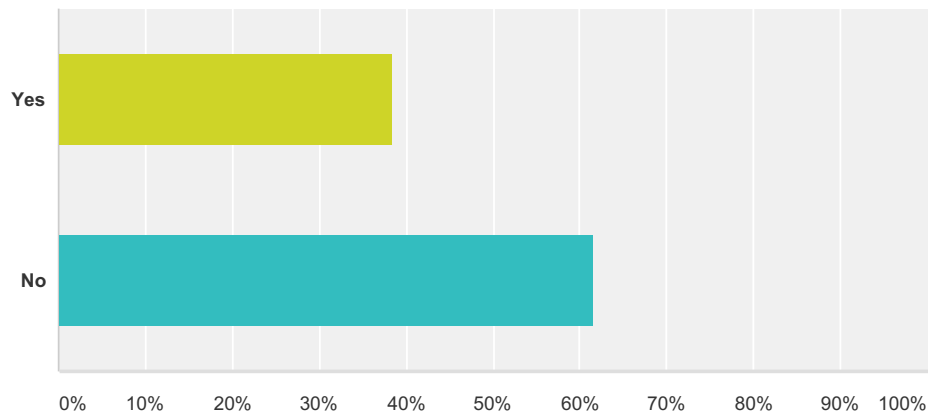


Q1 Have you used NEPTS in the last 12 months?

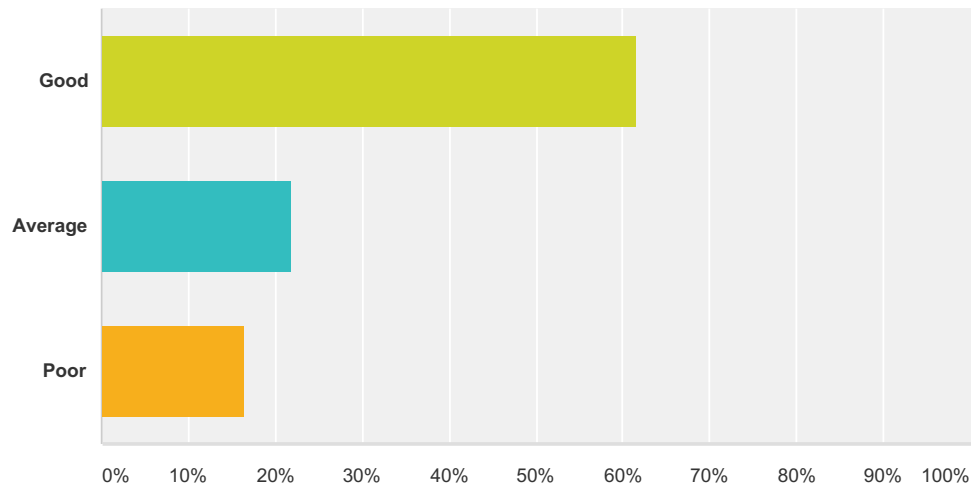
Answered: 361 Skipped: 57



Answer Choices	Responses	
Yes	38.50%	139
No	61.50%	222
Total		361

Q2 If you answered yes to Q1, how was your experience of this service?

