

## Patient Transport Service – Bury Users to Hospital or Clinic

*Please do not enter any confidential or sensitive information. All responses are anonymous and the results will be confidential.*

We are looking for people who can answer “yes” to the following three questions:

1. Do you live in Bury or have a Bury GP?
2. Have you had a hospital or clinic appointment since 1<sup>st</sup> April 2011?
3. Do you need assistance to make journeys to a hospital or clinic?

WHY?

Because in April 2011, the conditions for access to ambulance transport were changed and user representatives at Bury LINKs and at GM Neurological Alliance want to understand how this new system is working and whether it is creating any problems for users.

*Please answer the questions below by ticking the circle next to your answer or by writing in the space provided.*

### 1. How many hospital or clinic appointments have you attended since 1<sup>st</sup> April 2011?

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*(If more than one visit, please answer all the following questions about your most recent visit)*

### 2. Which hospital or clinic did you attend?

- Fairfield General
- North Manchester
- Rochdale Infirmary
- Royal Oldham
- Health Centre or Out-of-Bury hospital *(please give name in either case)*

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**3. How did you get there?**

- By ambulance/ambulance car (*go to question 4*)
- By car, driven by you (*go to question 7*)
- By car, other driver (*go to question 7*)
- By bus (*go to question 7*)
- By taxi (*go to question 7*)
- On foot (*go to question 7*)
- Other (*please say how, then go to question 7*)

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**4. If you went by ambulance or ambulance car, how was it booked?**

- By your GP
- By the clinic
- Via the referral booking centre
- Other (please give details)

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**5. How satisfied were you with the way the booking was made?**

- Very Dissatisfied
- Dissatisfied
- Acceptable
- Satisfied
- Very Satisfied

**6. Were the staff helpful?**

- Yes
- No (If No, please give details)

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**7. If you did not travel by ambulance or ambulance car, were you refused ambulance transport?**

- Yes (*go to question 8*)
- No (*go to question 10*)

**8. Did you understand why you were refused?**

Yes

No (*If No, please add comment*)

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**9. Were you offered advice about other ways of getting to the hospital or clinic?**

Yes (*please comment*)

No (*please comment*)

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**10. Were you satisfied with the way you got to the hospital or clinic?**

Yes

No (why not?)

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**11. Are you male or female?**

Male

Female

**12. What is your age?**

16 – 30

31 – 50

51 – 70

71 – 80

Over 80

**13. Please state what kind of clinic you attended? (For example, orthopaedic, cardiac, cancer, neurology etc)**

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*Please return your completed questionnaire to:*

***Bury LINK, 3 Manchester Road, BURY BL9 0DR or***

***GMNA, Innovation Forum, Frederick Road, SALFORD M6 6FP***

***Thank you very much for your help***