



2015 MEMBER AND PATIENT SURVEY-REPORT

1. Introduction

The third annual membership survey was undertaken in May of this year over a five week period. It was sent to all Foundation Trust public members who have supplied the Trust with an email address via Foundation Times.

The survey was also posted on the SCAS website and to 1,204 members. These are members who have expressed an interest in taking part in surveys on their application form but do not have/or have not supplied the Trust with an email address.

For the second year running we invited GP surgeries across our four counties to pass on our request to complete the survey to their Patient Participation Groups (PPGs) and other contacts so they could tell us about their experience of the care they receive from us.

In total we received 485 responses broken down as follows: 401 via email and 84 by post.

Last year we received 478 responses.

2. Membership - Summary of responses

Many of the results are positive, suggesting the majority of members continue to be satisfied with their membership. Those who were less satisfied would like to receive more regular communication and be more involved with consultations and questionnaires.

88% of the foundation trust members who responded to the survey has been a member for more than one year.

42% voted in the 2014 governor election compared to 28% in 2013.

74% of respondents would like to see more presentations on specific health issues by professionals.

We asked which aspect of their membership they found most beneficial. Most members (79%) find that being kept up to date about what is happening at the Trust through the members' e-newsletter, email, etc, is of help to them. 34% also find that being given the opportunity to be more involved if they wish is most useful. 44% benefit as a member by showing support for the Trust and influencing future direction, compared with 34% in 2014.

Members were also given a list of activities and asked to tick the ones that they would like to be more involved with. 55% of respondents would like to receive more regular communication, 54% expressed an interest in being involved with consultations and questionnaires, 33% in attending a Patient Forum and 23% with volunteering.

Lastly, we asked if the members knew the names of their governors. 27% of respondents said they know their names, with 35% saying they don't but would like to and 38% who don't but it does not matter to them.

3. Patient survey – Summary of responses

In this section we asked respondents if they had been either a patient or a caller in the last year. The breakdown is as follows:

999 Caller	15%
999 Patient	9%
Patient Transport Service (PTS) Caller	1%
Patient Transport Service (PTS) Patient	2%
111 Caller	10%
111 Patient	6%
None of the above	58%

42% of respondents were patients whereas 58% completed the survey on behalf of the patient

999

Area where the incident has occurred:

Berkshire	12%
Buckinghamshire	12%
Milton Keynes	12%
Hampshire	46%
Oxfordshire	18%

We asked those who called 999 if they contacted another service before dialling 999. 22% contacted a GP surgery, 6% a hospital, 5% an Out of Hours Doctor's Service while another 20% phoned 111. 3% of respondents contacted a pharmacy, 2% a walk-in centre and 1% used self-care.

In this year's survey we added some questions pertaining mental health as part of our commitment to meet the needs of patients who make contact with us following a mental health crisis.

3% of the respondents who called 999 advised that an ambulance was called for them/the patient because they had been detained under the Mental Health Act 1983.

We also asked all respondents to rate their 999 experience and certain aspects of the call.

The speed of which 999 calls are being answered has improved on last year's survey with an increase of 4% in the excellent score and a decrease of 1% in the poor one as shown below.

When the call was put through to the ambulance service, how would you rate how quickly we answered?		
	2015	2014
Excellent	78%	74%
Good	14%	18%
Poor	1%	2%
Don't know/can't remember	6%	6%

However, the percentage of respondents who rated it excellent has decreased compared to 2014 in two areas, as shown below.

How carefully did the call taker listen to you?		
	2015	2014
Excellent	61%	66%
Good	29%	24%
Poor	1%	1%
Don't know/can't remember	10%	9%

How reassuring was the advice given by the call taker?		
	2015	2014
Excellent	51%	56%
Good	36%	30%
Poor	2%	2%
Don't know/can't remember	11%	11%

68% of respondents called 999 for medical reasons (illness), 26% due to trauma (injury) and 4% because of mental distress.

Of the respondents who dialled 999 and needed an ambulance:

- 19% waited less than 5 minutes
- 41% waited less than 10 minutes
- 23% waited less than 20 minutes
- 11% waited less than 1 hour
- 5% waited more than 1 hour

The majority of respondents found that their experience in an ambulance was excellent, with an increase in the advice, care and helpfulness areas compared to last year. However, the poor score has increased by 2% with regard to advice and care but remains the same with regard to helpfulness (see two tables-below).

How would you rate the advice and care given by the ambulance crew staff?		
	2015	2014
Excellent	77%	72%
Good	18%	22%
Poor	5%	3%
Don't know/can't remember	1%	3%

How would you rate the helpfulness of the ambulance crew staff?		
	2015	2014
Excellent	82%	75%
Good	14%	15%
Poor	5%	5%
Don't know/can't remember	0%	4%

56% of respondents rated the cleanliness and tidiness of the emergency vehicles as excellent, compared with 58% last year (down 2%). There is an increase of 2% with regard to respondents who rated the above areas of the service as poor (see table below).

