



Standard Patient Experience Report: Emergency Clinical Advice and Triage – Continuous Survey

Author: Tessa Medler, Patient Experience Facilitator
Report Period: 1st to 30th April 2019
Date of Report: July 2019

Results for April 2019

Response

186 patient experience surveys were posted to patients who had used the Trust's Emergency Clinical Advice and Triage (ECAT) during the month of April 2019.

22 responses were received over the following four week period. This equates to a 11.8% response rate.

The format of this report is in accordance with the Sustainability and Transformation Plan (STP) areas within the Trust and is grouped into the following six areas:

Bedfordshire and Luton = (Beds & Luton)
Cambridgeshire and Peterborough = (Cambs & 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)

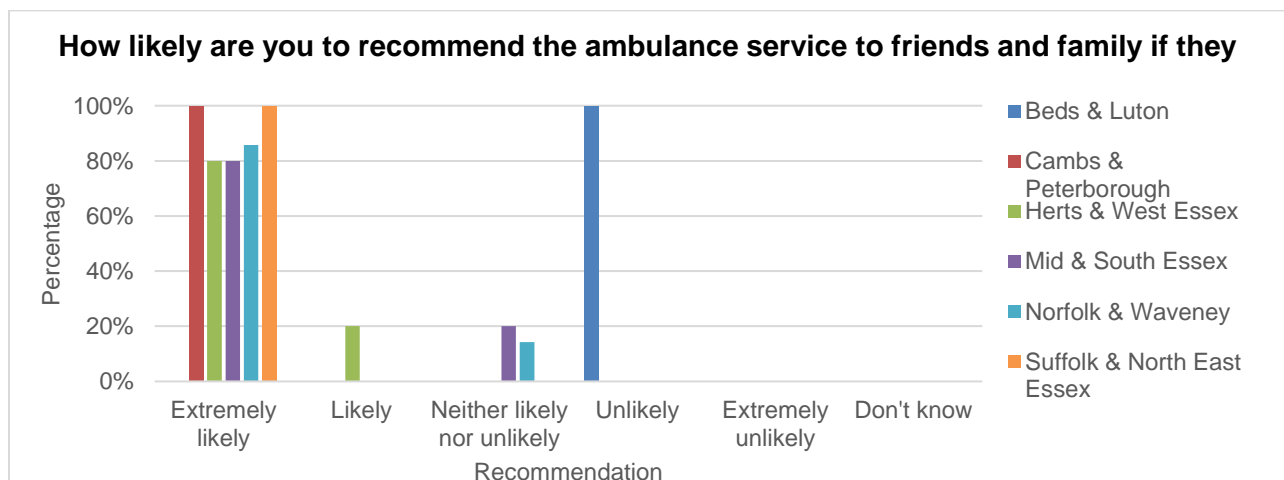
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Extremely likely	0 (0.0%)	1 (100%)	4 (80.0%)	4 (80.0%)	6 (85.7%)	2 (100%)	17 (81.0%)
Likely	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (14.3%)	0 (0.0%)	2 (9.5%)
Unlikely	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Extremely unlikely	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%)
Total number of responses	1	1	5	5	7	2	21
No reply to question	0	0	0	1	0	0	1

The FFT score is calculated following NHS England guidelines, providing the percentage of respondents that either would recommend / would not recommend the service (recommend percentage = extremely likely + likely responses / total number of responses x 100, not recommend percentage = extremely unlikely + unlikely responses / total number of responses x 100).

85.7% of patients who responded to the above question and had used the Trust's ECAT during the month of April 2019 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Bar chart illustrating the results of question 1:



Additional Comments

Patient Number	Point of Care	Area	Positive comments
23	AMB1 - Emergency ambulance response	Norfolk & Waveney	I have been very pleased with the ambulance service. They are very kind & caring nothing is too much trouble for them. Thanking you.
18	AMB1 - Emergency ambulance response	Suffolk & North Essex	The paramedic that attended were professional, trustworthy, empathetic and always deployed a high standard of care.
5	AMB1 - Emergency ambulance response	Cambs & Peterborough	Very good to me every single one of them. Very friendly & took their time.
20	AMB1 - Emergency ambulance response	Norfolk & Waveney	The young lady & young man were very reassuring (I cannot remember their names) I feel grateful with the care and advice that was given to me and thankful for the checks. I had such pain and accepted it could be my end. They made it all go away. Thank you so much and for always being there.
11	AMB1 - Emergency ambulance response	Suffolk & North Essex	The 2 paramedics were so kind efficient and caring.
14	GP4 - Service organised OOH referral	Mid & South Essex	I found all the staff very caring, helpful and friendly.
12	AMB2 - Cold ambulance response	Herts & West Essex	The service I received was excellent especially as it was over the Easter period when staff are probably extra busy.

