

Standard Patient Experience Report: Emergency Services Continuous Survey

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Report Period: 1st to 10th January 2017

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Results for January 2017

Response

401 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st and 10th January 2017.

116 responses were received over the following four week period. This equates to a 28.9% response rate.

The format of this report has changed in accordance with the new operational areas within the Trust and is grouped into the following 3 areas:

Norfolk, Suffolk & Cambridgeshire = (NSC)

Bedfordshire & Hertfordshire = (Beds & Herts)

Essex = (Essex)

Completion

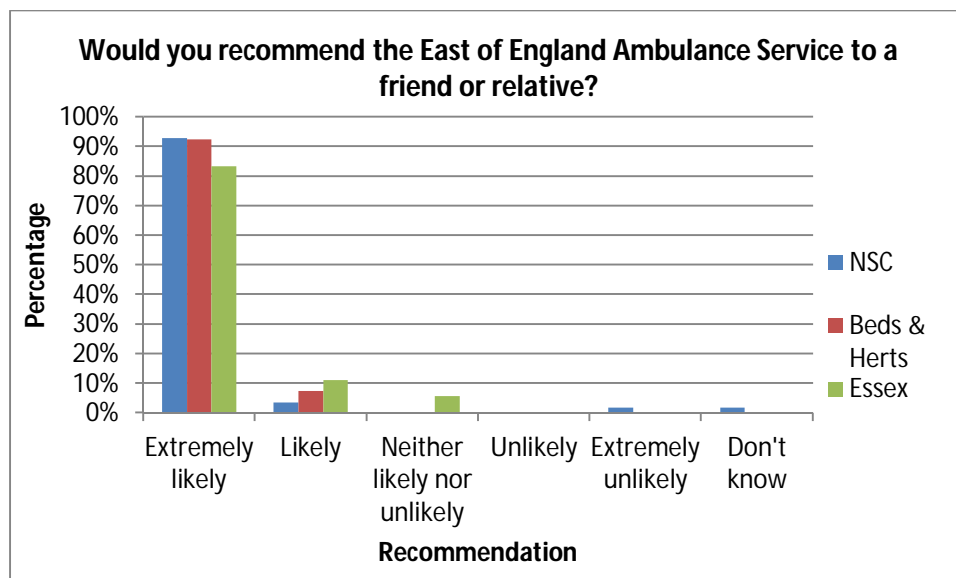
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	52 (92.9%)	37 (92.5%)	15 (83.3%)	104 (91.2%)
Likely	2 (3.6%)	3 (7.5%)	2 (11.1%)	7 (6.1%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	1 (5.6%)	1 (0.9%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Don't know	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	56	40	18	114
No reply to question	2	0	0	2

NHS England guidelines now state that the FFT score should move away from a net promoter scoring system (Subtracting the proportion of respondents who provided 'neither likely nor unlikely,' 'unlikely' and 'extremely unlikely' responses from the proportion of patients who provided 'extremely likely' responses) and instead be replaced with the percentage of respondents that either would recommend/would not recommend the service (Recommend percentage = Extremely likely / Total number of responses x 100, Not recommend percentage = Extremely unlikely / Total number of responses x 100)

97.4% of patients who responded to this question and had used the Trust's ES during the month of January 2017 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. One patient responded that they would be 'extremely unlikely' but no patients responded that they would be 'unlikely' to provide a recommendation.

Bar chart illustrating the results of Q1:



Q2 – Whose views are being reported in this questionnaire?

Response	Operational Area				Overall Key Performance Indicator (KPI)
	NSC	Beds & Herts	Essex	Total	
The view of the patient	35 (62.5%)	23 (59.0%)	15 (88.2%)	73 (65.2%)	62/64 (96.9%)
The view of someone acting on behalf of the patient	21 (37.5%)	16 (41.0%)	2 (11.8%)	39 (34.8%)	33/33 (100%)
Total number of responses	56	39	17	112	97
No reply to question	2	1	1	4	15

The Key Performance Indicator (KPI) is used as a method of calculating the overall satisfaction of the patient in relation to the service they have received. The KPI result is calculated by dividing the proportion of 'very satisfactory' and 'satisfactory' responses (numerator) by the overall number of responses (denominator), multiplied by 100.

Results

Q3 – Please tell us if you had contact with any of the following health care providers before contacting the ambulance service for this incident?

