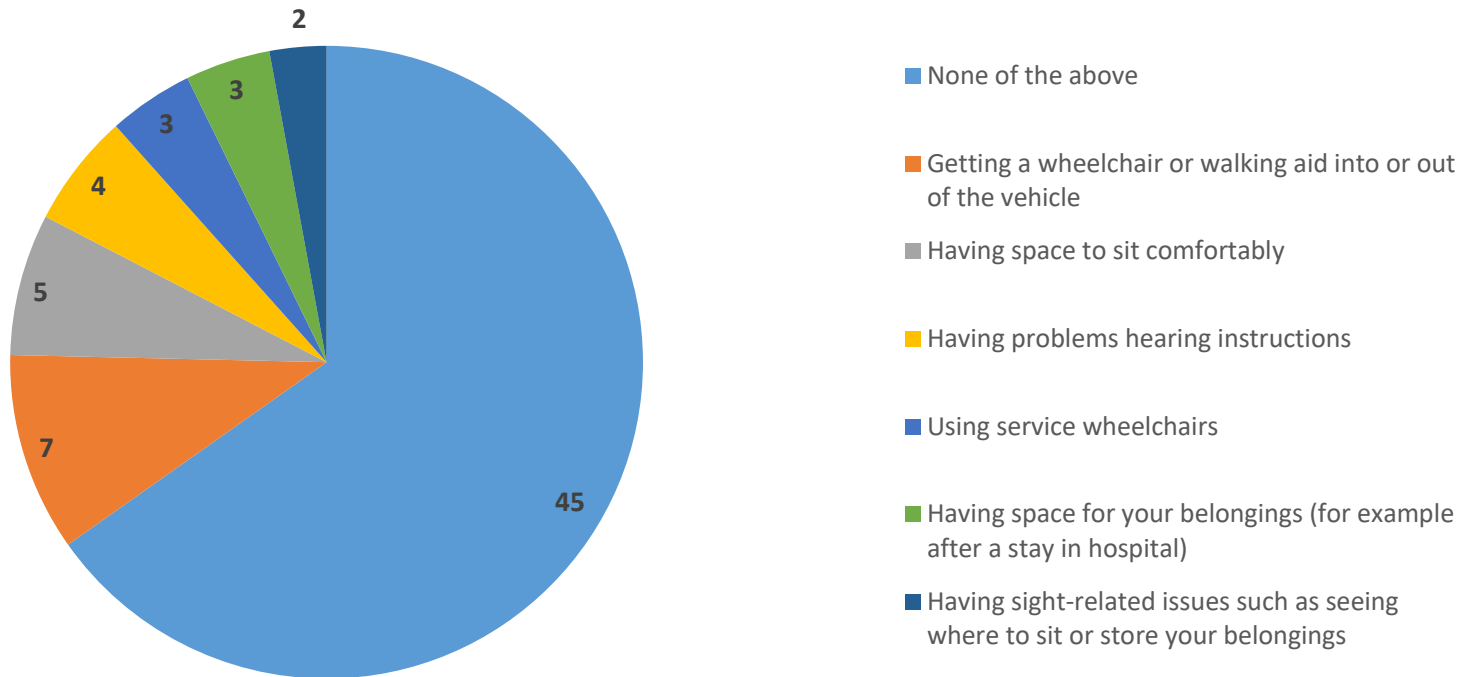


**We know that waiting for your transport can be stressful. If the following options were available, which would you be able to use to get updates on your Patient Transport Service vehicle arrival time? (Tick all that apply)**



**Of the 44 adults aged 65+ who completed the survey, 41 answered the above question. They reported being slightly less able to use email or apps than younger respondents.**

Have you experienced any difficulties getting on or off, or travelling on Patient Transport Service vehicles? (Tick all that apply)