Patient Number	Point of Care	Area	Mixed/neutral comments
16	GP3 – Service organised GP referral	Mid & South Essex	Service was okay but do need springs on the ambulance especially when you are in pain.
9	AE - Patient needs to attend A&E (no ambulance)	Beds & Luton	I spoke to at least 2 different people when I phoned 999. They were both very polite and helpful, but I was disappointed to hear that no ambulance or paramedic could get to me for 4 - 6 hours because they were so busy. It was only 7.30 in the morning. I am 74yrs old and my ankle was very badly broken and I was in shock in pain & couldn't walk on it at all. My friend was with me and had her car, but it was extremely dangerous getting to her car as we were advised to as I had to hop over my front door step and the other small step & then hop to the car. I could easily have fallen and had another terrible accident; it was a frightening experience and it was only luck that I got to hospital safely.

Q2 – Whose views are being reported in this questionnaire?

Response	STP Areas							Overall Key Performance Indicator (KPI)
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total	
The view of the patient	1 (100%)	1 (100%)	4 (80.0%)	4 (80.0%)	5 (83.3%)	2 (100%)	17 (85.0%)	14/15 (93.3%)
The view of someone acting on behalf of the patient	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (20.0%)	1 (16.7%)	0 (0.0%)	3 (15.0%)	2/3 (66.7%)
Total number of responses	1	1	5	5	6	2	20	18
No reply to question	0	0	0	1	1	0	2	2

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.

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes (Go to question 6)	1 (100%)	0 (0.0%)	4 (80.0%)	2 (100%)	4 (66.7%)	2 (100%)	13 (76.5%)
No (Go to question 4)	0 (0.0%)	1 (100%)	1 (20.0%)	0 (0.0%)	2 (33.3%)	0 (0.0%)	4 (23.5%)
Total number of responses	1	1	5	2	6	2	17
No reply to question	0	0	0	4	1	0	5

Q4 – Before contacting the ambulance service, where did you go to, or contact for help with your condition? (Tick ONE only – if more than one option applies, tick the last one you went to, or contacted, before the emergency services).

(All answer types are listed, some multiple answers)

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
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%)
An A&E department	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (7.7%)
A 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%)
An Urgent Care Centre (UCC)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (7.7%)
A GP out of hours service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (7.7%)
A local GP surgery	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
The NHS 111 telephone service	0 (0.0%)	0 (0.0%)	2 (66.7%)	2 (66.7%)	3 (50.0%)	0 (0.0%)	7 (53.8%)
Somewhere else (please describe below)	0 (0.0%)	1 (100%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (15.4%)
Total number of responses	0	1	3	3	6	0	13
No reply to question	1	0	2	2	4	2	11

The below comments were also received in relation to this question:

- *“Blue bird care - has lifeline, family members.” (Patient 5, Cambs & Peterborough)*
- *“I called the ambulance straight away.” (Patient 7, Herts & West Essex)*

Q5 – Why did you call the emergency service following your contact with the service above? (Tick all that apply)

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
The service above referred me to the emergency services	0 (0.0%)	1 (100%)	2 (66.7%)	2 (66.7%)	0 (0.0%)	0 (0.0%)	5 (55.6%)
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%)
I couldn't get an appointment	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (11.1%)
My condition became worse	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (11.1%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (100%)	2 (22.2%)
Total number of responses	0	1	3	3	1	1	9
No reply to question	1	0	2	3	6	1	13

The below comments were also received in relation to this question:

- *“I phoned 999 immediately.” (Patient 18, Suffolk & North Essex)*
- *“I was in severe back pain due to having scoliosis in my back, which is a curvature in the spine.” (Patient 7, Herts & West Essex)*
- *“Did not contact initially.” (Patient 7, Norfolk & Waveney)*

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

(All answer types are listed, some multiple answers)

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, within the previous week	0 (0.0%)	1 (100%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (50.0%)	3 (13.6%)
Yes, between one week and one month earlier	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	3 (37.5%)	0 (0.0%)	4 (18.2%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	3 (37.5%)	0 (0.0%)	4 (18.2%)
No	1 (100%)	0 (0.0%)	3 (50.0%)	3 (75.0%)	0 (0.0%)	1 (50.0%)	8 (36.4%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	2 (25.0%)	0 (0.0%)	3 (13.6%)
Total number of responses	1	1	6	4	8	2	22
No reply to question	0	0	0	2	1	0	3

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
An ambulance crew or paramedic came (Go to question 11)	0 (0.0%)	1 (100%)	3 (60.0%)	5 (100%)	5 (83.3%)	2 (100%)	16 (84.2%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
You were given advice on how to care for yourself / the person you were calling for	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (5.3%)
Other	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	0	1	5	5	6	2	19
No reply to question	1	0	0	1	1	0	3