Answered: 146 Skipped: 272



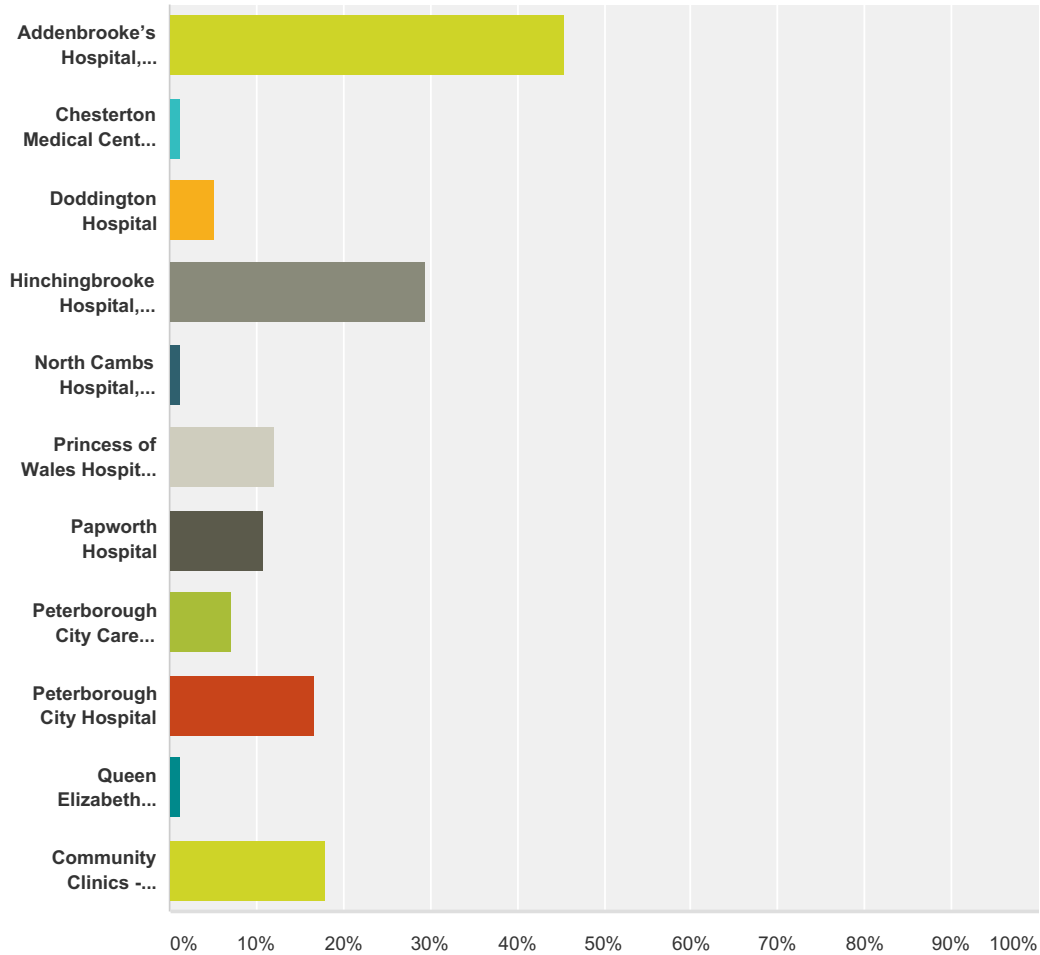
Answer Choices	Responses
Good	61.64% 90
Average	21.92% 32
Poor	16.44% 24
Total	146

Q3 Do you have any suggestions for improving the service?(Please write them in this box)

Answered: 171 Skipped: 247

Q4 If you answered yes to Q1, which of the following did you visit? Please tick all that apply.

Answered: 156 Skipped: 262



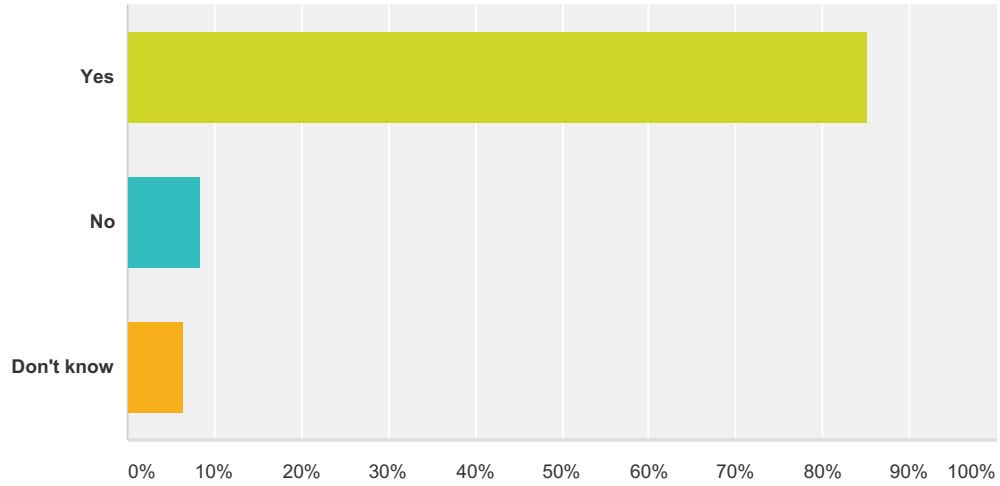
Answer Choices	Responses
Addenbrooke's Hospital, Cambridge	45.51% 71
Chesterton Medical Centre, Cambridge	1.28% 2
Doddington Hospital	5.13% 8
Hinchingbrooke Hospital, Huntingdon	29.49% 46
North Cambs Hospital, Wisbech	1.28% 2
Princess of Wales Hospital, Ely	12.18% 19
Papworth Hospital	10.90% 17
Peterborough City Care Centre	7.05% 11
Peterborough City Hospital	16.67% 26
Queen Elizabeth Hospital, Kings Lynn	1.28% 2

Non-Emergency Patient Transport Services (NEPTS) consultation

Community Clinics - Please state the location of the community clinic in the box below	17.95%	28
Total Respondents: 156		

Q5 Would you, as a patient or health professional, be happy with one point of contact to book the transport?

