

# Patient Transport Services in Sussex

What patients and passengers told  
us about the service in 2020



## Appendix Two: Additional data tables

November 2020

## Introduction

The tables included in this Appendix show the results of additional analysis of the data undertaken by Healthwatch in Sussex for certain questions contained in the questionnaire.

Data was analysed for these questions as far as was possible in the time available as follows:

- A breakdown of the data by Healthwatch area - Brighton and Hove, East Sussex (excluding Brighton and Hove) and West Sussex.
- A breakdown of the data by the five categories of passenger that we identified;
  - (i) renal patients
  - (ii) regular (non-renal) passengers
  - (iii) those who had used the service to attend just a handful of appointments
  - (iv) those who needed a vehicle to accommodate a wheelchair and
  - (iv) those who had used the service during the COVID-19 lockdown period)
- A breakdown of the data by Healthwatch area and also category of passenger.
- A breakdown by distance travelled (where this factor was deemed relevant to the topic/question).

We have identified within the report how we have analysed the data i.e. whether this is based on the total number of responses to the entire questionnaire, a particular question, or a specific sub-option of a question.

A copy of the main data tables for each question is available in Appendix One together with a copy of the Healthwatch questionnaire.

## Additional data tables

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

125 respondents answered (5 were not eligible). Multiple choices could be selected, and respondents provided 136 answers overall.

We examined whether the method of application effected overall satisfaction levels and whether someone would be more or less likely to recommend the service. The percentages reflect the number of people who selected ‘very satisfied’ or ‘satisfied’ with the service and ‘very likely’ or ‘likely’ to recommend service as a proportion of the passengers who selected each method of application.

Q5. How passengers applied for the service (method of application)	Number of responses	Very / satisfied with the service	Very / likely to recommend service
By phone	29 (23%)	23 (79%)	26 (90%)
Online	1 (1%)	1 (100%)	1 (100%)
I applied myself	20 (16%)	14 (70%)	17 (85%)
Someone else applied on my behalf*	65 (52%)	55 (85%)	59 (91%)
Don't know / Can't remember	12 (10%)	8 (67%)	9 (75%)
Other	9 (9%)	-	-
<b>Total</b>	<b>136</b>	<b>101</b>	<b>112</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 Q9(a)-(g)

We looked at how satisfied different categories of passengers were with various aspects of the application process conducted over the phone. Passengers could select multiple choices to describe why they had used the service.

*The table is displayed on the next page*

Q9. Aspect of phone call and passengers' satisfaction	Level of agreement/ disagreement	Very satisfied / satisfied	Dissatisfied / Very dissatisfied	Totals
Aspect of phone call	Category of passenger	Number of passengers		
a. Ease of getting through on phone	<i>Renal</i>	11	2	13
	<i>Regular</i>	11	3	14
	<i>Handful</i>	13	7	20
	<i>Wheelchair</i>	7	4	11
	<i>COVID</i>	11	2	13
b. How simple the questions were to answer	<i>Renal</i>	11	2	13
	<i>Regular</i>	11	3	14
	<i>Handful</i>	15	5	20
	<i>Wheelchair</i>	9	2	11
	<i>COVID</i>	11	2	13
c. How personal or intrusive the questions were	<i>Renal</i>	3	1	4
	<i>Regular</i>	9	5	14
	<i>Handful</i>	16	4	20
	<i>Wheelchair</i>	7	5	12
	<i>COVID</i>	10	3	13
d. The total number of questions asked	<i>Renal</i>	10	1	11
	<i>Regular</i>	8	6	14
	<i>Handful</i>	15	3	18
	<i>Wheelchair</i>	8	3	11
	<i>COVID</i>	9	2	11
e. Helpfulness of the call handler	<i>Renal</i>	12	0	12
	<i>Regular</i>	11	3	14
	<i>Handful</i>	12	8	20
	<i>Wheelchair</i>	8	3	11
	<i>COVID</i>	11	1	12
f. Explanation received about the service	<i>Renal</i>	11	1	12
	<i>Regular</i>	10	4	14
	<i>Handful</i>	14	6	20
	<i>Wheelchair</i>	9	2	11
	<i>COVID</i>	10	2	12
g. Confidence that your personal needs were taken into account	<i>Renal</i>	11	2	13
	<i>Regular</i>	9	5	14
	<i>Handful</i>	10	10	20
	<i>Wheelchair</i>	6	5	11
	<i>COVID</i>	11	2	13

We looked at whether people chose ‘very satisfied’, ‘satisfied’, ‘dissatisfied’, or ‘very dissatisfied’ to describe different aspects of the application process conducted over the phone, by Healthwatch area. The total numbers of respondents who had had a phone call as part of their application for the service by Healthwatch area were as follows: Brighton and Hove -10, East Sussex -33, and West Sussex - 11.

Q9: Passengers’ satisfaction with aspects of their phone application, shown by Healthwatch area	Very satisfied Satisfied			Dissatisfied Very dissatisfied			Totals for areas (where postcode known)		
	Area	B&H	East Sussex	West Sussex	B&H	East Sussex	West Sussex	B&H	East Sussex
Aspect of service	Number of respondents								
a. Ease of getting through on phone	6	25	10	4	8	1	10	33	11
b. How simple the Qs were to answer	7	28	11	3	5	0	10	33	11
c. How personal or intrusive Qs were	8	26	11	2	7	0	10	33	11
d. Total number of Qs asked	6	26	10	4	5	0	10	31	10
e. Helpfulness of call handler	8	27	9	2	5	2	10	32	11
f. Explanation of the service received	7	26	9	3	6	2	10	32	11
g. Confidence your personal needs were taken into account	6	24	9	4	9	2	10	33	11

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

121 respondents answered (5 were not eligible and 4 skipped the question). Respondents were asked to give an overall rating to describe their experience of applying for the service, ranging from ‘very easy’ through to ‘very difficult’. The percentages reflect the number of people from the three areas who selected each rating as a proportion of the total number of passengers from each area who answered Q10 (see totals).

Q10. Passengers’ views on how easy or difficult 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 (10.5%)	23 (19%)
Fairly easy	6 (28.5%)	12 (20%)	14 (36%)	32 (26%)
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%) (including 1 blank return)
Don’t know / can’t remember	0	4 (7%)	2 (5%)	6 (5%)
<b>Total</b>	<b>21</b>	<b>60</b>	<b>39</b>	<b>121</b> (including 1 blank return)

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

125 respondents answered. We examined which passengers had used the service during the COVID-19 lockdown period by Healthwatch area. The percentages reflect the number of people from the three areas who selected each option at Q13 as a proportion of the total number of passengers who chose each option (i.e. a proportion of 83, 40 or 20).

