

## Patient Survey Report

A summary report of patient knowledge and awareness of the services provided by the East of England Ambulance Service NHS Trust.

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# Contents

	<u>Page Number</u>
<b>Introduction</b>	<b>3</b>
Objectives	3
<b>Methodology</b>	<b>3</b>
Sample	3
Method	3
Ethical Considerations	4
Aftercare	4
<b>Results</b>	<b>5</b>
<b>Conclusion</b>	<b>10</b>
<b>Abbreviations</b>	<b>10</b>

## **Introduction**

Over the past year the ambulance trust has been working to establish patients' knowledge and awareness of the trust and the services it provides. An understanding of the services the trust provides will ensure patients have appropriate expectations of how the trust operates. If patients have accurate expectations of the service it is hoped that they will be able to accurately judge the service they receive. It is important that patients know how to access information about the trust so that they can remain informed of our activities should they wish to do so. Therefore, the use of the trust website and knowledge of Patient and Public Involvement forums (PPI forums) was also considered a significant area to investigate. With this information the trust would then be able to decide whether current publicity methods are working well, or whether changes need to be made to ensure patients have an understanding of what the trust does.

## **Objectives**

- To find out patient awareness of the services provided by the Trust.
- To find out if patients are aware of or have used the trust website.
- To find out patient awareness of PPI forums.

## **Methodology**

### **Sample**

All patients sent a patient survey between November 2005 and September 2006. This involved 4 patient surveys, A&E Patient Survey 2005, Anglian Medical Care (AMC) Christmas Survey 2005/2006, AMC Ongoing Patient Survey April-September 2006, and the Non-Conveyed Patient Survey 2006.

### **Method**

A number of questions were designed to find out about patients use of the trust website and their knowledge of services provided by the ambulance trust. These were included as an additional section (section 3) on all questionnaires for each survey conducted between January and September 2006. Each survey was conducted in the same way following trust patient survey guidance. Copies of the questionnaire, a cover letter, and a free post envelope were sent to the patients in the sample. Patient contact details were obtained from patient report forms (PRFs) / electronic patient care record (ePCRs), or in the case of AMC surveys from patient records on the Knight Owl database. Reference numbers were put on each survey questionnaire so that if any particular clinical issues / strong dissatisfaction with the service were to arise a patient's response could be matched with the incident using the reference number, so that the incident could be investigated. Four weeks were allowed for responses to be returned after which time the results were analysed and a report written for each survey. Results of the additional section 3 questions were analysed for each survey and compiled together, and this report was then written.

## **Ethical Considerations**

All surveys which included 'section 3' were conducted in line with the East of England Ambulance Service NHS Trust (EAST) guidance for conducting patient surveys. All patient's names and addresses were held on computer file only accessible by the Clinical Audit Team and IT administrator. Patient details and questionnaires were removed and destroyed one month after the closing date of each survey. While these surveys could not be anonymous because of survey identification by reference numbers they were kept confidential. EAST identifiable marks were removed from postal franking to patients. Patients whose address it was not possible to read or was not included on the PRF/ePCR, and any patient known deceased, were excluded from these survey samples.

## **Aftercare**

Letters of commendation received from patients during these surveys were passed on to the trust administration department for notifying those concerned and sending them a formal letter of thanks.

Complaints received were passed on to the trust Patient Advice and Liaison service (PALS) officer for attention.

## Results

A total of 1827 survey questionnaires were sent out between January and September 2006. 700 responses were received to these surveys which equates to 700/1827 (38.3%) return rate.

### The EAAT/ EAST provides several different services; please indicate which of the following you were aware of.

Survey	Response				Total number of answers to question
	999 Emergency Response	Non- emergency transport to hospitals and clinics	Out of Hours Doctors service	Patient Advice and Liaison Service	
A & E Patient Survey 2005	177/375 (47.2%)	103/375 (27.5%)	54/375 (14.4%)	23/375 (6.1%)	375
AMC Christmas Survey 05/06	80/222 (36.0%)	41/222 (18.5%)	84/222 (37.8%)	17/222 (7.7%)	222
AMC Ongoing Survey April 2006	40/124 (32.3%)	24/124 (19.4%)	45/124 (36.3%)	15/124 (12.1%)	124
AMC Ongoing Survey May 2006	42/102 (41.2%)	17/102 (16.6%)	38/102 (37.3%)	5/102 (4.9%)	102
AMC Ongoing Survey June 2006	29/76 (38.2%)	14/76 (18.4%)	30/76 (39.5%)	3/76 (3.9%)	76
AMC Ongoing Survey July 2006	31/80 (38.8%)	13/80 (16.3%)	31/80 (38.8%)	5/80 (6.3%)	80
AMC Ongoing Survey August 2006	32/91 (35.2%)	16/91 (17.6%)	38/91 (41.8%)	5/91 (5.5%)	91
AMC Ongoing Survey September 2006	28/74 (37.8%)	13/74 (17.6%)	27/74 (36.5%)	6/74 (8.1%)	74
Non Conveyed Patient Survey 2006	93/212 (43.9%)	43/212 (20.3%)	59/212 (27.8%)	17/212 (8.0%)	212
<b>Total from all surveys</b>	<b>552/1356 (40.7%)</b>	<b>284/1356 (20.9%)</b>	<b>406/1356 (29.9%)</b>	<b>96/1356 (7.1%)</b>	<b>1356</b>

