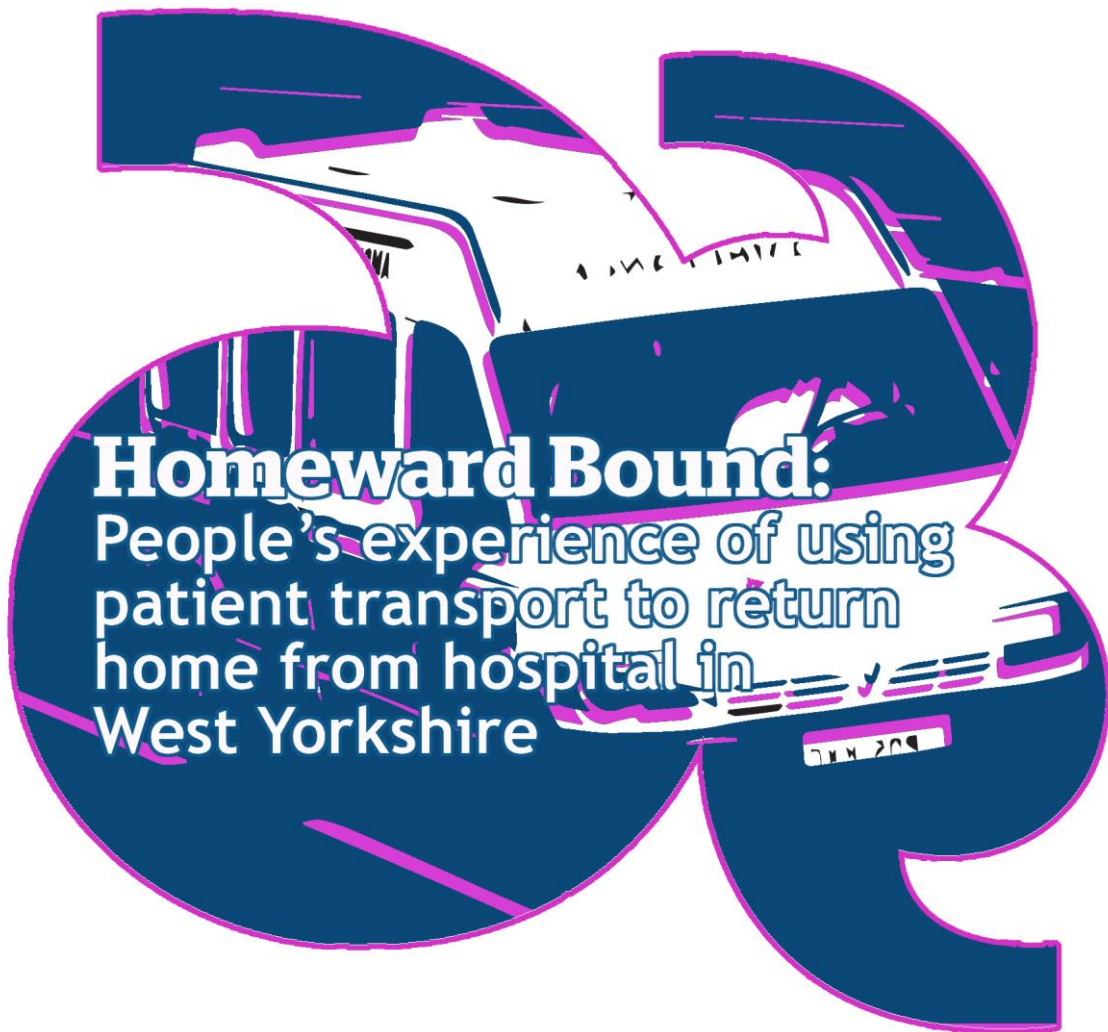




About Us

Healthwatch Leeds is here to help local people get the best out of their local health and care services and to bring that voice to those who plan and deliver services in Leeds.

Contents

Page 3	Summary
Page 5	Background / Why we did it
Page 6	What we did / Who we spoke to
Page 9	What we found
Page 19	Our key messages for YAS and other patient transport providers
Page 20	Our key messages for Hospital Trusts in West Yorkshire
Page 21	Service Provider Response
Page 24	Next Steps / References
Page 25	Appendices (1-6)
Page 49	Acknowledgements



Summary

Introduction

During December 2015 and January 2016, the five Healthwatch organisations in West Yorkshire carried out a survey with 545 patients and carers at 14 hospital sites across the region about their past and present patient transport return journeys from hospital. 479 (62%) of the 774 patient journeys were provided by Yorkshire Ambulance Service NHS Trust (YAS). However, we can also assume that a significant number of the 240 (31%) journeys where the provider was unknown were also provided by YAS, as it is the provider of all pre-booked planned return journeys in the region. The messages in this report are primarily for YAS, but may also be useful for other providers of patient transport.

Key findings

Many patients were very complimentary and grateful for the patient transport service but recognised clear areas for improvement. This report focuses on these areas. Key themes arising from the survey are:

- 430 (74%) journeys involved patients waiting 90 minutes or less for their patient transport. 224 (40%) of these involved a wait of 30 minutes or less.
- 133 (24%) journeys incurred a wait of more than the locally agreed 90 minute target waiting time, with 36 (6%) having a wait of more than 3 hours.
- 349 (89%) patients/carers who responded said they were not given updates about their transport whilst they were waiting. This was one of the reasons that patients rated communication from patient transport providers as 'satisfactory' or 'poor'.
- Patients/carers were on the whole very complimentary about the caring and helpful attitude of patient transport staff.
- People felt that there could be better co-ordination and communication within the patient transport service as well as between patient transport and staff in hospitals.



- 91 (25%) respondents felt unable to access food or drink or use the toilet whilst they were waiting for their transport. Some were afraid to go for fear of missing their transport.
- 82 (21%) respondents didn't feel they could ask for help from staff whilst waiting for their transport either because they didn't know who to ask, felt staff were too busy or found it difficult to access the reception desk without assistance.
- 258 (67%) respondents did not know how to raise concerns about patient transport. Only 1 out of the 14 hospital sites we visited had a poster displayed about how to raise a concern with YAS.

Key messages

This report contains recommendations for both patient transport service providers and the hospital trusts who run the hospitals we visited. These are outlined on p.19-20 and for individual hospital sites in Appendices 1-5.



Background

Patient transport is non-emergency planned transport provided for patients with a medical need for transport to and from hospital. It caters for those patients who are either too ill to get to and from hospital without assistance or for whom travelling may cause their condition to deteriorate.

In West Yorkshire, Yorkshire Ambulance Service NHS Trust (YAS) is regionally contracted to provide the Patient Transport Service (PTS) which covers all pre-booked (by noon on day before travel) planned outward and return journeys for patients). In addition to this, some Hospital Trusts have separate arrangements for same day bookings and specialist services. For example, ERS Medical are locally contracted by Leeds Teaching Hospitals Trust to provide an 'on day' transport service for discharge from hospital.

YAS has Patient Reception Centre desks which are staffed by their workers at most of the hospital sites that we visited (see appendices 1-5 for more details). These are an area in which YAS staff will interface directly with YAS road crew, patients and hospital staff mainly to deal with any changes on the day of patient travel.

Patient transport is usually provided by specially adapted vehicles, either community ambulances or in some cases contracted taxi firms or volunteer drivers in their own car.

Why we did it

We received a lot of feedback about the waiting times for patient transport during a series of hospital outreach visits in 2013-14. We were also aware from Leeds Teaching Hospitals Trust PALS and complaints statistics that in the period from March 2014 to June 2016, there were 10 cases relating to transport arriving late, not arriving or no transport provided on discharge. Our decision to focus this work on people's experience of their return journey came after reading the



Yorkshire and Humber Commissioning Support Unit's report about patient experience of patient transport in the region (April 2015). It identified that 22% of the 906 survey respondents rated "How long you had to wait for your transport after your appointment" as 'poor' or 'very poor'. (1 *see references)

What we did

We designed a survey with volunteers to gather patient views about their experiences of patient transport focusing on their return journeys from hospital. The survey asked about their experiences of patient transport on the day of our visit as well as any return journeys they had made in the last 12 months. This enabled us to capture information about a higher number of completed return journeys. We also gave all participants in the survey a 'survey card' which asked how long they ended up waiting from when their appointment ended to when their transport arrived. Patients could complete this and either post in a box on the site or send to us by post. The questions from the survey and the survey card can be found in Appendix 6.