Q13. Did passengers use the service during COVID lockdown?	Total number of responses	Brighton and Hove (B&H) (23 total respondents)	East Sussex (exc B&H) (65 total respondents)	West Sussex (40 total respondents)	Unknown
Yes	83 (66.5%)	15/83 (18%)	37/83 (45%)	30/83 (36%)	1 (1%)
No	40 (32%)	6/40 (15%)	23/40 (57.5%)	10/40 (25%)	1 (2.5%)
Don't know / can't remember	2 (1.5%)	0/2	2/2 (100%)	0/2	0
<b>Total</b>	<b>125</b>	<b>21</b>	<b>62</b>	<b>40</b>	<b>2</b>

We also examined which categories of passengers had used the service during the COVID-19 lockdown period, shown by Healthwatch area. Passengers could select multiple choices to describe why they had used the service.

Q13. Category of passenger who used the service in lockdown, shown by Healthwatch area	Brighton and Hove (B&H) (21 total respondents)	East Sussex (exc B&H) (62 total respondents)	West Sussex (30 total respondents)	Total number of passengers who used the service in lockdown
<i>Renal</i>	14	17	28	60 (includes 1 person who gave no postcode)
<i>Regular</i>	2	10	6	18
<i>Handful</i>	1	8	5	14
<i>Wheelchair</i>	2	6	3	11
<i>COVID</i>	7	16	13	36

We examined which passengers had used the service during the COVID lockdown period, and their overall satisfaction and recommendation levels with the service. The percentages reflect the number of people who had used the service during this time and who also provided either a ‘very satisfied’, ‘satisfied’, ‘very likely’ or ‘likely’ to recommend rating.

Q13. Passengers who used the service during COVID lockdown and their satisfaction levels	Total number of responses (125 overall)	Very / satisfied with the service	Very / likely to Recommend service
Yes, I used the service in lockdown	83/125 (66.5%)	70/83 (84%)	73/83 (88%)
No, I did not use the service in lockdown	40/125 (32%)	9/40 (22.5%)	12/40 (30%)
Don't know / can't remember	2/125 (1.5%)	1	1

We examined the overall satisfaction and recommendation levels with the service recorded by passengers who had used the service during the COVID lockdown period as shown by their Healthwatch area. The percentages reflect the proportion of passengers from each area who had used the service in lockdown and who provided either a ‘very satisfied’, ‘satisfied’, ‘very likely to recommend’ or ‘likely to recommend’ rating.

Q13. Passengers' satisfaction with the service during lockdown by Healthwatch area	Brighton and Hove (B&H) (15 Respondents)	East Sussex (excluding B&H) (37 respondents)	West Sussex (30 respondents)	Other Unspecified area	Total number of responses
Very / satisfied with the service	9/15 (60%)	31/37 (84%)	29/30 (97%)	1	70 (84%)
Very / likely to Recommend service	10/15 (67%)	33/37 (89%)	29/30 (97%)	1	73 (88%)

We examined the categories of passengers who had used the service during lockdown, and their satisfaction levels and recommendation ratings with the service overall. The percentages reflect the proportion of people from each passenger category who had used the service in lockdown (blue column) and who provided either a satisfaction level or recommendation rating.

Q13. Category of passenger and satisfaction / recommendation levels	Total number of passengers	Very likely / likely to recommend	Unlikely / very unlikely to recommend	Very satisfied/ satisfied	Very dissatisfied / dissatisfied
Renal patient	60	52/60 (87%)	8/60 (13%)	51/60 (85%)	9/60 (15%)
Regular (non-renal) passengers	18	16/18 (89%)	2/18 (11%)	14/60 (78%)	4/60 (22%)
Handful of appointments	14	14 /14 (100%)	0	11/60 (79%)	3/60 (21%)
Wheelchair passengers	11	10/11 (91%)	1/11 (9%)	7/60 (64%)	4 /60 (36%)

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

We analysed results from Q14 to see whether any categories of passengers were more or less satisfied with two aspects of the service during the COVID lockdown period, and a to see if there were differences by Healthwatch area. In performing this analysis, we have combined responses for ‘very satisfied’ with ‘satisfied’ and ‘dissatisfied’ with ‘very dissatisfied’.

Q14(j). Satisfaction with timeliness of pickups from hospital, shown by passenger category	Satisfied	Dissatisfied	Q14(g). Satisfaction with notifications, shown by passenger category	Satisfied	Dissatisfied
Renal patient	26	30	Renal patient	27	21
Regular (non-renal) passengers	11	7	Regular (non-renal) passengers	10	5
Handful of appointments	8	5	Handful of appointments	8	3
Wheelchair passengers	6	5	Wheelchair passengers	7	3

Q14(g). Satisfaction with notifications received shown by Healthwatch area	Brighton and Hove		East Sussex (exc Brighton and Hove)		West Sussex	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
	6	7	21	10	14	9

Q14(j). Satisfaction with timeliness of hospital pickups, by Healthwatch area	Brighton and Hove		East Sussex (exc Brighton and Hove)		West Sussex	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
	4	10	25	12	15	13



**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 Q18(a)-(j).

61 individuals said that they had experienced at least one of the ten issues listed in Q18(a)-(j). The table below shows the number of different issues experienced by these 61 passengers either ‘often’ or ‘very often’ only. The percentages relate to the 61 individuals.

Q18. The number of issues experienced by passengers either ‘often’ or ‘very often’ only	Number of passengers
None	13
One	20 (33%)
Two	12 (20%)
three	7 (11.5%)
Four	8 (13%)
Five	4 (6.5%)
Six	3 (5%)
Seven	1 (1.5%)
Eight	4 (6.5%)
Nine	2 (3%)
Ten	0

We performed additional analysis of 61 individuals who said that they had experienced at least one of the ten issues listed in Q18(a)-(j). Passengers could choose multiple options and reported a total of 92 issues or problems with their transport or journeys. The table below shows the number of respondents who reported one or more of the options Q18(a)-(j). The percentages show the proportion of the total 92 reported issues.

Q18. The category of passengers who experienced at least one or more problems with their journeys or transport	Number of passengers
Renal patients	37 (40%)
Regular (non-renal) passengers	14 (15%)
Passengers who used the service to attend just a handful of appointments	13 (14%)
Wheelchair passengers	8 (9%)
Those who used it during COVID lockdown	20 (22%)
<b>Total</b>	<b>92</b>

We looked at which categories of passenger had experienced any of the ten issues listed at Q18(a)-(j) either ‘very often’ or ‘often’. Passengers could select multiple choices to describe why they had used the service.