How would you/the patient rate the cleanliness and tidiness of the ambulance service vehicle?		
	2015	2014
Excellent	56%	58%
Good	19%	17%
Poor	3%	1%
Don't know/can't remember	23%	23%

77% of respondents were taken to hospital in an ambulance once seen by the ambulance staff. 21% did not go to hospital.

Overall, 86% of respondents rated as excellent the way that the ambulance staff treated them with dignity and respect, 8% as good and 5% as poor.

The trend shows an improvement on 2014 when 77% rated it as excellent. However, the percentage of respondents who deemed it poor has increased by 2% compared to last year, as shown on the table below.

Overall, how would you/the patient rate whether the ambulance staff treated you/the patient with dignity and respect?		
	2015	2014
Excellent	86%	77%
Good	8%	19%
Poor	5%	3%
Don't know/can't remember	2%	1%

We asked our respondents how likely they would be to recommend the 999 service from SCAS to friends and family if they needed similar care or treatment. The breakdown is shown below.

How likely are you to recommend the 999 service from SCAS to friends and family if they needed similar care or treatment?

Extremely likely	90%
Likely	6%
Neither likely nor unlikely	1%
Unlikely	3%
Extremely unlikely	1%
Don't know	0%

In addition to our 999 service we were also interested in the respondents' experience with our partners at the Air Ambulance and we asked them how they rated the service they received if they had been air lifted to hospital as part of their treatment.

26% rated the service as excellent, 6% as good while 68% don't know/can't remember.

PTS (Patient Transport Service)

We asked respondents who use/have used PTS how often they have used it in the last year. 38% used it once while another 29% used it occasionally, 9% frequently and 24% on a regular basis.

86% used PTS due to a medical reason (illness), 14% because of trauma (injury).

Area where respondents use/used the PTS service:

Berkshire	26%
Buckinghamshire	9%
Milton Keynes	9%
Hampshire	44%
Oxfordshire	13%

38% had their appointment booked by a hospital, 29% by their GP and 9% by their carer. 77% of those who booked the transport by themselves (38%) found it to easy to do so.

Of the respondents who used PTS, 17% said that the ambulance arrived earlier for their pre-arranged pick-up time, 33% said that the ambulance was on time, 11% waited up to ten minutes, another 11% waited between 10 and 16 minutes, 6% between 17 and 30 minutes and another 6% between 31 and 60 minutes. 6% waited longer than an hour while 11% don't know/can't remember.

This is an improvement on 2014 when 16 % waited between 10 and 16 minutes, 8% between 31 and 60 minutes and 16% for longer than an hour (see table-below).

When you used the ambulance service, how long, if at all, did you wait for the transport to arrive from the pre-arranged pick-up time?		
	2015	2014
It was early	17%	12%
It was on time	33%	32%
Waited up to ten minutes	11%	8%
Waited 10-16 minutes	11%	16%
Waited 17-30 minutes	6%	0%
Waited 31-60 minutes	6%	8%
Waited longer than one hour	6%	16%
Don't know/can't remember	11%	8%

72% of respondents had their planned return ambulance transport journey re-arranged if their appointment was longer or shorter than anticipated. 59% were also given an estimate of the waiting time for their return journey, compared to 52% last year.

We also asked respondents to rate their PTS experience and certain aspects of the service. The majority rated these as excellent, with exception of the cleanliness of and tidiness of the vehicles, where only 39% of respondents rated it as excellent, compared with 61% in 2014.

Furthermore, the percentage of respondents who rated these areas as poor has increased in all of the three areas compared to last year, with cleanliness and tidiness seeing a poor score nearly trebled from 2014.

How would you rate the advice and care given by the ambulance staff?		
	2015	2014
Excellent	67%	59%
Good	28%	32%
Poor	6%	4%
Don't know/can't remember	0%	4%

How would you rate the helpfulness of the ambulance staff?		
	2015	2014
Excellent	67%	62%
Good	22%	33%
Poor	6%	4%
Don't know/can't remember	6%	0%

How would you rate the cleanliness and tidiness of the ambulance vehicle?		
	2015	2014
Excellent	39%	61%
Good	44%	35%
Poor	11%	4%
Don't know/can't remember	6%	0%

Finally, we asked our respondents how likely they would be to recommend the PTS from SCAS to friends and family if they needed similar care or treatment. The breakdown is shown below.

