

# Patient Transport Services in Sussex

What patients and passengers told  
us about the service in 2020



## Appendix One:

- Data tables
- Questionnaire

November 2020

## Data tables

Numbers are rounded to the nearest 0.5%

**Question 1:** “Please tell us your full postcode”.

**130 respondents answered.** A single answer could be chosen for each option. Percentages are based on the total number of responses given per option.

Q1. Where respondents live	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Not known	Total
Responses	23 (17.5%)	65 (50%)	40 (31%)	2 (1.5%)	130

**Question 2:** “Which of the following describes why you have used the service to help you get to medical appointments? (please select all that apply)”

**130 respondents answered.** Multiple choices could be selected, and respondents provided 197 answers overall. Percentages reflect the following:

- “Total number of responses” - %s reflect the number of the 130 respondents who selected each option, and as multiple choices could be made then the total % is more than 100%.
- 3 area columns - %s reflect the number of respondents from each area who answered question 2 and selected each option. As multiple choices could be made then the total % is more than 100%.

Q2. Why people used the service	Brighton and Hove (B&H) 23 respondents	East Sussex (exc B&H) 65 respondents	West Sussex 40 respondents	Area not known	Total number of respondents who chose options
For renal dialysis	14 (61%)	19 (29%)	31 (77.5%)	1	65 (50%)
To attend regular appointments (non-renal)	4 (17%)	12 (18.5%)	8 (20%)	-	24 (18.5%)
To attend a handful of appointments	4 (17%)	18 (28%)	9 (22.5%)	-	31 (24%)
Wheelchair passenger	4 (17%)	13 (20%)	4 (10%)	-	21 (16%)
Used service during COVID lockdown	8 (35%)	16 (25%)	13 (32.5%)	-	37 (28.5%)
Applied but was turned down	2 (8.5%)	3 (4.5%)	0	-	5 (4%)
Other*	0	11 (17%)	2 (5%)	1	14 (11%)
Total	36	92	67	2	197

\* ‘other’ included: for cancer treatment (3), following hospital discharge (2), needed support to travel to appointment (4)

**Question 3:** “Please tell us which hospital or clinic you last attended, or regularly attend, using the service.”

**125 respondents answered (5 were not eligible to answer).** Respondents could provide free text comments to explain which location(s) they had attended using the service. The answers have been divided between renal patients who represent 50% of our survey sample, and all other categories of patients. %s reflect the number of respondents out of 65 who gave each location.

Q3. Renal Dialysis locations attended by passengers using the service (65)	Number of responses
Sussex Kidney Unit, Royal Sussex County Hospital, Brighton	33 (51%)
Worthing Hospital, Dialysis unit	18 (28%)
Diaverum, Eastbourne Dialysis Unit (Polegate)	9 (14%)
Crawley Kidney Treatment Centre	4 (6%)
Bexhill Dialysis Unit	1 (1.5%)

Q3. Other locations attended by passengers using the service (65)	Number of responses	Other locations	Number of responses
Conquest Hospital, Hastings	11 (17%)	Queen Victoria Hospital, East Grinstead	1 (1.5%)
District General Hospital, Eastbourne	8 (12%)	Maidstone Hospital, Kent	1 (1.5%)
Not specified	9 (14%)	Hove polyclinic	1 (1.5%)
Mixed (i.e., passengers used the service to travel to several different locations)	4 (6%)	Royal Alexandra Children’s Hospital	1 (1.5%)
Worthing Hospital	3 (4.5%)	Uckfield Community Mental Health	1 (1.5%)
GP surgeries	3 (4.5%)	Guys Hospital, London	1 (1.5%)
Bexhill Hospital	3 (4.5%)	Brighton General Hospital	1 (1.5%)
Princess Royal Hospital, Haywards Heath	2 (3%)	Tunbridge Wells Hospital	1 (1.5%)
Eye Hospital, Royal Sussex County Hospital	2 (3%)	St Richards Hospital, Chichester	1 (1.5%)
Main Outpatients Department, Royal Sussex County Hospital	2 (3%)	Southlands unit, Western Sussex Eye Care, Southampton	1 (1.5%)
Hurstwood Park Centre, Haywards Heath	1 (1.5%)	St Barts Hospital, London	1 (1.5%)
Royal Brompton Hospital, London	1 (1.5%)	Sussex Rehabilitation Centre	1 (1.5%)
Crawley Hospital	1 (1.5%)	Other locations	3 (4.5%)

**Question 4: “How long have you been using the service?”**

125 respondents answered (5 were not eligible answer). A single answer could be chosen for each option. Percentages are based on the total number of responses given per option.

Q4. Length of time passengers have been using the service	Number of responses
Less than a month	13 (10.5%)
1-3 months	15 (12%)
3-6 months	11 (9%)
6-12 months	15 (12%)
12 months or more	71 (57%)

**Question 5: “Please tell us how you first applied for the service.”**

125 respondents answered providing (5 were not eligible). Multiple choices could be selected, and respondents provided 136 answers overall. Percentages reflect the following:

- “Total number of responses” - %s reflect the number of the 125 respondents who selected each option, and as multiple choices could be made then the total % is more than 100%.
- 3 areas columns - %s reflect the number of respondents from each area who answered question 5 and selected each option. As multiple choices could be made then the total % is more than 100%.

Q5. How passengers applied for the service	Brighton and Hove (B&H) 21 respondents	East Sussex (excluding B&H) 63 respondents	West Sussex 40 respondents	Total number of respondents who chose options
By phone	3 (14%)	17 (27%)	9 (22.5%)	29 (23%)
Online	0	1 (16%)	0	1 (1%)
I applied myself	0	15 (24%)	5 (12.5%)	20 (16%)
Someone else applied on my behalf	16 (76%)	29 (46%)	20 (50%)	65 (52%)
Don't know / Can't remember	2 (9.5%)	5 (8%)	4 (10%)	12 (10%) (includes 1 respondent who did not give an area)
Other	1 (5%)	3 (5%)	4 (10%)	9 (7%) (includes 1 respondent who did not give an area)
<b>Total</b>	<b>22</b>	<b>70</b>	<b>42</b>	<b>136</b> (includes 2 respondent who did not give an area)

**Question 6.** “How did you first find out about the service?”

123 respondents answered (5 were not eligible, 2 skipped the question). Multiple choices could be selected, and respondents provided 139 answers overall. Percentages reflect the number of the 123 respondents who selected each option, and as multiple choices could be made then the total % is more than 100%.

