



Patient Experience Report

Emergency Clinical Advice and Triage (ECAT)

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Report Period: January and February 2021

Date of Report: May 2021

EEAST: ECAT

Quarter 4 (Jan & Feb-21)

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Emergency Clinical Advice and Triage (ECAT) patient experience results for January and February 2021:

Introduction

In light of the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has temporarily ceased the undertaking of patient experience postal surveys. However, it is crucial that the Trust continues to provide patients with the opportunity to provide feedback in relation to the service received, especially during this unprecedented time. Listening to patient feedback enables the Trust to identify what is working well but also to highlight the areas which may require service improvement.

Therefore, although postal surveys have been halted, the continuous patient experience survey for the Emergency Clinical Advice and Triage (ECAT) Service has been uploaded onto the Trust's public website, enabling patients to feedback on their experiences.

This report summarises the results of EEAST's ECAT patient experience survey, for patients who had been triaged by the service during January and February 2021. The objective of the ECAT survey is to establish patient satisfaction with the services provided by the Trust, to involve patients in the healthcare and service received and to continuously monitor the quality of the care and service provided.

Sample

The ECAT online survey is undertaken by way of a self-selected sample (the online survey is available for any patient to complete via EEAST's public website). However, given the initial low number of online submissions, a random sample of patients who have been triaged by the ECAT Service is now collated each month, and these patients are posted a letter inviting them to take part in the online survey. Patient information cards to signpost the online survey are also provided to patients who have been attended by an ambulance. Most patients choose to complete the survey online, but patients are also provided with the option to complete a paper survey if preferred. Any paper survey returns have also been included in this report.

It is not possible to calculate the overall response rate for the ECAT online survey, as although the number of invitation letters posted has been recorded, it is not clear how many patient information cards have been provided to patients by the ambulance service

staff. A number of online submissions have also been completed by patients who independently found the survey.

Methodology

The ECAT continuous survey is available on the EEAST's public website for patients to complete at any time. The online surveys have been promoted using a variety of methods, such as via the Trust's social media channels and patient information cards (which include the web address and QR code) to signpost the online survey. The patient information cards have been distributed across the region and ambulance service staff have been asked to provide these to patients following their contact with the service, for the patient to then complete and submit in their own time.

The Patient Survey Team also undertake a monthly random sample collection of emergency services patients who have been triaged by the ECAT Service (obtained using Siren and Cleric and provided by the Trust's Information Management Team). Patient samples are traced using the Demographics Batch Service (DBS), and any deceased patients are removed from the sample. A letter (based on the patient information card) is then posted to each patient, inviting them to feedback via the online survey on the Trust public website (the invitation letter also provides the option for the patient to request a paper survey if preferred). The patient invitation letter provides a unique reference number for the patient to enter when completing the survey, this enables the submission to be linked to the sample sheet and separated by Sustainability and Transformation Partnership (STP) area. The online survey also includes the option for patients to provide the first half of their postcode, which allows the results to be separated by area. However, where this information has not been provided, the area is recorded as 'unknown.'

Overall Satisfaction

Overall, 87.0% of patients who responded to the overall satisfaction (Friends and Family Test) question and had been triaged by EEAST's ECAT Service rated the service received as being either 'good' or 'very good.' 85.0% of patients also advised that their expectations were 'met' or 'exceeded.'

Results

The results to the survey have been grouped into the below STP areas where possible:

Bedfordshire and Luton = (Beds & Luton)

Cambridgeshire and Peterborough = (Cams & Peterborough)

Hertfordshire and West Essex = (Herts & West Essex)

Mid and South Essex = (Mid & South Essex)

Norfolk and Waveney = (Norfolk & Waveney)

Suffolk and North East Essex = (Suffolk & North East Essex)

How did you hear about the survey?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cams & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
I received a letter through the post	3 (75.0%)	2 (100%)	4 (100%)	2 (100%)	9 (100%)	1 (100%)	0 (0.0%)	21 (91.3%)
I was provided with a patient information card	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
I found the survey through the EEAST website	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Via social media	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	2 (8.7%)
Through word of mouth	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	4	2	4	2	9	1	1	23

