

About you...

How old are you?

What is your gender?

Do you consider yourself to have a disability?

Yes

No

What is your ethnicity?

What is your postcode?

And finally...

We don't just want to know when things go wrong, we also really want to know when we have done a good job so that this valuable feedback can be passed onto our staff. Please feel free to contact us with any compliments, comments or suggestions.

Our Promise To You

As always, we remain committed to providing excellent customer care to all of the patients that we transport however, we know we do not always get things right. On these occasions we welcome your feedback.

How to contact us

Visit us:

Please ask any member of staff to contact the Falck Manager who is based at the site.

Call us:

020 3326 1326

Our dedicated Patient Experience Team are available Monday to Friday 9am – 5pm (except Bank Holidays)

Email us:

Patientfeedback@medicalservicesuk.com

Write to us:

Falck
Patient Experience Team
Unit 65, Atcham Business Park
Shrewsbury
Shropshire
SY4 4UG

Please hand this completed survey back to a member of our staff.

If you require a version of this leaflet in large print or any other language please contact any member of the Patient Experience Team.



Parliamentary
and Health Service
Ombudsman

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Ombudsman
Millbank Tower, Millbank
London, SW19 4OP

T: 0345 015 4033
www.ombudsman.org.uk



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Patient Experience Team
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Shrewsbury, SY4 4UG

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We want your feedback and comments

NON EMERGENCY PATIENT TRANSPORT SERVICES

OCT2017V1



Falck

This short survey has been designed to help us understand how you use our Patient Transport Service. The valuable feedback that you provide will help us plan and improve our services.

Thank you for your time.

1. How likely are you to recommend our service to friends or family if they needed similar care or treatment?

- Extremely Likely Extremely Unlikely
 Likely Unlikely
 Impartial Don't Know

2. Thinking about your response, what is the main reason why you feel this way?

3. How often have you used Falck patient transport services in the last 6 months?

- Once 2-4 times
 5-7 times More than 7 times

4. Which hospital/clinic did you most recently attend using our transport service?

5. What was the reason for your journey?

- Cancer treatment Transfer to another hospital
 Dialysis treatment Discharge from hospital
 General Outpatient Patient

6. Who usually books your non emergency ambulance transport?

- GP Carer/ Relative
 Hospital Someone Else
 Yourself

7. If you booked the transport yourself, did you find it easy to do?

- Yes No
 Not applicable as I did not book the transport myself

If our service was poor, could you explain why

8. How would you describe the call handler you spoke to?

- Excellent Poor
 Good Very Poor
 Not applicable as I did not book the transport myself

If our service was poor, could you explain why

9. Did you arrive for your appointment on time?

- More than 30 mins early 15-30 mins late
 15-30 mins early 30-60 mins late
 On time More than 60 mins late
 Not applicable as I was not attending an appointment

10. How long after your appointment did you wait to be collected?

- More than 30 mins early 15-30 mins late
 15-30 mins early 30-60 mins late
 On time More than 60 mins late
 Not applicable as I was not attending an appointment

11. Was the vehicle suitable for your needs?

- Yes No

12. Was the vehicle clean and tidy?

- Yes No

13. Was the vehicle driven carefully?

- Yes No

14. Were you treated with kindness, dignity and respect at all times by our staff?

- Yes No

Do you have any comments regarding our staff?

15. Overall how would you describe the quality of service you received?

- Excellent Good
 Poor Very Poor

16. Do you have any other comments regarding our service?