Q6. How passengers found out about the service	Number of responses
By myself	13 (11%)
Via friends or family	9 (7%)
GP referral	10 (8%)
Via hospital	69 (56%)
I was referred	28 (23%)
Don't know / Can't remember	6 (5%)
Other*	4 (3%)
<b>Total</b>	<b>139</b>

\* Via a disabled people's facebook page (1); a Renal Welfare Officer (1); unspecified (1)

**Question 7.** “Thinking about any information you found or were given about the service, please indicate whether you found this to be (please select all that apply).”

121 respondents answered (5 were not eligible, 4 skipped the question). Multiple choices could be selected, and respondents provided 140 answers overall. Percentages reflect the number of the 121 respondents who selected each option, and as multiple choices could be made then the total % is more than 100%.

Q7. Passengers said information on the service was ...	Number of responses
Clear and easy to understand	42 (35%)
Accessible	19 (16%)
Helped manage my expectations	18 (15%)
Easy to access	16 (13%)
N/A - I did not find / was not given any information	45 (37%)
<b>Total</b>	<b>140</b>

**Question 8.** “Did you speak with someone on the phone as part of your application?”

125 respondents answered (5 were not eligible). A single answer could be chosen for each option. Percentages are based on the total number of responses given per option.

Q8. Passengers who said they spoke with the control centre as part of their application process	Number of responses
Yes	54 (43%)
No	56 (43%)
Don't know / Can't remember	15 (12%)
<b>Total</b>	<b>125</b>

**Question 9:** “How satisfied were you with the following aspects of your phone conversation?”

54 respondents were eligible to answer and between 51-54 respondents provided an answer for options (a) - (j), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses given per option (a)-(g).

Q9. Passengers’ views on the phone call they had as part of their application process	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) Ease of getting through on phone (54)	14 (26%)	27 (50%)	10 (18.5%)	3 (5.5%)
b) How simple the Qs were to answer (54)	16 (29.5%)	30 (55.5%)	7 (13%)	1 (2%)
c) How personal (intrusive) the Qs were (54)	12 (22%)	33 (61%)	7 (13%)	2 (4%)
d) The total number of Qs asked (51)	10 (19.5%)	32 (63%)	8 (15.5%)	1 (2%)
e) The helpfulness of call handler (53)	24 (45%)	20 (38%)	7 (13%)	2 (4%)
f) The explanation of the service provided (53)	17 (32%)	25 (47%)	9 (17%)	2 (4%)
g) Confidence that your personal needs were taken into account (54)	16 (30%)	23 (42.5%)	12 (22%)	3 (5.5%)

**Question 10:** “Overall, when you applied for the service how did you find the application process?”

121 respondents answered (5 were not eligible, 4 skipped the question). A single answer could be chosen for each option. Percentages are based on the total number of responses given per Healthwatch area.

Q10. How easy the application process was	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Total
Very easy	6 (28.5%)	13 (21.5%)	4 (10%)	23 (19%)
Fairly easy	6 (28.5%)	12 (20%)	14 (36%)	32 (26.5%)
Difficult	1 (5%)	5 (8%)	1 (2.5%)	7 (6%)
Very difficult	1 (5%)	1 (1.5%)	2 (5%)	4 (3%)
Someone applied on my behalf*	7 (33%)	25 (42%)	16 (41%)	49 (40.5%) (includes 1 respondent who did not give an area)
Don’t know / can’t remember	0	4 (7%)	2 (5%)	6 (5%)
Total respondents who answered Q10	21	60	39	121 (includes 1 respondent who did not give an area)

\* For Q10, 49 people said that someone had applied on their behalf. This is 16 fewer than the 65 people who said that someone else had applied on their behalf at Q5. Data analysis has been performed on the 65 respondents who answered Q5. This is because Q10 allowed people to describe their application process as easy or difficult and people who had not applied themselves may nevertheless have selected one of these options.

**Question 11:** “If you found the application process ‘very easy’ or ‘fairly easy’ can you tell us why?”. 55 respondents were eligible answer, and 55 comments were received.

**Question 12:** “If you found the application process ‘very difficult’ or ‘difficult’ can you tell us why?”. 11 respondents were eligible answer 22 comments were received.

Both questions allowed respondents to provide free text comments to explain why they considered that the application process was ‘very easy’ through to ‘very difficult’.

For both questions a number of ‘not applicable’ responses were provided and these have been removed from the analysis, as have comments which did not describe how easy or difficult the application process was (i.e., the comments were unrelated to the question). Six passengers had provided comments at Q11 which actually described the process ‘as ‘difficult’ or ‘very difficult’, rather than ‘easy’. The number of relevant comments provided for both questions is therefore:

- Question 11: 40
- Question 12: 16

**Question 13:** “Did you use the service during the COVID-19 pandemic lockdown period (23 March - 4 July)?”.

125 respondents answered (5 were not eligible). A single answer could be chosen only. Given Percentages are based on the total number of responses per option.

Q13. Did passengers use the service during COVID lockdown?	Number of responses
Yes	83 (66.5%)
No	40 (32%)
Don't know / can't remember	2 (1.5%)
<b>Total</b>	<b>125</b>

83 people answered yes to this question. Please note that for Q2, 37 people indicated that they had used the service during the COVID-19 lockdown period. Data analysis has been performed on the 83 respondents, not the 37 who answered Question 2

**Question 14:** “Thinking about any journeys you made using the service during the COVID-19 pandemic lockdown (from 23 March - 4 July), how satisfied are you with the following aspects?”

**83 respondents were eligible to answer. Between 64-82 respondents provided an answer for options (a) - (j), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses given per option (a)-(j).**

Q14. Passengers rate aspects of the service during lockdown	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) The ease of contacting the call centre (64)	13 (20%)	40 (62.5%)	7 (11%)	4 (6%)
b) Social distancing in transport (82)	42 (52%)	38 (46%)	2 (2%)	-
c) Access to PPE during journeys (78)	30 (38.5%)	43 (55%)	3 (4%)	2 (2.5%)
d) Ease of communicating with staff wearing PPE (81)	30 (37%)	47 (58%)	4 (5%)	-
e) The cleanliness of transport (81)	37 (46%)	40 (49%)	3 (4%)	1 (1%)
f) Communications received about arranging transport (75)	15 (20%)	50 (67%)	8 (10.5%)	2 (2.5%)
g) Notifications received of changes to journeys (68)	13 (19%)	29 (42.5%)	23 (34%)	3 (4.5%)
h) The time spent travelling to appointments (78)	29 (37%)	40 (51%)	7 (9%)	2 (3%)
i) The timeliness of pick- ups from home (81)	25 (31%)	45 (55.5%)	7 (8.5%)	4 (5%)
j) The timeliness of pick- ups from hospital (79)	11 (14%)	33 (42%)	23 (29%)	12 (15%)



**Question 15:** “Did you find the experience of using the service during the COVID-19 pandemic lockdown (compared to other times when you have used it)?”

