



South Central Ambulance Service **NHS**
NHS Foundation Trust

MEMBERSHIP SATISFACTION AND PATIENT CARE SURVEY - RESULTS

MEMBERSHIP SATISFACTION AND PATIENT CARE SURVEY – RESULTS

The second annual membership survey was undertaken in June of this year. 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 advertised on the SCAS website.

Furthermore the survey was posted to 867 members. These are members who have expressed an interest in taking part in surveys on their application form but do not have/have not supplied the trust with an email address.

This year, for the first time, 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.

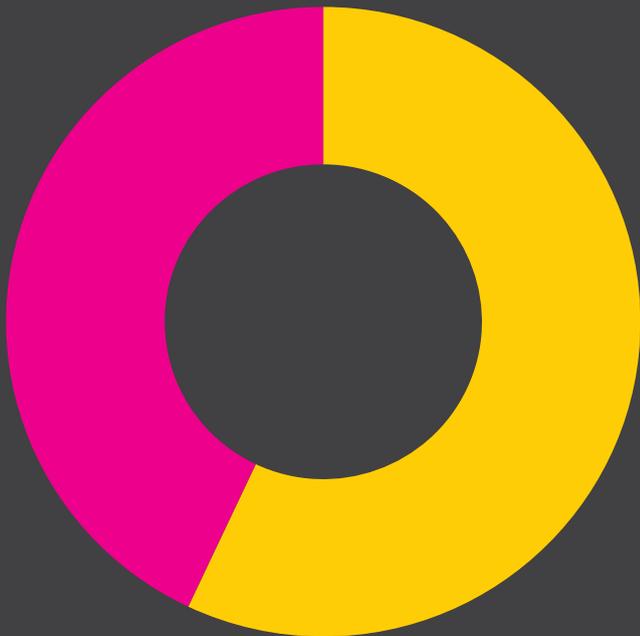
Specific objectives and findings of the research:

1. Understand what membership activities our members have been involved with and what they find most beneficial about being a member
2. How members wish to get involved with their ambulance service
3. How members and service users rate the trust's emergency (999) and non-emergency services (111 and Patient Transport Service) and how these can be improved.



478

We received a total of 478 responses and here are the results.



57%

of responses were from foundation trust members and

43%

from non-members.

MEMBERSHIP SURVEY



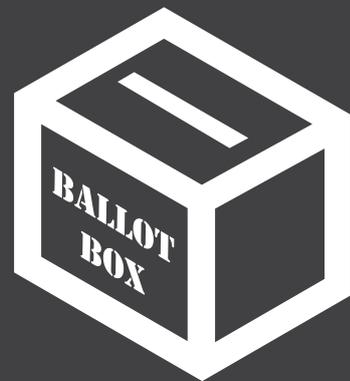
77%

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



84%

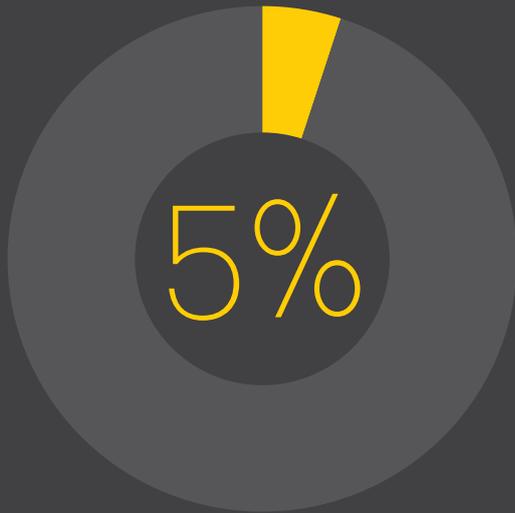
have read Foundation Times in the last year



28%

have also voted in the governor election.





Only 5% has attended a public meeting of the Council of Governors.



59%
would like
more regular
communication

We asked which aspect of their membership they found most beneficial. Most members (82%) 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. 35% also find that being given the opportunity to be more involved if they wish is most useful, while 34% benefit as a member by showing support for the Trust and influencing future direction. Only 22% find that being able to vote for who they think can best represent them is most beneficial.

We asked members how they would like to be more involved in their local health services in the future and choose from a list of options. 59% would like more regular communication (this is mainly from responders who do not have an email address) while 47% want to get more involved with consultation and questionnaires. 25% would be interested in volunteering and attending patient forums.