The results of this question show that there are differences in the percentage of patients who are aware of each service the trust provides. The service patients are most aware of is the 999 emergency response with 40.7% of patients responding to this question giving this answer. However, when looking at the results for each of the surveys individually it is interesting to see that the two surveys of A&E patients, all of whom would have received a 999 emergency response were not anymore aware of this service being provided than patients responding to the AMC survey. It may have been expected that the results to this question particularly on the A&E surveys would be close to 100% as the patients have used the service. Similarly, it may be argued that the percentage of patients responding to AMC surveys that were aware that the Out of Hours Service (OOH) is run by the trust would be higher for the same reason that they had used the service. However, it may be more understandable that OOH patients do not know that it is run by the

ambulance trust, as they may be aware the service is run by AMC, but not that AMC is part of the ambulance trust.

**Please tell us what you know about Patient and Public Involvement Forums (PPI Forums)**

Note: These following questions about PPI Forums were not asked on the A&E Patient survey 2005.

**Have you ever heard of PPI Forums?**

Survey	Response		
	Yes	No	Total number of answers
A & E Patient Survey 05	n/a	n/a	n/a
AMC Christmas Survey 05/06	14/111 (12.6%)	97/111 (87.4%)	111
AMC ongoing Survey April 2006	6/52 (11.5%)	46/52 (88.5%)	52
AMC ongoing Survey May 2006	4/46 (8.7%)	42/46 (91.3%)	46
AMC Ongoing Survey June 2006	5/37 (13.5%)	32/37 (86.5%)	37
AMC Ongoing Survey July 2006	5/36 (13.9%)	31/36 (86.1%)	36
AMC Ongoing Survey August 2006	8/43 (18.6%)	35/43 (81.4%)	43
AMC Ongoing Survey September 2006	4/38 (10.5%)	34/38 (89.5%)	38
Non Conveyed Patient Survey 2006	9/100 (9.0%)	91/100 (91.0%)	100
<b>Total of all surveys</b>	<b>55/463 (11.9%)</b>	<b>408/463 (88.1%)</b>	<b>463</b>

It is evident that the significant majority of patients responding to this question on all surveys had not heard of PPI forums. There is little difference in the results to this question on each survey with the percentage of patients having heard of PPI forums remaining fairly consistent. The largest percentage of patients having heard of PPI forums occurred in the August AMC survey where 18.6% of patients responded in this way.

**Do you know their purpose? (PPI forums)**

Survey	Response		
	Yes	No	Total number of answers
A & E Patient Survey 05	n/a	n/a	n/a
AMC Christmas Survey 05/06	8/106 (7.6%)	98/106 (92.5%)	106
AMC Ongoing Survey April 2006	4/51 (7.8%)	47/51 (92.2%)	51
AMC Ongoing Survey May 2006	2/44 (4.5%)	42/44 (95.5%)	44
AMC Ongoing Survey June 2006	4/35 (11.4%)	31/35 (88.6%)	35
AMC Ongoing Survey July 2006	3/36 (8.3%)	33/36 (91.7%)	36
AMC Ongoing Survey August 2006	3/40 (7.0%)	40/43 (93.0%)	43
AMC Ongoing Survey September 2006	5/36 (13.9%)	31/36 (86.1%)	36
Non Conveyed Patient Survey 2006	6/85 (7.1%)	79/85 (92.9%)	85
Total of all surveys	35/463 (8.0%)	401/436 (92.0%)	436

The significant majority of patients responded that they do not know the purpose of PPI forums. Only 8.0% of respondents answered that they knew the purpose of the forums, this is (11.9-8.0) =3.9% less than the percentage of patients who said they had heard of forums. Therefore, 3.9% of patients have heard of forums but do not know their purpose. A significant 88.1% of patients have neither heard of or know the purpose of these forums. Only 8.0% of patients have heard of the forums and know their purpose.