Q18. Aspect of journey or transport experienced by passengers very often or often	Category of passenger	Number of passengers who experienced the issue often or very often
a. Delayed pick up from home (69)	<i>Renal</i>	9 of 22 passengers
	<i>Regular</i>	6 of 22 passengers
	<i>Handful</i>	7 of 22 passengers
	<i>Wheelchair</i>	3 of 22 passengers
	<i>COVID</i>	4 of 22 passengers
b. Delayed pick up from hospital (72)	<i>Renal</i>	28 of 49 passengers
	<i>Regular</i>	13 of 49 passengers
	<i>Handful</i>	12 of 49 passengers
	<i>Wheelchair</i>	8 of 49 passengers
	<i>COVID</i>	14 of 49 passengers
c. Missed appointments due to service transport delays (70)	<i>Renal</i>	4 of 13 passengers
	<i>Regular</i>	2 of 13 passengers
	<i>Handful</i>	6 of 13 passengers
	<i>Wheelchair</i>	1 of 13 passengers
	<i>COVID</i>	2 of 13 passengers
d. Same day cancellations (70)	<i>Renal</i>	2 of 10 passengers
	<i>Regular</i>	5 of 10 passengers
	<i>Handful</i>	3 of 10 passengers
	<i>Wheelchair</i>	2 of 10 passengers
	<i>COVID</i>	2 of 10 passengers
e. Changes to scheduled vehicle (68)	<i>Renal</i>	19 of 26 passengers
	<i>Regular</i>	9 of 26 passengers
	<i>Handful</i>	6 of 26 passengers
	<i>Wheelchair</i>	3 of 26 passengers
	<i>COVID</i>	9 of 26 passengers
f. Making own way home due to service transport delays etc (69)	<i>Renal</i>	9 of 13 passengers
	<i>Regular</i>	3 of 13 passengers
	<i>Handful</i>	3 of 13 passengers
	<i>Wheelchair</i>	0 of 13 passengers
	<i>COVID</i>	4 of 13 passengers

g. Making own way to hospital due to PTS delays etc (69)	<i>Renal</i>	<i>2 of 6 passengers</i>
	<i>Regular</i>	<i>3 of 6 passengers</i>
	<i>Handful</i>	<i>2 of 6 passengers</i>
	<i>Wheelchair</i>	<i>1 of 6 passengers</i>
	<i>COVID</i>	<i>0 of 6 passengers</i>
h. Difficulties finding whereabouts of transport (70)	<i>Renal</i>	<i>6 of 18 passengers</i>
	<i>Regular</i>	<i>7 of 18 passengers</i>
	<i>Handful</i>	<i>5 of 18 passengers</i>
	<i>Wheelchair</i>	<i>4 of 18 passengers</i>
	<i>COVID</i>	<i>4 of 18 passengers</i>
i. Longer journey times to hospital than expected (70)	<i>Renal</i>	<i>4 of 14 passengers</i>
	<i>Regular</i>	<i>5 of 14 passengers</i>
	<i>Handful</i>	<i>6 of 14 passengers</i>
	<i>Wheelchair</i>	<i>4 of 14 passengers</i>
	<i>COVID</i>	<i>1 of 14 passengers</i>
j. Longer journey times home than expected (70)	<i>Renal</i>	<i>8 of 23 passengers</i>
	<i>Regular</i>	<i>9 of 23 passengers</i>
	<i>Handful</i>	<i>8 of 23 passengers</i>
	<i>Wheelchair</i>	<i>5 of 23 passengers</i>
	<i>COVID</i>	<i>6 of 23 passengers</i>

We examined the number of issues experienced by residents of the three Healthwatch areas 'often' or very often'. The percentages reflect the proportion of passengers from each area who experienced the number of issues listed.

Q18. Number of issues experienced by passengers 'often' or 'very often', shown by Healthwatch area	Brighton and Hove (B&H) 14 respondents	East Sussex (excluding B&H) 26 respondents	West Sussex 21 respondents
5 or more issues	5 (36%)	6 (23%)	3 (14%)
3 or 4 issues	3 (21%)	8 (31%)	4 (19%)
2 issues	3 (21%)	4 (15%)	5 (24%)
1 issue	3 (21%)	8 (31%)	9 (43%)

We examined the number of issues experienced by residents of the three Healthwatch areas either ‘very often’ and ‘often’, or ‘never’ and ‘rarely’.

Q18. Aspect of journey or transport experienced by passengers, shown by Healthwatch area	Brighton and Hove		East Sussex (exc Brighton and Hove)		West Sussex	
	Never / Rarely	Often / Very often	Never / Rarely	Often / Very often	Never / rarely	Often / Very often
a. Delayed pick up from home	10	6	19	11	18	5
b. Delayed pick up from hospital	6	11	9	20	8	18
c. Missed appointments due to service transport delays	12	5	23	5	22	3
d. Same day cancellations	14	3	21	7	25	0
e. Changes to scheduled vehicle	9	7	15	14	18	5
f. Making own way home due to service transport delays etc	12	3	25	4	19	6
g. Making own way to hospital due to service delays etc	15	2	24	3	24	1
h. Difficulties finding whereabouts of transport	11	5	19	10	22	3
i. Longer journey times to hospital than expected	15	2	21	7	20	5
j. Longer journey times home than expected	9	8	18	10	20	5

**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).

17 of the 72 respondents said that there had been no impacts for them caused by any delays, changes, or problems to their transport or journeys. We examined what the remaining 55 passengers, who said there had been impacts for them, had experienced. Multiple answers were possible and the 55 respondents provided 127 answers in total.

Q19. Impacts felt by passengers, shown by Healthwatch area	Brighton and Hove (B&H) (17)	East Sussex (excluding B&H) (31)	West Sussex (26)	Area not known (0)	Total (74)
No impacts	3	10	5	-	18
Missed carer	5	2	0	-	7
Missed medication	6	3	0	-	9
Missed meals	5	10	4	-	19
Childcare issues	1	2	0	-	3
Issues with work/job	2	0	0	-	2
Stress/anxiety	10	15	21	-	46
Financial cost	4	4	5	-	13
Other	3	2	5	-	10
Total valid responses	38	48	40	0	127

We examined what impacts **renal patients** had experienced. 69% (45/65) told us that they had experienced delays, changes, or problems with their transport or journeys as set out below.

Q19. Impacts felt by renal patients, shown by Healthwatch area	Brighton and Hove (B&H) (11)	East Sussex (excluding B&H) (12)	West Sussex (22)	Area not known (0)	Total
No impacts	3	6	5	-	14
Missed carer	4	0	0	-	4
Missed medication	4	0	0	-	4
Missed meals	3	4	2	-	9
Childcare issues	1	0	0	-	0
Issues with work/job	1	0	17	-	0
Stress/anxiety	5	4		-	26
Financial cost	3	2	5	-	10
Other	2	1	3	-	6
Total valid responses	26	17	32	0	75

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

Between 115 - 120 respondents provided an answer for options Q20(a)-(e), but 123 individuals provided at least one answer.

The table below shows the number of different issues (chosen from options Q20 (a)-(e) either ‘often’ or ‘very often’ only. The percentages relate to the 123 individuals who provided at least one answer.

Q20. Number of issues experienced by passengers either ‘often’ or ‘very often’ only	Number of passengers
None of issues listed	83 (67.5%)
One	24 (19.5%)
Two	7 (5.5%)
three	6 (5%)
Four	2 (1.5%)
Five	1 (1%)

We performed additional analysis of the 40 individuals who said that they had experienced at between 1 and 5 of the ten issues listed in Q20(a)-(e). Passengers could choose multiple options and reported a total of 60 issues or problems with their transport or journeys. The table below shows the number of respondents who reported one or more of the options (a)-(e) given for Q20. The percentages reflect the proportion of the total 60 reported issues.