No reply to question	0	0	0	0	0	0	0	0
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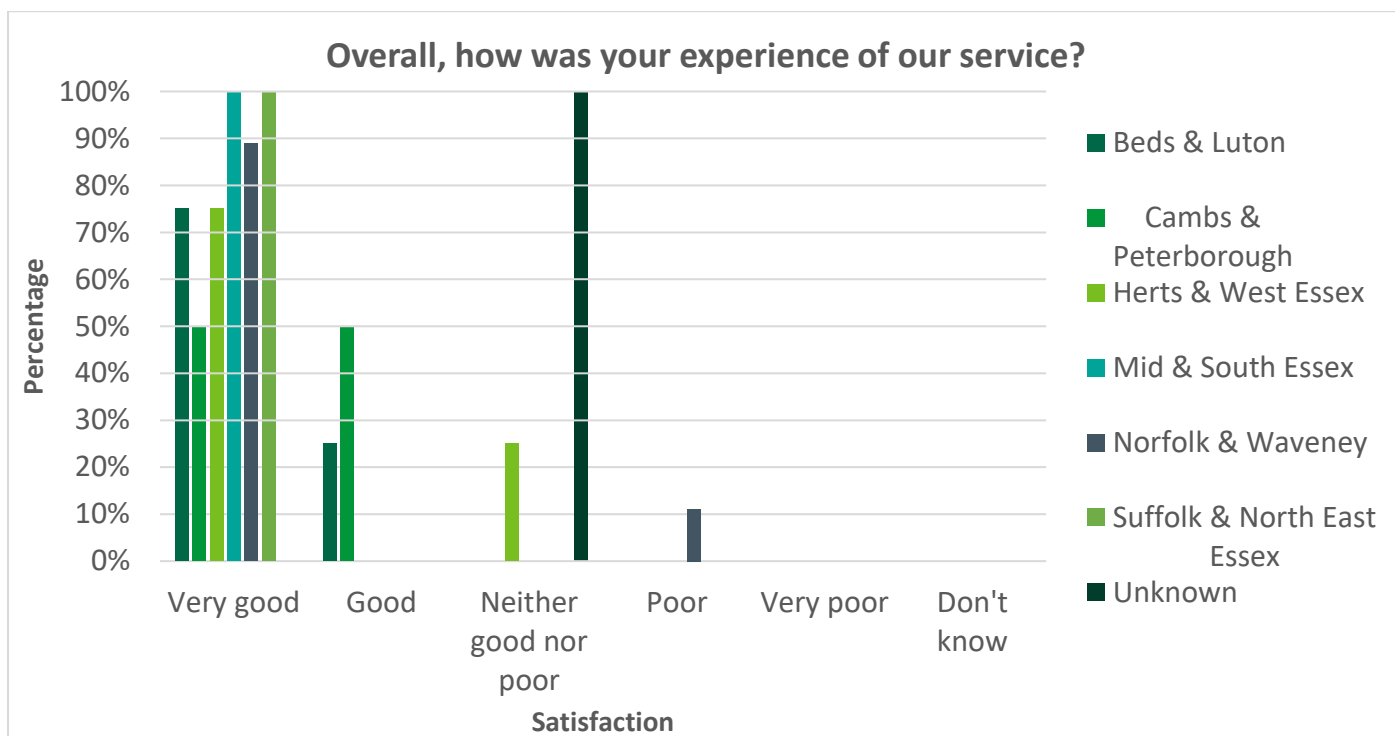
Q1 – Overall, how was your experience of our service?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	3 (75.0%)	1 (50.0%)	3 (75.0%)	2 (100%)	8 (88.9%)	1 (100%)	0 (0.0%)	18 (78.3%)
Good	1 (25.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (8.7%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	2 (8.7%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (11.1%)	0 (0.0%)	0 (0.0%)	1 (4.3%)
Very poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	4	2	4	2	9	1	1	23
No reply to question	0	0	0	0	0	0	0	0

The Friends and Family Test (FFT) score is calculated in line with the updated NHS England guidelines: providing the percentage of patients who responded that their experience of the service was either 'good' or 'very good'

Overall, 87.0% of patients who responded to the above question and had been triaged by the Trust's ECAT Service between the 1st January to the 28th February 2021 rated the service they received as being either 'good' or 'very good.'