**Do you know how to make contact with them? (PPI forums)**

Survey	Response		
	Yes	No	Total number of answers
A & E Patient Survey 05	n/a	n/a	n/a
AMC Christmas Survey 05/06	4/107 (3.7%)	103/107 (96.3%)	107
AMC ongoing Survey April 2006	3/50 (6.0%)	47/50 (94.0%)	50
AMC ongoing Survey May 2006	2/44 (4.5%)	42/44 (95.5%)	44
AMC Ongoing Survey June 2006	2/35 (5.7%)	33/35 (94.3%)	35
AMC Ongoing Survey July 2006	2/36 (5.6%)	34/36 (94.4%)	36
AMC Ongoing Survey August 2006	0/41 (0.0%)	41/41 (100.0%)	41
AMC Ongoing Survey September 2006	1/36 (2.8%)	35/36 (97.2%)	36
Non Conveyed Patient Survey 2006	5/87 (5.7%)	82/87 (94.3%)	87
Total of all surveys	19/436 (4.4%)	417/436 (95.6%)	436

Again, a very small percentage of patients answered positively in response to this question. Only 4.4% of patients would know how to make contact with the PPI forum. Results for all three of the questions about PPI forums have been similar for all surveys showing there is little variance in the response to this question depending on the type of patient. Therefore, it is evident that if PPI forums want to involvement more patients they need to consider ways in which to promote the work they do and to let people know of their existence.

Which of the following would you expect may attend you if you called 999 for the ambulance service?

Survey	Response					Total number of answers to question
	Local Community Volunteer responder	Single paramedic responder	Voluntary Aid Society ambulance crew	East Anglian Ambulance Trust ambulance crew	Air Ambulance	
A & E Patient Survey 2005	24/314 (7.6%)	97/314 (30.9%)	19/314 (6.1%)	174/314 (55.4%)	n/a	314
AMC Christmas Survey 05/06	6/163 (3.6%)	53/163 (32.5%)	2/163 (1.2%)	102/163 (62.6%)	n/a	163
AMC Ongoing Survey April 2006	6/84 (7.1%)	27/84 (32.1%)	3/84 (3.6%)	48/84 (57.1%)	n/a	84
AMC Ongoing Survey May 2006	5/80 (6.3%)	29/80 (36.3%)	2/80 (2.5%)	44/80 (55.0%)	n/a	80
AMC Ongoing Survey June 2006	3/64 (4.7%)	19/64 (29.7%)	1/64 (1.6%)	34/64 (53.1%)	7/64 (10.9%)	64
AMC Ongoing Survey July 2006	5/81 (6.2%)	23/81 (28.4%)	2/81 (2.5%)	35/81 (43.2%)	16/81 (19.8%)	81
AMC Ongoing Survey August 2006	5/97 (5.2%)	32/97 (33.0%)	6/97 (6.2%)	38/97 (39.2%)	16/97 (16.5%)	97
AMC Ongoing Survey September 2006	4/75 (5.3%)	22/75 (29.3%)	3/75 (4.0%)	37/75 (49.3%)	9/75 (12.0%)	75
Non Conveyed Patient Survey 2006	19/206 (9.2%)	57/206 (27.7%)	11/206 (5.3%)	87/206 (42.2%)	32/206 (15.5%)	206
<b>Total from all surveys</b>	<b>77/1164 (6.6%)</b>	<b>359/1164 (30.8%)</b>	<b>49/1164 (4.2%)</b>	<b>599/1164 (51.5%)</b>	<b>39/1164 (33.6%)</b>	<b>1164</b>

Note: the Air Ambulance response option was only added to this question in June, hence results for this only appear on surveys conducted after that time.

The results of this question show that the majority of patients would expect an EAAT/EAST ambulance crew to attend them if they called 999 with 51.5% of respondents giving this answer to the question. Approximately a third (33.6%) of patients would expect the air ambulance may attend them, and a similar 30.8% may expect a single paramedic responder. Only a small percentage of patients would expect a voluntary community responder (6.6%) or a Voluntary Aid Society ambulance crew (4.2%). This may reflect a lack of awareness of the ambulance trusts use of volunteers.