How likely are you to recommend the Patient Transport Service (PTS) from SCAS to friends and family if they needed similar care or treatment?

Extremely likely	55.0%
Likely	30.0%
Neither likely nor unlikely	10.0%
Unlikely	0.0%
Extremely unlikely	0.0%
Don't know	5.0%

NHS 111

Area where respondents used the NHS 111 service:

Bedfordshire	0%
Berkshire	19%
Buckinghamshire (excluding Milton Keynes*) *NHS 111 in MK is not run by SCAS	19%
Hampshire	46%
Luton area	0%
Oxfordshire	16%

We asked respondents to rate their NHS 111 experience and certain aspects of the call if they had used the service.

70% of respondents had their call answered within 1 minute, same as in last year's survey (see table-below)

How quickly was your call answered by a 111 advisor?		
	2015	2014
Call answered within 1 minute	70%	70%
Call answered after 1 minute	18%	30%
Don't know/can't remember	12%	n/a

84% of respondents called 111 for medical reason (illness), 8% due to trauma (injury) and 5% because of mental distress. 3% preferred not to say.

We asked respondents to rate their 111 experience and certain aspects of the service. 43% found the 111 service very reassuring compared to 36% in 2014 (up 7%). However, we have seen a 3% increase in the percentage of respondents who found 111 not at all reassuring.

The relevance of the questions asked by the 111 service was well received by the respondents with 40% finding the questions very relevant, compared to 37% in 2014.

39% found the questions quite relevant compared to 33% last year. Favourable ratings are also in the increase in other areas as shown below.

How reassuring did you find the 111 service?		
	2015	2014
Very	43%	36%
Quite	34%	34%
Slightly	13%	13%
Not at all	11%	14%
No view	0%	2%

How relevant were the questions asked by the 111 service?		
	2015	2014
Very	40%	37%
Quite	39%	33%
Slightly	18%	19%
Not at all	3%	8%
No view	0%	3%

After you called 111, did you feel your problem had been		
	2015	2014
Resolved	30%	24%
Improved	28%	28%
Remained the same	33%	31%
Got worse	7%	14%
No view	1%	2%

The general improvement could be possibly attributed to the changes in the staff training delivery and public communications which the Trust made in the late spring of 2014 from feedback received at SCAS NHS 111 Roadshows in shopping centres, colleges, universities and patient groups (for more information, please see *Annex 1* in this document).

81% of respondents found that the 111 service helped them to make contact with an appropriate health care service, compared with 28% in 2014. This equals to a 53% increase in satisfaction rate, as shown below.

Did the 111 service help you to make contact with an appropriate health care service?		
	2015	2014
Yes	81%	28%
No	18%	72%

We also asked how satisfied or dissatisfied they were with the way the NHS111 service handled their call and results are shown below.

It is important to note that those who called 111 instead of using another service benefited from this by being referred to the appropriate service while at the same time alleviating the pressure on A&E. This trend was also of noted in last year's survey.

However, the percentage of call outs for a 999 ambulance increased by 3% after the respondent called 111 whereas in 2014 they decreased by 6%. These will be cases where the patient was not transferred to a hospital and are reflected in the 13% decrease in A&E conveyance rate compared to 8% last year, as shown below.

Reasons could be as follows:

- **Clinician Led**
 - Following an assessment the attending clinician decides that immediate hospital transport is not required and/or the patient can be treated on-site
 - Following an assessment the patient is transported or referred to alternative receiving units
- **Patient led**
 - The patient refuses or indicates that they do not wish to travel to hospital. If the patient does have capacity then their wishes will be respected. If he/she does not have capacity then alternative courses of action will be considered such as contacting the general practitioner or other suitable/relevant healthcare professional, discussing with the clinical advice line, asking the police for assistance.
- **Special Circumstances**
 - E.g. intoxicated patients – following assessment it may be appropriate for patients to be discharged to the care of another individual.

2015				
BEFORE		AFTER		
Without the 111 service, what would you have you used?		As a result of ringing 111, what did you subsequently use?		
999 ambulance service	35%	999 ambulance service	38%	up 3%
A&E service	31%	A&E service	18%	down 13%
Dentist	3%	Dentist	0%	down 3%
GP Surgery	27%	GP Surgery	28%	up 1%
Pharmacy	7%	Pharmacy	2%	down 5%
Walk-in Centre	19%	Walk-in Centre	12%	down 7%
None	n/a	None	7%	up 7%

2014				
BEFORE		AFTER		
Without the 111 service, what would you have you used?		As a result of ringing 111, what did you subsequently use?		
999 ambulance service	38%	999 ambulance service	32%	down 6%
A&E service	36%	A&E service	28%	down 8%
Dentist	3%	Dentist	2%	down 1%
GP Surgery	17%	GP Surgery	20%	up 3%
Pharmacy	1%	Pharmacy	3%	up 2%
Walk-in Centre	16%	Walk-in Centre	15%	down 1%
None	n/a	None	6%	up 6%

We also asked how satisfied or dissatisfied they were with the way the NHS111 service handled their call.

