



Survey

Sick of Waiting is the campaign for reliable, accessible patient transport for everyone who needs it.

We've joined up with National Kidney Federation (NKF), Age UK London, The Greater London Forum for Older People, Healthwatch Newham and London Region National Pensioners Convention. We want to see minimum standards on things like waiting time and eligibility criteria written into patient transport contracts. We want to ensure that NHS Trusts have the power to hold to account the private companies who deliver patient transport. But we can't do it without you.

We want to hear your experience of patient transport.

1 Which hospital(s) was/were your appointment(s) at?

2 When you booked your appointment, were you informed of patient transport?

Yes No

3 If you were not eligible for patient transport, were you informed of the Healthcare Travel Costs Scheme (HTCS) which refunds the travel costs for some patients?

Yes No

We want to hear your experience of patient transport.

4 Have you used patient transport in the last two years?

- Yes No

a. How long do you normally have to wait to be taken home after your appointment by patient transport?

- 0-1h 1h-90mins 91mins-2h 2-3h 3-4h 4-5h 5h +

b. Thinking about the last two years, how long is the longest you've had to wait after an appointment for patient transport?

- 0-1h 1h-90mins 91mins-2h 2-3h 3-4h 4-5h 5h +

c. In the last two years, have you been late for an appointment due to patient transport?

- No
 Yes, and my appointment was shortened as a result
 Yes, and I had to wait to the end of the clinic list to be seen
 Other _____

d. In the last two years, have you missed an appointment due to patient transport?

- Yes No

i. If so, how many times?

- 1 2 3 4 5+

e. Were you satisfied with the service you received on your journey?

- | | |
|------------------------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Very unsatisfied | <input type="checkbox"/> Satisfied |
| <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Very satisfied |
| <input type="checkbox"/> Neither satisfied nor unsatisfied | |

f. Were you satisfied with the service you received when booking patient transport?

- | | |
|------------------------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Very unsatisfied | <input type="checkbox"/> Satisfied |
| <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Very satisfied |
| <input type="checkbox"/> Neither satisfied nor unsatisfied | <input type="checkbox"/> Other _____ |

5 Is there anything else you would like to tell us about your experience of patient transport or how you'd like it to improve ? (waiting area, booking experience, journey itself)

For those refused patient transport

6 In the last two years, have you been refused patient transport?

Yes No

a. On what grounds were you refused and how was this assessed?

b. How did you travel to hospital / back from hospital?

c. If you used a taxi, how much did you pay? _____

Optional

We'd like to stay in contact with you about the Patient Transport campaign and to follow up if we have questions about your experience of patient transport.

We'd also like to invite you to an Accountability Assembly we will be holding about Patient Transport this autumn (date tbc).

Title _____

First Name _____

Surname _____

Email address: _____

Phone Number: _____

Address

Postcode _____

Borough _____

Thank you for taking the time to complete the survey. Your answers will help make the case for a patient transport system that works for patients.

Do you know other people who have used patient transport in London? Please consider asking them to do the survey too.

If you have any further questions about the Sick of Waiting Campaign please contact Transport for All (020 7737 2339)

Please return survey to:

Transport for All, 336 Brixton Road, London, SW9 7AA

Transportforall
Accessible transport is our right

 London
age UK

 **nkf**
SUPPORTING KIDNEY PATIENTS

 **NPC**
NATIONAL
PAINWATER
CONVENTION



healthwatch
Newham