



Surrey HSC PTS Update



The presentation will cover:

- + Key Statistics and Performance
- + Patient Experience



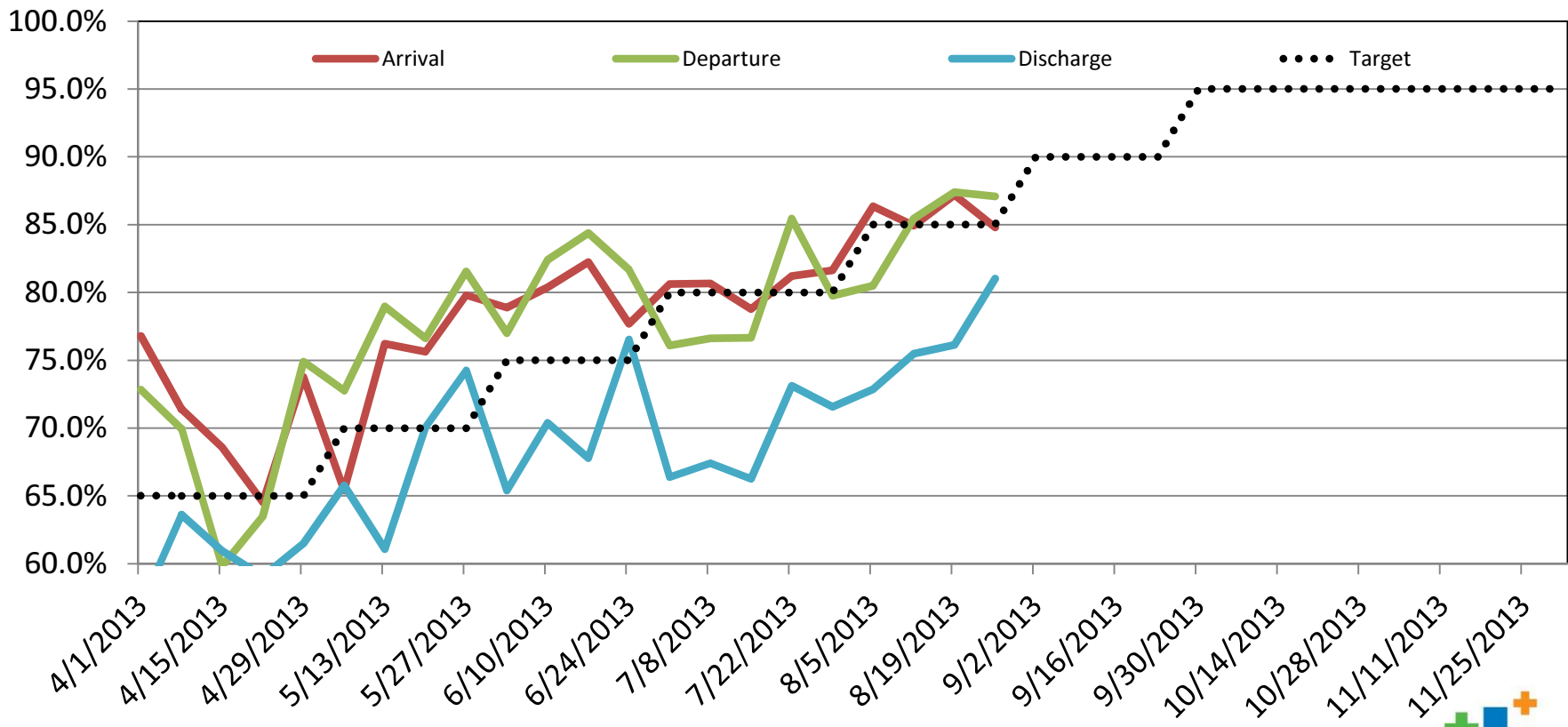
Key Statistics

- ✚ 69,251 Journeys (April 2013 – August 2013)
- ✚ 65 to 85% of all discharges are short notice On the Day requests
- ✚ 14% of all journeys are aborted
- ✚ 20% of all journeys have an escort



Key Statistics

SURREY PATIENT TRANSPORT SERVICE



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Key Statistics Related to Patient Experience

+ Clinical Quality and Patient Experience

+ 32 complaints – 0.05% of Journeys

+ Patient survey results

+ Of the 527 respondents, 92.9% were either very satisfied or satisfied with the service they received from SECAmb

+ 98.3% of the respondents perceived SECAmb staff to be both “Friendly” and “Helpful”

+ 75.5% of respondents perceived their transport had arrived within expected times



Questions