During December 2015 and January 2016, the five Healthwatch organisations in West Yorkshire (Leeds, Bradford, Kirklees, Wakefield and Calderdale) co-ordinated a series of visits to the discharge lounges and patient transport waiting areas of 14 local hospital sites. In the larger hospitals (Leeds General Infirmary and St James University Hospital), sites were defined by the hospital wing where visits were carried out. During the visits, we carried out the survey with patients waiting for patient transport and made observations about the waiting areas. The survey was also made available online.

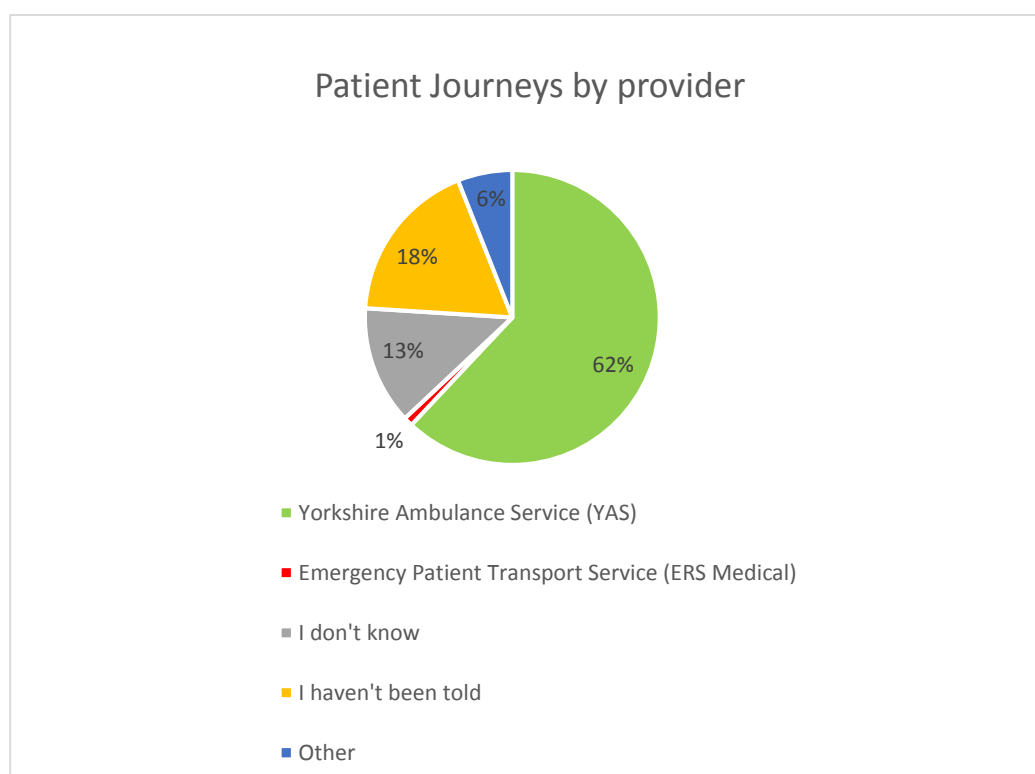
Who we spoke to

We received 545 responses to the survey. Of these, 474 (87%) were patients, 65 (12%) were carers and 6 (1%) were 'other' which included staff, volunteers and those who preferred not to say. From these responses we recorded information about a total of 774 return journeys. 608 (79%) of these journeys were returning from an



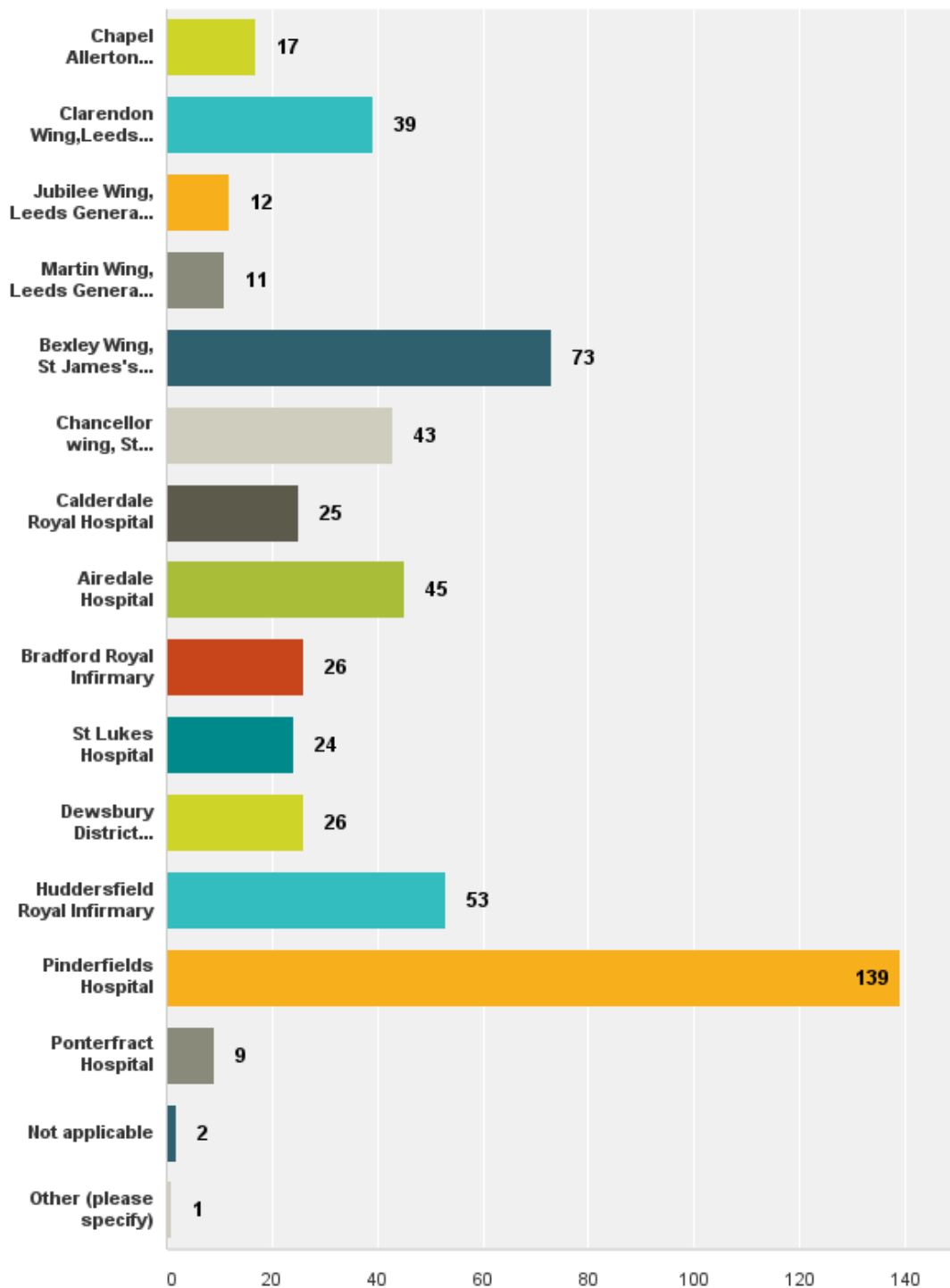
outpatient appointment, 119 (15%) were returning from an inpatient stay in hospital, 34 (4%) were returning from day treatment (eg. dialysis), 5 (1%) were hospital transfer journeys and 6 (1%) didn't know or couldn't remember.

For 479 (62%) patient journeys that we were told about, we were told the provider was Yorkshire Ambulance Service (YAS), but also ERS Medical (10 (1%)), private taxis, volunteer driven cars and Age UK (the latter three all fall under the 'other' category in the pie chart). It should be noted however that 7 out of the 10 people who stated they believed the provider was ERS Medical, said that they were returning from an outpatient appointment where YAS would usually be the contracted provider. For 240 (31%) of the journeys, people said they didn't know who the provider was, with 139 (18%) saying they didn't know because they hadn't been told. Given that a total of 83% (642) of the journeys were taken by patients returning from an outpatient or day treatment appointment, it can be assumed that a significant proportion of those who didn't know which provider they were using were travelling with YAS PTS, who is the contracted provider for all pre-booked planned patient journeys in the region.



Q2 On which hospital site is this survey being completed?