Members were also asked to choose the type of events or meetings they would like to see more of for members. Holding more presentations on specific health issues by professionals proved the most popular (61%), followed by drop-in information sessions (44%) and more public and staff governor 'surgeries' (30%).

PATIENT SURVEY

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	15.3%
999 PATIENT	9.4%
PATIENT TRANSPORT SERVICE (PTS) CALLER	1.6%
PATIENT TRANSPORT SERVICE (PTS) PATIENT	2.8%
111 CALLER	14.4%
111 PATIENT	4.5%
NONE OF THE ABOVE	52.0%



AREA OF SCAS WHERE THE INCIDENT OCCURRED IN:

BERKSHIRE.....	21.5%
BUCKINGHAMSHIRE....	20.7%
HAMPSHIRE.....	46.3%
OXFORDSHIRE.....	11.6%





45% of respondents were patients whereas 55% completed the survey on behalf of the patient.

999

We asked those who called 999 if they contacted another service before dialling 999. 15% contacted a GP surgery, 4% an Out of Hours Doctor's Service while another 15% phoned 111. Less than 1% contacted a hospital.

We also asked respondents to rate their 999 experience and certain aspects of the call. The majority rated these as excellent as shown in the breakdown below.

When the call was put through to the ambulance service, how would you rate how quickly we answered?

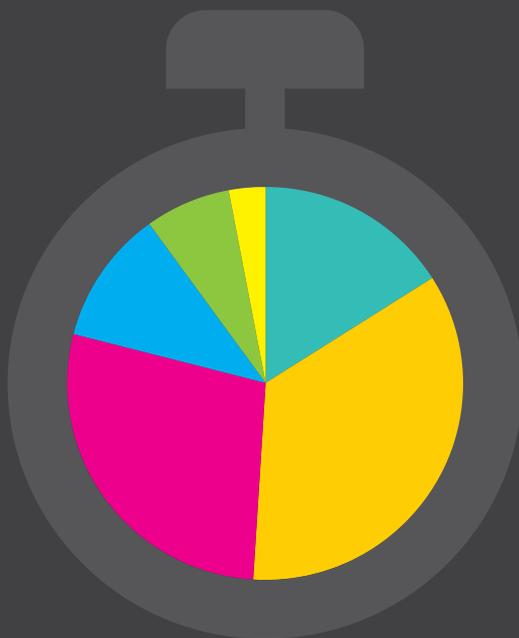
Excellent	74.1%
Good	18.1%
Poor	1.7%
Don't know / can't remember	6.0%

How carefully did the call taker listen to you?

Excellent	65.8%
Good	24.3%
Poor	0.9%
Don't know / can't remember	9.0%

How reassuring was the advice given by the call taker?

Excellent	56.5%
Good	30.4%
Poor	1.7%
Don't know / can't remember	11.3%



Of the respondents who dialled 999 and needed an ambulance:

- 16% waited less 5 minutes
- 35% waited less than 10 minutes
- 28% waited less than 20 minutes
- 11% waited less than 1 hour
- 7% waited more than 1 hour
- 3% Don't know / can't remember



The majority of respondents also found that their experience in an ambulance was excellent as shown below.

How would you rate the advice and care given by the ambulance crew staff?

Excellent	71.3%
Good	21.7%
Poor	3.5%
Don't know / can't remember	3.5%

How would you rate the helpfulness of the ambulance crew staff?

Excellent	75.4%
Good	15.3%
Poor	5.1%
Don't know / can't remember	4.2%

How would you / the patient rate the cleanliness and tidiness of the ambulance service vehicle?

Excellent	58.3%
Good	17.4%
Poor	0.9%
Don't know / can't remember	23.5%

83% of respondents were taken to hospital in an ambulance once seen by the ambulance staff, 13% did not go to hospital while 4% went to hospital, but were not taken by the ambulance service.



Overall, 77% of respondents rated as excellent the way that the ambulance staff treated them with dignity and respect, 19% as good and 3% as poor.

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.

30% rated the service as excellent, 3% as good while 68% don't know/can't remember.



77% OF RESPONDENTS RATED THE WAY THAT THE AMBULANCE STAFF TREATED THEM WITH DIGNITY AND RESPECT AS EXCELLENT



PATIENT TRANSPORT SERVICE (PTS)

We asked respondents who use/have used PTS how often they have used it in the last year. 38.7% used it once while another 38.7% used it occasionally, 9.7% frequently and 12.9% on a regular basis.