Bar chart illustrating the results of question one:



Additional comments received to the open-ended question:

“Please can you tell us why you gave this answer?”

Patient number	Month	STP Area	Comments received
1	January	Norfolk & Waveney	<p>After requesting an ambulance TWICE with 999 (and requesting once with 111) on January 9th this year, both times I was assessed as not requiring an ambulance by the call centres. I was in excruciating pain and this was conveyed to the teams by both my wife, and myself when able to speak through the pain. Yesterday on Monday 22nd February, the pains returned, and this time an ambulance was dispatched via the emergency paramedics, and while at hospital I was diagnosed with kidney stones. Hence the extreme amount of pain I was in on the first occasion in January. I would like to add though, that when the emergency paramedics arrived and the main ambulance crew turned up later, the care and treatment was first class, and I was extremely happy with the service provided. This statement is also true regarding the excellent care and treatment received at the Norfolk and Norwich hospital I was taken to.</p>
4	January	Beds & Luton	<p>The lady I spoke to on the phone (I wish I could remember her name) was so kind, patient and understanding.</p>

Patient number	Month	STP Area	Comments received
5	January	Norfolk & Waveney	I am unfortunately a frequent caller with ongoing medical issues and the majority of the time when I call needing assistance, I receive a positive and courteous experience.
2	January	Herts & West Essex	I was 11 week pregnant. Bleeding heavily. Because I was tested positive for covid 19, my bleeding being ignored until the very last minute. I am very sure my unborn child could have been saved if I have received service a day before when I just spotting only. I Had no one to take me to hospital and I was unable to get cab because I was positive I have been asked to wait at least 5 hrs by 999 advisor before ambulance can take me to the hospital. I was in pain, bleeding heavily and mentally breaking because I was losing my child who didn't get any care because of my covid.
3	January	Mid & South Essex	I feel the service was the best.
7	January	Herts & West Essex	On arrival the two ambulance staff were very polite, they introduced themselves and started to examine me and made me feel at ease, they were very professional. They were talking to me and my wife and confirmed we did the right thing in contacting the emergency services. They treated me with dignity and kindness and when they left I felt much more comfortable.

Patient number	Month	STP Area	Comments received
8	January	Norfolk & Waveney	The ambulance came very quickly. The two paramedics responded rapidly to the situation. They were very friendly and supportive. My husband had very little energy to do what was asked but their patience was amazing. We were very happy with them.
9	January	Herts & West Essex	I was treated very well by courteous & professional paramedics.
13	February	Norfolk & Waveney	A sensible approach had been used as to whether an Ambulance was required. It was ascertained that we could easily get to the hospital and that we were able to direct ourselves more quickly to the department we required than waiting for an ambulance. This saved us time, gave us peace of mind more quickly and equally saved time and Nhs resources. It also allowed us to access the resource in the hospital that was quiet without having where resources were short/limited. Whilst this may not be the right way for everyone to reach the hospital - it is a great way of directing resources effectively.
14	February	Norfolk & Waveney	I could not have wished for a better service the Ambulance Crew were Amazing The two Guys calmed me helped with the pain straight away and all me needs, right up to arriving At the Paget I can only say they are a credit to the service as are many more.

Patient number	Month	STP Area	Comments received
12	February	Beds & Luton	Because they help me very quick and good condition.
15	February	Cambridge & Peterborough	Good assessment of risk. Started responding on a cat 1 but downgraded when I regained consciousness.
17	February	Norfolk & Waveney	Paramedics were excellent very thorough and patient.
18	February	Norfolk & Waveney	Excellent care and service. Real understanding of the pain and concern.
19	February	Herts & West Essex	The ambulance was unable to go to Harlow because backlog of Covid ambulances, had to divert to Stevenage got there very quickly.
20	February	Mid & South Essex	I was made to feel comfortable whilst going through this experience. All members of the crew were friendly and helpful.
22	February	Norfolk & Waveney	Have to have this service many times and the crews are wonderful.

