



Patient Story – Patient Transport Service

Lucy* has been using Patient Transport Services for a number of years now. Lucy has always had disabilities and has been a wheelchair user for the last two years.

Lucy is 40 years old and lives with her husband in East Yorkshire. On 24 December 2013, Lucy needed transport to attend the Rehabilitation Outpatients Clinic at Pinderfields and was highly delighted with the experience. Lucy wrote in to pass on her compliments:

“I am writing to give praise to one of your drivers who are based at Sutton Fields in Hull. His name is Peter. He picked myself and my husband up from Hull and took us to Pinderfields and back on 24/12/13. His manners were excellent, he was a pleasure to travel with, he made sure I felt comfortable and safe right throughout the journey and the same applied with my husband. He made us very welcome in his vehicle and had an excellent sense of humour.*”

“Please be sure to pass on our thanks to Peter for all he did that day. He is an employee who should be praised for his standard of care to his patients and is an asset to the company he works for. Many thanks to the ambulance service but most of all to Peter.”

When asked what was different about the way Peter was which made her experience such a pleasure, Lucy explained that Peter was very chatty and friendly – a bubbly character who was easy to approach. He took care to ensure she was strapped in properly, helped her from door-to-door and stayed with her when her husband had just gone to sort something out before their homeward journey. She said Peter was very interactive with her the whole of the time throughout the journey and made it a much more personal experience rather than just putting her in the vehicle and getting her out again and going off to his next job. Lucy has had experiences with other drivers who do not make conversation at all or ask if she is OK. Peter showed he cared how she was and asked if she was OK. Lucy explained that when you are disabled you are stigmatised and become invisible to a lot of people who tend to speak to the carer and not the person themselves. Lucy explained that Peter did not do this – he ensured he spoke to her the whole time and gave her his attention although he managed to do so at the same time as making her husband feel included too.

Lucy would like to add that she feels really grateful for the service and she would like us to give Peter a big pat on the back.

Learning points

- Patients compliments passed to PTS member of staff.
- Story being shared in PTS training to highlight an excellent patient experience.

**Names have been changed to retain anonymity.*