Area where respondents use/used the PTS service:

BERKSHIRE.....	12.9%
BUCKINGHAMSHIRE....	35.5%
HAMPSHIRE.....	38.7%
OXFORDSHIRE.....	12.9%



32%

of respondents booked their PTS appointment by themselves

32% had their appointment booked by a hospital, 28% by their GP and 8% by their carer. 79% of those who booked the transport by themselves found it to easy to do so.

70% of respondents had their planned return ambulance transport journey re-arranged if their appointment was longer or shorter than anticipated. 52% were also given an estimate of the waiting time for their return journey.

Of the respondents who used PTS, 12% said that the ambulance arrived earlier for their pre-arranged pick-up time, 32% said that the ambulance was on time, 8% waited up to ten minutes, 16% waited between 10 and 16 minutes, 8% between 31 and 60 minutes, 16% for longer than an hour while 8% don't know/can't remember

We also asked respondents to rate their PTS experience and certain aspects of the service. The majority rated these as excellent as shown in the breakdown below.

How would you rate the advice and care given by the ambulance staff?

Excellent	59.1%
Good	31.8%
Poor	4.5%
Don't know / can't remember	4.5%

How would you rate the helpfulness of the ambulance staff?

Excellent	62.5%
Good	33.3%
Poor	4.2%
Don't know / can't remember	0.0%

How would you rate the cleanliness and tidiness of the ambulance vehicle?

Excellent	60.9%
Good	34.8%
Poor	4.3%
Don't know / can't remember	0.0%



111

SCAS 111 area where respondents live

BEDFORDSHIRE	0.9%
BERKSHIRE.....	21.8%
BUCKINGHAMSHIRE (excluding Milton Keynes).....	13.6%
HAMPSHIRE.....	47.3%
LUTON AREA	0.0%
OXFORDSHIRE	16.4%



We asked respondents to rate their 111 experience and certain aspects of the service. Results are shown below:

How reassuring did you find the 111 service?

Very	36.0%
Quite	34.2%
Slightly	13.5%
Not at all	14.4%
No view	1.8%

How relevant were the questions asked by the 111 service?

Very	36.9%
Quite	33.3%
Slightly	18.9%
Not at all	8.1%
No view	2.7%

After you called 111, did you feel your problem had been

Resolved	24.5%
Improved	28.2%
Remained the same	30.9%
Got worse	14.5%
No view	1.8%



72% of respondents found that the 111 service helped them to make contact with an appropriate health care service.

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 999 and A&E as shown below.

BEFORE		AFTER		
Without the 111 service, what would you have you used?		As a result of ringing 111 service, what did you subsequently use?		
999 ambulance service	37.6%	999 ambulance service	32.3%	↓ 5.3%
A&E service	35.6%	A&E service	28.3%	↓ 7.3%
Dentist	3.0%	Dentist	2.0%	↓ 1%
GP Surgery	16.8%	GP Surgery	20.2%	↑ 3.4%
Pharmacy	1.0%	Pharmacy	3.0%	↑ 2%
Walk-in Centre	15.8%	Walk-in Centre	15.2%	↓ 0.4%

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

How satisfied or dissatisfied were you with the way the NHS111 service handled your call?

Very satisfied	44.1%
Fairly satisfied	27.9%
Neither satisfied nor dissatisfied	10.8%
Fairly dissatisfied	6.3%
Very dissatisfied	10.8%

The survey asked respondents if they would recommend our PTS, 111 and 999 services to their friends and family if they used any of these services:



All respondents were also asked if they would recommend our website at www.scas.nhs.uk to their friends and family. 48.4% responded Yes, 2.7% said No while 48.9% had never visited the website.

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 (36%) is in the 60-74 age group (same as last year) followed by the 50-59 group (21%) and the 75+ (17%). In terms of gender, 58% of respondents were male and 43% female.

Most respondents reside in Hampshire (49.7%), followed by Buckinghamshire (17.4%), Berkshire (16.3%) and Oxfordshire (16%). A small number of respondents reside in the surrounding counties of SCAS coverage area and either work and/or use/have used our services. 4 respondents were from Northamptonshire, 1 from South Gloucestershire, 3 from Dorset and 4 from Surrey.





NEXT STEPS

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.

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