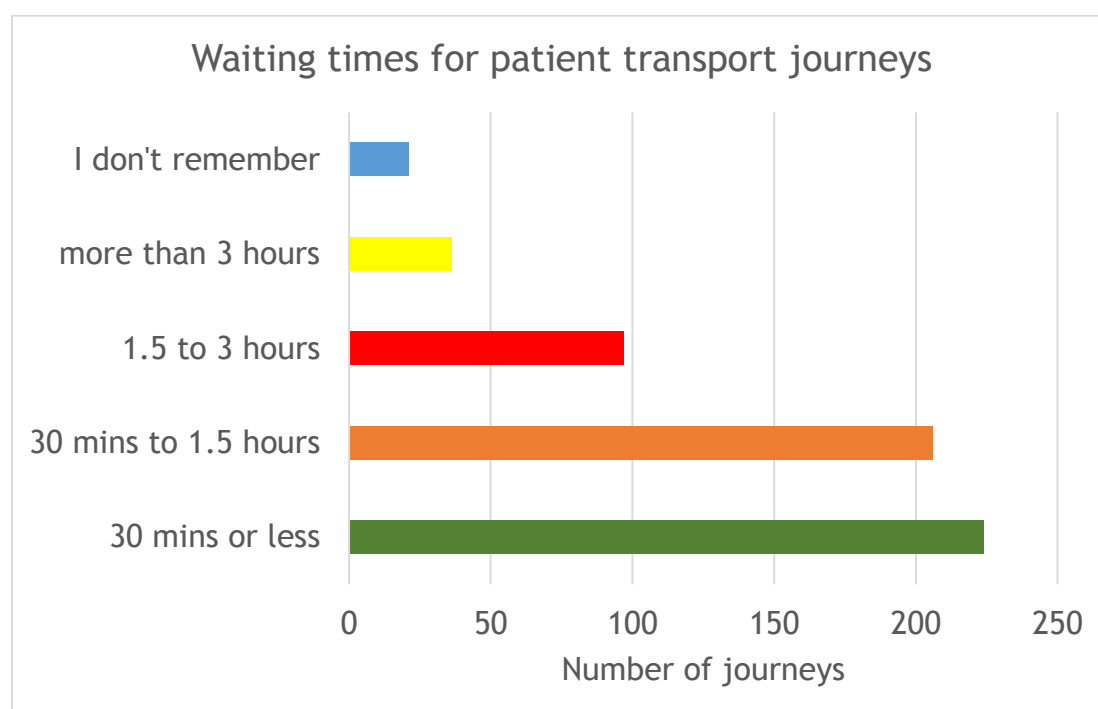
Answered: 545 Skipped: 0



What we found

Waiting time

The locally agreed target waiting time for patient transport is no more than 90 minutes from when the patient is booked ready to travel following their appointment. Of the 584 completed return journeys patients told us about, 430 (73%) journeys involved a wait that was within the 90 minute target time. According to patients/carers 133 (23%) journeys incurred a wait of more than 90 minutes, with 36 (6%) having a wait of more than 3 hours.



There was some perception amongst patients that those who lived further away from the hospital would have to wait longer for their transport. Analysis of the data however, showed no direct correlation between waiting time and the distance of the patient's home from the hospital. There was however some indication that patients living nearer to the hospital had a higher probability of waiting less time for their transport. For 63 (52%) of the 122 journeys undertaken within a 3 mile radius of the hospital, patients reported that they waited 30



minutes or less for their transport, compared to 224 (38%) of the total 574 journeys where patients reported waiting for the same time period.

When asked “Is there anything that would improve your experience when using PTS?” 33 (13%) respondents mentioned reducing the waiting time in their answers.

“Can be very uncomfortable waiting for so long. I get stiff in my wheelchair after physio. Sometimes it’s just too long.”

“I’ve had my hips replaced couple of times so every time I’ve fallen I’m in terrible pain and sometimes I had to wait two hours before ambulance come and pick me up.”

Some patients mentioned that health conditions such as diabetes made waiting long periods of time uncomfortable and difficult. Some people suggested that priority for patient transport should be given to those patients with more serious health conditions and older people.

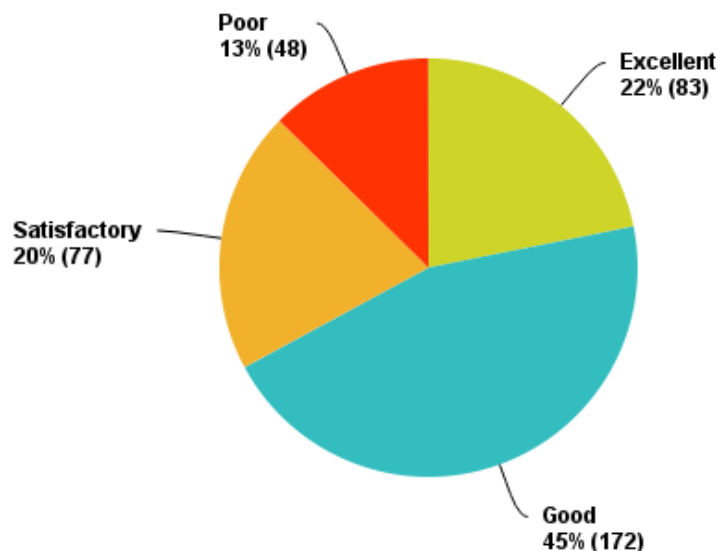
309 (81%) respondents felt that they arrived home at a reasonable time with their patient transport. Some of the 71 (19%) who felt they got home too late mentioned traffic, roundabout routes, drivers getting lost, and appointments overrunning as reasons for this.



Updates and communication

Q10 Overall, how would you rate the communication (e.g. text or verbal) you have had regarding your transport today?

Answered: 380 Skipped: 165



255 (67%) of patients/carers rated the communication they had had regarding their transport as excellent or good. The main reasons from those who rated it as 'satisfactory' (77 (20%)) or 'poor' (48(13%)) were: (i) little or no communication from staff about how long they would have to wait, and (ii) patients' feeling that staff would give an update if asked but were not pro-active in updating patients. 349 (89%) of the patients/carers who responded said they were not given updates about their transport whilst they were waiting. Out of the 45 (12%) responses indicating they had received updates, 12 (3%) specified that they had had to go and ask at the desk.

"Very helpful when you approach the desk. I think they pass on as much as they know about what's happening but often they don't get updates from head office"

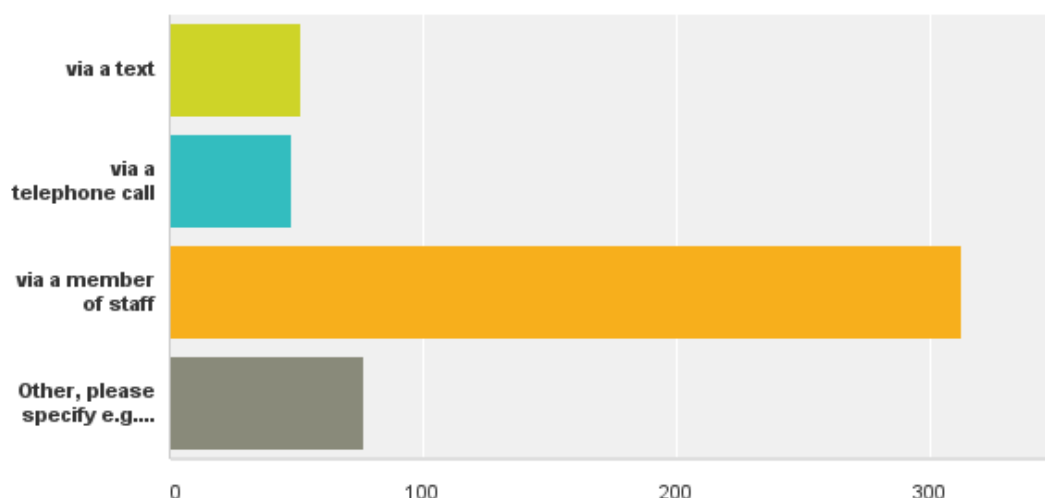


When asked “Is there anything that would improve your experience when using PTS?”, 63 (23%) respondents said they would like better communication and updates about when they could expect their transport to arrive. Some people said that not knowing what was happening made them feel anxious. Others felt ignored or not in control.