**83 respondents were eligible to answer. 82 respondents answered (1 skipped the question).** A single answer could be chosen only. Percentages are based on the total number of responses given per option.

Q15. Passengers rate their experience of using the service during lockdown compared to other times.	Number of respondents
N/A (I only used it during lockdown)	9 (11%)
Better	23 (28%)
About the same	46 (56%)
Worse	4 (5%)
Total	82

**Question 16:** “Can you tell us a little about your answer to Question 15, what made the service better, the same, or worse?”

The allowed respondents to provide free text comments to explain about the service during lockdown. **82 respondents were eligible to answer and 51 comments were received.**

- 23 comments were received from people who said the service had been the **same** during lockdown as at any other time. Comments were both positive (11), neutral (6) and negative (6).
- 21 comments were received from people who said the service was **better** during lockdown. From these we identified three key themes. Some people said more than one positive thing about their journeys, making 26 comments overall.
- 4 comments were received from passengers who said the service was **worse** during lockdown

**Question 17:** “Did you experience and delays, changes, or problems with your scheduled journeys?”

**125 respondents answered (5 were not eligible).** A single answer could be chosen only. Percentages are based on the total number of responses given per option.

Q17. Did passengers experience problems with your journeys?	Number of responses
Yes	74 (59%)
No	47 (37.5%)
Don't know / can't remember	4 (3%)
Total	125

**Question 18:** “How often have you experienced the following delays, changes, or problems with your journeys made using the service?”

74 respondents were eligible to answer and between 68-72 respondents provided an answer for options (a) - (j), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses given per option (a)-(j).

Q18. Passengers tell us whether they experienced problems with different aspects of the service	Never	Rarely	Often	Very often
a) Delayed pick up from home? (69)	12 (17.5%)	35 (50.5%)	20 (29%)	2 (3%)
b) Delayed pick up from hospital? (72)	3 (4%)	20 (28%)	38 (53%)	11 (15%)
c) Missed appointments due to PTS transport delays? (70)	36 (51.5%)	21 (30%)	10 (14%)	3 (4%)
d) Same day cancellations? (70)	41 (58.5%)	19 (27%)	7 (10%)	3 (4%)
e) Changes to scheduled vehicle? (68)	24 (35%)	18 (26.5%)	23 (34%)	3 (4.5%)
f) Making own way home due to PTS transport delays etc? (69)	41 (59%)	15 (22%)	11 (16%)	2 (3%)
g) Making own way to hospital due to PTS delays etc? (69)	49 (71%)	14 (20%)	4 (6%)	2 (3%)
h) Difficulties finding whereabouts of transport. (70)	33 (47%)	19 (27%)	15 (21.5%)	3 (4.5%)
i) Longer journey times to hospital than expected? (70)	28 (40%)	28 (40%)	11 (16%)	3 (4%)
j) Longer journey times home than expected? (70)	24 (34%)	23 (33%)	18 (26%)	5 (7%)

**Question 19:** “What was the impact for you of any unexpected delays, changes, or problems to your journeys made using the service (please select all that apply)?”.

74 respondents were eligible to answer. 72 respondents answered (2 skipped the question). Multiple choices could be selected and respondents provided 127 answers overall. The percentages reflect the proportion of the 72 respondents who selected each option, and as multiple choices could be made then the total % is more than 100%.

Q19. Passengers tell us about any impacts for them caused by problems with journeys or transport	Number of responses
No impacts	17 (23.5%)
Anxiety/Stress	46 (64%)
Missed meals	19 (26.5%)
Financial cost	13 (18%)
Missed medication	9 (12.5%)
Missed arrival of my carer	7 (10%)
Childcare issues	3 (4%)
Affected work/job	2 (3%)
Other	10 (14%)

**Question 20:** “How often have you experienced any of the following with your journey’s made using the service?”

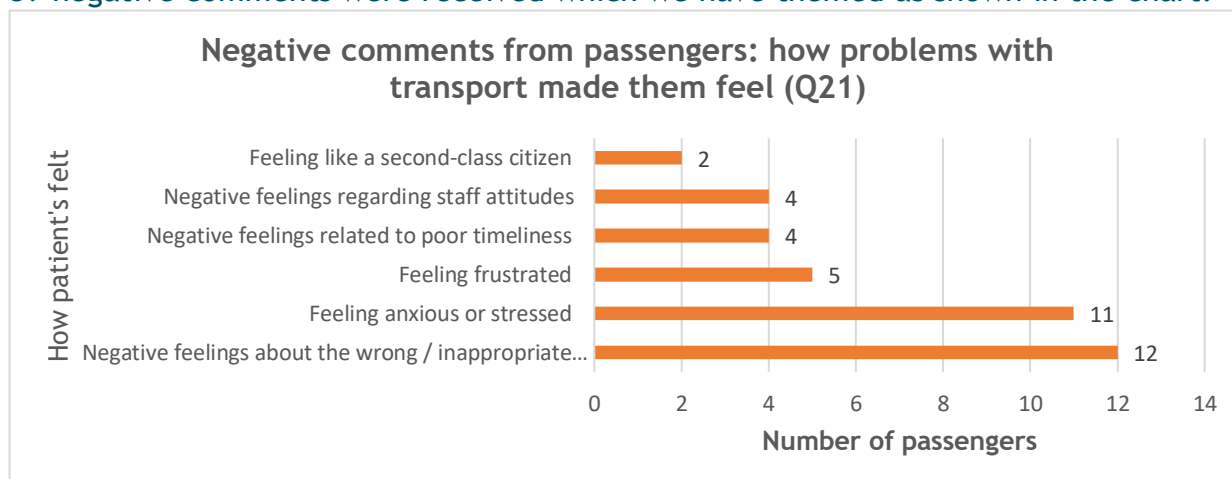
125 respondents were eligible to answer. Between 115 - 120 respondents provided an answer for options (a) - (e), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses per given option (a)-(e).

Q20. Passengers tell us whether they experienced problems with different aspects of the service	Never	Rarely	Often	Very often
a) I travelled with others where this was not appropriate for me (116)	66 (57%)	34 (29%)	12 (10.5%)	4 (3.5%)
b) I travelled alone without my carer/other support? (115)	80 (70%)	21 (18%)	6 (5%)	8 (7%)
c) Drivers appeared to be untrained in my condition (118)	75 (63.5%)	26 (22%)	13 (11%)	4 (3.5%)
d) I was not able to take essential belongings with me (116)	91 (78.5%)	19 (16.5%)	5 (4%)	1 (1%)
e) Transport was inappropriate for my needs (120)	71 (59%)	33 (28%)	8 (6.5%)	8 (6.5%)

**Question 21:** “Thinking about any times when you have experienced issues with your journeys made using the service, how did this make you feel?”