## Have you ever visited the ambulance trust or AMC website?

Survey	Response					Total number of answers to question
	Yes	No, I didn't no the Trust/AMC had a website	No, I've never needed to visit the websites	No, but I would consider visiting these sites in the future	No, I do not have access to the internet	
A & E Patient Survey 2005	1/222 (0.5%)	80/222 (36.0%)	28/222 (12.6%)	13/222 (5.9%)	100/222 (45.0%)	222
AMC Christmas Survey 05/06	2/135 (1.5%)	46/135 (34.1%)	36/135 (26.7%)	22/135 (16.3%)	29/135 (21.5%)	135
AMC Ongoing Survey April 2006	0/54 (0.0%)	16/54 (29.6%)	14/54 (25.9%)	4/54 (7.4%)	20/54 (37.0%)	54
AMC Ongoing Survey May 2006	2/50 (4.0%)	16/50 (32.0%)	8/50 (16.0%)	6/50 (12.0%)	18/50 (36.0%)	50
AMC Ongoing Survey June 2006	1/40 (2.5%)	14/40 (35.0%)	8/40 (20.0%)	6/40 (15.0%)	11/40 (27.5%)	40
AMC Ongoing Survey July 2006	1/42 (2.4%)	17/42 (40.5%)	5/42 (11.9%)	8/42 (19.0%)	11/42 (26.2%)	42
AMC Ongoing Survey August 2006	0/45 (0.0%)	20/45 (44.4%)	11/45 (24.4%)	6/45 (13.3%)	8/45 (17.8%)	45
AMC Ongoing Survey September 2006	1/44 (2.3%)	15/44 (34.1%)	8/44 (18.25)	8/44 (18.2%)	12/44 (27.3%)	44
Non conveyed Patient Survey 2006	2/132 (1.5%)	39/132 (29.5%)	25/132 (18.9%)	13/132 (9.8%)	53/132 (40.2%)	132
<b>Total from all surveys</b>	<b>10/764 (1.3%)</b>	<b>263/764 (34.4%)</b>	<b>143/764 (18.7%)</b>	<b>86/764 (11.3%)</b>	<b>262/764 (34.3%)</b>	<b>764</b>

Results of this question show that there was general consistency on all surveys. Very few patients had visited either the trust or AMC website, only 1.3% of patients over all of the surveys had done so. There also appears to be a significant lack of awareness that the trust had a website with 34.4% of patients giving this response. Overall, an equally significant 34.3% of patients stated that they did not have access to the internet.

The age range of patients who answered that they did not have access to the internet was <1 – 95 years:

### **The average age is:**

Mean: 57.7 years

Median: 65 years

Mode: 72 and 75 years.

This shows that generally it is older patients who do not have access to the internet.

More patients using the OOH service have access to the internet than A&E patients. These things are important to consider when looking at ways the trust publicises itself. Evidently, using the trust website will not reach very many people and as such while it can be used it should not be solely relied on as a method of

disseminating information about the trust to patients and the public. However, there may be more scope for AMC using the website than A&E as potentially more AMC patients can access the website. It may be the case that if more patients were aware of the website they may use it.

## **Conclusion**

Results of these questions in 'section 3' on surveys carried out between January and September 2006 have given an insight into patient awareness and knowledge of the ambulance service, as well as looking into awareness of PPI forums and the use of the trust and AMC websites. It is evident that there is a mixed level of awareness of the services the trust provides. The most well known service is the 999 emergency response followed by the OOH service. This would be expected given that these questions were asked on surveys sent to patients using these two services. However, there appears to be a significant lack of knowledge of the Non-emergency transport service, and PALS. Similarly, there is very little awareness of PPI forums, their purpose and how to contact them. The majority of patients expect to be attended by an EAAT/EAST ambulance crew if they call for a 999 emergency response although there is a lack of awareness of the other possible responses patient may receive, particularly, voluntary responses.

Only 1.3% of patients had visited the trust website, however, a significant 65.7% of patients do have access to the internet, meaning there is potential opportunity to use the internet to contact and inform patients about the ambulance trust. It is important to bear in mind that 34.3% of patients do not have access to the internet. If information about the trust is to be put on the website for the attention of patients and the public this proportion of patients will not be able to access it.

Overall, the responses to these questions indicate that promotion of the services the trust provides, the possible responses patients may receive, PPI forums and the website will be necessary if the trust wants to increase patient and public knowledge of the ambulance trust and ensure patients and the public have the opportunity to be more involved the care they receive.

## **Abbreviations**

EAAT- East Anglian Ambulance NHS Trust  
EAST- East Anglian Ambulance Service NHS Trust  
AMC- Anglian Medical Care  
OOH- Out of Hours  
A&E- Accident and Emergency  
ePCR- Electronic Patient Care Record  
PRF- Patient Report Forms  
PALS- Patient advice and liaison service  
PPI- Patient and Public Involvement  
VAS- Voluntary Aid Society