“Wish they would tell me how long I have to wait. Feel as if I have been dumped”

Q9 How would you prefer to receive updates about your transport whilst you are waiting at the hospital? (tick as many as you like)

Answered: 394 Skipped: 151



When asked how they would like to get updates about their transport whilst waiting in hospital, 313 (79%) respondents stated a preference for updates in person via a member of staff. Some older patients said they were “too old for texts”. 29 (7%) of the people who chose ‘Other’ suggested some kind of electronic display board, with one person suggesting there could be “a ticket system, like in Argos”.



Patient transport staff

People were on the whole very complimentary about the patient transport drivers and other staff. When asked if they had any additional comments about patient transport, 51 (22%) respondents praised the drivers and other staff for being caring, helpful and friendly. In particular, drivers were praised by many people for assisting them safely into their own homes.

“Ambulance drivers are always helpful and help me into ambulance and into my sheltered accommodation”

Co-ordination

People made some insightful comments in the survey responses about how they felt about the co-ordination of the patient transport service. When asked “Is there anything that would improve your experience when using PTS?”, 17 (6%) respondents referred to how they felt the co-ordination of the service could be better.

Several patients suggested that journeys should be co-ordinated better so that if people are going home to the same area, they could travel in the same vehicle. People felt that this may improve the efficiency of the service. People also mentioned that routes could be planned better so that vehicles pick up or drop off in a more logical order, rather than taking routes which seem to go back on themselves.

“PTS should organise pick up better, two people in the same house get picked up at different times. A one mile journey can take up to 10 miles, the jobs are not triaged and allocated control should have better communication with drivers.”

“Not satisfied with the thinking of the person organising patient transport as don't plan by area. I go all over the place.”

There was also confusion and frustration amongst people about the order in which patients were taken home. Four people commented on the fact that patients who arrived in the waiting area after them were collected by the drivers before them.



We spoke to one patient transport driver who gave some insight as to why routes can sometimes seem illogical to patients. If this is the case, this rationale is clearly not being explained to patients who feel that they are unfairly having to wait longer than others to get home:

“The reason why sometimes it seems we are dropping off patients who live nearer to the hospital last is due to many factors. The driver can make a decision about the order of the journey but the reason why patients are taken in certain orders home is because of their medical need, traffic and weather conditions. Patients from care home need to be home before a certain time as after set time some care homes will not accept the patient back - this can be as early as 6pm. If a patient has dementia and can’t be left alone in the ambulance (for various reasons) and another patients needs support from two staff members for help into their home the patient with dementia will be dropped first, we have to make fast decisions about individual needs, sometimes as we don’t always get all information before travel.”

People commented on the lack of good co-ordination between the Wakefield PTS Communications Centre, the drivers and the Patient Reception Centre desks in the hospital resulting in drivers arriving at the wrong address, transport not turning up or arriving late, and drivers waiting around at hospital desks for instructions for their next journey.

One hospital receptionist explained to us that transport is arranged by staff at the clinic where patients have their appointments. We were told that if a clinic doesn't book transport for a patient, they can end up waiting at the reception without realising it hasn't been booked. The receptionist told us they had no access to booking details so could not give patients an update. Although, they said they could call YAS or ERS Medical to find out how long they will be, they said “it was not really their job” to do so. They also said that YAS or ERS Medical do not give any indication of how long patients will have to wait, saying only “it’s on its way” which is frustrating for both reception staff and patients.



“Communication between head office and desk could be a lot better in terms of how long transport will be. This could then be passed onto patients and if it’s going to be a really long time we could go and do something and come back.”

Afraid of missing transport

Overall 91(25%) of respondents felt unable to access food or drink or use the toilet whilst they were waiting for their transport. This figure varied across hospital sites, with the highest numbers of people feeling unable to access the toilet or food and drink being at Airedale Hospital (27 respondents, 77% of total at Airedale), and Dewsbury District Hospital (8 respondents, 33% of total at Dewsbury). Probable reasons for this are the refurbishment works that were being undertaken at Airedale Hospital and the lack of access to refreshments in the main patient transport waiting area at Dewsbury District Hospital. See Appendices 3 and 4 for more details.

Overall, 25 (7%) respondents stated the reason not wanting to leave the waiting area was fear of missing their transport. Only three people mentioned that they were aware that they could tell the reception desk if they left the waiting area so that the transport could be told to wait.

It is not clear to patients whether PTS staff will look in obvious places such as toilets, café and other waiting areas for patients if they don’t answer when called. During one particular visit, we saw a PTS driver coming in, calling a name and getting no response. He then walked into the hospital and came back and left. The whole process was less than 5 minutes. In another instance, we observed a patient (in a wheelchair) and her carer leave the waiting area to go to the toilet for approximately 5 mins, during which time their transport arrived. When they came back from the toilet the driver escorted them half way to the exit when he received a phone call from the main office telling him that this job had now been cancelled as they thought the patient had gone. The driver had to leave them and go on another job. The Transport office arranged another pick up. The patient and daughter were upset about this.



“Waiting at reception area and I needed to go to the toilet but I daren’t move in case I missed the service”

Only 30 (8%) respondents mentioned that they would ask a member of staff for assistance for a drink or to go to the toilet. There was a sense in some cases that patients didn’t want to trouble staff, or that they were even aware that they could ask staff for assistance.

“I can’t because I am in a wheelchair. I just wait, if it is really urgent, I will ask the main reception.”

In two cases, patients said that they could not use the toilet as the equipment needed (eg. hoist) was not available.

Asking for assistance

We asked patients and carers if they felt they could ask for help from staff whilst waiting for their transport. 304 (79%) respondents said ‘Yes’ they felt they could ask for help and 82 (21%) respondents said ‘No’. Many people commented that staff were friendly and helpful. Patients on some sites also commented that it was very helpful to have volunteers walking around and checking patients were OK.

Reasons that people didn’t feel able to ask for help varied across the different sites (see Appendices 1-5 for more information) but the most common reasons were: (i) Patients didn’t know who to ask for help or felt staff were too busy, and (ii) those with mobility issues sometimes found it difficult to access the desk without assistance. The latter was particularly concerning as several patients/carers commented that although helpful if asked, staff weren’t pro-active in asking patients whether they required assistance. For unaccompanied patients in wheelchairs who are unable to ask for assistance, there is a risk of waiting long periods of time without being able to access refreshments or the toilet.

“I can’t walk and I sat in a wheelchair unless someone pushed me.”



Bringing equipment/aids on Patient Transport

Out of the 262 people we spoke to who needed to use equipment such as a wheelchair, stick or walker, 230 (88%) said that they were allowed to bring it with them on patient transport. Of the 32 (12%) who said they weren't: 7 (3%) said that they were not allowed to bring their walking aid, 5 (2%) specified that they weren't allowed to bring their wheelchair but were given a hospital wheelchair on arrival, 2 (1%) people mentioned that the wrong type of vehicle was sent which didn't have room for their wheelchair/walking aid.

"I had said I needed a wheeler but when they collected me they had no record of it so I couldn't take it as it needs to be strapped to a chair. So just had to take my stick which wasn't ideal."

Bringing an escort on patient transport

Out of the 179 people we spoke to who needed support from someone they knew (eg. carer, relative or friend), 154 (86%) said their carer was allowed to travel with them. Of the 25 (14%) who said that their carer wasn't allowed to travel with them, 5 (3%) said that they didn't know they had to book their carer on.

"They did not take relative. My mum had a language barrier and found it frightening to get into an ambulance by herself."

Patients whose first language is not English

During our visits, we witnessed several patients whose first language was not English waiting for transport. They had no carer, relative or interpreter with them whilst they were waiting for transport and so any communication between them and staff was difficult. One of the patients stated that when staff spoke to him, they didn't check whether he had understood.

Raising Concerns

In response to the question "If you were not happy with your Patient Transport Service, do you know how to raise concerns?", 258 (67%) respondents said "No". Of the 33% (127) patients who said they knew how to raise concerns, the majority knew that they should raise the



concern directly with patient transport staff or by contacting the service provider. Only 9 (2%) respondents mentioned PALS. 23 (6%) of those who said they knew how to raise a concern said they would talk to hospital staff about their concerns. This means that they are then reliant on correct signposting from hospital staff to the relevant service provider in order to raise a concern. Only 1 out of the 14 hospital sites we visited had a poster displayed about how to raise a concern with YAS.

