



**DERBY MILLENNIUM NETWORK AND DERBY RACIAL EQUALITY COUNCIL
OUTCOME SUMMARY OF DERBY ROYAL HOSPITAL PATIENT TRANSPORT BME SURVEY
NOVEMBER 2009 – CONDUCTED ON BEHALF OF ADULT SERVICES AND HEALTH OVERVIEW AND SCRUTINY
COMMISSION AND ITS REVIEW OF THE DERBY ROYAL INFIRMARY PATIENT TRANSPORT SERVICES**

Introduction:

We would like to thank Derby City Council (Council) for giving us the opportunity to participate in the Review of Services regarding Transport Services at Derby Royal Infirmary. We very much appreciate the Council offering citizens specifically from the Black and Minority Community to participate and have their say. We would like to give special thanks to participating citizens. We hope that this survey will offer some guidance and lead onto more quality transport services for the citizens of Derby City.

The Survey was conducted via email and in person at various grassroots community venues such as temples. We understand our survey was conducted simultaneously with that officially commissioned at Derby Link but we can reassure the reader that there is no duplicity because where Derby Link had ventured and conducted their survey we did not proceed in order to avoid duplicity. The preset criteria set was that we as DREC and DMN offer our view as to that quality of transport services. A subjective view could not be formed as we have no personal experience of being a beneficiary and being involved in any previous design of the service. Our agreed format was to gain the literal views of the BME community by way of questionnaire. This gave us the objective view. On the outset we had no intention to critically analyze the informed outcome data of our survey. There is no recommendations as this outcome summary hopes that recipients can self inform and further investigate any arising matter from our findings and if required recognize our expert input us as a future partner to work alongside to better inform and service the BME people of Derby City using the Derby Royal Transport services inter alia.

However, while we endeavored to stick to the questionnaire we could not help but make objective observations of what people, as a group, had said collectively. For examples at one African Caribbean provider centre **users said** that because of the lack of awareness they could not contact the hospital and arrange for transport to hospital and back, most of the users found it difficult in attending their hospital appointment on time. Sometimes, the project management had to transport the users to hospital using the project transport. The management stated that the experience is stressful to the users and that more information needs to be shared in terms of raising awareness of the existence of the transport service. Similar sentiments were observed at a South Asian group where in addition they stated that the Bus service was poor to their day activity centre and had used a member of their family to transport them to and from the hospital and interpret for them while at hospital. None interviewed had strong command of the English language. Some were familiar with the transport service but did not use it due to convenience of using a member of family and to avoid delays to and from hospital appointments as well as fulfilling language need.

The questionnaire contained 5 component parts ranging from personal information to patient views on the service. **In total 31 responses were received.** An literal outcome of questionnaire findings is set out below.

Part 1. Personal Information

Q1a: Age:

Age	Sample	%
18-53		
36-55	1	3
56-64	11	36
65-74	13	42
OVER 74	6	19

Q1b: GENDER

GENDER	Sample	%
Male	15	48
Female	16	52

Q1c. How would you describe your ethnicity?

Ethnicity	Sample	%
African Caribbean	17	55
Indian	13	42
British Citizen	1	3

**Part 2. Promotion of
The Service**

Part 2 contained 5 questions. Total questionnaires returned 31.

Q2a: Do you consider yourself to have a disability?

Disability	Sample	%
Yes	19	61
No	12	32

Q2b: Do you require help with transport to attend Hospital appointments?

Appointments	Sample	%
Yes	21	68
No	10	32

Q2c: Are you aware of the Patient Transport Service?

Aware	Sample	%
Yes	19	61
No	12	12

Q2d: If yes, how did hear/learn of the Patient Transport Service?

How hear/learn of PTS	Sample	%
GP surgery	9	29
Hospital	3	10
By appointment letter	4	13
Another place	4	13
No answer	11	35

Q2e: How were you given the information?

Information	Sample	%
Someone Told You	18	58
Letter	2	6
Leaflet	2	7
Other	1	3
No answer	8	26

Part 3. Access to the Service

Part 3 contained 7 questions. Total questionnaires returned 31.

Q3a: Do you use the Patient Transport Service?

Use PTS	Sample	%
YES	14	45
NO	16	52
No Answer	1	3

Q3b: How often do you use the service?

Often use the service	Sample	%
1 Week		
1 month	6	19
2 month	4	13
less often	6	19
No answer	15	49

Q3c: Who books the transport?