The question allowed respondents to provide free text comments to explain more about the service. 48 comments were received.

- 3 positive comments were provided, 2 from renal patients and one from a passenger who had used the service during lockdown:
  - *Friendly and helpful drivers, always reassuring - West Sussex resident*
  - *Have not had any experiences which have caused issue. I have received an excellent service for which I am grateful - East Sussex resident*
  - *service was fantastic no problems - East Sussex resident*
- 6 people replied saying ‘Not applicable’ indicating that they had not experienced any issues.
- 39 negative comments were received which we have themed as shown in the chart:



- 7 negative comments were received from Brighton and Hove residents, 24 from East Sussex residents and 8 from West Sussex residents. Satisfaction levels amongst those who provided negative impacts varied with 25 (64%) indicating they were ‘very satisfied’ or ‘satisfied’ with the service, whilst 14 (36%) indicated they were ‘dissatisfied’ or ‘very dissatisfied’.
- The categories of passenger who provided negative comments was as follows:
  - 6 renal patients
  - 7 regular (not renal) passengers
  - 9 people who used the service to attend a handful of appointments
  - 7 wheelchair passengers
  - 7 people who had used the service during COVID lockdown

**Question 22:** “How important to you are the following aspects of a patient transport service?”

*130 respondents were eligible to answer. Between 115-125 respondents provided an answer for options (a) - (h), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses given per option (a)- (h).*

Q22. Passengers tell us what aspects of a transport service are important to them.	Very important	Important	Slightly important	Not important
a. To be given an exact time of arrival (125)	72 (57.5%)	42 (33.5%)	10 (8%)	1 (1%)
b. To be notified of changes or delays (123)	81 (66%)	36 (29%)	6 (5%)	-
c. To arrive home within 30 mins of my allocate time (123)	52 (42.5%)	46 (37.5%)	20 (16%)	5 (4%)
d. To arrive at hospital no more than 30 mins early for my appointment (123)	59 (48%)	40 (32.5%)	15 (12%)	9 (7.5%)
e. To speak with someone to find out the location of my vehicle (122)	61 (50%)	43 (35%)	15 (12.5%)	3 (2.5%)
f. To easily amend my booking (121)	48 (39.5%)	56 (46.5%)	13 (10.5%)	4 (3.5%)
g. For my carer, relative etc to act on my behalf (115)	43 (37.5%)	39 (34%)	19 (16.5%)	14 (12%)
h. To have a nominated driver (125)	24 (19%)	19 (15%)	32 (26%)	50 (40%)

**Question 23:** “How likely is it that you would use the following features if the service offered these?”

130 respondents were eligible to answer. Between 117-126 respondents provided an answer for options (a) - (f), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses given per option (a)-(e).

Q23. Passengers tell us whether they would use different features of a transport service	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely
a) A step by step ‘how to’ guide to help you apply (126)	28 (22%)	49 (39%)	25 (20%)	13 (10%)	11 (9%)
b) Information available in different languages (120)	5 (4%)	11 (9%)	19 (16%)	21 (17.5%)	64 (53.5%)
c) Information available in sign language (BSL) (120)	3 (2.5%)	10 (8.5%)	16 (13.5%)	22 (18%)	69 (57.5%)
d) Information available in Easyread format (117)	15 (13%)	20 (17%)	28 (24%)	13 (11%)	41 (35%)
e) A dedicated service specifically for renal patients (123)	40 (32.5%)	26 (21%)	17 (14%)	8 (6.5%)	32 (26%)
f) A telephone call centre service with extended operating hours (126)	59 (47%)	36 (28.5%)	19 (15%)	5 (4%)	7 (5.5%)

**Question 24:** “To what extent do you agree or disagree that the following options would help to improve communications between the service and you? (please select all that apply)”

130 respondents were eligible to answer. Between 118-125 respondents provided an answer for options (a) - (h), as shown in brackets. A single answer could be chosen for each option. Percentages are based on the total number of responses per option (a)-(h).

Q24. Passengers tell us whether they would use different features of a transport service	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. Online account to apply for NEPTS (125)	38 (30.5%)	35 (28%)	33 (26%)	11 (9%)	8 (6.5%)
b. Online account to amend bookings (124)	36 (29%)	42 (34%)	27 (21.5%)	12 (10%)	7 (5.5%)
c. Mobile app to track vehicles (122)	51 (42%)	24 (19.5%)	25 (20.5%)	15 (12%)	7 (6%)
d. To communicate with control centre by text (120)	36 (30%)	30 (25%)	31 (26%)	17 (14%)	6 (5%)
e. To communicate with control centre using an online chat facility (118)	26 (22%)	33 (28%)	39 (33%)	13 (11%)	7 (6%)
f. Receive a text/call when vehicle is 30 mins away (123)	68 (55%)	29 (23.5%)	17 (14%)	6 (5%)	3 (2.5%)
g. Having info shared with nominated person (118)	34 (29%)	32 (27%)	40 (34%)	7 (6%)	5 (4%)
h. Website with daily updates about service (119)	32 (27%)	27 (23%)	37 (31%)	11 (9%)	12 (10%)

**Question 25:** “Overall, based on your experiences of using the service, how likely is it that you would recommend family and friends to apply for it?”.

130 respondents were eligible to answer. 128 respondents answered (2 skipped the question). A single answer could be chosen only. Percentages are based on the number of responses given per Healthwatch area having first removed any ‘no replies’.

Q25. Passengers tell us whether they would recommend the service	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known	Total
Very likely	6 (27%)	32 (50%)	20 (50%)	2	60
Likely	8 (36%)	23 (36%)	19 (47.5%)	-	50
Unlikely	4 (18%)	7 (11%)	1 (2.5%)	-	12
Very unlikely	4 (18%)	2 (3%)	0	-	6
No reply	1	1	-	-	2
Total responses (removing ‘no replies’)	22	64	40	2	130

**Question 26:** “Overall, how satisfied are you with the current service?”

All 130 respondents answered. A single answer could be chosen only. Percentages are based on the total number of responses given per Healthwatch area.