Outward Journey

Although our survey focused on the return journey from hospital, we did receive some comments about patients' outward journeys from their homes. Some of the key themes were:

- Patients have to be ready to be picked up from their home two hours prior to an appointment which can be frustrating and often leaves them waiting a long time at hospital if they are collected early. A text advising of approximate time of arrival would be welcomed by patients.
- If patients have an early appointment, they sometimes have to be ready from as early as 6am which can be very challenging for some older patients especially diabetics and those on time/meal related medications. A text or automated call 20 minutes before arrival would be welcomed and help to resolve the issue.
- Some patients commented that they became anxious if transport was late and they had an early appointment. Some tried to call YAS but phones are not answered until 9am. An update from drivers advising of any delay would help reassure patients.
- Confusion over who to ring when patient transport was late. Some patients rang YAS and were then told to ring the hospital department where the transport was going.
- Some patients reported missing their appointments as result of poor communication between YAS and the hospital appointment bookings centre.



Our key messages for YAS and other patient transport providers

Co-ordination

- Review whether grouping patients geographically would improve service quality and reduce costs. If there are reasons why some patients are given priority over others or particular routes taken, this should be communicated to patients.
- Consider providing patients with a direct number where they can cancel their transport if their appointment gets cancelled or get updates about their patient transport including estimated waiting times.
- Better co-ordination and communication between PTS and hospitals so that staff in hospital sites where there is no YAS Patient Reception Centre are better able to give updates to patients who are waiting.

Information/communication

- YAS should work with all hospital trusts to ensure that service users receive information about how the patient transport service works, eligibility, what they can expect, how they can raise any concerns and a direct contact number where they can get updates about their transport or cancel bookings. This Information should also be displayed at the main patient transport pick up points.
- YAS and hospital trusts should work together to find a way to ensure patients are provided with updates on expected waiting times (eg. electronic boards in waiting areas, hospital staff having access to patient transport systems enabling them to provide updates when there is no YAS Patient Reception Centre).
- There needs to be clearer signage at the Patient Reception Centre desk indicating opening hours, what patients can do if the reception is not staffed and whether patients can request a drink of water.
- Signs at the Patient Reception Centre desk should also make clear people can ask for help if they require any assistance eg. help to go to the toilet. The signs should reassure patients that their



transport will wait for them if they let someone know they need to leave the waiting area.

- There needs to be a review of arrangements for patients whose first language is not English and make clear to patients what interpreting services are available to them.

Other

- Consideration should be given to giving priority for patient transport to more vulnerable patients such as those with serious health conditions and older people.
- Review waiting times for patients requiring stretcher transport, as long waits were being reported at Huddersfield Royal Infirmary (see Appendix 4).

Our key messages for Hospital Trusts in West Yorkshire

- Display signs telling people who they can ask for help if they require any assistance eg. to go to the toilet whilst waiting for their transport. Signs should also reassure patients that their transport will wait for them if they let someone know they need to leave the waiting area.
- Clearer signage in all Trust controlled areas where patients wait for transport displaying the reception desk opening hours, what patients can do if the reception is not staffed and whether patients can request a drink of water.
- Work with patient transport providers to consider a more consistent approach to booking patient transport. This is to ensure that staff all book transport in the same way and hospital staff have access to the booking record so they can contact the relevant provider if transport doesn't turn up on time.
- All hospitals should consistently display information provided by YAS and other patient transport providers at the main pick up points including information about: How to raise a concern,



eligibility for patient transport, how to cancel a booking and how to contact YAS.

- Work closely with YAS and other patient transport providers to ensure that all patients using patient transport are provided with a leaflet or similar explaining all about the service, what they can expect and how to raise any concerns.
- Consider providing entertainment such as books, music or TV for patients who wait long periods of time in waiting areas.
- Consider increased use of volunteer helpers to provide assistance to patients whilst waiting for transport.
- Ensure that staff are aware of the importance of proactively checking whether unaccompanied disabled patients require assistance whilst waiting.
- Where there is no YAS Patient Reception Centre desk in waiting areas, a system should be devised where hospital staff are able to provide updates to patients about their transport and staff should be clear of their responsibilities to do this.

Service Providers' Responses

Yorkshire Ambulance Service NHS Trust

“Thank you for giving YAS, PTS the opportunity to comment on the draft Patient Transport report that you produced. In general I thought that the comments made by patients appeared to be very constructive. Regarding patient prioritisation, there isn't a contractual or YAS policy which would deem any patient to be prioritised above any others but we welcome, the report's findings to discuss this matter with commissioners and patient groups. We will be providing Healthwatch Leeds with a more detailed response including any actions we will take in response to their recommendations.”

Leeds Teaching Hospitals NHS Trust

“We really appreciate the input from the Healthwatch Leeds team and the feedback that has been gathered which we will now use to develop a plan aimed at addressing the issues that have been raised. Whilst



the Trust does not solely influence all aspects of the patient transport journey identified in the report, we are committed to bringing together a working group of relevant stakeholders to address the issues that are within our control. We will also support partners in their endeavours to do the same for the services they provide.

We hope that the first meeting of the group will take place before the end of May 2016. Our long term aim for the working group would be to meet regularly over the next 12 to 18 months, with the desired outcome of improving the patient experience in real terms and developing a common model for transport patient waiting areas across the Leeds Teaching Hospitals.”

Calderdale and Huddersfield NHS Foundation Trust

“The report of patient transport has clear key messages which we need to respond to and which will be helpful for the planned piece of work around PTS. I don’t think the report highlights anything that we aren’t already aware of and therefore recognise what is required to improve the overall experience for patients/carers and staff”

Mid Yorkshire Hospitals NHS Trust

“There is some valuable learning for our Trust which, once finalised, we will hope to demonstrate an improvement. Overall, I would say that I am pleased that the compassion and friendliness of our staff comes through.”

Airedale NHS Foundation Trust

“Airedale NHS Foundation Trust would like to take this opportunity to thank Healthwatch Leeds for their comprehensive report and valuable insight into patients’ experiences of patient transport. The report provides individual insights and contributes to our holistic approach to patient engagement.” See table on page 23 for more comments from Airedale NHS Foundation Trust



Airedale NHS Foundation Trust	
You Said	We did
All hospitals should consistently display information provided by YAS and other patient transport providers at the main pick up points including information about: How to raise a concern, eligibility for patient transport, how to cancel a booking and how to contact YAS.	Yorkshire Ambulance Service does have an information board displayed in the Outpatient Department. Based on patient feedback this board will be relocated closer to the department entrance where it should be easier for patients to see.
Work closely with YAS and other patient transport providers to ensure that all patients using patient transport are provided with a leaflet or similar explaining all about the service, what they can expect and how to raise any concerns.	We are working with the ambulance service to include leaflets and publications about their service on the information boards for patients.
Consider providing entertainment such as books, music or TV for patients who wait long periods of time in waiting areas.	There is a café area where patients are able to purchase newspapers, magazine and second hand books. All proceeds from our shop go to the Friends of Airedale Charity. We are also exploring the possibility of having a free local magazine or newspaper stand in the department.
Consider increased use of volunteer helpers to provide assistance to patients whilst waiting for transport. Ensure that staff are also aware of the importance of proactively checking whether unaccompanied disabled patients require assistance whilst waiting.	We have an existing cohort of volunteer guides who assist patients and visitors to find their way around the hospital. As part of the recent refurbishment to the Outpatients Department, the guides have a more prominent and centrally located desk area. Our guides work closely with our staff to ensure our patients receive as good an experience as possible whilst waiting in the department.



Next Steps

This report has been shared with YAS, who will be drawing up an action plan in response to our recommendations. It has also been shared with the NHS Hospital Trusts in West Yorkshire. The Healthwatch organisations in Leeds, Bradford, Kirklees, Calderdale and Wakefield will work with their local hospital trusts to monitor any action plans produced as a result of this report.

References

1. Patient Transport services Report on Findings Calderdale, Greater Huddersfield, North Kirklees and Wakefield



Appendix 1: Leeds Teaching Hospitals NHS Trust

It should be noted that 127 (65%) of the total responses we got from this trust were from patients in areas where there is a YAS Patient Reception Centre desk (Bexley Wing, Chancellor Wing and Martin Wing). The remaining 35% (68) responses were from areas which are the responsibility of Leeds Teaching Hospitals NHS Trust.

Chapel Allerton Hospital

We spoke to 16 patients and 1 carer/relative at this hospital.