Q2 – Whose views are being reported in this questionnaire?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
The view of the patient	2 (50.0%)	2 (100%)	4 (100%)	2 (100%)	6 (75.0%)	0 (0.0%)	0 (0.0%)	16 (76.2%)
The view of someone acting on behalf of the patient	2 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	0 (0.0%)	1 (100%)	5 (23.8%)
Total number of responses	4	2	4	2	8	0	1	21
No reply to question	0	0	0	0	1	1	0	2

Q3 – Was the ambulance service the first place you contacted for help with your condition?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes	0 (0.0%)	1 (50.0%)	1 (25.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (100%)	4 (20.0%)
No	4 (100%)	1 (50.0%)	3 (75.0%)	2 (100%)	5 (83.3%)	1 (100%)	0 (0.0%)	16 (80.0%)
Total number of responses	4	2	4	2	6	1	1	20
Unable to say	0	0	0	0	1	0	0	1
No reply to question	0	0	0	0	2	0	0	2

Q4 – Before contacting the ambulance service, where did you go, or contact for help with your condition?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Camb & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
An NHS walk-in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
An A&E department	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Minor Injuries Unit (MIU)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
An Urgent Care Centre (UCC)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
An out of hours GP or another out of hour's service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A local GP surgery	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	0 (0.0%)	0 (0.0%)	3 (18.8%)
The NHS 111 telephone service	3 (75.0%)	1 (100%)	3 (100%)	2 (100%)	4 (66.7%)	0 (0.0%)	0 (0.0%)	13 (81.3%)
Somewhere else	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	4	1	3	2	6	0	0	16
Unable to say	0	0	0	0	0	0	0	0
No reply to question	0	1	1	0	3	1	1	7

The below comment was also received in relation to the above question:

- *“Nhs 111 doctor called ambulance for me.” (Patient 2, January, Herts & West Essex)*

Q5 – Why did you call the emergency service following your contact with the service above?

(All answer types are listed, some multiple answers)

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
The service above referred me to the emergency services	3 (60.0%)	1 (100%)	2 (100%)	2 (100%)	1 (100%)	0 (0.0%)	0 (0.0%)	9 (81.8%)
I couldn't contact the service above	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
I couldn't get an appointment	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
The wait for the service above was too long	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
My condition became worse	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
A different reason	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	5	1	2	2	1	0	0	11
Unable to say	0	0	0	0	1	0	0	1
No reply to question	0	1	2	0	7	1	1	12

The below comments were also received in relation to the above question:

- *“Age 92 and need help to walk etc.” (Patient 22, February, Norfolk & Waveney)*
- *“After talking to me, NHS 111 Doctor said he will send ambulance for me as I need to go to hospital asap.” (Patient 2, January, Herts & West Essex)*

Q6 – Before your call to the ambulance service, had you previously received advice/treatment about the same condition, or something related to it?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes, within the previous week	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	3 (25.0%)
Yes, between one week and one month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Yes, more than a month earlier	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
No	1 (33.3%)	2 (100%)	1 (100%)	0 (0.0%)	2 (66.7%)	1 (100%)	1 (100%)	8 (66.7%)
Total number of responses	3	2	1	1	3	1	1	12
Don't know / can't remember	1	0	0	0	0	0	0	1
No reply to question	0	0	3	1	6	0	0	10

Q7 – What was the outcome of your call with the ambulance service?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cams & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
An ambulance crew or paramedic came	1 (25.0%)	1 (50.0%)	3 (100%)	2 (100%)	3 (60.0%)	0 (0.0%)	0 (0.0%)	10 (55.6%)
The ambulance service arranged an appointment with another health care professional	1 (25.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	3 (16.7%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)
You were given advice on how to care for yourself / the person you were calling for	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	2 (11.1%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Other	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	2 (11.1%)
Total number of responses	4	2	3	2	5	1	1	18
No reply to question	0	0	1	0	4	0	0	5

The below comments were also received in relation to the above question:

- *“They said an ambulance was not required, as it was not urgent enough.” (Patient 1, January, Norfolk & Waveney)*
- *“Crew came at least after 2-3 hours.” (Patient 2, January, Herts & West Essex)*
- *“They provided advice but also agreed to refer me to a doctor on call - they also stated that if my condition worsened even slightly that I was to ring 999 and get ambulance to come to me.” (Patient 21, February, Beds & Luton)*