The below comments were also received from patients in relation to this question:

- *“As the ambulance was going to take between 4 - 6 hours I was advised to try to get to the hospital in my friend’s car on a badly broken ankle.” (Patient 9 Beds & Luton)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	0 (0.0%)	0 (0.0%)	2 (100%)	0 (0.0%)	2 (100%)	0 (0.0%)	4 (50.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (12.5%)
Not applicable	1 (100%)	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (50.0%)	3 (37.5%)
Total number of responses	1	0	2	1	2	2	8
No reply to question	0	1	3	5	5	0	14

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
A GP at your local doctor's surgery	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
An out of hours service e.g. GP	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
Hospital including accident and emergency services	1 (100%)	1 (100%)	0 (0.0%)	3 (100%)	1 (25.0%)	1 (50.0%)	7 (53.8%)
Community care service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (7.7%)
Another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Some other service (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not applicable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	1 (50.0%)	3 (23.1%)
Total number of responses	1	1	2	3	4	2	13
No reply to question	0	0	3	3	3	0	9

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (50.0%)	1 (100%)	3
No	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (100%)	1 (50.0%)	0 (0.0%)	3
Total number of responses	0	0	2	1	2	1	6
No reply to question	1	1	3	5	5	1	16

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	0 (0.0%)	0 (0.0%)	2 (100%)	0 (0.0%)	0 (0.0%)	1 (100%)	3 (50.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	2 (100%)	0 (0.0%)	3 (50.0%)
Total number of responses	0	0	2	1	2	1	6
No reply to question	1	1	3	5	5	1	16

The below comments were also received in relation to this question:

- *“I was very poorly. Very high temperature & low blood pressure.” (Patient 23, Norfolk & Waveney)*
- *“They wanted me to get to hospital.” (Patient 9, Mid & South Essex)*
- *They didn't decide not to send an ambulance but as I was conscious and not bleeding, I was not considered to be a priority.” (Patient 9, Beds & Luton)*

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	0 (0.0%)	1 (100%)	3 (60.0%)	2 (66.7%)	2 (33.3%)	1 (50.0%)	9 (50.0%)
No (Go to question 14)	1 (100%)	0 (0.0%)	2 (40.0%)	1 (33.3%)	4 (66.7%)	1 (50.0%)	9 (50.0%)
Total number of responses	1	1	5	3	6	2	18
No reply to question	0	0	0	3	1	0	4

Q13 – If yes, which health professional was contacted?

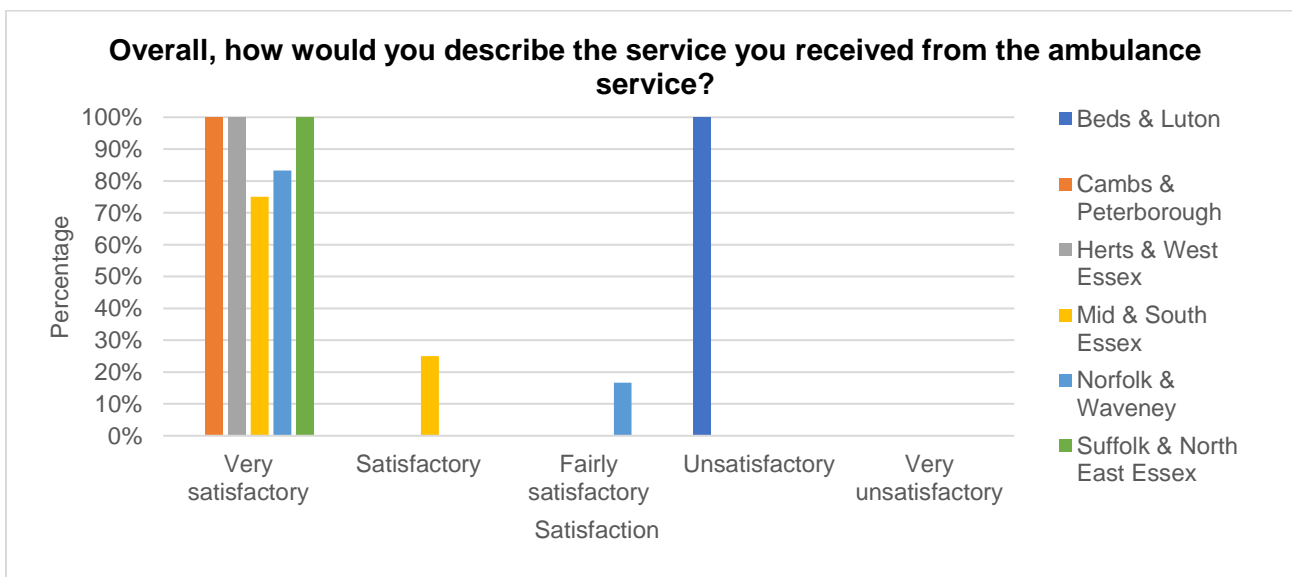
Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Ambulance service via 999	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	3 (27.3%)
A GP at your local surgery	0 (0.0%)	1 (100%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	3 (27.3%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
NHS 111 / NHS Direct	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (50.0%)	0 (0.0%)	2 (18.2%)
Hospital including accident and emergency services	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (50.0%)	2 (18.2%)
Community care services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Some other health professional (please describe below)	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	0	1	3	3	2	2	11
No reply to question	1	0	2	3	5	0	11