Q26. Passengers tell us how satisfied they are with the service	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known	Total
Very satisfied	3 (13%)	26 (40%)	11 (27.5%)	1	41
Satisfied	10 (43.5%)	23 (35.5%)	27 (67.5%)	1	61
Dissatisfied	6 (26%)	12 (18.5%)	1 (2.5%)	-	19
Very dissatisfied	4 (17.5%)	4 (6%)	1 (2.5%)	-	9
Total responses	23	65	40	2	102

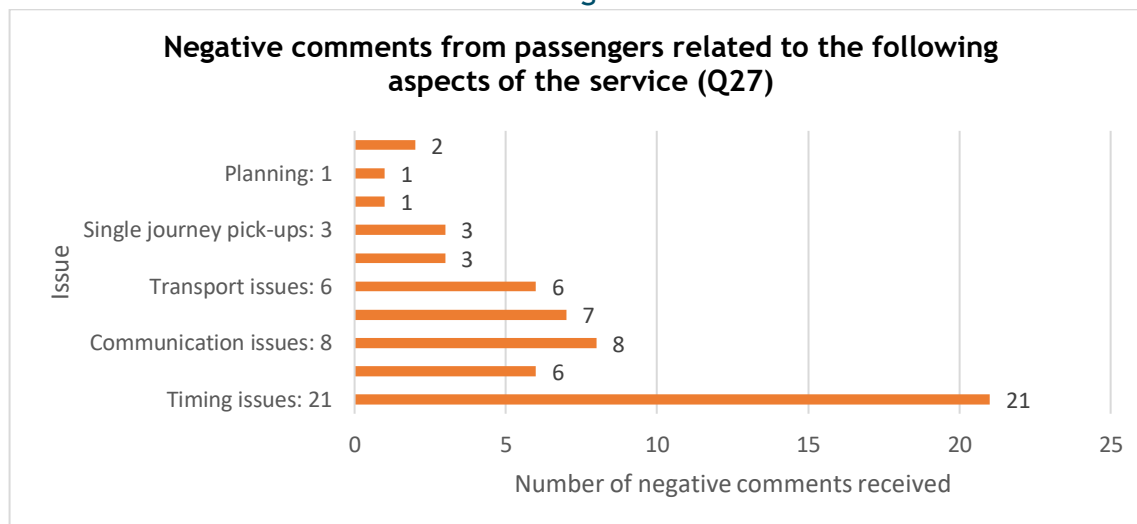
**Question 27:** “Do you have any other comments or feedback on the service?”

The question allowed respondents to provide free text comments about the service.

130 respondents were eligible to answer and 75 comments were received.

- 90 individual comments were provided by the 75 respondents.
- 22 positive comments were received from people about the service and particularly the staff. Seven people also provided suggestions for improvements. 15 residents from East Sussex provided positive comments, 4 from West Sussex and 3 from Brighton and Hove.
- Satisfaction levels amongst this group of patients was high with 21/22 (95%) being ‘very satisfied’ or ‘satisfied’. Satisfaction levels were lower amongst people who provided negative comments. 20 people indicated that they were dissatisfied or very dissatisfied with the service: 13 from East Sussex, 6 from Brighton and Hove and 1 from West Sussex.

- 19 people indicated they were satisfied, and 5 very satisfied: 12 from East Sussex, 11 from West Sussex, only one from Brighton and Hove.
- People provided a number of negative comments about which mostly related to timing issues. We have themed these into categories:



- A small number of comments related to suggested improvements, such as:
  - “Make seats more comfortable’ - East Sussex resident
  - “It would be helpful to be able to book transport more than three days ahead.” - East Sussex resident
- 9 people said they had no comments, or inserted N/A

### Positive comments

*“All the drivers are caring and friendly people. Nothing is too much trouble” - West Sussex resident*

*“Fantastic service friendly infection control taken very serious keep up the good work fantastic.” - East Sussex resident*

*“The service that I have received has been excellent. Friendly, caring people who make my time with them feel special.” - East Sussex resident*

*“When transport is due, they ring you when they are arriving.” - Brighton resident*

*“This service is wonderful. Having to travel miles to London for cancer treatment would of been extremely costly but that is not the important part. When you are extremely poorly, vulnerable and having intense treatment, you cannot possibly use public transport. The service was so incredibly important and I’m so thankful this is a service you provide.” - East Sussex resident*

*“Overall, it’s a great service, the people in the ambulances are great and they make it the best.” - West Sussex resident*



Topic	Negative comments
<p><b>Timing issues</b></p>	<p><i>“When I had to go to Brighton, my lift frequently arrived 2-3 hours before my appointment time, then went into Eastbourne (half-an-hour from my home in the wrong direction) to pick-up other patients and added an hour or more to the journey time” - East Sussex resident</i></p> <p><i>“Why are drivers waiting for ages for patients to finish dialysis? I often have to wait 30-45 mins for a driver when some patients who finish after me get taken home before me.” - Brighton resident</i></p> <p><i>“Returned transport from hospital to home could be improved; a two hour wait sometimes is too long after 4 hours on dialysis.” - West Sussex resident</i></p> <p><i>“Morning pick up is excellent. Midday pick up can be anything from 15 mins to 1 hr 15 mins.” West Sussex resident</i></p> <p><i>“It could be a very good service, and sometimes it works well, but a lot of the time the transport is late and you have no idea what’s happening and how long you are going to wait. It can’t be that hard to keep people informed, can it?” - East Sussex resident</i></p>
<p><b>Communication issues</b></p>	<p><i>“Better communication please.” - Brighton resident</i></p> <p><i>“some people don’t have or able to use internet or mobile phone. I live in an area that loses signal and internet often.” - East Sussex resident</i></p>
<p><b>Access issues</b></p>	<p><i>“I was turned down despite being referred by my GP. I was told that I didn’t qualify even though I am a wheelchair user and have no other means of travelling other than paying for a private taxi.” - East Sussex resident</i></p> <p><i>“The worst part is not knowing what is happening - COMMUNICATION.” - West Sussex resident</i></p> <p><i>“I am disabled and have three disabled adopted adult-children. None of us has ever been allowed to use your service. I am pretty disgusted that you made my disabled daughter take her poorly baby home from Brighton to Newhaven via bus at 2am.” - Brighton resident</i></p> <p><i>“What about options to improve services where, as I am, a person who is sight impaired. I cannot read a screen so need a phone call to tell me when my transport is nearby.” - West Sussex resident</i></p>