Q20. The category of passengers who experienced at least one or more problems with their journeys or transport	Number of passengers
Renal patients	16 (27%)
Regular (non-renal) passengers	10 (17%)
Passengers who used the service to attend just a handful of appointments	12 (20%)
Wheelchair passengers	13 (22%)
Those who used it during COVID lockdown	9 (15%)
<i>Total</i>	<i>60</i>

We examined the number of issues experienced by residents of the three Healthwatch areas. The percentages reflect the proportion of passengers from each Healthwatch area who experienced the number of issues listed.

Q20. experienced by passengers ‘often’ or ‘very often’, shown by Healthwatch area	Brighton and Hove 6 respondents	East Sussex 26 respondents	West Sussex 8 respondents
5 issues (1)	0	1 (4%)	0
4 issues (2)	0	2 (7.5%)	0
3 issues (6)	1 (17%)	5 (19%)	0
2 issues (7)	3 (50%)	3 (11.5%)	1 (12.5%)
1 issue (24)	2 (33%)	15 (58%)	7 (87.5%)

We examined the number of issues experienced by residents of the three Healthwatch areas either ‘very often’ or ‘often’ and ‘never’ and ‘rarely’.

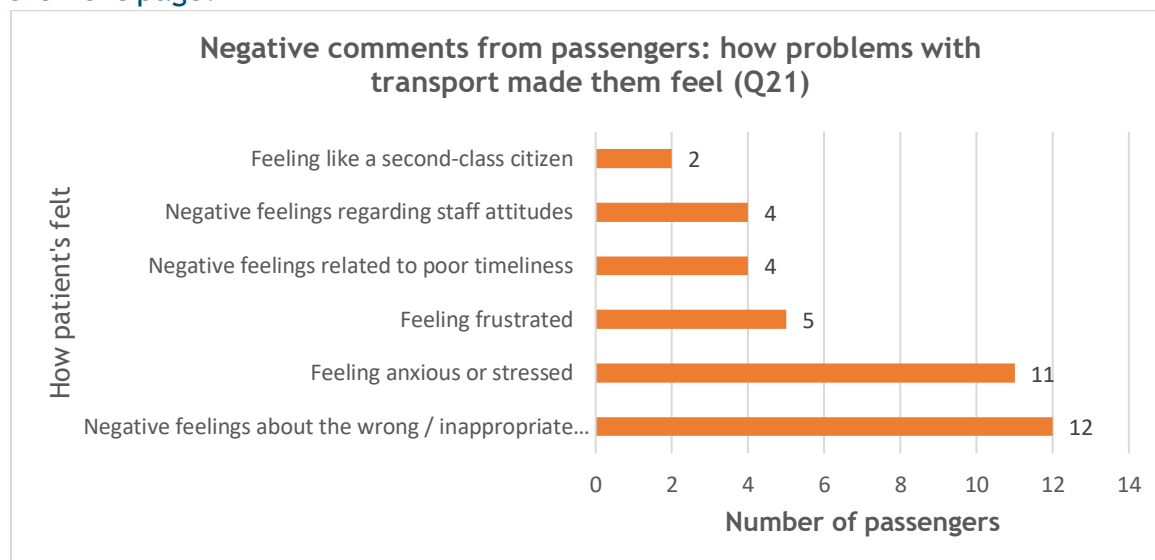
Q20. Aspect of journey or transport experienced by passengers, shown by Healthwatch area	Brighton and Hove 6 respondents		East Sussex 26 respondents		West Sussex 8 respondents	
	Never/ rarely	Often/ very often	Never/ rarely	Often/ very often	Never/ rarely	Often/ very often
a. Travelling with others where not appropriate	3	3	13	10	4	3
b. Travelling alone without your carer/ support	4	1	13	11	5	2
c. Drivers appearing untrained in your condition	2	4	13	11	5	2
d. Not being able to take essential belongings	4	1	18	5	7	0
e. Transport being inappropriate for your needs	3	2	14	12	6	2

**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 on the next page:



- 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 (non-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?"

**Between 115-125 respondents provided an answer for options Q22(a)-(h), as shown in brackets**

We looked at the importance attached to the eight aspects of the service by different categories of passengers. Percentages reflect the proportion of passengers in each category who selected either 'very important / important' or 'slightly important / not important' as a proportion of the total number of people in each passenger category. As a reminder, the number of passengers who completed our questionnaire according to the five passenger categories were as follows:

1. Renal patients: 65
2. Regular (non-renal) passengers: 24
3. Those who used it to attend a handful of appointments: 31
4. Wheelchair passengers: 21



5. Those who used it during the COVID lockdown period to attend appointments: 37  
The table is displayed on the next page

Q22. The importance attached to different aspects of a transport service by categories of passengers	Importance:	Very important / important	Slightly important / Not important	Total passengers who answered
Aspect of service	Passenger category	Number of passengers		
a. To be given an exact time of arrival (125)	Renal	60 (92%)	2 (3%)	62
	Regular	22 (92%)	2 (8%)	24
	Handful	26 (84%)	5 (16%)	31
	Wheelchair	19 (90.5%)	2 (9.5%)	21
	COVID	33 (89%)	0	33
b. To be notified of changes or delays (123)	Renal	57 (88%)	3 (4.5%)	60
	Regular	24 (100%)	0	24
	Handful	28 (90%)	1 (3%)	29
	Wheelchair	20 (95%)	1 (5%)	21
	COVID	32 (86.5%)	0	32
c. To arrive home within 30 mins of my allocate time (123)	Renal	57 (88%)	3 (4.5%)	60
	Regular	15 (62.5%)	8 (33%)	23
	Handful	22 (71%)	9 (29%)	31
	Wheelchair	19 (90.5%)	1 (5%)	20
	COVID	33 (89%)	2 (5.5%)	35
d. To arrive at hospital no more than 30 mins early for my appointment (123)	Renal	50 (77%)	10 (15%)	60
	Regular	21 (87.5%)	3 (12.5%)	24
	Handful	23 (74%)	8 (26%)	31
	Wheelchair	19 (90.5%)	2 (9.5%)	21
	COVID	29 (78%)	5 (13.5%)	34
e. To speak with someone to find out the location of my vehicle (122)	Renal	52 (80%)	8 (12%)	60
	Regular	19 (79%)	3 (12.5%)	22
	Handful	23 (74%)	8 (26%)	31
	Wheelchair	18 (86%)	3 (14%)	21
	COVID	28 (76%)	5 (13.5%)	33
f. To easily amend my booking (121)	Renal	48 (74%)	10 (15.5%)	58
	Regular	20 (83%)	4 (17%)	24
	Handful	26 (84%)	5 (16%)	31
	Wheelchair	17 (81%)	4 (19%)	21
	COVID	27 (73%)	7 (19%)	34

g. For my carer, relative etc to act on my behalf (115)	<i>Renal</i>	38 (58.5%)	14 (21.5%)	52
	<i>Regular</i>	16 (67%)	7 (29%)	23
	<i>Handful</i>	22 (71%)	9 (29%)	31
	<i>Wheelchair</i>	19 (90.5%)	2 (9.5%)	21
	<i>COVID</i>	20 (54%)	11 (30%)	31
h. To have a nominated driver (125)	<i>Renal</i>	27 (41.5%)	35 (54%)	62
	<i>Regular</i>	6 (25%)	18 (75%)	24
	<i>Handful</i>	8 (26%)	23 (74%)	31
	<i>Wheelchair</i>	7 (33%)	14 (67%)	21
	<i>COVID</i>	14 (38%)	22 (59%)	36