Key Observations

- Patients waiting for patient transport were in all three waiting areas of the hospital. There is a general reception desk near the main entrance of the hospital where patients can make enquiries about their transport. It is not a YAS Patient Reception Centre desk. Patients have access to a cafe which is open from 8.30am-4.30pm and there are hot and cold drink vending machines in the waiting areas.
- The reception desk is staffed from 7.30am-7.30pm. There are no opening hours displayed or information about what a patient can do if staff are not at the desk.
- Some patients get their transport booked at the clinic and others book at reception. There is no consistency and it's confusing for both patients and reception staff, particularly when transport doesn't turn up on time.
- We observed the receptionist and YAS staff assisting patients to book in on the self check-in system.
- 14 (73%) patients surveyed felt able to access food and drink and 11 (94%) felt able ask for assistance from staff if required.

Suggestions for improvement

- See our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Clarendon Wing, Leeds General Infirmary

We spoke to 33 patients and 6 carers/relatives at this hospital wing.

Key Issues and Observations

Patients were waiting for transport in two separate areas, the main Patient Transport Waiting area (unstaffed) near to the main entrance to Clarendon Wing, and the waiting area of Orthopaedic Outpatients. Across the two areas, 16 (89%) patients surveyed felt able to access food and drink and 12 (80%) felt able ask for assistance from staff if required.

Main Patient Transport waiting area

- This waiting area is clearly signed as the patient transport waiting area. There is a general reception desk (not specifically for patient transport) near to this area where patients can make enquiries about their transport. We saw the receptionist allowing a patient to ring the ward to arrange transport during one of our visits.
- The waiting area is clean, warm and spacious with comfortable seats
- The reception was staffed during most of the visits but there were occasions when it wasn't and no information was displayed on opening times or what to do if it's not staffed.
- There is easy access to toilets, vending machine, a pay phone and a café. But there is no sign to indicate if patients can request a drink of water from reception.
- There was no form of entertainment (e.g. magazine or TV) whilst waiting.

Orthopaedic Outpatients waiting area

- The reception was always staffed. Opening hours are not displayed but we were told it is 8:30am-8:30pm. We were told that the Patient Transport Service stops at 9pm but that a member of staff will wait with the patient until their transport arrives if it's after-hours.



- There was no specific signage relating to patient transport. We did see small posters behind the desk about eligibility for patient transport & how to complain to Leeds Teaching Hospital Trust Patient Advice and Liaison Service (PALS), but it was not easy to read from a distance and would not be accessible to those with a disability or visual impairment.
- There was nowhere to get food and drink in Orthopaedics, but we saw drinks being offered to patients by staff.
- Toilets were within easy walking distance.

Suggestions for improvements

- See our Key messages for West Yorkshire Hospital Trusts on page 20.

Jubilee Wing, Leeds General Infirmary

We spoke to 8 patients and 4 carers/relatives at this hospital wing.

Key Observations

- There is a general reception desk where patients can enquire about their patient transport booking, but not a YAS Patient Reception Centre desk. We were told the desk was open 6:30am-7:30pm but there was no sign to indicate the opening hours. The reception staff were helpful and friendly. There was no sign to indicate what patients should do if the reception is not staffed. There is a general waiting area opposite the reception desk where patients wait to be collected by patient transport.
- The area is spacious, clean and the seats are wide and comfortable.
- There are no signs or any information about the patient transport service (eg. where to wait, how the system works etc).
- There are clear signs to the toilets which are easily accessible from the waiting area.
- There is a café nearby for access to food and drinks. Staff told us that patients can request a drink of water from reception but there are no signs to indicate this.



- There was confusion amongst patients about where to wait for transport because some patients are collected from the main waiting area, whereas some are picked up directly from clinics.
- 6 (86%) patients surveyed felt able to access food and drink and 3 (43%) felt able ask for assistance from staff if required. Some of the reasons given for not being able to ask for help were: “Unsure who to ask, no transport desk is one of the let downs.”, “Desk staff did not have any updates so no one was helpful”.
- One patient told us: “Before they had a healthcare assistant, who would deal with all enquires and support with getting refreshments but now this service is no longer available.”

Suggestions for improvement

- Clear signage to help patients identify exactly where they need to be waiting for transport would be helpful.
- See also our Key messages for West Yorkshire Hospital Trusts on page 20.

Martin Wing, Leeds General Infirmary

We spoke to 9 patients, 1 carer/relative and one volunteer at this hospital wing.

Key Observations

- There is a clearly signed staffed YAS Patient Reception Centre desk and waiting room. Opening hours were clearly displayed on the window as 9am-5pm. From our observations this was the only reception area from all the hospitals we visited to have a sign to indicate what to do if this reception is closed i.e. patients can go to the nearby reception at Jubilee Wing or phone the extension number shown on the sign.
- Staff were all very helpful and friendly.
- Toilets are located nearby and clearly signed
- There is a vending machine for food and drinks in the waiting room and staff told us that patients can ask for a drink of water although there are no signs to indicate this.



- 8 (100%) patients surveyed felt able to access food and drink and 7 (82%) respondents felt able ask for assistance from staff if required.

Suggestions for improvement

- See our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.

Bexley Wing, St James's University Hospital

We spoke to 70 patients and 3 carers/relatives at this hospital wing.

Key Observations

- There is a YAS Patient Reception Centre desk that is clearly signed and signposted. The desk was staffed by YAS staff who were very polite and helpful. Patients also commented on the helpfulness of staff at the desk. There were no signs about opening times or indication of what to do if the reception is not staffed.
- In addition to the YAS Patient Reception Centre desk, there is a general reception desk which is open 9am-6.30pm.
- There is a general waiting area, not exclusively for patient transport near the YAS Patient Reception Centre desk which is spacious, warm and clean.
- Food and drink was available from a café and vending machines nearby. Patients can ask for a free drink of water from reception but there was no sign to indicate this.
- Toilets were nearby and clearly signposted.
- 60 (94%) patients surveyed felt able to access food and drink and 49 (77%) felt able ask for assistance from staff if required. Reasons that people didn't feel able to ask for help were that they were unsure of who to ask or that staff were too busy.

Suggestions for improvement

- See our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Chancellor wing, St James's University Hospital

We spoke to 37 patients, 5 carers/relatives and one member of staff at this hospital wing.

Key Issues and Observations

- There is a general LTHT reception and a separate YAS Patient Transport Service desk. There was a handwritten sign to indicate opening times of the YAS Patient Reception Centre desk (9.30am-5.30pm). The LTHT reception opening times are 8am-5pm. There were no signs to indicate what patients can do if reception is not open.
- There is a general shared waiting area for patients, including those waiting for transport.
- There is a poster giving information to patients about how they can cancel their patient transport booking. There was also information displayed about how to make a complaint to YAS.
- Patients can access food and drink from the café nearby. They can also ask for a free drink of water from reception but there is no sign to indicate this.
- There was an accessible toilet nearby.
- 25 (78%) patients surveyed felt able to access food and drink and 27 (84%) felt able ask for assistance from staff if required. Reasons given for patients feeling unable to ask for assistance were staff are too busy, didn't know who to ask, can't get to the desk due to mobility issues.

Suggestions for improvement

- The YAS Patient Reception Centre desk is quite out of view and can sometimes be difficult to find because of its location. Clearer signage would help patients to find it more easily.
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Seacroft Hospital

Although we didn't visit this hospital, we did receive feedback about it from a patient that they waited a long time without any food or drink, as there was no refreshments available in the waiting area.

"There is no food in the waiting area. My daughter needs to eat because of her medication but I can't go to other places to get lunch because the driver won't wait"

Suggestions for improvement

- If no refreshments are readily available in the waiting areas for patient transport, staff should offer patients who are waiting for transport a drink and/or food if waiting over mealtimes.
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Appendix 2: Calderdale and Huddersfield NHS Foundation Trust

Calderdale Royal Hospital (CRI)

We spoke to 21 patients and 4 carers/relatives at this hospital.

Key Observations

Although there is a discharge lounge at CRI, there were a minimal number of patients waiting for transport in this area. The majority of patients were waiting for transport in the General Outpatients waiting area.

Outpatients:

- There was a YAS Patient Reception Centre desk in the Outpatients Department which displayed opening times but no signs to indicate what patients can do if reception is not staffed.
- We observed patients with disabilities being helped by nursing and ambulance staff
- There is a cafe along the corridor from outpatients. Staff explained that patients could request a drink if they wished but there was no signage to indicate this.
- There is a toilet in the outpatients waiting area.