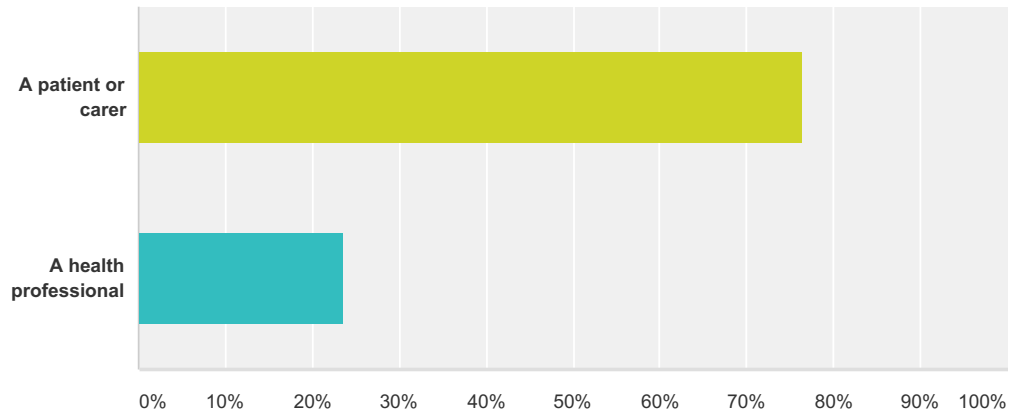
Answered: 337 Skipped: 81



Answer Choices	Responses
Yes	85.16% 287
No	8.31% 28
Don't know	6.53% 22
Total	337

Q6 Are you?

Answered: 317 Skipped: 101



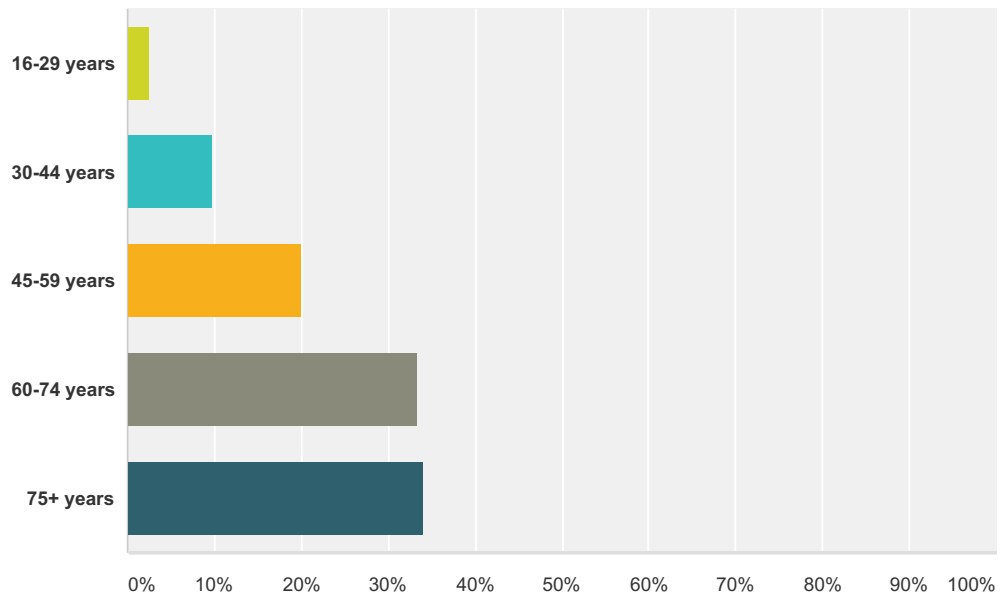
Answer Choices	Responses	
A patient or carer	76.34%	242
A health professional	23.66%	75
Total		317

Q7 If you have any other comments you would like to make please write them here.

Answered: 128 Skipped: 290

Q8 Can you tell us which of the following age bands you belong to?