Q8 – If treated over the phone, was it possible to follow the advice given?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes	3 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (60.0%)
No	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)
Other	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (20.0%)
Total number of responses	3	0	1	0	0	1	0	5
Not applicable	1	2	1	0	3	0	1	8
No reply to question	0	0	2	2	6	0	0	10

The below comment was also received in relation to the above question:

- “They dealt with a panicked father very calmly.” (Patient 23, February, Suffolk & North East Essex)

Q9 – Which service did the ambulance service advise seeing / arrange an appointment with?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
A GP at your local doctor’s surgery	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (10.0%)
An out of hours service e.g. GP	1 (25.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (20.0%)
Hospital, including accident and emergency services	1 (25.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	3 (30.0%)
Community care service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (10.0%)
Some other service	1	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	0 (0.0%)	3 (30.0%)
Total number of responses	4	2	0	0	3	0	1	10
Not applicable	0	0	1	0	0	0	0	1
No reply to question	0	0	3	2	6	1	0	12

Q10 – Did the ambulance service explain why an ambulance would not be sent on this occasion?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cams & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes	3 (100%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	1 (100%)	7 (70.0%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
An ambulance was sent to me	0 (0.0%)	1 (50.0%)	1 (100%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	3 (30.0%)
Total number of responses	3	2	1	0	3	0	1	10
No reply to question	1	0	3	2	6	1	0	13

Q11 – Did you agree with the decision not to send an ambulance?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes	3 (100%)	1 (100%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	5 (62.5%)
No	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (100%)	3 (37.5%)
Total number of responses	3	1	1	0	2	0	1	8
Unable to say	1	0	0	0	0	0	0	1
No reply to question	0	1	3	2	7	1	0	14

The below comments were also received in relation to the above question:

- *“Because at the time I was in excruciating pain and unable to function normally.” (Patient 1, January, Norfolk & Waveney)*
- *“I needed ambulance immediately, but caller said services are pretty busy.” (Patient 2, January, Herts & West Essex)*
- *“The patient ended up in hospital a week later as was not safe at home.” (Patient 11, February, unknown area)*

Q12 – Was another health care professional contacted within 48 hours about the same condition?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes	2 (66.7%)	1 (50.0%)	1 (100%)	1 (100%)	3 (100%)	0 (0.0%)	1 (100%)	9 (81.8%)
No	1 (33.3%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (18.2%)
Total number of responses	3	2	1	1	3	0	1	11
Unable to say	1	0	0	0	0	0	0	1
No reply to question	0	0	3	1	6	1	0	11

Q13 – If yes, which health professional was contacted?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cams & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Ambulance service via 999	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A GP at your local surgery	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	2 (20.0%)
An out of hours GP or another out of hours service	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	2 (20.0%)
NHS 111	1 (33.3%)	1 (100%)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (30.0%)
Hospital, including accident and emergency services	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	2 (20.0%)
Community care services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (10.0%)
Other healthcare professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	3	1	1	1	3	0	1	10
Unable to say	0	0	0	0	0	0	0	0
No reply to question	1	1	3	1	6	1	0	13

Q14 – How would you describe the service you received in relation to your expectations?

Response	STP Areas							January and February 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Exceeded my expectations	2 (50.0%)	1 (50.0%)	2 (50.0%)	1 (50.0%)	5 (71.4%)	0 (0.0%)	0 (0.0%)	11 (55.0%)
Met my expectations	2 (50.0%)	1 (50.0%)	1 (25.0%)	1 (50.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	6 (30.0%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (5.0%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	2 (10.0%)
Total number of responses	4	2	4	2	7	0	1	20
Unable to say	0	0	0	0	0	0	0	0
No reply to question	0	0	0	0	2	1	0	3

Please tell us about anything we could have done better:

Patient number	Month	STP Area	Comments received
1	January	Norfolk & Waveney	I understand that we are in a pandemic, and I also understand that there are some people that just contact the emergency services for trivial and unrelated incidents, but when someone is in that much pain they are literally crying in pain and unable to do ANYTHING, I feel that more compassion could have been shown and an ambulance sent out, or a paramedic in a car as a minimum to assess the situation. When I was seen by the emergency paramedics yesterday regarding this, they said that it was necessary that I attended the hospital, as it could have been kidney stones (which it was) or something else like the pancreas which would require attention. This is why I am so furious with the first incident in January.
13	February	Norfolk & Waveney	A couple of the questions were repeated. I was ok with this because I understand that not getting the triage right could put people's lives at risk. The para made is decision was on the money and so would recommend more confidence in their decision. 👍
14	February	Norfolk & Waveney	Nothing at all.
19	February	Herts & West Essex	Got pain relief ---not an option in the question.

Demographics and Equality and Diversity Information

Age

Age	Total
0 – 15 years	1 (4.5%)
16 – 24 years	0 (0.0%)
25 – 34 years	3 (13.6%)
35 – 44 years	7 (31.8%)
45 – 54 years	1 (4.5%)
55 – 64 years	4 (18.2%)
65 – 74 years	4 (18.2%)
75 – 84 years	1 (4.5%)
85 years +	1 (4.5%)
Total number of responses	22
Declined to answer question	0
No reply to question	1

Gender

Gender	Total
Male	9 (42.9%)
Female	12 (57.1%)
Prefer to self-describe	0 (0.0%)
Total number of responses	21
Declined to answer question	0
No reply to question	2

Ethnic Group

Ethnic Group	Total
White	19 (86.4%)
Asian / Asian British	3 (13.6%)
Black / African / Caribbean / Black British	0 (0.0%)
Mixed / multiple ethnic groups	0 (0.0%)
Other	0 (0.0%)
Total number of responses	22
Declined to answer question	0
No reply to question	1

Religion or Belief

Religion or Belief	Total
Christian	12 (57.1%)
Hindu	1 (4.8%)
Jewish	0 (0.0%)
Muslim	2 (9.5%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (28.6%)
Other	0 (0.0%)
Total number of responses	21
Declined to answer question	1
No reply to question	1

Sexual Orientation

Sexual Orientation	Total
Heterosexual	16 (94.1%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (5.9%)
Other	0 (0.0%)
Total number of responses	17
Declined to answer question	1
No reply to question	5

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	11 (45.8%)
Physical impairment	2 (8.3%)
Sensory impairment	0 (0.0%)
Long standing condition	6 (25.0%)
Learning disability	1 (4.2%)
Mental health disorder	1 (4.2%)
Other	3 (12.5%)
Total number of responses	24
Declined to answer question	2
No reply to question	1

The below comments were also received in relation to the above question:

- *“Difficulty walking due to work accident.” (Patient 8, January, Norfolk & Waveney)*
- *“Artificial right leg.” (Patient 19, February, Herts & West Essex)*
- *“Osteoarthritis (all over).” (Patient 22, February, Norfolk & Waveney)*

Are you married or in a civil partnership?

Marriage/Civil partnership	Total
Yes	14 (66.7%)
No	5 (23.8%)
Other	2 (9.5%)
Total number of responses	21
Declined to answer question	0
No reply to question	2

Are you currently pregnant or had a child within the last twelve months?

Pregnancy/had a child within last 12 months	Total
No, I am not pregnant	13 (92.9%)
No, I do not have a child under 12 months old	0 (0.0%)
Yes, I am pregnant	1 (7.1%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	14
Not applicable	4
Declined to answer question	0
No reply to question	5

Do you now, or have you ever considered yourself to be transgender?

Gender Reassignment	Total
Yes	0 (0.0%)
No	17 (100%)
Total number of responses	17
Declined to answer question	1
No reply to question	5

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	16 (100%)
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	0 (0.0%)
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	16
Declined to answer question	1
Did not answer	6

Impact on the service received

Impact on Service	Total
No	19 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	19
Did not answer	4

100% of patients who answered the above question advised that the service they received was not affected by any of the aforementioned strands of diversity. No patients responded that the service they received was affected either in a positive or negative way.

Aftercare

Further to this survey, any letters of appreciation or comments of concern were passed to the Patient Advice and Liaison Service (PALS) for logging and actioning as appropriate.