We examined whether distance travelled using the service had any impact on how important the eight aspects were to passengers. We were able to determine the approximate distance travelled by 106 passengers. These were passengers who provided a home postcode and a single destination. More passengers indicated that they had travelled less than 10 miles using the service (61) compared to those who had travelled 10 miles or more (45). This data is displayed in table below. The percentages reflect the proportion of passengers who selected the options Q22(a)-(h) as a proportion of either the 61 or 45 passengers. The numbers in brackets refer to the total number of people who provided an answer to options Q22(a)-(h).

Q22: Aspects of the service, and distance travelled using it	Very important / important		Slightly important / Not important	
	<i>Less 10 miles (61 passengers)</i>	<i>More 10 miles (45 passengers)</i>	<i>Less 10 miles (61 passengers)</i>	<i>More 10 miles (45 passengers)</i>
<i>Distance travelled</i>				
<i>Aspect of service</i>	Number of passengers			
a. To be given an exact time of arrival (125)	56 (92%)	37 (82%)	4 (7%)	5 (11%)
b. To be notified of changes or delays (123)	56 (92%)	38 (84%)	5 (8%)	1 (2%)
c. To arrive home within 30 mins of my allocate time (123)	52 (85%)	33 (73%)	5 (8%)	9 (20%)
d. To arrive at hospital no more than 30 mins early for my appointment (123)	50 (82%)	32 (71%)	9 (15%)	9 (20%)
e. To speak with someone to find out the location of my vehicle (122)	49 (80%)	36 (80%)	8 (8%)	6 (13%)
f. To easily amend my booking (121)	47 (77%)	36 (80%)	10 (16%)	5 (11%)
g. For my carer, relative etc to act on my behalf (115)	41 (67%)	27 (60%)	12 (20%)	14 (31%)
h. To have a nominated driver (125)	20 (33%)	14 (31%)	39 (64%)	29 (64%)

We looked at whether people chose ‘very important’, ‘important’, ‘slightly important’, or ‘not important at all’ to describe different aspects of a patient transport service, by Healthwatch area. The numbers in brackets refer to the total number of people who provided an answer to options Q22 (a)-(h).

*BH = Brighton and Hove*

*East = East Sussex*

*West = West Sussex*

Q22: The importance attached to different aspects of a transport service shown by Healthwatch area	Very important / important			Slightly important / Not important			Totals for areas (where postcode known)		
	<i>Area</i>	<i>BH</i>	<i>East</i>	<i>West</i>	<i>BH</i>	<i>East</i>	<i>West</i>	<i>BH</i>	<i>East</i>
Aspect of service	Number of respondents								
a. To be given an exact time of arrival (125)	21	53	39	2	8	1	23	61	40
b. To be notified of changes or delays (123)	23	57	36	0	4	2	23	61	38
c. To arrive home within 30 mins of my allocate time (123)	21	45	32	2	16	6	23	61	38
d. To arrive at hospital no more than 30 mins early for my appointment (123)	20	46	32	3	15	6	23	61	38
e. To speak with someone to find out the location of my vehicle (122)	21	47	35	2	13	3	23	60	38
f. To easily amend my booking (121)	19	50	34	4	8	5	23	58	39
g. For my carer, relative etc to act on my behalf (115)	19	42	21	4	15	13	23	57	34
h. To have a nominated driver (125)	11	19	13	12	43	26	23	62	39

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

Between 117-126 respondents provided an answer for options Q23(a)-(f), as shown in the brackets.

We looked at how likely passengers would be to use six different ways to access information about the service. There were multiple options for respondents to consider. Percentages reflect the proportion of passengers who selected either ‘very likely’, ‘likely’, ‘neither likely or unlikely’, ‘unlikely’ or ‘very unlikely’ as a proportion of the total number of people who provided an answer to each option Q23(a)-(f), as shown in brackets.

Q23. Aspect of the service, and the likelihood of passengers using this feature	Very likely	Likely	Neither likely / unlikely	Unlikely	Very unlikely
Aspect of service	Number of respondents				
a. A step-by-step ‘how to’ guide to help you apply for the service (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%)	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, including specialist call centre staff (123)	40 (32.5%)	26 (21%)	17 (14%)	8 (6.5%)	32 (26%)
f. A telephone call centre service with extended operating hours (open longer than 9am - 5pm) (126)	59 (47%)	36 (28.5%)	19 (15%)	5 (4%)	7 (5.5%)

We looked at how likely it was that different categories of passengers would use six different ways to access information about the service. The percentages reflect the proportion of passengers in each category who selected either ‘very likely/likely’ or ‘unlikely/very unlikely’ as a proportion of the total number of people in each category. As a reminder, the number of passengers who completed our questionnaire according to the five passenger categories were:

1. Renal patients: 65
2. Regular (non-renal) passengers: 24
3. Those who used it to attend a handful of appointments: 31
4. Wheelchair passengers: 21
5. Those who used it during the COVID lockdown period to attend appointments: 37

*The table is displayed on the next page*

Q23. Aspect of the service, and the likelihood of this feature being used by different categories of passenger	Likelihood:	Very likely/ likely	Unlikely / Very unlikely	Total passengers who answered (people could select multiple options to describe how they used the service)
Aspect of service	Category of passenger	Number of passengers		
a. A step-by-step 'how to' guide to help you apply for the service (126)	<i>Renal</i>	27 (41.5%)	15 (23%)	42
	<i>Regular</i>	17 (71%)	3 (12.5%)	20
	<i>Handful</i>	13 (42%)	10 (32%)	23
	<i>Wheelchair</i>	12 (57%)	3 (14%)	15
	<i>COVID</i>	19 (51%)	9 (24%)	28
b. Information available in different languages (120)	<i>Renal</i>	11 (17%)	42 (65%)	53
	<i>Regular</i>	4 (17%)	16 (67%)	20
	<i>Handful</i>	1 (3%)	24 (77%)	25
	<i>Wheelchair</i>	4 (19%)	13 (62%)	17
	<i>COVID</i>	4 (11%)	26 (70%)	30
c. Information available in sign language (BSL) (120)	<i>Renal</i>	7 (11%)	45 (69%)	52
	<i>Regular</i>	4 (17%)	16 (67%)	20
	<i>Handful</i>	2 (9.5%)	26 (84%)	28
	<i>Wheelchair</i>	5 (24%)	15 (62.5%)	20
	<i>COVID</i>	4 (11%)	26 (70%)	30
d. Information available in Easyread format (117)	<i>Renal</i>	17 (26%)	25 (38.5%)	42
	<i>Regular</i>	8 (33%)	8 (33%)	16
	<i>Handful</i>	7 (22.5%)	17 (55%)	24
	<i>Wheelchair</i>	8 (38%)	9 (43%)	17
	<i>COVID</i>	8 (21.5%)	16 (32%)	24
e. A dedicated service specifically for renal patients, including specialist call centre staff (123)	<i>Renal</i>	52 (80%)	7 (11%)	59
	<i>Regular</i>	9 (37.5%)	9 (37.5%)	18
	<i>Handful</i>	9 (29%)	15 (48%)	24
	<i>Wheelchair</i>	4 (19%)	12 (57%)	16
	<i>COVID</i>	25 (67.5%)	6 (16%)	31
f. A telephone call centre service with extended operating hours (open longer than 9am - 5pm) (126)	<i>Renal</i>	52 (80%)	7 (11%)	59
	<i>Regular</i>	16 (67%)	1 (4%)	17
	<i>Handful</i>	23 (74%)	3 (9.5%)	26
	<i>Wheelchair</i>	15 (71%)	0	15
	<i>COVID</i>	27 (73%)	4 (11%)	31