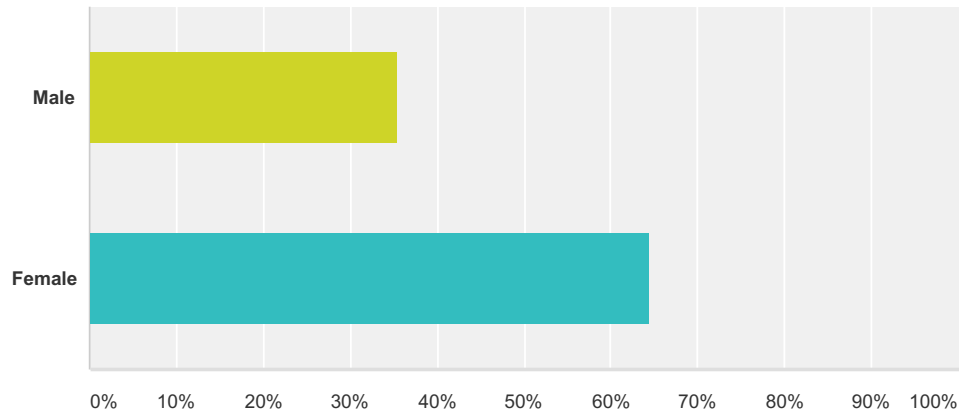
Answered: 323 Skipped: 95



Answer Choices	Responses
16-29 years	2.48% 8
30-44 years	9.91% 32
45-59 years	20.12% 65
60-74 years	33.44% 108
75+ years	34.06% 110
Total	323

Q9 Are you...