(All answer types are listed, some multiple answers)

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
GP Surgery	9 (15.3%)	12 (30.8%)	0 (0.0%)	21 (18.1%)
NHS 111 Service	13 (22.0%)	7 (17.9%)	11 (61.1%)	31 (26.7%)
Out of Hours Doctor's Service	3 (5.1%)	2 (5.1%)	2 (11.1%)	7 (6.0%)
A walk in centre	1 (1.7%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Pharmacy	2 (3.4%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
The ambulance service were the first health care provider contacted	23 (39.0%)	14 (35.9%)	5 (27.8%)	42 (36.2%)
Other	8 (13.6%)	4 (10.3%)	0 (0.0%)	12 (10.3%)
Total number of responses	59	39	18	116
No reply to question	7	7	2	16

Examples of comments received from patients in relation to this question can be found below:

- "Pendant alarm service." (Patient 11)
- "Red cross or St Johns." (Patient 34)
- "Unaware of who was contacted and by who." (Patient 65)
- "District nurse." (Patient 168)
- "Sheltered housing - emergency contact cord." (Patient 112)
- "Surgery doctor." (Patient 74)
- "Careline." (Patient 148 & 165)
- "None, 999." (Patient 111)
- "Family." (Patient 107)
- "Personal care alarm pressed." (Patient 96)
- "Medical alert." (Patient 122)
- "Care home staff." (Patient 35)
- "My Daughter." (Patient 81)
- "Cardiology." (Patient 144)

Q4 – How would you rate the handling of your call?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	39 (78.0%)	25 (78.1%)	10 (58.8%)	74 (74.7%)
Acceptable	8 (16.0%)	6 (18.8%)	5 (29.4%)	19 (19.2%)
Fairly acceptable	1 (2.0%)	1 (3.1%)	0 (0.0%)	2 (2.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	2 (11.8%)	2 (2.0%)
Very unacceptable	2 (4.0%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
Total number of responses	50	32	17	99
Unable to say	5	1	0	6
No reply to question	3	7	1	11

Q5 – How would you describe the length of time you waited for the ambulance service to arrive?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	25 (46.3%)	23 (65.7%)	9 (50.0%)	57 (53.3%)
Acceptable	20 (37.0%)	7 (20.0%)	2 (11.1%)	29 (27.1%)
Fairly acceptable	3 (5.6%)	3 (8.6%)	4 (22.2%)	10 (9.3%)
Unacceptable	5 (9.3%)	1 (2.9%)	1 (5.6%)	7 (6.5%)
Very unacceptable	1 (1.9%)	1 (2.9%)	2 (11.1%)	4 (3.7%)
Total number of responses	54	35	18	107
Unable to say	1	0	0	1
No reply to question	3	5	0	8

Q6 – Did the ambulance service staff introduce themselves to you?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	55 (100%)	33 (100%)	17 (100%)	105 (100%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	55	33	17	105
Unable to say	0	1	0	1
No reply to question	3	6	1	10

Q7 – How would you describe the attitude of the ambulance service staff that attended you?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very professional	55 (100%)	35 (100%)	18 (100%)	108 (100%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	55	35	18	108
Unable to say	0	0	0	0
No reply to question	3	5	0	8

Q8 – Did the ambulance service staff treat you with dignity and respect?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	57 (100%)	37 (97.4%)	17 (94.4%)	111 (98.2%)
Yes, to some extent	0 (0.0%)	1 (2.6%)	1 (5.6%)	2 (1.8%)
No, I was not treated with dignity and respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	57	38	18	113
Unable to say	0	0	0	0
No reply to question	1	2	0	3

Q9 – Did the ambulance service staff treat you with privacy?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	56 (100%)	35 (97.2%)	17 (100%)	108 (99.1%)
Yes, to some extent	0 (0.0%)	1 (2.8%)	0 (0.0%)	1 (0.9%)
No, I was not treated with privacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	56	36	17	109
Unable to say	1	1	0	2
No reply to question	1	3	1	5

Q10 – Did you feel that you could trust the ambulance service staff?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	57 (100%)	37 (100%)	17 (100%)	111 (100%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, I did not feel that I could trust the ambulance service staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	57	37	17	111
Unable to say	0	0	0	0
No reply to question	1	3	1	5