Discharge lounge

- The Discharge Lounge was staffed during our visits. Opening hours are not displayed.
- We observed patients with disabilities being helped by nursing and ambulance staff
- We witnessed a patient being offered a cup of tea in the discharge lounge. The nurse on duty explained that any patient could request a drink but there is no signage to indicate this.
- 16 (100%) patients surveyed felt able to access food and drink and ask for assistance from staff if required.



- The toilet is situated nearby in the corridor outside the Discharge Lounge

Suggestions for improvement

- See our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.

Huddersfield Royal Infirmary

We spoke to 43 patients and 10 carers/relatives at this hospital.

Key Observations

We visited several areas in the hospital where patients wait for patient transport to pick them up: the discharge lounge, Renal Satellite unit, Acre Mills Outpatients department, Orthopaedic outpatients, and the main Patient Transport Waiting area.

We also received feedback from staff about patients needing transport from the Plaster room. Approximately 2-3 times a month, they have patients who require stretcher transport which incurs a long wait for patients as this type of transport seems limited. During our visit, we witnessed a patient who had already waited 4 hours on a bed in the plaster department. The patient was 93. Staff in the plaster room are not nursing staff and were caring for patients who were waiting long periods of time.

Patient Transport Waiting Area

- There was a YAS Patient Reception Centre desk which was staffed at the time of our visit. It was a lowered desk which made it accessible for wheelchairs. There were signs displayed telling people about the PTS Friends and Family Test and how they can write a review of the Yorkshire Ambulance Service (this sign was in large print).
- There were food and drink vending machines and a tea bar nearby
- There was a toilet in the corridor nearby which was signed but not immediately obvious.



- We noticed that staff on the Patient Reception Centre desk were having to direct patients to other clinics due to the position of the self-check in desk (next to their area) especially the Orthopaedics outpatients. When the reception wasn't open this was the next available area. In fact we spoke to a patient who had sat there after checking in for outpatients thinking he was in the orthopaedics department. The signage was not good.

Discharge Lounge

- There was a general reception desk which was staffed. Staff were friendly and helpful.
- We witnessed patients being offered a drink by a staff member in the discharge lounge. We were told that drinks, soup and sandwiches are routinely offered to patients at mealtimes and that other refreshments could be provided on request, although there were no signs to indicate this.
- Toilets were close by and well signed. We witnessed a patient being given an update on how long their transport would be immediately following their arrival in the discharge lounge. Several daily papers were provided for patients to read whilst waiting.

Renal Satellite Unit

- There was a staffed reception desk in the renal unit which is separate to where patients were waiting for transport. There were no signs to indicate what patients should do if reception wasn't staffed but there was a large window to the treatment area so staff can see who is waiting.
- There was a YAS Renal Services sign and contact name and number on a notice board, but this may not be obvious to patients as it was alongside many other notices. There was also a copy of the renal transport charter on display.
- Patients could access refreshments from staff and also bring their own food as they come regularly and so know the routine.
- There is a toilet in the waiting area.



Outpatient Acre Mills

- There was a staffed reception desk where patients could enquire about patient transport. No opening times were displayed. There were no signs to indicate what patients should do if reception was not open or staffed although there was a sign to indicate where patients could access an accessible reception.
- There was an accessible toilet and adequate area for wheelchairs to manoeuvre.
- Refreshments were available nearby and a water dispenser in the waiting area for patient use.
- 16 (94%) patients surveyed felt able to access food and drink and 19 (90%) felt able ask for assistance from staff if required.

Suggestions

- Improve signage from the patient transport waiting area to Outpatients, especially Orthopaedic Outpatients
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Appendix 3: Airedale NHS Foundation Trust

Airedale Hospital

We spoke to 41 patients and 4 carers/relatives who were waiting in Outpatients at this hospital.

Key Observations

- There is a YAS Patient Reception Centre desk in the Outpatients Department which is staffed, but there is no information about opening times or what to do if reception is not staffed.
- The Patient Reception Centre desk is high up, and signs are in small print. There is no separate waiting area for patients requiring transport - they have to wait in the general waiting area.
- Staff at the Patient Reception Centre desk are helpful and will chase up patient transport going to North Yorkshire. However, patient transport that is booked for patients travelling to their home in Lancashire said they were told by staff that it was not their job to chase up the transport.
- At the time of our visit, the Outpatients Department was being refurbished, so patients did not have access to any food or drink as the café was closed and there weren't any vending machines or access to water. Small signs say that refreshments are available in the large restaurant - but this is a long walk away. NB. At the time of writing this report, the refurbishment in Outpatients is now complete, meaning the café is now open enabling patients to access food and drink. However there is still no separate waiting area - patients have to either sit in the café or wait with the patients waiting for blood tests.
- This observation was backed up by only 8(23%) patients saying they felt able to access food and drink or use the toilet, with the majority giving the refurbishment work as a reason for this. One patient told us she didn't want to walk to get a drink in case her transport arrived, and was also worried that there would be no-one to help her with the toilet should she need it.



- 25 (69%) respondents felt that they could ask for assistance from staff if required. 4 respondents commented that they only get help if they ask but that staff don't come over to check if they are OK. "If you ask they are fine but they never come to you."

Suggestions for improvement

- In the future during any refurbishment work or if the café is closed, staff in Outpatients should look at offering patients waiting for transport refreshments during their wait.
- Consider whether a separate waiting area for patient transport is needed.
- Review process for chasing up patient transport for those patients using North West Ambulance NHS Trust, so that patients aren't left stranded with no means of getting an update.
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Appendix 4: Bradford Teaching Hospitals NHS Foundation Trust

Bradford Royal Infirmary

We spoke to 26 patients at this hospital.

Key Observations

- The discharge lounge has recently moved to a new location in the hospital and was still being decorated during our first visit. Staff seemed unclear about the new process of inpatients being discharged via the discharge lounge rather than the wards.
- There was a general reception desk. During our second visit, the reception was not staffed.
- There was no direct access to refreshments but we witnessed helpful and friendly staff offering patients food and drink. *“Sister here is very good - offers drinks and food.”*
- 15 (94%) patients surveyed felt able to access food and drink and 11 (69%) felt able ask for assistance from staff if required.
- Toilets were nearby and a television was playing to ease the boredom.

Suggestions for improvement

- See our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.

St Lukes Hospital

We spoke to 24 patients at this hospital.

Key Observations

- There is YAS Patient Reception Centre desk which was staffed. The desk had a high window which could make it difficult for patients in wheelchairs to approach staff. No opening times were displayed.
- Reception staff were friendly and very helpful.
- Toilets were a considerable walk away from the patient transport waiting area. Some patients we spoke to expressed



that they didn't want to walk to the toilet in case they missed their transport.

- Good signage relating to “do you really need an ambulance?”
- There was a café near the waiting area where patients can buy refreshments.
- 22 (100%) patients surveyed felt able to access food and drink and 11 (50%) felt able ask for assistance from staff if required. 7 respondents commented that staff don't come over to check if they are OK and that they only get help if they go and ask. One person said they didn't know who to ask for help.

Suggestions for improvement

- Review accessibility of YAS Patient Reception Centre desk for people in wheelchairs.
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Appendix 5: Mid Yorkshire Hospitals NHS Trust

Pinderfields Hospital

We spoke to 111 patients, 27 carers/relatives and 1 person who didn't specify at this hospital.

Key Observations

- The discharge lounge is moved daily and the majority of the time had only three chairs. Previously it had been a ward with 2 beds and 18 chairs. Healthwatch Wakefield has concerns about this, and the issue has been raised with the Trust following the visit. We also witnessed staff on other wards confused about the location of the Discharge Ward.
- There is a YAS Patient Reception Centre desk which was staffed and lowered to make it more accessible to wheelchairs.
- No opening times were displayed but hospital volunteers nearby were available to meet and greet patients and act as 'signposters'.
- There is a café, shop and vending machines near the waiting area where patients can buy refreshments if required.
- There was a disabled toilet some distance from the transport waiting area which wasn't signed from the waiting area. People with limited mobility don't want to leave the waiting area because they might miss their transport. One patient commented "No signs for toilets didn't know. Would have to ask someone".
- 35 (33%) of the patients we spoke to didn't feel able to get food or drink or visit the toilet whilst they were waiting. 7 of these mentioned that they didn't know where to go, suggesting signage could be improved. One patient commented: "First visit to Pinderfields, not sure about facilities and nothing displayed"
- 90 (81%) respondents felt they could ask for assistance from staff if required. Reasons that patients felt they couldn't ask for help were people didn't know who to ask (7), not approachable (2), too far away/not accessible (3). 5 patients



commented that they were just left to wait and that no-one came to give any updates, or check they were OK.