The results show that 52% were very satisfied with the service, compared with 44% last year. They also show that only 4% of respondents were dissatisfied with the service compared with 11% last year (see table-below).

Overall, how satisfied or dissatisfied were you with the way the NHS111 service handled your call?		
	2015	2014
Very satisfied	52%	44%
Fairly satisfied	26%	28%
Neither satisfied nor dissatisfied	10%	11%
Fairly dissatisfied	7%	6%
Very dissatisfied	4%	11%

We asked our respondents how likely they would be to recommend the NHS 111 service from SCAS to friends and family if they needed similar care or treatment. The breakdown is shown below.

How likely are you to recommend the NHS 111 from SCAS to friends and family if they needed similar care or treatment?

Extremely likely	50%
Likely	28%
Neither likely nor unlikely	6%
Unlikely	5%
Extremely unlikely	9%
Don't know	2%

All respondents were also asked if they would recommend our website at www.scas.nhs.uk to their friends and family. 46% responded Yes, 5% said No while 50% had never visited the website.

Demographics of the respondents

In terms of equality and diversity questions, these were purely voluntary but helped us understand more about how members view their membership and how patients rate our services.

The survey showed that the highest proportion of respondents (40%) is in the 60-74 age group (same as 2013 and 2014) followed by the 75+ (18%) and the 50-59 group (17%).

The gender split was almost even, with 51% female and 49% male respondents.

17% of respondents have a disability while 3% preferred not to say.

89% of respondents were White British, with a small percentage of respondents from White-Other; Mixed - White and Black Caribbean; Asian or Asian British – Pakistani and Asian-Other; Black-Other. 4% preferred not to say.

Most respondents reside in Hampshire (37%), followed by Berkshire (18%), Buckinghamshire (17%), Milton Keynes (14%) and Oxfordshire (13%).

A small number of respondents reside in the surrounding counties of SCAS coverage area and either work and/or use/ have used our services.

Recommendations

The following recommendations can be drawn from the survey results:

- We should re-consider how, given resource constraints, we might offer more members the opportunity to get involved. One option could be to post an annual version of the membership newsletter to members who do not have/or have not supplied us with an email address.
- Both PTS (Patient Transport Service) and 999 service results show a concerning trend with regard to cleanliness and tidiness of the vehicles. Although the satisfaction rate for 999 has only marginally decreased, it needs monitoring in order to maintain excellent standards at all times.

This is particularly important for PTS where, although waiting times for pre-arranged PTS pick-ups have notably improved from last year, only less of 40% deemed the standard of cleanliness and tidiness of the vehicles as excellent compared to over 60% in 2014 and with 11% considering this as poor (up 7% from last year).

- NHS 111 has seen a notable increase in the percentage of respondents who were satisfied with the service compared with last year and this should be used as a positive spear in driving the service forward.

Next step

The results will be presented in full to the Membership and Engagement Committee who will work with the trust on improving our membership and patient experience.

The trust would like to thank all our Foundation Trust members and members of the public who took part in our survey.

This will help us to improve and support the health and wellbeing of the local population and contribute to the Trust's vision and values.

Annex 1

YOU SAID, WE DID

In late spring 2014, following our NHS 111 Roadshows as part of 2013/2014 winter pressure campaign in shopping centres, colleges, universities and patient groups, we took some actions from feedback received at the events as listed below.

COMMUNICATION

You said

We felt that when we called NHS 111 many of the questions asked were delivered so quickly that we did not fully understand them first time around.

We did

We addressed this by including guidelines in the training programme for call takers, covering the following points:

- Questions to callers are asked clearly and with a brief explanation if necessary
- Instructions/advice are delivered clearly so that callers can understand and follow these more easily

All takers are now regularly monitored on their mandatory call audits to ensure that they adhere to these guidelines.

You said

We were confused about what NHS 111 service can deliver and the amount of questions asked.

We did

We compiled *The Essential Guide to NHS 111* listing the 10 most frequently asked questions and published it on our website and also disseminated it to the CCGs (Clinical Commissioning Groups) and other organisations.

CLINICAL CARE, QUALITY AND PATIENT SAFETY

You said

We felt that the care advice given at the end of the call was excessive and delivered too quickly to be fully understood.

We did

Care advice is of vital importance to us and we addressed this by including feedback in the training and update sessions and all takers are now regularly monitored on their mandatory call audits.