Q11 – Did the ambulance crew explain your care and treatment to you in a way that was easy to understand?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	53 (98.1%)	31 (86.1%)	17 (94.4%)	101 (93.5%)
Yes, to some extent	0 (0.0%)	5 (13.9%)	1 (5.6%)	6 (5.6%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, no explanation was given	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	54	36	18	108
Unable to say	3	0	0	3
No reply to question	1	4	0	5

Q12 – Did the ambulance service staff give you a choice of treatment?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	33 (70.2%)	18 (60.0%)	12 (66.7%)	63 (66.3%)
Yes, to some extent	5 (10.6%)	7 (23.3%)	2 (11.1%)	14 (14.7%)
No, I was not given any choice	2 (4.3%)	2 (6.7%)	2 (11.1%)	6 (6.3%)
No, I did not receive any treatment	7 (14.9%)	3 (10.0%)	2 (11.1%)	12 (12.6%)
Total number of responses	47	30	18	95
Unable to say / No treatment was given	5	4	0	9
No reply to question	6	6	0	12

Q13 – How involved do you feel you were in the decisions made regarding your care?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very involved	47 (85.5%)	27 (77.1%)	16 (88.9%)	90 (83.3%)
Fairly involved	7 (12.7%)	7 (20.0%)	2 (11.1%)	16 (14.8%)
Not involved	1 (1.8%)	1 (2.9%)	0 (0.0%)	2 (1.9%)
Total number of responses	55	35	18	108
Unable to say	2	2	0	4
No reply to question	1	3	0	4

Q14 – Were you satisfied with the care you received from the ambulance service staff?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	48 (90.6%)	34 (94.4%)	16 (94.1%)	98 (92.5%)
Satisfied	5 (9.4%)	2 (5.6%)	1 (5.9%)	8 (7.5%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	53	36	17	106
No care was given	0	0	0	0
Unable to say	0	1	0	1
No reply to question	5	3	1	9

Q15 – Did the ambulance service staff make an assessment of your pain?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	37 (75.5%)	29 (82.9%)	11 (64.7%)	77 (76.2%)
No	1 (2.0%)	1 (2.9%)	0 (0.0%)	2 (2.0%)
No, but it was obvious I was not in pain	11 (22.4%)	5 (14.3%)	6 (35.3%)	22 (21.8%)
Total number of responses	49	35	17	101
Unable to say	2	1	0	3
No reply to question	7	4	1	12

Q16 – Did the ambulance service staff give you any pain relief?

(All answer types are listed, some multiple answers)

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
I was not experiencing any pain	16 (32.7%)	15 (45.5%)	7 (41.2%)	38 (38.4%)
I declined pain relief	4 (8.2%)	3 (9.1%)	0 (0.0%)	7 (7.1%)
Yes	10 (20.4%)	5 (15.2%)	5 (29.4%)	20 (20.2%)
No	19 (38.8%)	10 (30.3%)	5 (29.4%)	34 (34.3%)
Total number of responses	49	33	17	99
Cannot remember/unable to say	4	4	0	8
No reply to question	5	5	1	11

Q17 – How would you describe the comfort of your journey in the ambulance?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	25 (64.1%)	14 (51.9%)	6 (50.0%)	45 (57.7%)
Comfortable	12 (30.8%)	8 (29.6%)	5 (41.7%)	25 (32.1%)
Fairly Comfortable	1 (2.6%)	3 (11.1%)	1 (8.3%)	5 (6.4%)
Uncomfortable	1 (2.6%)	2 (7.4%)	0 (0.0%)	3 (3.8%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	27	12	78
Unable to say	0	1	0	1
I wasn't transported by ambulance	14	7	5	26
No reply to question	5	5	1	11

Q18 – How would you describe the following?

The appearance of ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	52 (100%)	35 (97.2%)	17 (100%)	104 (99.0%)
Fairly acceptable	0 (0.0%)	1 (2.8%)	0 (0.0%)	1 (1.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	52	36	17	105
Unable to say	0	0	0	0
No reply to question	6	4	1	11

The cleanliness of equipment used by ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	48 (100%)	28 (96.6%)	15 (100%)	91 (98.9%)
Fairly acceptable	0 (0.0%)	1 (3.4%)	0 (0.0%)	1 (1.1%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	48	29	15	92
Unable to say	1	1	1	3
No reply to question	9	10	2	21

The cleanliness of the interior of the ambulance:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	39 (100%)	24 (96.0%)	12 (100%)	75
Fairly acceptable	0 (0.0%)	1 (4.0%)	0 (0.0%)	1
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	25	12	76
Unable to say	9	5	3	17
No reply to question	10	10	3	23

Q19 – How would you describe the service you received in relation to your expectations?