<p><b>Staffing issues</b></p>	<p><i>“I travel with 'Elite' and have survived four years with them. They are an appalling company driven by profit not patient care.” - East Sussex resident</i></p> <p><i>“An option to choose a consistent driver. A reliable service needed, and better management Allow drivers to use alternative entrance instead of the current queue system.” - Brighton resident</i></p>
<p><b>Transport issues</b></p>	<p><i>“It would be helpful if the coordinators read the patient’s notes before they sign vehicle, so they get the right vehicle for the right job.” - West Sussex resident</i></p> <p><i>“Not satisfied when wrong transport is sent. Would like to have a regular driver where possible.” - East Sussex resident</i></p>
<p><b>Booking issues</b></p>	<p><i>“A good service. Just improve the booking system by phone.” - West Sussex resident</i></p> <p><i>“It is unfair that patients cannot book less than 2 weeks in advance.” - Hove resident</i></p>
<p><b>Single journey pick-ups</b></p>	<p><i>“I know it's hard, but I do wish that you didn't have to pick up others on route especially if you've had a long appointment etc.” - West Sussex resident</i></p> <p><i>“Keep the single passenger permanently.” - West Sussex resident</i></p>
<p><b>Care plans Planning</b></p>	<p><i>“just make sure that patients using this service which may I add is very good, knowledge of the persons they are transporting is known. If a patient requires 2 carers, they receive the appropriate transport/carers.” - East Sussex resident</i></p>

### The people (Questions 28-33 combined)

The table below describes the respondents who answered our questionnaire in 2020 (the percentages relate to the 130 respondents who completed the questionnaire). We have included comparable data from the Healthwatch in Sussex [April 2018](#) report in red where known (which includes data from our patient engagement undertaken in November to December 2017).

#### The location of the 130 respondents

(identified by postcode). Comparable responses were achieved in Brighton and Hove, and West Sussex in 2020 and 2017.

Area of Sussex	Number of respondents
Brighton and Hove	23 (17.5%) (29)
West Sussex	40 (31%) (40)
East Sussex	65 (50%) (99)
Unknown /other	2 (1.5%) (15)

#### The gender of respondents

In 2020 more females answered our questionnaire than any other gender. In 2017, the opposite was seen with more males responding.

Gender	Number of respondents
Female	64 (49%) (41%)
Male	54 (41.5%) (58%)
Other	1 (1%) (1%)
Not given	11 (8.5%) (-)

The ages of respondents in 2020 ranged from 9 to 90. The average age was 65.5 years. 22 respondents chose not to give their age. In both 2020 and 2017, most respondents were aged over 75.

Ages	Number of respondents
<18	1 (1%) (0)
18-34	4 (3%) (3%)
35-54	22 (17%) (14%)
55-64	25 (19%) (16%)
65-74	19 (14.5%) (19%)
75+	37 (28.5%) (47%)
Not given	22 (17%) (2%)

#### The ethnicity of respondents

In 2020 and 2017, most respondents said that they were 'White British'. In 2020, we reached more people who identified as BAME.

Ethnicity	Number of respondents
White British	95 (73%) (93%)
White any other	6 (4.5%) (2.5%)
BAME (all groups)	12 (9%) (3%)
Other	0 (1.5%)
Not given	17 (13%) (-)

#### Respondents with a long-term health condition, and carers

In 2020, 79% (n103) of people identified themselves as having a long-standing health problem or disability (14 respondents elected not to answer the question). In 2017 57% (89) respondents indicated that they were disabled in some capacity.

In 2020, 7% (n9) of people identified themselves as being a carer.

#### The sexual orientation of respondents

Sexual orientation	Number of respondents
Heterosexual	100 (77%)
LGBT	6 (4.5%)
Not given	24 (18.5%)

*No comparable data is available from 2017*

## Information about respondents, shown by Healthwatch area

Qs28-33. The people who completed our survey	Brighton and Hove (B&H) 23 total respondents	East Sussex (excluding B&H) 65 total respondents	West Sussex 40 total respondents	Area not known 2 total respondents	Total / average 130 total respondents
Mean age	56.3 years	66.3 years	69.2 years	-	65.5 years
Gender	6 - Male 12 - Female 1 - Other 4 - No answer	29 - Male 34 - Female - 2 - NR 2	19 - Male 17 - Female - 4 - No answer	- 1 - 1 No answer	54 - Male 64 - Female 1 - Other 11 No answer
With a long-term health condition / disability	18 - Yes 2 - No 3 - No answer	56 - Yes 4 - No 5 - No answer	28 - Yes 7 - No 5 - No answer	1 - Yes - 1 - No answer	103 13 14
Sexual orientation	12 - Heterosexual/ Straight  3 - LBGT  8 - No answer	54 - Heterosexual/ Straight  2 - LBGT  9 - No answer	32 - Heterosexual/ Straight  1 - LBGT  7 - No answer	2 - Heterosexual/ Straight  -  -	100 - Heterosexual/ Straight  6 - LBGT  24 - No answer
Ethnicity	13 - White British  1 - Other White  3 - BAME  6 - No answer	55 - White British  3 - Other White  3 - BAME  4 - No answer	26 - White British  2 - Other White  6 - BAME  6 - No answer	1 - White British  -  -  1 - No answer	95 - White British  6 - Other White  12 - BAME  17 - No answer
Religion*	11 - Christian  1 - Hindu  0 - Muslim  1 - Any other  7 - None  3 - No answer	43 - Christian  2 - Hindu  0 - Muslim  2 - Any other  14 - None  4 - No answer	21 - Christian  1 - Hindu  4 - Muslim  2 - Any other  8 - None  4 - No answer	-  -  -  1 - None  1 - No answer	75 - Christian  4 - Hindu  4 - Muslim  5 - Any other  30 - None  12 - No answer

\* No respondents selected 'Buddhist', 'Jewish', 'Sikh'

**Question 34** “Are you a carer?”

130 respondents were eligible to answer and 126 answered (4 skipped the question).

Q34. Are you a carer?	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known	Total
Yes	3 (14.5%)	4 (6.5%)	2 (5%)	-	9 (7%)
No	16 (76%)	60 (92%)	37 (95%)	1	114 (90.5%)
Prefer not to say	2 (9.5%)	1 (1.5%)	0	-	3 (2.5%)
Total responses	21	65	39	1	126

## Questionnaire

Your views on Patient Transport Services

### Section A - How you use the Service

**1. Please tell us your full postcode.**

This data is collated anonymously, and is used to help us understand where you live and where you travel to using the Service

**2. Which of the following describes why you have used the Service to help you get to medical appointments? (please select those options which apply to you)**

To take me to my renal dialysis appointments <input type="checkbox"/>	To take me to my regular appointments (not for renal dialysis) <input type="checkbox"/>	To get to just a handful of appointments <input type="checkbox"/>	I need a vehicle that can accommodate my wheelchair <input type="checkbox"/>	I used the service during the COVID-19 pandemic <input type="checkbox"/>	I applied for the Service but was told I was not eligible <input type="checkbox"/> <b>Please go to Q22</b>	Other <input type="checkbox"/> <b>Please specify below</b>
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(2a) If you selected 'other' please tell us why you have used the service:

**3. Please tell us which hospital or clinic you last attended, or regularly attend, using the Service? (please leave blank if you cannot recall)**

**4. How long have you been using the Service? (please choose one option only)**

Less than a month <input type="checkbox"/>	1-3 months <input type="checkbox"/>	3-6 months <input type="checkbox"/>	6-12 month <input type="checkbox"/>	12 months or more <input type="checkbox"/>
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### Section B - How you applied for the Service

**5. Please tell us how you first applied for the Service (please select all that apply)**

By Phone <input type="checkbox"/>	Online <input type="checkbox"/>	I applied myself <input type="checkbox"/>	Someone else applied on my behalf <input type="checkbox"/>	Don't know/Can't remember <input type="checkbox"/>	Other (please specify below) <input type="checkbox"/>
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(5a) If you selected 'other' please tell us how you first applied for the Service:

**6. How did you first find out about the Service? (please select all that apply)**

I found out about the service myself <input type="checkbox"/>	Through friends or family <input type="checkbox"/>	Through my GP <input type="checkbox"/>	Through the hospital <input type="checkbox"/>	I was referred to the service <input type="checkbox"/>	Don't know / Can't remember <input type="checkbox"/>	Other (please specify below) <input type="checkbox"/>
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(6a) If you selected 'other' please tell us how you first found out about the Service:

**7. Thinking about any information you found or were given about the Service, please indicate whether you found this to be (please select all that apply):**

Clear and easy to understand <input type="checkbox"/>	Accessible for me (available in the format I needed) <input type="checkbox"/>	Helped me to understand what I could expect <input type="checkbox"/>	Easy to access <input type="checkbox"/>	N/A - I did not find, or was not given, any information <input type="checkbox"/>
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**8. Did you speak with someone on the phone as part of your application process? (please choose one option)**

<input type="checkbox"/> Yes (please answer Question 9)	<input type="checkbox"/> No – please go to Question 10
	<input type="checkbox"/> Don't know / Can't remember- please go to Question 10

**9. If you spoke with someone on the phone as part of your application for the Services, how satisfied were you with the following aspects of your conversation (please tick one box per option):**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
The ease of getting through on the phone to speak with someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How simple the questions were to answer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How personal the questions were (did you find them overly intrusive?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The total number of questions you were asked (length of the conversation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How helpful the call handler was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear the explanation was of how the Service works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How confident you were that your personal needs were being taken into account by the person who was arranging your transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. Overall, when you applied for the Service, how did you find the application process? (please choose one option only)**

Very Easy <input type="checkbox"/>	Fairly Easy <input type="checkbox"/>	Difficult <input type="checkbox"/>	Very Difficult <input type="checkbox"/>	Someone else applied on my behalf <input type="checkbox"/>	Don't know/ Can't remember <input type="checkbox"/>
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**11. If you found the application process 'very easy' or 'fairly easy' can you tell us why?**

**12. If you found the application process 'very difficult' or 'difficult' can you tell us why?**

### Section C - Your experiences of using the Service

**13. Did you use the Service during the COVID-19 pandemic lockdown (from 23 March to 4 July)? (please choose one option)**

<input type="checkbox"/> Yes (please answer Questions 14-16)	<input type="checkbox"/> No – please go to Question 17
	<input type="checkbox"/> Don't know / Can't remember- please go to Question 17



**14. Thinking about any journeys you made using the Service during the COVID-19 pandemic lockdown (from 23 March to 4 July), how satisfied were you with the following aspects (please tick one box per option where this applies to you)**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
How easy it was to get through to the call center during the pandemic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remaining socially distanced from others whilst travelling in vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having access to Personal Protective Equipment (PPE) whilst travelling in vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of communicating with staff who were wearing facemasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of your transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any communications you received from the service to <b>arrange your transport</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being notified by the service <b>about any delays or changes</b> to your scheduled journeys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of time spent travelling in vehicles from your home to and from hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The timeliness of your transport when being picked up from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The timeliness of your transport when being picked up from hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**15. Did you find the experience of using the Service during the COVID-19 pandemic lockdown, compared to other times you have used it (please choose one option)?**

Better <input type="checkbox"/>	About the same <input type="checkbox"/>	Worse <input type="checkbox"/>	N/A - I only used it during lockdown <input type="checkbox"/>
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**16. Can you tell us a little more about your answer to Question 15: what made the service better, the same or worse during lockdown?**

**17. Did you experience any delays, changes, or problems with your scheduled journeys? (please choose one option)**

Yes (please answer Questions 18 and 19)

No – please go to Question 20

Don't know / Can't remember- please go to Question 20

**18. How often have you experienced the following delays, changes, or problems with your journeys made using the Service? (please tick one box per option)**

	Never	Rarely	Often	Very often
Delayed pick up from homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delayed pick up from hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Missed or delayed medical appointment(s) due to delays with my transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short notice cancellations (made the same day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to your scheduled vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having to make your own way home because your transport did not arrive / or arrived late	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having to make your own way to hospital because your transport did not arrive / or arrived late	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties finding out the whereabouts of your vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer journey times travelling to hospital than expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer journey times travelling home than expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. What was the impact for you of any unexpected delays, delays or problems to your journeys made using the Service? (please select all that apply)	
No impacts	<input type="checkbox"/>
Missed the arrival of my carer	<input type="checkbox"/>
Missed medication	<input type="checkbox"/>
Missed meals	<input type="checkbox"/>
Issues arranging or re-arranging childcare	<input type="checkbox"/>
Affected my job / ability to work	<input type="checkbox"/>
Increased stress or anxiety	<input type="checkbox"/>
Financial cost (e.g. to pay for refreshments whilst waiting, to fund a private journey, phone calls etc)	<input type="checkbox"/>
(19a) Other (please specify)	<input type="checkbox"/>

20. How often have you experienced any of the following with your journeys made using the Service?				
	Never	Rarely	Often	Very often
Having to travel with others where this is not appropriate for you / your medical condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having to travel alone without necessary support from your carer, friend or relative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drivers not appearing to be trained to manage or assist with your condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not being able to take essential personal belongings with you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport not being appropriate for your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Thinking about any times when you have experienced issues with your journeys made using the Service, how did this make you feel? (if this does not apply to you please go to Q22)

**Section D - The future of Patient Transport Services, and ideas for how the Service might be improved**

**22. How important to you are the following aspects of a Patient Transport Service? (please tick one box per option)**

	Very important	Important	Slightly important	Not important at all
To be given an exact time for when my vehicle will be arriving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To be kept informed of any changes or delays to my journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To arrive home within 30 minutes of my allocated time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To arrive for my hospital appointment no more than 30 minutes early	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To be able to speak with someone at any time to check where my vehicle is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To be able to easily amend my booking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For my carer, relative, or friend to be able to act on my behalf i.e. to apply for or amend my transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To have a nominated driver i.e. the same driver(s) for every journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**23. How likely is it that you would use the following features if the Service offered these? (please tick one box per option)**

