



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

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Report Period: 1st to 28th February 2019
Date of Report: July 2019

Results for February 2019

Response

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

26 responses were received over the following four week period. This equates to a 15.0% 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)

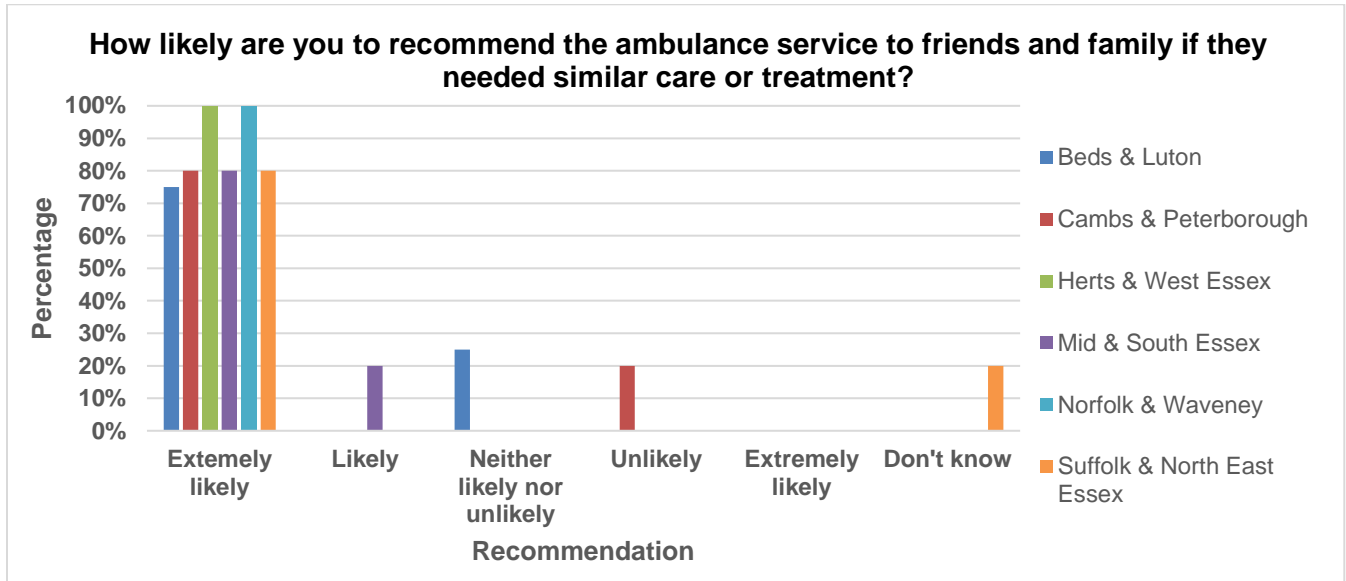
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	February all Areas Total
Extremely likely	3 (75.0%)	4 (80.0%)	1 (100%)	4 (80.0%)	4 (100%)	4 (80.0%)	20 (83.3%)
Likely	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)
Neither likely nor unlikely	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)
Unlikely	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)
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%)	1 (20.0%)	1 (4.2%)
Total number of responses	4	5	1	5	4	5	24
No reply to question	0	0	1	0	1	0	2

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).

87.5% of patients who responded to the above question and had used the Trust's ECAT during the month of February 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
24	AMB2 - Cold ambulance response	Cambridgeshire & Peterborough	Two very professional and caring paramedics very reassuring and knowledgeable. Kept us informed what they were doing and why.
20	AMB1 - Emergency ambulance response	Suffolk & North East Essex	Wonderful, first class.
12	AMB2 - Cold ambulance response	Bedfordshire & Luton	All 3 of the team were extremely efficient, compassionate, considerate and kept Dad informed at all times what was happening to him. They also listened to our wishes and were very understanding.
16	AMB1 - Emergency ambulance response	Suffolk & North East Essex	Friendly and professional ambulance crew. I felt safe in their care. Their diagnosis was correct, I needed to go to hospital and have an operation (gastric). Gall bladder removed due to gall stones.
24	AMB1 - Emergency ambulance response	Mid & South Essex	The service I received was first class from start to finish I just cannot thank everyone enough! I have told as many people about the experience I had and how much I appreciated everything that was done for me. The service was faultless. Thank you everyone for what you did for me.