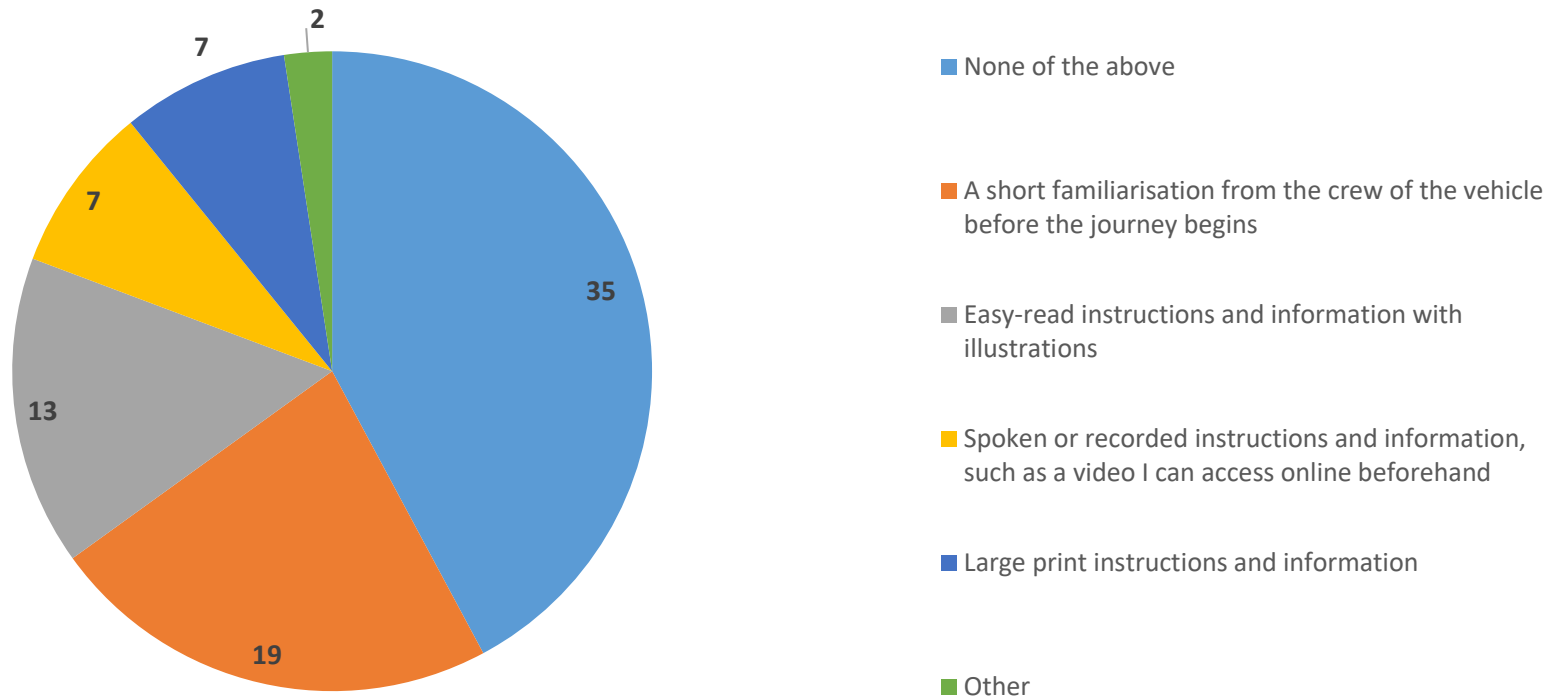


**Summary of comments:**

Respondents raised issues about mounting and dismounting from vehicles. Comments said using steps into vehicles was difficult and ramps were preferred.

Some respondents said they preferred higher seats, which makes it easier for them to stand up.