	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely
A step by step 'how to' guide to help you apply for Patient Transport Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information available in different languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information available in sign language (BSL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information available in Easyread format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A dedicated service specifically for renal patients, including specialist call centre staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A telephone call centre service with extended operating hours (open longer than 9am - 5pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**24. To what extent do you agree or disagree that the following options would help to improve communications between the Service and you? (please tick one box per option)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
An online account facility which allows me (or a person I nominate) to apply for Patient Transport Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An online account facility which allows me (or a person I nominate) to amend and cancel my bookings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A mobile phone app which allows me to track the whereabouts of my vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To be able to communicate with the call centre by text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To be able to communicate with the call centre online (using an online chat facility)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To receive a text or call telling me when my vehicle is nearby (up to 30 minutes away)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The option of having information shared automatically with a nominated carer, friend or relative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A website with daily updates about the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section E your satisfaction with the Service

**25. Overall, based on your experiences of using the Service, how likely is it that you would recommend family and friends to apply for it (please choose one option)**

Very likely <input type="checkbox"/>	Likely <input type="checkbox"/>	Unlikely <input type="checkbox"/>	Very Unlikely <input type="checkbox"/>
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**26. Overall, how satisfied are you with your experience of using the current Patient Transport Service? (please choose one option)**

Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Unsatisfied <input type="checkbox"/>	Very Unsatisfied <input type="checkbox"/>
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**27. Do you have any other comments or feedback on the Service?**

**Prize draw**

If you would like to enter a prize draw to win one of 5 £25 gift vouchers, please provide your email address or telephone number and name all (data will be saved in accordance with Data Protection requirements)

Name	
Email or telephone number	

**We would be grateful if you could complete the Equalities Monitoring Form**

We are committed to ensuring our services are accessible to everyone regardless of ethnicity, race, gender, gender identity, ability, religion, belief, sexual orientation or age. The details you give help us to assess equality in our services, and to meet our equal opportunities and diversity commitments. The details you give are anonymous. Any details given are securely stored in line with the data protection GDPR regulations 2018.

<p><b>28. How would you describe your gender?</b></p> <p> <input type="checkbox"/> Male                      <input type="checkbox"/> Female                      <input type="checkbox"/> Trans                      <input type="checkbox"/> Non-binary                      <input type="checkbox"/> Cisgender  <input type="checkbox"/> Other                      <input type="checkbox"/> Prefer not to say         </p>	
<p><b>29. Please tell us your age</b> <input style="width: 50px; height: 20px;" type="text"/></p>	
<p><b>30. How would you describe your ethnic background?</b></p> <p> <input type="checkbox"/> White: English/Welsh/Scottish/Northern Irish/British  <input type="checkbox"/> White: Irish  <input type="checkbox"/> White: Gypsy or Irish  <input type="checkbox"/> White: Any other White background  <input type="checkbox"/> Black or Black British: African  <input type="checkbox"/> Black or Black British: Caribbean  <input type="checkbox"/> Asian or Asian British: Indian  <input type="checkbox"/> Asian or Asian British: Pakistani         </p>	<p> <input type="checkbox"/> Chinese  <input type="checkbox"/> Any other Asian background  <input type="checkbox"/> Mixed: Asian and White  <input type="checkbox"/> Mixed: Black African and White  <input type="checkbox"/> Mixed: Black Caribbean and White  <input type="checkbox"/> Any other mixed background  <input type="checkbox"/> Any other ethnic group  <input type="checkbox"/> Prefer not to say         </p>
<p><b>31. How would you describe your sexual orientation?</b></p> <p> <input type="checkbox"/> Heterosexual/Straight                      <input type="checkbox"/> Gay man                      <input type="checkbox"/> Lesbian                      <input type="checkbox"/> Bisexual  <input type="checkbox"/> Other                      <input type="checkbox"/> Prefer not to say         </p>	
<p><b>32. What is your religion?</b></p> <p> <input type="checkbox"/> None  <input type="checkbox"/> Christian (all denominations)  <input type="checkbox"/> Buddhist  <input type="checkbox"/> Hindu         </p>	<p> <input type="checkbox"/> Muslim  <input type="checkbox"/> Jewish  <input type="checkbox"/> Sikh  <input type="checkbox"/> Any other religion  <input type="checkbox"/> Prefer not to say         </p>
<p><b>33. Are your day-to-day activities limited because of a health problem or disability which has lasted for, or is expected to last, at least 12 months?</b></p> <p> <input type="checkbox"/> Yes                      <input type="checkbox"/> No                      <input type="checkbox"/> Prefer not to say         </p>	
<p><b>34. Are you a carer?</b></p> <p> <input type="checkbox"/> Yes                      <input type="checkbox"/> No                      <input type="checkbox"/> Prefer not to say         </p>	

## How to contact your local Healthwatch

### Healthwatch Brighton and Hove

Community Base  
113 Queens Road,  
Brighton  
BN1 3XG



**Email:** [office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)  
**Phone:** 01273 234040  
**Website:** [www.healthwatchbrightonandhove.co.uk](http://www.healthwatchbrightonandhove.co.uk)

#### Social media:

- Facebook @healthwatchbrightonhove
- Twitter @HealthwatchBH
- Instagram @healthwatchbh

### Healthwatch East Sussex

Barbican Suite  
Greencoat House  
32, St Leonards Road  
Eastbourne  
BN21 3UT



**Email:** [enquiries@healthwatcheastSussex.co.uk](mailto:enquiries@healthwatcheastSussex.co.uk)  
**Phone:** 0333 101 4007  
**Website:** [www.healthwatcheastSussex.co.uk](http://www.healthwatcheastSussex.co.uk)

#### Social media

- Facebook @healthwatchesussex
- Twitter @HealthwatchES
- Instagram @healthwatcheastSussex

### Healthwatch West Sussex

PO Box 1343  
Crawley  
West Sussex  
RH10 0QH



**Email:** [helpdesk@healthwatchwestSussex.co.uk](mailto:helpdesk@healthwatchwestSussex.co.uk)  
**Phone:** 0300 012 0122  
**Website:** [www.healthwatchwestSussex.co.uk](http://www.healthwatchwestSussex.co.uk)

#### Social media

- Facebook @healthwatchwestSussex
- Twitter @Healthwatchws
- Instagram @healthwatchws