We looked at whether people chose ‘very likely/likely, or ‘unlikely/very unlikely’ to describe whether they would use six different ways to access information about the service, by the three Healthwatch areas. The numbers in brackets refer to the total number of people who provided an answer to options Q23(a)-(f)

*BH = Brighton and Hove*

*East = East Sussex*

*West = West Sussex*

Q23. Aspect of service, and likelihood of using this feature, by Healthwatch area	Very likely / likely			Unlikely / Very unlikely			Totals for areas (where postcode known)		
	Area	BH	East	West	BH	East	West	BH	East
Aspect of service	Number of respondents								
a. A step-by-step ‘how to’ guide to help you apply for the service (126)	15	38	24	3	12	9	18	50	33
b. Information available in different languages (120)	6	4	6	13	43	28	19	47	34
c. Information available in sign language (BSL) (120)	6	4	3	13	46	31	19	50	34
d. Information available in Easyread format (117)	10	17	8	5	31	17	15	48	25
e. A dedicated service specifically for renal patients, including specialist call centre staff (123)	13	25	28	7	25	7	20	50	35
f. A telephone call centre service with extended operating hours (open longer than 9am - 5pm) (126)	18	47	30	2	5	4	20	52	34

**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)”

Between 118-125 respondents provided an answer for options Q24(a)-(h), as shown in brackets.

We have examined the data to determine which of the eight ideas passengers most agreed with. There were multiple options for respondents to consider. Percentages reflect the proportion of passengers in each category who selected either ‘strongly agree’, ‘agree’, ‘neither agree nor disagree’, ‘disagree’ or ‘strongly disagree’ as a proportion of the total number of people who provided an answer to each option Q24(a)-(h), as shown in brackets.

Q24. Aspect of service, and levels of agreement with proposed ideas to help improve communication	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. Online account to apply for NEPTS (125)	38 (30.5%)	35 (28%)	33 (26.5%)	11 (9%)	8 (6%)
b. Online account to amend bookings (124)	36 (29%)	42 (34%)	27 (22%)	12 (9.5%)	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%)

We looked at the strength of agreement with the eight ideas across the different categories of passengers. The percentages reflect the proportion of passengers in each category who selected either ‘strongly agree/agree’ or ‘disagree/strongly disagree’ as a proportion of the total number of people in each category. As a reminder, the number of passengers who completed our questionnaire according to the five passenger categories were:

1. Renal patients: 65
2. Regular (non-renal) passengers: 24
3. Those who used it to attend a handful of appointments: 31
4. Wheelchair passengers: 21
5. Those who used it during the COVID lockdown period to attend appointments: 37

Q24. Aspect of service, and likelihood of using this feature by category of passenger	Level of agreement/ disagreement	Strongly agree / Agree	Disagree / Strongly disagree	Totals
<b>Idea to improve communications</b>	<b>Category of passenger</b>	<b>Number of passengers</b>		
a. Online account to apply for NEPTS (125)	Renal	30 (46%)	11 (17%)	41
	Regular	16 (67%)	3 (12.5%)	19
	Handful	18 (58%)	8 (26%)	21
	Wheelchair	16 (76%)	2 (9.5%)	18
	COVID	14 (38%)	8 (21.5%)	22
b. Online account to amend bookings (124)	Renal	32 (49%)	11 (17%)	43
	Regular	16 (67%)	3 (12.5%)	19
	Handful	20 (64.5%)	9 (29%)	29
	Wheelchair	16 (76%)	2 (9.5%)	18
	COVID	16 (43%)	9 (24%)	25
c. Mobile app to track vehicles (122)	Renal	34 (52%)	10 (15%)	44
	Regular	19 (79%)	3 (12.5%)	22
	Handful	15 (48%)	10 (32%)	25
	Wheelchair	16 (76%)	3 (14%)	19
	COVID	19 (51%)	6 (16%)	25
d. To communicate with control centre by Text (120)	Renal	29 (44.5%)	15 (23%)	44
	Regular	14 (58%)	3 (12.5%)	17
	Handful	13 (42%)	8 (26%)	21
	Wheelchair	14 (67%)	3 (14%)	17
	COVID	19 (51%)	7 (19%)	26
e. To communicate with control centre using an online chat facility (118)	Renal	26 (40%)	12 (18.5%)	38
	Regular	11 (46%)	3 (12.5%)	14
	Handful	13 (42%)	7 (22.5%)	20
	Wheelchair	13 (62%)	4 (19%)	17
	COVID	13 (35%)	6 (16%)	19



f. Receive a text/call when vehicle is 30 mins away (123)				
	<i>Renal</i>	46 (71%)	5 (8%)	51
	<i>Regular</i>	22 (92%)	0	22
	<i>Handful</i>	21 (68%)	4 (13%)	25
	<i>Wheelchair</i>	19 (90.5%)	2 (9.5%)	21
	<i>COVID</i>	26 (70%)	3 (8%)	29
g. Having info shared with nominated person (118)				
	<i>Renal</i>	29 (44.5%)	7 (11%)	36
	<i>Regular</i>	12 (50%)	2 (8%)	14
	<i>Handful</i>	15 (48%)	4 (13%)	19
	<i>Wheelchair</i>	16 (76%)	3 (14%)	19
	<i>COVID</i>	15 (40.5%)	5 (13.5%)	20
h. Website with daily updates about service (119)				
	<i>Renal</i>	28 (43%)	12 (18.5%)	40
	<i>Regular</i>	13 (54%)	3 (12.5%)	16
	<i>Handful</i>	11 (35.5%)	11 (35.5%)	22
	<i>Wheelchair</i>	11 (52%)	5 (24%)	16
	<i>COVID</i>	14 (38%)	7 (19%)	21

We looked at whether people chose ‘strongly agree/agree, or ‘disagree/strongly disagreed’ to describe different aspects of a transport service, by Healthwatch area.