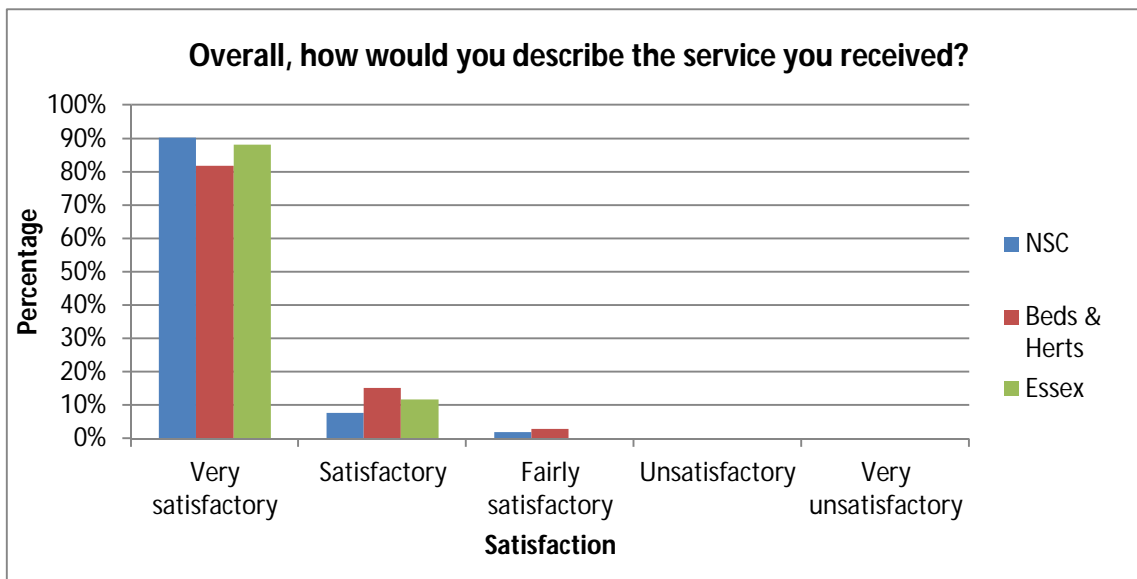
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	23 (44.2%)	15 (44.1%)	8 (47.1%)	46 (44.7%)
Met my expectations	29 (55.8%)	17 (50.0%)	9 (52.9%)	55 (53.4%)
Reasonably met my expectations	0 (0.0%)	2 (5.9%)	0 (0.0%)	2 (1.9%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	52	34	17	103
No reply to question	6	6	1	13

Q20 – Overall, how would you describe the service you received?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	46 (90.2%)	27 (81.8%)	15 (88.2%)	88 (87.1%)
Satisfactory	4 (7.8%)	5 (15.2%)	2 (11.8%)	11 (10.9%)
KPI Result – (Very satisfactory & satisfactory/Total number of responses)	50/51 (98.0%)	32/33 (97.0%)	17/17 (100%)	99/101 (98.0%)
Fairly satisfactory	1 (2.0%)	1 (3.0%)	0 (0.0%)	2 (2.0%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	51	33	17	101
No reply to question	7	7	1	15

99 (98.0%) of respondents to this question and had used the Trust's ES during January 2017 rated the service received as being either 'satisfactory' or 'very satisfactory.' Two respondents felt that the service they received was 'fairly satisfactory' and no patients rated the service as being either 'unsatisfactory' or 'very unsatisfactory'.

Bar chart illustrating the results of Q20:



Additional Comments

Patient Number	Area	SLM Area	CAD	Positive comments
150	NSC	West Norfolk	0301170754	Cannot remember crew names, but was looked after very well by both. Thanks.
11	Beds & Herts	North Bedfordshire	0201170052	A first class service already.
31	Beds & Herts	South Bedfordshire	0401170085	They done a good job from the 111 to the doctor at priory Dunstable to the hospital. Could not ask for more.
100	Beds & Herts	West Hertfordshire	0401173178	Not at all. They were very experienced and very friendly.
33	Essex	Mid Essex	0101172196	You could not have improved my experience, except for the long wait for my x-ray to be done. I do understand you were very busy.
66	NSC	West Norfolk	1001170806	My husband is a very ill man, he is nearly 86. He's got lots of problems. His mind has nearly gone - almost deaf and blind, he's got a stoma bag as well. My daughter in law rang up that morning they arrived within 5 mins. Marvellous treatment, they soon got him on his feet laughing. They told him he is to use all the while in the bungalow and when he goes out somebody has to go with him. Everything went off fine - they all went away happy. We could not find fault with the treatment. Everything was 1st class. Many thanks.
23	NSC	West Norfolk	0501172337	Nothing, it was a fantastic service. A difficult and upsetting situation. Was made as easy as possible.
168	NSC	South Cambridgeshire	0501172431	Extremely pleased with the assistance received by such understanding and helpful staff. Please pass on mine and my family's thanks for the fantastic service provided. Keep up the brilliant work.
112	NSC	North East Hertfordshire	0501171573	Cannot think of any way.
74	Beds & Herts	North East Hertfordshire	0101172789	All care was taken, no improved would have helped.
46	NSC	East Norfolk	0701171383	Your handling of my case was first class. I cannot fault it in any way. Thank you so much.
11	NSC	West Norfolk	0401170408	No I am happy with the ambulance service. They gave me a thorough check over and they would come again if I needed them.
87	Beds & Herts	West Hertfordshire	0201172815	You cannot improve on perfection.
6	Essex	Mid Essex	0101171075	No very satisfied, many thanks.

111	NSC	East Suffolk	0601172592	Everyone reacted as soon as they could. I was quickly sent to hospital re.vomiting blood. I got the best of attentive care - "worth their weight in gold."
110	Beds & Herts	North East Hertfordshire	0501172675	In my 35 years I had not ride in an ambulance ever. I was very pleased with help of two very nice people. Good driving on blues and two. Thank you all (plus rapid response lady also).
54	NSC	West Norfolk	0801173212	Not really, they were very professional, polite and explained everything to me as they went along examining my husband and telling me what and why they were doing it. Very satisfied with the service.
2	Beds & Herts	North Bedfordshire	0101171491	All fine thanks.
1	Beds & Herts	North Bedfordshire	0101171081	Many thanks to the 2 ambulance people I was a bit frightened but was soon put at ease by the care received again thank you.
65	Beds & Herts	North Bedfordshire	0801172004	I don't know how it can be improved "if it ain't broke don't fix it."
60	Beds & Herts	North Bedfordshire	0701170407	No improvement necessary.
51	Beds & Herts	North Bedfordshire	0601171024	My mother's carers called the ambulance twice in the last couple of months and her care call line called them once. I attended all these occasions and could not fault the service. They have earned my respect and thanks.
211	NSC	West Norfolk	1001171022	Nothing could be improved on I was very impressed with the care towards myself and my father by the paramedics. My father who is in his 80's didn't want to go in the ambulance and be checked over so the paramedic went out to talk to him with a blanket and persuaded him to sit in the ambulance with me talked to him whilst I was being checked over they then checked him as well I was very reassured to us as we were both shaken up. I wish to thank the paramedic crew personally for looking after both of us.
194	NSC	South Cambridgeshire	0701170745	Have already complimented the two paramedics involved in caring for my husband. They were exceptionally kind to our learning disabled daughter - enclosed is a picture she has done for each of them to thank them for caring for her daddy.
130	Beds & Herts	West Hertfordshire	0701173126	I am the wife of the patient, who suffered an epileptic seizure. This was only the second grand mal he had had. As he was very confused and unaware of what was happening he did not give the ambulance staff an easy time. They looked after him well in doing various tests and transporting him to hospital and looking after him before being transported to the hospital staff.
2	Essex	Mid Essex	0101171060	Can't think of any.