Q14 – Overall, how would you describe the service you received from the ambulance service?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Very satisfactory	0 (0.0%)	1 (100%)	5 (100%)	3 (75.0%)	5 (83.3%)	2 (100%)	16 (84.2%)
Satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	0/0 (100%)	1/1 (100%)	5/5 (100%)	4/4 (100%)	5/6 (83.3%)	2/2 (100%)	17/19 (89.5%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (5.3%)
Unsatisfactory	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
Very unsatisfactory	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	1	1	5	4	6	2	19
No reply to question	0	0	0	2	1	0	3

Overall, 17 patients (89.5%) who responded to the above question and had used the Trust’s ECAT during April 2019 rated the service received as being ‘satisfactory’ or ‘very satisfactory.’

Bar chart illustrating the results of question 14:



Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	7 (35.0%)
Female	13 (65.0%)
Total number of responses	20
Declined to answer question	0
No reply to question	2

Age

Age	Total
Range	2 to 92 years
Mean	69 years
Median	77 years
Mode	74 years
Total number of responses	20
Declined to answer question	1
No reply to question	1

Ethnicity

Ethnicity	Total
White British	18 (85.7%)
White Irish	1 (4.8%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	0 (0.0%)
Asian Pakistani	1 (4.8%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	1 (4.8%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Total number of responses	21
Declined to answer question	0
No reply to question	1

Religion or Belief

Religion or Belief	Total
Christian	16 (76.2%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	1 (4.8%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	3 (14.3%)
Other	1 (4.8%)
Total number of responses	21
Declined to answer question	0
No reply to question	1

Sexual Orientation

Sexual Orientation	Total
Heterosexual	12 (85.7%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	2 (14.3%)
Total number of responses	14
Declined to answer question	1
No reply to question	7

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	6 (21.4%)
Physical impairment	7 (25.0%)
Sensory impairment	0 (0.0%)
Long standing condition	5 (17.9%)
Learning disability	1 (3.6%)
Mental health disorder	4 (14.3%)
Other	5 (17.9%)
Total number of responses	28
Declined to answer question	1
No reply to question	2

The below comments were received from the patients who responded 'other' in answer to this question:

- *“Depression/anxiety insomnia.” (Patient 17, Norfolk & Waveney)*
- *“Epilepsy.” (Patient 1, Norfolk & Waveney)*
- *“Bipolar affective disorder, anxiety, OCD, PTSD, scoliosis and knee problem.” (Patient 7, Herts & West Essex)*
- *“Blind.” (Patient 3, Mid & South Essex)*
- *“Rheumatoid Arthritis.” (Patient 12, Herts & West Essex)*

Are you married or in a civil partnership?

Marriage/Civil partnership	Total
Yes, I am married or in a civil partnership	10 (58.8%)
No, I am not married or in a civil partnership	7 (41.2%)
Other	0 (0.0%)
Total number of responses	17
Declined to answer question	1
No reply to question	4

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	12 (80.0%)
No, I do not have a child under 12 months old	3 (20.0%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	15
Declined to answer question	1
No reply to question	9

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	17 (100%)
Total number of responses	17
Declined to answer question	1
No reply to question	4

Did you require any of the following information in a different format?

Format	Total
I did not require a different format	14 (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	14
Do not wish to declare	0
Did not answer	8

Impact on the service received

Impact on Service	Total
No	16 (88.9%)
Yes, in a positive way	2 (11.1%)
Yes, in a negative way	0 (0.0%)
Total	18
Did not answer	4

16 patients (88.9%) who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity.

The below comments were also received in relation to this question:

- *“The out of hours doctor said that you can go to a chemist after 9.00pm when it was obvious that no chemist would be open at this time. This was discrimination.” (Patient 7, Herts & West Essex)*
- *“Patients blindness made her vulnerable & anxious. She was reassured all the way.” (Patient 3, Mid & South Essex)*

Aftercare

Following this survey; two surveys containing comments of concern or complaint were received these were passed to the Patient Experience Team (Bedford) for further action as appropriate. One letter of appreciation was also received and logged onto the DATIX system before being passed to the appropriate team concerned.