Q24. Agreement with ideas to improve communication by Healthwatch area	Strongly agree / Agree			Disagree / Strongly disagree			Totals for areas (where postcode known)			
	<i>Area</i>	<i>BH</i>	<i>East</i>	<i>West</i>	<i>BH</i>	<i>East</i>	<i>West</i>	<i>BH</i>	<i>East</i>	<i>West</i>
Aspect of service										
a. Online account to apply for the service (125)	14	38	19	3	11	4	17	49	23	
b. Online account to amend bookings (124)	15	40	21	5	11	5	20	51	26	
c. Mobile app to track vehicles (122)	19	35	19	2	15	5	21	50	24	
d. To communicate with control centre by Text (120)	16	30	18	3	12	8	19	42	26	
e. To communicate with control centre using an online chat facility (118)	17	24	16	3	10	7	20	34	23	
f. Receive a text/call when vehicle is 30 mins away (123)	19	44	33	2	7	0	21	51	33	
g. Having info shared with nominated person (118)	13	33	19	4	7	1	17	40	20	
h. Website with daily updates about service (119)	14	29	14	6	14	3	20	43	17	

We examined whether distance travelled using the service affected how strongly passengers agreed or disagreed with the eight ideas. We were able to determine the approximate distance travelled by 106 passengers. These were passengers who provided a home postcode and a single destination. More passengers indicated that they had travelled less than 10 miles using the service (61) compared to those who had travelled 10 miles or more (45). This data is displayed in table below. The percentages reflect the proportion of passengers who selected the options Q24(a)-(h) as a proportion of either the 61 or 45 passengers.

Q24: Distance travelled using the service and agreement with aspects of it	Strongly agree / Agree		Disagree / Strongly disagree	
	Less 10 miles	More 10 miles	Less 10 miles	More 10 miles
Aspect of service	Number of passengers			
a) Online account to apply for NEPTS (125)	30 (49%)	27 (60%)	13 (21%)	2 (4%)
b) Online account to amend bookings (124)	33 (54%)	29 (64%)	13 (21%)	2 (4%)
c) Mobile app to track vehicles (122)	36 (59%)	22 (49%)	12 (20%)	5 (11%)
d) To communicate with control centre by Text (120)	35 (57%)	19 (42%)	14 (23%)	4 (9%)
e) To communicate with control centre using an online chat facility (118)	31 (51%)	16 (35.5%)	12 (20%)	3 (6.5%)
f) Receive a text/call when vehicle is 30 mins away (123)	48 (78%)	31 (69%)	5 (8%)	2 (4%)
g) Having info shared with nominated person (118)	35 (57%)	19 (42%)	8 (13%)	4 (9%)
h) Website with daily updates about service (119)	28 (46%)	19 (42%)	13 (21%)	5 (11%)

**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?”.

128 respondents answered.

The table shows the overall recommendation ratings with the service in 2020 by Healthwatch area, with **November/December 2017 results shown in red text**. The percentages in blue text reflect the proportion of all passengers from each Healthwatch area who, in 2020, selected one of the four recommendation ratings

Q25. Passengers' recommendation ratings shown by Healthwatch area	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	6 (27%) (40%)	32 (50%) (48%)	20 (50%) (13%)	2
Likely	8 (36%) (36%)	23 (36%) (35%)	19 (47.5%) (75%)	-
Unlikely	4 (18%) (8%)	7 (11%) (6%)	1 (2.5%) (6%)	-
Very unlikely	4 (18%) (5%)	2 (3%) (0%)	0 (0%)	-
No reply	1 (1%)	1	-	-
Total valid responses	22	64	40	2

Overall recommendation ratings from the 2020 Healthwatch in Sussex questionnaire, plus historic data from November/December 2017 shown **in red text**.

Historic satisfaction levels and recommendation ratings	Pre April 2016	April - September 2016	May-June 2017	November - December 2017	2019/2020	September 2020
<i>Measure</i>	Data from Healthwatch reports				CCG data	Healthwatch
<i>Provider</i>	SECamb	Coperforma	SCAS	SCAS	SCAS	SCAS
Would recommend service to family and friends	No data	44%	77%	80%	94%	86%

We examined the proportion of people from the five different passenger categories, who were ‘very likely’ or ‘likely’ to recommend the service broken down by Healthwatch area. Passengers could select multiple answers to describe why they had used the service and the percentages reflect the number of individuals from each area who selected each option.

Q25. Category of passenger and their recommendation ratings, shown by Healthwatch area	Brighton and Hove (B&H)	East Sussex (exc B&H)	West Sussex
Category of passenger	Would recommend	Would recommend	Would recommend
Renal dialysis patients	64%	84%	97%
Regular (non-renal) passengers	75%	83%	87.5%
Those who attended just a handful of appointments	100%	94%	100%
Those who needed transport which accommodated their wheelchair	100%	85%	100%
Those who had used the service during the COVID lockdown period	65%	93%	98.5%

### Recommending the service by category of passenger

#### Renal patients (65)

86% (56/65) would recommend

Q25	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	3	7	16	1
Likely	6	9	14	-
Unlikely	4	1	0	-
Very unlikely	1	2	1	-
Total valid responses	14	19	31	1

#### Regular appointments (non-renal) (24)

83% (20) would recommend

Q25	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	2	7	4	-
Likely	1	3	3	-
Unlikely	0	2	0	-
Very unlikely	1	0	1	-
Total valid responses	4	12	8	-

### To attend a handful of appointments (31)

97% (29/30 valid responses) would recommend

Q25	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	1	11	5	-
Likely	2	6	4	-
Unlikely	0	0	0	-
Very unlikely	0	1	0	-
<i>No reply</i>	1	0	0	-
Total valid responses	3	18	9	-

### Wheelchair passengers (21)

90.5% (19/21) would recommend

Q25	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	3	7	2	-
Likely	1	4	2	-
Unlikely	0	2	0	-
Very unlikely	0	0	0	-
Total valid responses	4	13	4	0

### Those who used the service during COVID lockdown (37, Q2 data)

89% (33/37 valid responses) would recommend

Q25	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	2	7	8	-
Likely	3	8	5	-
Unlikely	2	1	0	-
Very unlikely	1	0	0	-
Total valid responses	8	16	13	-

### Those who used the service during COVID lockdown (83, Q13 data)

89% (73/82 valid responses) would recommend

Q25	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very likely	3	18	16	1
Likely	7	15	13	-
Unlikely	4	2	0	-
Very unlikely	1	1	1	-
<i>No reply</i>	-	1	-	-
Total valid responses	15	36	30	1

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

130 respondents answered.

The table shows overall satisfaction levels with the service in 2020 by Healthwatch area, with **November / December 2017 results shown in red text**. The percentages in blue text reflect the proportion of all passengers from each Healthwatch area who, in 2020, selected one of the four satisfaction levels.