121	NSC	East Suffolk	0701173203	I have no experience of being transferred to hospital. However I could not have been treated better. The ambulance came within 20 minutes and my treatment could not have been any better.
55	Beds & Herts	North Bedfordshire	0601171003	I don't think anything could have been done any better it was quick and efficient, with great care taking care of my husband.
13	Essex	South West Essex	0101170367	Having only using your ambulance service for the first time we both (my husband and I) thought that the expertise that the two paramedics (name and name) who attended me were both excellent.
70	Essex	South West Essex	0101174643	No the service we received was as good as could be - well done everybody.
81	NSC	East Suffolk	0301172384	The two paramedics that attended me were marvellous, they were kind attentive and tested every outlook of my problem. They even saw me up to my bedroom safety was their concern.
47	Beds & Herts	North Bedfordshire	0601172212	The ambulance service provides the best care available within the NHS above and beyond the call of duty if only that care was continued when in Bedford hospital; PPU Elizabeth wards have a lit to improve to match the ambulance service. Please give special thanks to the two staff who took my mum back to the birches on 10/1/17 at 7pm excellent care and consideration.
92	Beds & Herts	North East Hertfordshire	0301170440	No the ambulance people where very kind and very efficient.
37	Beds & Herts	North Bedfordshire	0401173423	We were highly impressed with the speed efficiency and manner of service.
157	NSC	North Cambridgeshire	0401171628	My experience on this day was very good I don't think it could have been improved I was very happy with the care shown to me.
167	NSC	West Hertfordshire	0501170010	Service outstanding.
82	NSC	East Suffolk	0401173377	It was because the ambulance staff alerted us to the fact that as a diabetic it was noticeable that my mother was not on metformin that were able to follow this up. She had correctly been taken off this due to kidney problems, but it had not been replaced which probably contributed to her hospital admission. The hospital did not pick it up - so without the ambulance staff, it may not have been put right and further problems caused - thank you.

Patient Number	Area	SLM Area	CAD	Mixed/Neutral comments
77	NSC	East Suffolk	0301171769	Time taken to attend.
15	NSC	West Norfolk	2401172692	As an ambulance service you provide the means to get injured to hospital. The initial assessment is very good, time factor is poor! My experience, covering 36 years, allows me to put forward a means to cut down on downtime! Poor waiting - it could improve.
200	NSC	South Cambridgeshire	0801172964	Only was unable to extract blood from left arm. Changed to right ok. Painkillers given on entry to ambulance.
26	NSC	West Norfolk	0501171527	I was told there would be a 4 hour wait for an ambulance but it arrived after about 1 ½ hours. Still rather a long wait! The ambulance staff were very apologetic but it's not their fault.
104	Beds & Herts	West Hertfordshire	0401172706	It was a very cold morning so the ambulance was also cold which didn't help, also no way to rest his head as we rushed to the hospital was quite uncomfortable - pot holes - not your fault.
39	Beds & Herts	North Bedfordshire	0501172193	I was transported in the ambulance on the bed. The bed was positioned with my feet towards the back doors of the ambulance. I informed the ambulance man (name) that I suffer from car sickness and I found travelling backwards made me feel sick. I think it would have been better to travel facing forwards. I understand this may not be possible due to equipment etc. but just something to think of in the future planning of an ambulance.
56	Beds & Herts	North Bedfordshire	0701171505	My wife was on the floor outside on a cold winters day for 1 hour before a paramedic arrived he was unable to move her but had a thermal blanket and gone got gas and air, we had to wait a further hour for a fully crewed ambulance arrived, she is still in hospital 6 weeks later.
23	Beds & Herts	South Bedfordshire	0301170681	The guys were great so cannot say they could be improved other than they had to come over when we had none available in Leighton Buzzard as the cars are not available that is unacceptable for a town preparation of Leighton Buzzard.

Patient Number	Area	SLM Area	CAD	Negative comments
165	NSC	North Essex	0501173647	Please improve on the excessive delay in reaching people in need as I waited 4 hours for an ambulance to reach me.
74	Essex	South West Essex	0101172038	You could have improved my experience. I had a fall at 9am and each time I rang for the ambulance I was told not to move. Consequently I sat on the floor from 9am to 5pm when a paramedic friend said I could sit in a chair. The ambulance finally came at 11pm and got me to hospital at midnight and after an x ray it was discovered I had fractured my pelvis. Certainly was not a very good experience.
108	NSC	East Suffolk	0601172371	My name is (name), I am the husband of (name) whom you attended at the request of her nursing home, in the early hours of Saturday 14th Jan 2017, because she was having extreme difficulty breathing. I understand from my verbal discussions with the nursing home staff that your people did nothing for my wife on this occasion and I would like to know if this is true if so why?
152	NSC	North Cambridgeshire	0401173414	Prior to an ambulance coming out. When I rang 999 I thought I was having a heart attack, explained to the operator and then had to wait an hour for them to call me back which was a worrying at the time in case it had turned out to be a heart problem.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	26 (52.0%)
Female	24 (48.0%)
Total number of responses	50
Declined to answer question	0
No reply to question	4