- There is no form of entertainment for patients while they waited for transport.

Suggestions for improvement

- Ensure that a suitable dedicated patient discharge lounge with adequate signage, seating, entertainment (i.e. tv), etc is provided as part of the atrium refurbishment work.
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.

Pontefract Hospital

We spoke to 8 patients and 1 carer/relative at this hospital.

Key Issues and Observations

- There is a staffed reception desk which is shared with volunteers. No opening times were displayed but there was a card on the reception desk to indicate what patients should do if the reception was not staffed.
- Patients with greatest need were brought to patient transport waiting area by nursing/porter staff who “checked them in”.
- There is a vending machine and café in the waiting area where patients can buy refreshments. A water cooler has recently been removed.
- There were no signs to indicate directions to toilets
- 6 (100%) patients surveyed felt able to access food and drink and ask for assistance from staff if required.

Suggestions for improvement

- Introduce clear signs to direct patients to the nearest toilets
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Dewsbury District Hospital

We spoke to 20 patients, 5 carers/relatives and one person who didn't specify at this hospital. Patients wait for transport in several areas in the hospital. Staff from Outpatient said a lot of patients wait in the café near the main entrance for transport to pick them up. This seems to work well for patients as it's a more comfortable environment. We spoke to patients in the main patient transport waiting area, the discharge lounge, the outpatients and blood test area, and the Renal Unit.

Across the different pick up points, 4 (33%) patients surveyed felt unable to access food and drink or the toilet. This may be due to there being no easy access to refreshments in the main patient transport area. One patient also gave as a reason that the toilet was broken in the outpatient area and they didn't want to move. 10 (77%) respondents felt able ask for assistance from staff if required. No indications were given as to why patients felt unable to ask for assistance.

Key Observations

Main Patient Transport Waiting Area

- There was a YAS Patient Reception Centre desk that was clearly signed and staffed. There was no information displayed about opening times or about what to do when the desk is not staffed.
- During our second visit on 21st January 2016, the patient transport waiting area was very cold due to works taking place in the hospital. The disabled toilet wasn't working, and seats were situated so as not to be visible from the desk meaning patients couldn't be seen if they needed support.
- There was no easy access to food or drink, and no signs to indicate that a drink could be requested from staff if required. The nearest place patients could get food or drink is the hospital café which is approximately a two minute walk for an able bodied person. It would be difficult for patients with mobility problems to get there without assistance.



Outpatients and blood test area

- There was a general reception desk in this area which was staffed.
- Patients with limited mobility would struggle to use facilities in orthotics and audiology as the reception was not staffed at the time of our visit, so there would be nowhere to ask for information or for a drink if required. There were no signs in orthotic and audiology departments to indicate where the toilets are located.
- There was nowhere nearby to buy refreshments.

Renal Unit

- We were told that patients waiting for patient transport in this area would have to speak to the ward clerk, as there is no YAS Patient Reception Centre desk.
- There were accessible toilets in the waiting area but no access to food and drink or signage to indicate that patients could request a drink of water from the desk.

Discharge Lounge

- There was a desk staffed by nursing staff who we witnessed interacting patients to update them about their transport. The discharge lounge is open 10am-6pm
- Patients were offered drinks and sandwiches whilst waiting for their transport.
- There is a toilet located in the discharge lounge.
- A staff member told us - “We struggle to get ambulances on around two or three days a week until about lunchtime. It almost seems that Pinderfields take first priority. There is a separate team for discharge (another section of PTS) used by Dewsbury, Pinderfields and Pontefract. This is borrowed for use in outpatients when they are stretched but we don’t seem to get their service lent back. If there is a delay later in the day in transport then sometimes patients from care homes have to stay another night in the hospitals.”



Boothroyd Centre

- A staff member told us that in the Boothroyd centre, day patients sometimes haven't recovered from treatment before the cut off point for patient transport which seems to vary from 5.30-6pm. If the patient has not recovered we have to use the emergency transport which seems to start after this point- you are then in a queue and as it is classed as a safe environment and not an emergency they can be waiting up to 4 hours. Staff told us they often stay behind after clinic closes (7pm) to wait with the patients for their transport.

Suggestions for improvements

- Staff in Outpatients and the main patient transport area, where refreshments are not readily available should consider offering patients waiting for transport food and drink during their wait.
- Look at planning of patient day treatment in the Boothroyd Centre to look at how appointments co-ordinate with patient transport and potential implications for patients and the hospital if they have to use emergency transport.
- See also our Key messages for YAS and West Yorkshire Hospital Trusts on pages 19-20.



Appendix 6: Survey questions

1. Which Healthwatch is completing this survey?
2. On which hospital site is this survey being completed?
3. Are you completing this for
Yourself, as someone who use PTS
Someone you care for that use PTS
Other (please specify)
4. If you are only completing this survey with regards to a PREVIOUS patient transport journey in the last 12 months, please tick yes.

Yes, I only want to give information about a previous journey
No, I want to give information about my journey today as well

Part 1

5. Why are you using the Patient Transport Service today?
travelling to where you live after discharge from a stay in hospital
leaving from an outpatient appointment to return home/care home
I don't know
Other (please specify, eg.name of taxi firm)
6. Have you been told which provider you will travel with today?
Yorkshire Ambulance Service (YAS)
ERS Medical
I have not been told
I don't know (tick this option if, for example, the patient can't remember)
Other
7. How long have you been waiting for your transport today?
1.5 hours or less
1.5 to 3 hours
more than 3 hours
Please give details in the comment box or if you have just arrived, put, 'just arrived'



8. Have you received any updates about your transport whilst you have been waiting?

Yes

No

9. How would you prefer to receive updates about your transport whilst you are waiting at the hospital? (tick as many as you like)

via a text

via a telephone call

via a member of staff

Other, please specify e.g. a display board

10. Overall, how would you rate the communication (e.g. text or verbal) you have had regarding your transport today?

Excellent

Good

Satisfactory

Poor

Please specify the reason for your answer in the comment box

11. Are you able to access food and drink or use the toilet while you are waiting?

Yes

No

12. Do you feel able to ask for help from staff when you are waiting for your transport?

Yes

No

13. If you were not happy with your Patient Transport Service, do you know how to raise concerns?

No

Yes

14. Is there anything that would improve your experience when using PTS?

15. Would you like to tell us anything else about PTS that we have not covered?



16. Have you used Patient Transport Service (PTS) on another occasion in the last 12 months to return from the hospital to your home/care home?

Yes

No

Part 2

17. At which hospital site did you last use the Patient * Transport Service?

18. Why did you use the Patient Transport Service last time?
travelling to where you live after discharge from a stay in hospital
leaving from an outpatient appointment to return home/care home

I don't know

Other (please specify)

19. Which provider did you go with the last time?

Yorkshire Ambulance Service(YAS)

Emergency Patient Transport Service (ERS Medical)

I don't know

Another provider(please specify, e.g. name of a taxi company)

20. How long did you wait in the hospital for the transport the last time?

30 minutes or less

30 minutes to 1.5 hours

more than 1.5 to 3 hours

over 3 hours

I don't remember

21. Approximately, how far was your home/care home * from the hospital?

within 3 mile radius

within 5 miles radius

within 10 miles radius

more than 10 miles radius

If you don't know, please give your postcode in the comment box so we can work out the distance



22. If you need to use equipment/ aids,(for example a wheelchair, stick or walker) was the equipment allowed to travel with you?

Yes

No

Not applicable

23. If you need support from someone you know (e.g. friend, relative or carer) to attend an appointment, was the person allowed to travel with you?

Yes

No

Not applicable

24. Did you feel you arrived home at a reasonable time (e.g. not too late at night)?

Yes

No, please give details in comments box

25. Any other comments about PTS

This card was given to all survey respondents to complete and return to us once their transport arrived:

healthwatch

Please complete when your patient transport arrives. When completed post it in the box provided.

1. Hospital site: _____

2. How long have you had to wait in the hospital for your transport today?

☐ 30 minutes or less

☐ More than 30 minutes to 1.5 hours

☐ More than 1.5 hours to 3 hours

☐ Over 3 hours

Comments

3. Approximately, how far is your home/care home from the hospital?

☐ within 3 mile radius

☐ within 5 mile radius

☐ within 10 mile radius

☐ more than a 10 mile radius

If you don't know, please give your postcode so we can work it out for you



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