Q26. Passengers' satisfaction ratings, shown by Healthwatch area	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	3 (13%) (36%)	26 (40%) (60%)	11 (27.5%) (22%)	1
Satisfied	10 (43.5%) (48%)	23 (35%) (27%)	27 (67.5%) (67%)	1
Dissatisfied	6 (26%) (3%)	12 (19%) (3%)	1 (2.5%) (6%)	-
Very dissatisfied	4 (17.5%) (2%)	4 (6%) (7%)	1 (2.5%) (0%)	-
Total valid responses	23	65	40	2

Overall satisfaction results from the 2020 Healthwatch in Sussex questionnaire, plus historic data from **November / December 2017 shown in red text**.

Historic satisfaction levels and recommendation ratings	Pre April 2016	April - September 2016	May - June 2017	November - December 2017	2019/ 2020	September 2020
<i>Measure</i>	Data from Healthwatch reports				CCG data	Healthwatch
<i>Provider</i>	SECamb	Coperforma	SCAS	SCAS	SCAS	SCAS
Satisfied or very satisfied with service	67%	8% - 42%	75%	85%	88%	78.5%

We also examined the proportion of people from the five different passenger categories who were ‘very satisfied’ or ‘satisfied’ with the service broken down by Healthwatch area.

Passengers could select multiple answers to describe why they had used the service and the percentages reflect the number of individuals from each area who selected each option.

Q26. Category of passenger and their satisfaction levels, shown by Healthwatch area	Brighton and Hove	East Sussex	West Sussex
<b>Category of passenger</b>	<b>Satisfied</b>	<b>Satisfied</b>	<b>Satisfied</b>
Renal dialysis patients	57%	84%	97%
Regular (non-renal) passengers	50%	67%	75%
Those who attended just a handful of appointments	50%	78%	89%
Those who needed transport which accommodated their wheelchair	50%	77%	100%
Those who had used the service during the COVID lockdown period	55%	86%	98.5%

## Satisfaction levels with the service by category of passenger

### Renal patients (65)

85% (55/65) very satisfied or satisfied

Q26	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	1	6	9	0
Satisfied	7	10	21	1
Dissatisfied	5	2	0	0
Very dissatisfied	1	1	1	0
Total valid responses	14	19	31	1

### Regular (non-renal) passengers (24)

67% (16/24) very satisfied or satisfied

Q26	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	1	6	3	-
Satisfied	1	2	3	-
Dissatisfied	1	4	1	-
Very dissatisfied	1	0	1	-
Total valid responses	4	12	8	0

### To attend a handful of appointments (31)

77.5% (24/31) very satisfied or satisfied

Q26	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	0	9	2	-
Satisfied	2	5	6	-
Dissatisfied	2	3	1	-
Very dissatisfied	0	1	0	-
Total valid responses	4	18	9	0

### Wheelchair passengers (21)

76% (16/21) very satisfied or satisfied

Q26	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	1	7	2	-
Satisfied	1	3	2	-
Dissatisfied	2	3	0	-
Very dissatisfied	0	0	0	-
Total valid responses	4	13	4	0

### Those who used the service during COVID lockdown (37, Q2 data)

84% (31/37 valid responses) very satisfied or satisfied

Q26	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	0	5	3	-
Satisfied	4	9	10	-
Dissatisfied	2	2	0	-
Very dissatisfied	1	0	0	-
Total valid responses	8	16	13	-

### Those who used the service during COVID lockdown (83, Q13 data)

84% (70/83) very satisfied or satisfied

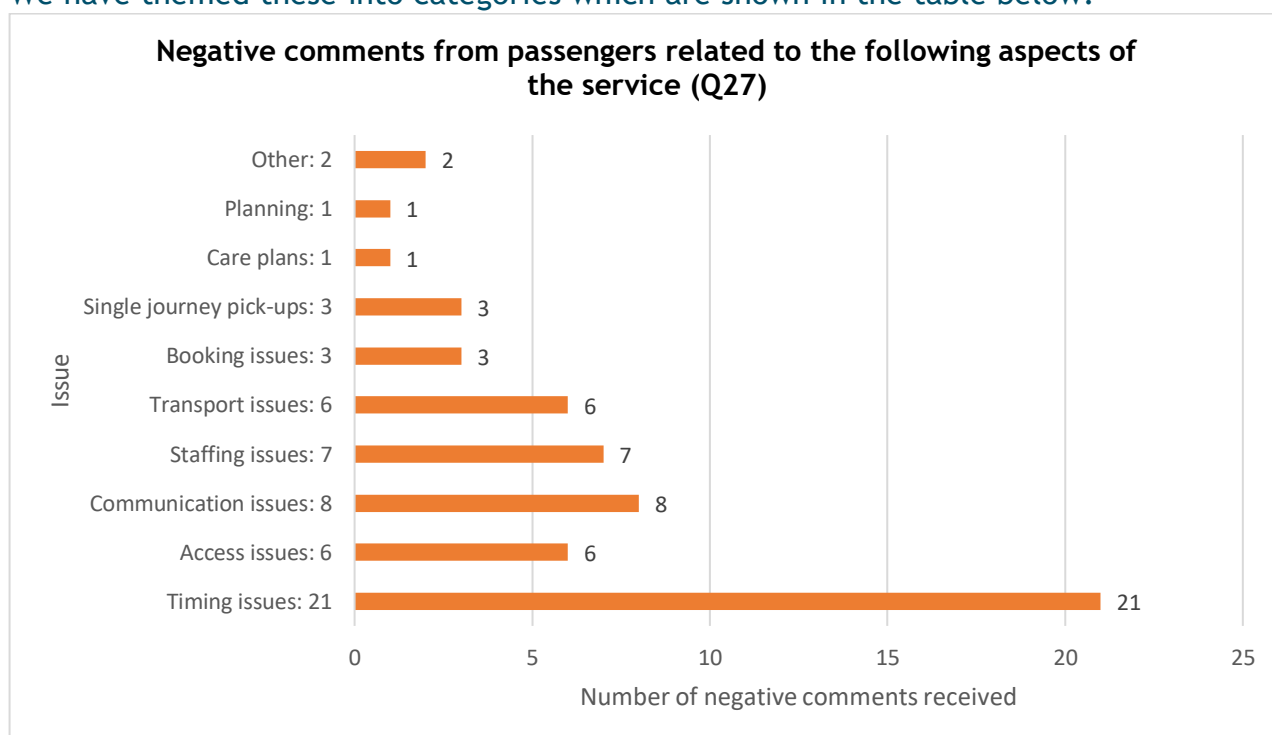
Q26	Brighton and Hove (B&H)	East Sussex (excluding B&H)	West Sussex	Area not known
Very satisfied	1	15	10	-
Satisfied	8	16	19	1
Dissatisfied	5	5	0	-
Very dissatisfied	1	1	1	-
Total valid responses	15	37	30	0



**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.

- 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.
- People provided a number of negative comments which mostly related to timing issues. We have themed these into categories which are shown in the table below:



- 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

## 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