Age

Age	Total
Range	-1 to 95 years
Mean	69 years
Median	73 years
Mode	84 years
Total number of responses	109
Declined to answer question	0
No reply to question	7

Ethnicity

Ethnicity	Total
White British	49 (98.0%)
Any other mixed background	1 (2.0%)
Total number of responses	50
Declined to answer question	0
No reply to question	4

Religion or Belief

Religion or Belief	Total
Christian	37 (77.1%)
Jewish	2 (4.2%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (12.5%)
Other	3 (6.3%)
Total number of responses	48
Declined to answer question	1
No reply to question	6

Example of comments received from the patients who responded 'other' in answer to this question can be found below:

- *"Christian, spiritualist." (Patient 111)*
- *"C.O.E." (Patient 211)*
- *"Socialist." (Patient 60)*

Sexual Orientation

Sexual Orientation	Total
Heterosexual	39
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Total number of responses	39
Declined to answer question	1
No reply to question	13

- *"Normal women." (Patient 13)*

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	14 (25.9%)
Physical impairment	9 (16.7%)
Sensory impairment	5 (9.3%)
Long standing condition	13 (24.1%)
Learning disability	0 (0.0%)
Mental health disorder	2 (3.7%)
Other	11 (20.4%)
Total number of responses	54
Declined to answer question	1
No reply to question	11

Examples of comments received from the patients who responded 'other' in answer to this question can be found below:

- *"Brain stem stroke - a side weakness." (Patient 11)*
- *"Intestine trouble. Infection." (Patient 31)*
- *"Pacemaker." (Patient 33)*
- *"Dementia."(Patient 77)*
- *"COPD, asthma." (Patient 200)*
- *"Asthma, Rheumatism." (Patient 6)*
- *"Very bad right hand, cannot do up buttons and shoelaces. Cannot write properly. Broken bone in neck." (Patient 52)*
- *"Visual impaired (stroke)." (Patient 1)*
- *"Slight hearing loss + epileptic." (Patient 130)*
- *"MS." (Patient 165)*
- *"Being treated with chemo for breast cancer." (Patient 92)*

Are you married or in a civil partnership?*(All answer types are listed, some multiple answers)*

Married/Civil partnership	Total
Yes, I am married or in a civil partnership	31 (67.4%)
No, I am not married or in a civil partnership	10 (21.7%)
Other	5 (10.9%)
Total number of responses	46
Declined to answer question	0
No reply to question	8

All five patients who replied 'other' to this question advised that they had been 'widowed'.

Are you currently pregnant or had a child within the last twelve months?*(All answer types are listed, some multiple answers)*

Pregnancy/had a child within last 12 months	Total
No, I am not pregnant	34 (70.8%)
No, I do not have a child under 12 months old	12 (25.0%)
Yes, I am currently pregnant	1 (2.1%)
Yes, I have a child under 12 months old	1 (2.1%)
Total number of responses	48
Declined to answer question	2
No reply to question	17

Are you or have you been undergoing gender reassignment?

Gender Reassignment	Total
Yes, I am currently going through gender reassignment	0 (0.0%)
No, I have not or am not currently undergoing gender reassignment	39 (100%)
Total number of responses	39
Declined to answer question	0
No reply to question	15

Did you require any of the following information in a different format to assist you with access to the service?

Format	Total
I did not require a different format	74 (98.7%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	0 (0.0%)
Large Print	1 (1.3%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)
Total	75
Do not wish to declare	1
Did not answer	40

Examples of comments received from the patients who responded to this question can be found below:

- *“Large print would have helped.” (Patient 11)*

Impact on the service received

Impact on Service	Total
No	84 (97.7%)
Yes, in a positive way	1 (1.2%)
Yes, in a negative way	1 (1.2%)
Total	86
Did not answer	30

84 (97.7%) patients felt that the service they received was not affected by any of the aforementioned strands of diversity. One patient responded that the service they received was affected in a positive way and also one patient answered that the service they received was affected in a negative way. 30 patients did not answer this question.

The below comment was also received in relation to this question:

- *"Thanks for letting me answer questions." (Patient 11)*
- *"I was extremely impressed with the care and service provided and the lady who went out of her way to help me."(Patient 7)*

Aftercare

Following this survey; 15 letters of appreciation and two questionnaires which contained comments of concern were received. These were all passed to the Patient Experience Department (Bedford) for further action as appropriate.