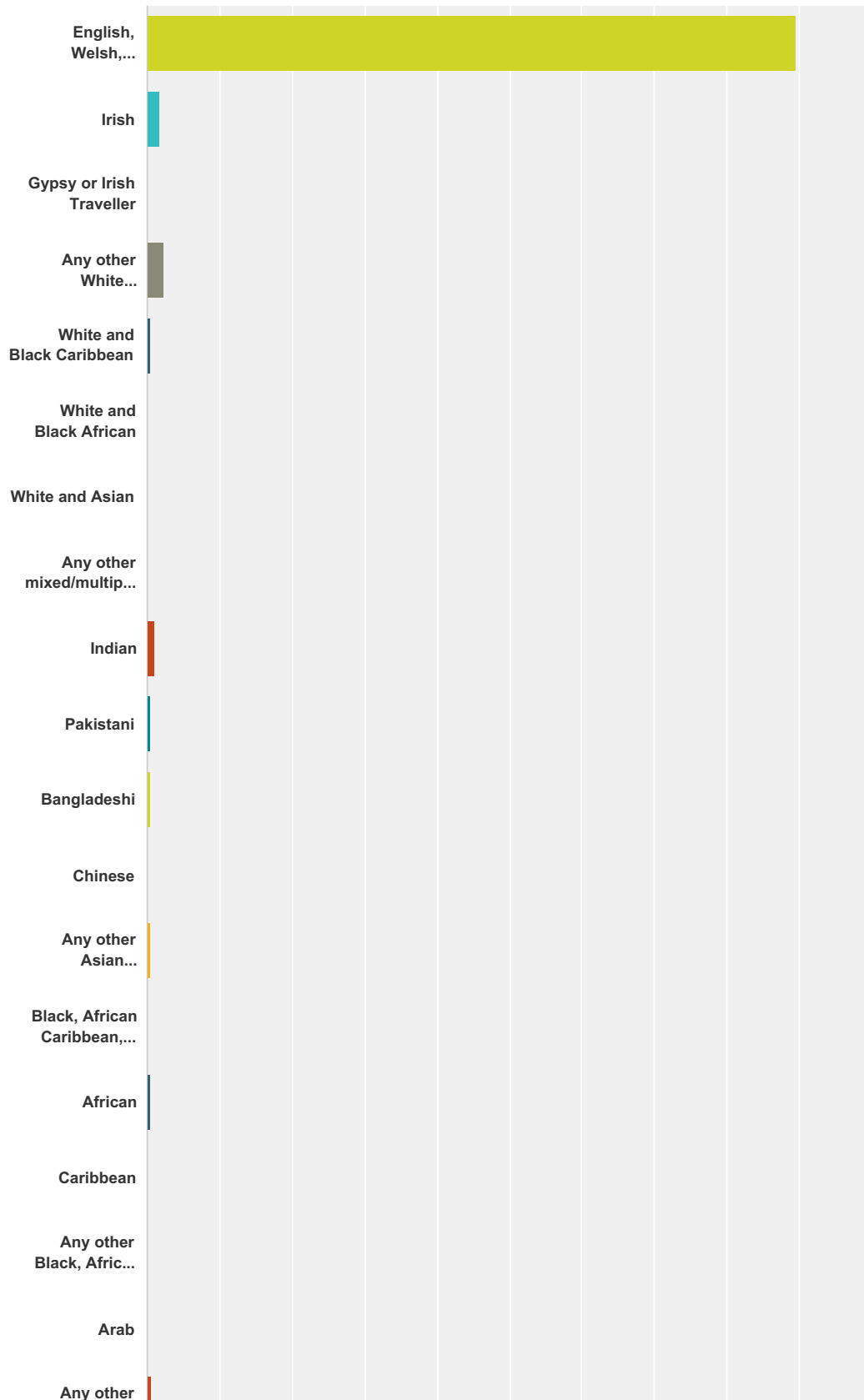
Answered: 299 Skipped: 119



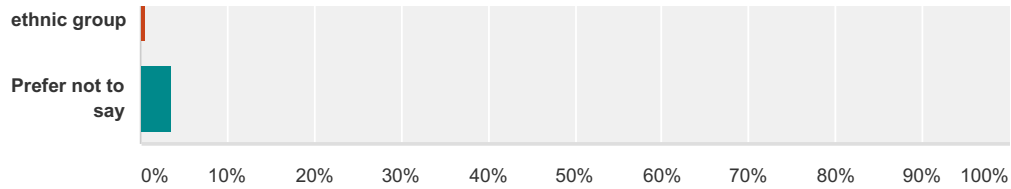
Answer Choices	Responses	
Male	35.45%	106
Female	64.55%	193
Total		299

Q10 Which of the following best describes your ethnic background? **White**

Answered: 317 Skipped: 101



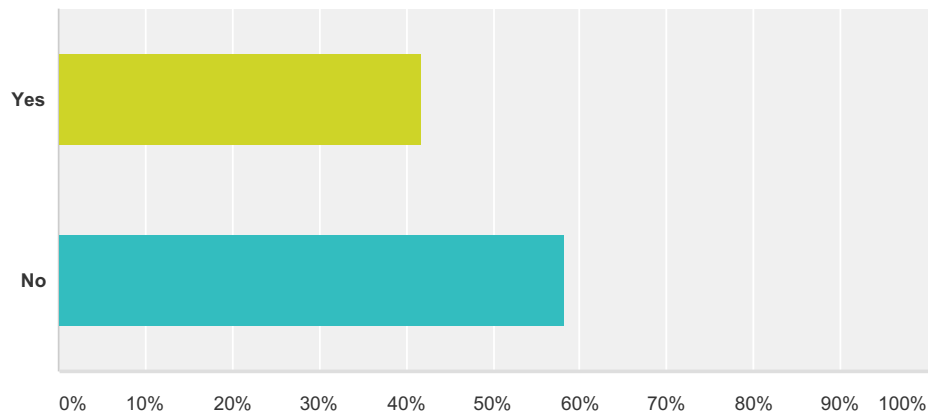
Non-Emergency Patient Transport Services (NEPTS) consultation



Answer Choices	Responses	
English, Welsh, Scottish,Northern Irish or British	89.59%	284
Irish	1.58%	5
Gypsy or Irish Traveller	0.00%	0
Any other White backgroundMixed/multiple ethnic groups	2.21%	7
White and Black Caribbean	0.32%	1
White and Black African	0.00%	0
White and Asian	0.00%	0
Any other mixed/multiple ethnic backgroundAsian/Asian British	0.00%	0
Indian	0.95%	3
Pakistani	0.32%	1
Bangladeshi	0.32%	1
Chinese	0.00%	0
Any other Asian backgroundBlack/African/Caribbean/Black British	0.32%	1
Black, African Caribbean, Black British	0.00%	0
African	0.32%	1
Caribbean	0.00%	0
Any other Black, African, Caribbean backgroundOther Ethnic Group	0.00%	0
Arab	0.00%	0
Any other ethnic group	0.63%	2
Prefer not to say	3.47%	11
Total		317

Q11 Do you consider yourself to have a disability?

Answered: 304 Skipped: 114



Answer Choices	Responses	
Yes	41.78%	127
No	58.22%	177
Total		304

Q12 Do you have any particular needs with regard to Non-Emergency Patient Transport that you would like to make us aware of?

Answered: 123 Skipped: 295

Q13 Finally, please could you tell us the first part of your postcode? (first four characters only)

Answered: 315 Skipped: 103