

How's the service?

Patient Transport is provided by G4S on behalf of the NHS clinical commissioning groups in Kent and Medway. G4S promises Patient Transport will be safe, secure and reliable. Your opinion will help us deliver a good service.

If any of your answers are "disagree" or "strongly disagree" please enter your booking reference number in the comments section, so that we can investigate how the service has disappointed you.

Please take five minutes to answer the following questions by placing a tick in the relevant circle

1. We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed to use a similar service?

— — — — —

EXTREMELY LIKELY LIKELY NEITHER LIKELY OR UNLIKELY UNLIKELY EXTREMELY UNLIKELY DON'T KNOW

2. When you booked the transport, your call was answered quickly and you were given a clear explanation of the eligibility process.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

7. The member of staff driving you to your appointment was polite and courteous at all times, offering assistance where needed.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

3. You were contacted prior to your appointment to confirm the transport.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

8. You felt safe and comfortable throughout your journey.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

4. You arrived at your appointment on time.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

9. Additional comments (optional)

5. If not, someone informed you that your transport was running late.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

6. The ambulance you travelled in was clean and tidy.

— — —

STRONGLY AGREE AGREE DISAGREE STRONGLY DISAGREE

Thank you for taking the time to complete this survey. This ensures we can continue to improve our service.

YOU CAN POST THIS FORM OR ALTERNATIVELY
SIMPLY HAND IT TO YOUR DRIVER

AFFIX
STAMP
HERE

Kent and Medway PTS Contract
Swift House
18 Hoffmanns Way
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