Who Books Transport	Sample	%
You	5	16
GP	1	3
Hospital	2	6
Friend/relative	5	16
No answer	17	56
GP/ Friend/relative	1	3

Q3d: How easy is it to make an appointment?

How Easy	Sample	%
Easy	2	6
Fai easy	11	35
Difficult	1	3
Very difficult		
No answer	17	56

Q3e: If you require the information in another format is it available in

Another Format	Sample	%
Language	6	19
Large print	2	6
Easy read	1	3
None Applicable	22	72

Q3f: If you require an interpreter is one available when you make appointments?

Available Interpreter	Sample	%
YES	12	31
NO	19	61

Q3g: Are able to book your journey home at the same time as your journey to the appointment?

Same Time Book Journey Home	Sample	%
YES	8	26
NO	12	39
No Answer	11	35

If No, how do you arrange your journey home? NB: Some statements received.

Not always as sometimes there is delays at hospital then get transport
Have to wait when they are running late
Sometimes I have to wait after the appointment and it takes very long
Have to tell hospital when arrive to book return journey. Not picked up once occasion due to driver given wrong address
Booked on arrival at appointment
I have to book in advance and have to go with others sometimes
Can be more on time and be able to book appointments in own language
Not Always
Need language interpreter

Part 4. Experience of Service

Part 4 contained 5 questions. Total questionnaires returned 31.

Q4a: How early do you arrive at the hospital before your appointment?

How early arrive at Hospital	SAMPLE	%
UPTO - MINS/HRS		
30	12	39
60	2	6
2	1	3
Longer		
No answer	16	52

Q4b: How long after your appointment do you have to wait for your journey home?

Wait – Journey Home	SAMPLE	%
UPTO MINS/HRS		
15	1	3
30	6	19
1	5	16
2	3	10
Longer		
No answer	16	52

Q4c: On average how long does your journey take?

Average Journey Take	SAMPLE	%
UPTO MINS/HRS		
	3	10
15	9	29
30	3	10
1	1	3
over 1 hr	15	48
No answer		

Q4d: Do you always get transport home?

Get Transport Home	SAMPLE	%
Yes	8	26
No	9	29
No answer	14	45

Q4e: What is your opinion of the Patient Transport Service?

Opinion	Sample	%
Excellent	1	3
Good	5	16
Fair	10	32
Poor		
No Answer	15	49

Part 5: Patient Views of the Services

Part 5 only contains the “views of the patients” i.e. on their quality experiences. Listed below is the responses received and they are inclusive those who directly used hospital transport services and those that were/are aware of the transport service,

Could be improved especially time getting home

Don't like when they are delays especially when I go home

My son in law takes to hospital appointment and helps tp speak on my behalf

I have got daughter to book appointment. I don't get information in Punjabi and have no interpreter

I don't use transport services because they charge for the service. I can't afford due to benefits not being paid. I am on pension

Appointment is pretty fair, but I find it difficulties to access the service transport always comes late

Staffs are very helpful and friendly. When phoning GP have to wait very long time. Have to phone for services 48hrs prior and never had written info about services.

No problems identified with services

Coming and sometimes being in time

Can be more on time and be able to book appointment in own language

I can't say because I do not hear about service

Transport Good

Was not aware of this service`

I only used the Ambulance transport home when I broke my knee. The drivers were lovely kind, helpful and polite good service

Now i am better i drive walk and sometimes use public transport

I haven't any view of the service as i did not know about it

I've never used the service as I do not know about service

Unaware of this service

Don't know much about this a service so I can't give my views but it is a very good service to have

it difficult for me to give my views as I don't really use the service

Good People

I twice needed service especially re this time when it is so difficult to get to the hospital

My daughter in law takes to hospital. I cannot speak proper English or read it. I don't know about the Patient Transport Service as information has not been given in any language

Too inconsistent especially waiting time going home. Sometimes Nurses are too busy working and do not understand me and keep telling to sit down.

It is difficult to catch the bus to Derby Royal Infirmary

	Children read information. Takes too long to pick up and spend time waiting around and use own transport to attend appts. Bus service is poor.
	Transport services charge £2.50p. Can't use car park i.e. No parking available. Use own car
	Have not used services. Need information.
	Need language interpreter. Need simple language info in English. Live alone.
	Do not have information about Derby Transport Services.

In conclusion we would like to offer many thanks to Tirathpal Naute, Health and Social Care Partnership Officer Derby Millennium Network, Kirit Mistry Director of DREC, Collins Ngome and Roger Simpson Derby Millennium Network for helping to carry out the survey questionnaire.