### What communications options could help you access the service more easily? (Tick all that apply)

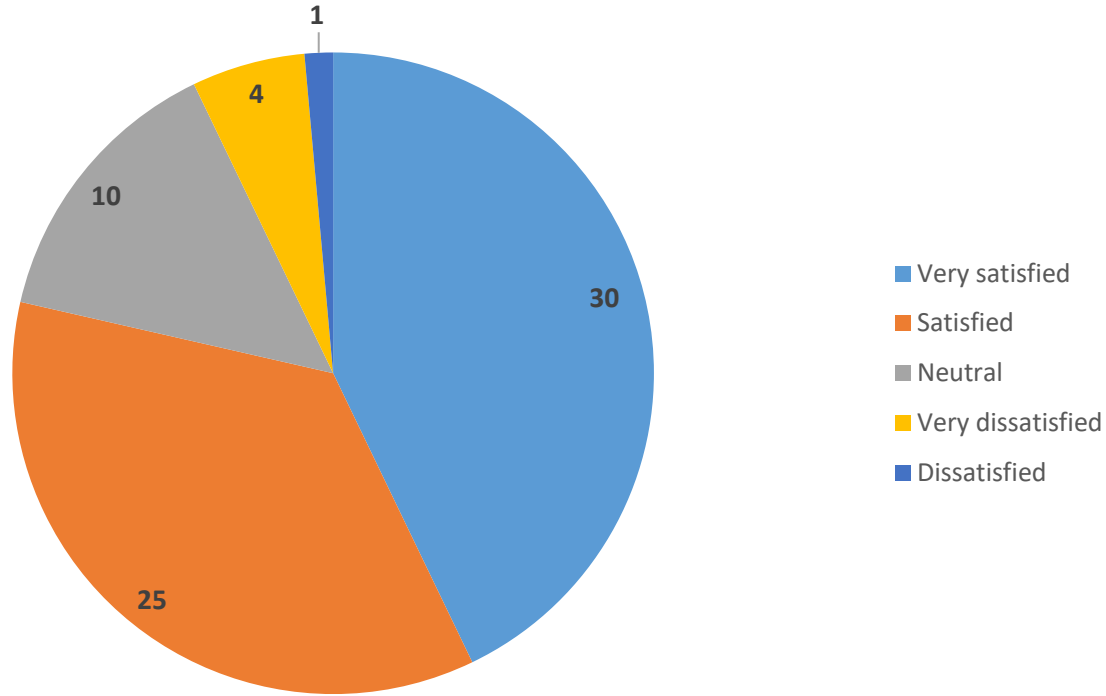


#### Summary of other:

Use plain English.

Simplify the booking process so repeat communications are not required.

### How would you rate the service you have received from Patient Transport Service crews?



## What changes or improvements to the Patient Transport Service would you like to see?

37 comments were left by respondents. Eight gave positive feedback on the service and crews, and three underlined how vital the service was for users.

*“Please don't stop it or make it harder to access. Isolated service users are so reliant on it for appointments.”*

Of the 37 comments received, 20 related to timings around journeys. The main issue raised was the length of time patient transport journeys took both having to be ready hours before hospital appointments, and then lengthy waits to be collected for the return journey.

*“Having to be ready 2 hours before a home collection is stressful for early appointments.”*

*“It takes hours for a 15 minute appointment.”*

For some, being collected late meant hospital appointments were missed.

*“I was picked up five minutes before my appointment and we passed the hospital without stopping and went on to collect another patient. I said something to the driver but as I can't hear very well I don't know what his reply was. I arrived very stressed and had to wait for transport home.”*

Many asked for the service to provide them with reliable updates on journey status and accurate arrival times.

*“Sometimes you get a text to say the driver's on the way but no indication of how long that might be. Can be anything from 5 to 45 minutes.”*

*“Good drivers phone you to tell you their ETA, which is great. If all drivers did that, it would save them time... as patients can already have their jackets/coats and masks on (which can be time-consuming for some people) and be ready to leave immediately.”*

Some respondents said they needed the service to be more flexible when for example hospital appointment times are running late, or a new hospital appointment is scheduled at short notice.

Three respondents raised issues around eligibility. They said they felt disappointed and confused when they had previously used the service to be told they were no longer eligible.

Other feedback related to access issues, both to information on the service, and to offering more customer support for patients, including those with physical and learning disabilities. Suggestions included familiarity training for crews, for crews to offer their name when greeting patients, and having learning disabled nurses in hospitals.