Patient Number	Point of Care	Area	Mixed/neutral comments
23	AMB1 - Emergency ambulance response	Suffolk & North East Essex	After calling 111 and waiting 3 hours I called them back and was told to dial 999 and the ambulance arrived about 10-15 minutes later. The treatment I received was excellent and better than the hospital.
20	AE - Patient needs to attend A&E (no ambulance)	Bedfordshire & Luton	Although I made a call to 111, I was advised the wait for an ambulance would be about 3 hours. I was asked if I could get someone to take me to the hospital, which would be quicker. I did manage to make this arrangement, bearing in mind I was told I would need an emergency ambulance to take me to hospital with the information I relayed through to paramedic who called me back.
22	AE - Patient needs to attend A&E (no ambulance)	Suffolk & North East Essex	It's difficult to comment as they never arrived. We called 111 at 8:30pm and it was agreed that a non-emergency ambulance would be sent. At 1:30am we had still not had a visit so we called 999 and spoke to a paramedic. She advised we go to A&E straight away. The paramedic we spoke to was very helpful. We did wonder whether we were given the right advice by 111 as it would have been much safer for my husband to drive me to A&E at 8:30pm than at 1:30 am when he was very tired. The waiting obviously added to anxiety and distress but we understand ambulance service are very pressured.
29	GP1 - Contact own surgery	Hertfordshire & West Essex	After waiting some hours, was informed by telephone that there would be a 7 hour delay, so cancelled the service & subsequently used the local GP service.
18	AE - Patient needs to attend A&E (no ambulance)	Cambridgeshire & Peterborough	It's a lot quicker to go by public transport or car, or even walk.

12	DN - District / community nurse	Norfolk & Waveney	I waited 30 minutes on the call, but understandable.
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Patient Number	Point of Care	Area	Negative comments
14	GP3 - Service organised GP referral	Mid & South Essex	I was advised an ambulance was booked but would arrive at some point between 1hr and 5hrs. 5 hours was unacceptable, so I had to arrange transport myself by waking up a relative at 1:30am in the night. I find this unacceptable given I had a fall, personally I felt this was an urgent case and was disappointed I may have to wait 5 hours.
17	AE - Patient needs to attend A&E (no ambulance)	Cambridgeshire & Peterborough	They should have sent an ambulance because last time I was in the state I was, like last time they should have sent an ambulance.

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	3 (75.0%)	4 (80.0%)	0 (0.0%)	5 (100%)	4 (100%)	5 (100%)	21 (84.0%)	17/19 (89.5%)
The view of someone acting on behalf of the patient	1 (25.0%)	1 (20.0%)	2 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (16.0%)	2/2 (100%)
Total number of responses	4	5	2	5	4	5	25	21
No reply to question	0	0	0	0	1	0	1	4

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)	0 (0.0%)	3 (75.0%)	0 (0.0%)	2 (50.0%)	2 (40.0%)	1 (20.0%)	8 (36.4%)
No (Go to question 4)	3 (100%)	1 (25.0%)	1 (100%)	2 (50.0%)	3 (60.0%)	4 (80.0%)	14 (63.6%)
Total number of responses	3	4	1	4	5	5	22
No reply to question	1	1	1	1	0	0	4

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).

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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A GP out of hours service	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 (33.3%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (14.3%)
The NHS 111 telephone service	1 (33.3%)	0 (0.0%)	1 (100%)	2 (100%)	2 (66.7%)	4 (100%)	10 (71.4%)
Somewhere else (please describe below)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (14.3%)
Total number of responses	3	1	1	2	3	4	14
No reply to question	1	4	1	3	2	1	12

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

- *“None I felt so unwell.” (Patient 8, Mid & South Essex)*
- *“My alarm button who sends ambulance to me.” (Patient 12, Norfolk & Waveney)*
- *“GP and Community Matron.” (Patient 25, Norfolk & Waveney)*
- *“Panic button used.” (Patient 4, Beds & Luton)*

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	2 (66.7%)	0 (0.0%)	1 (100%)	1 (25.0%)	0 (0.0%)	2 (50.0%)	6 (37.5%)
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%)	1 (25.0%)	1 (6.3%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (6.3%)
My condition became worse	1 (33.3%)	1 (100%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (25.0%)	4 (25.0%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (66.7%)	0 (0.0%)	4 (25.0%)
Total number of responses	3	1	1	4	3	4	16
No reply to question	1	4	1	1	2	1	10

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

- *"I may not have heard the 111 operator correctly as was a bit confused and thought an ambulance had been arranged. They are normally very good." (Patient 23, Suffolk & North East Essex)*
- *"111 called ambulance." (Patient 21, Norfolk & Waveney)*
- *"Because I was told to." (Patient 25, 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?

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%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Yes, between one week and one month earlier	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (25.0%)	0 (0.0%)	2 (9.5%)
No	3 (100%)	4 (100%)	0 (0.0%)	3 (60.0%)	2 (50.0%)	4 (100%)	16 (76.2%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (4.8%)
Total number of responses	3	4	1	5	4	4	21
No reply to question	1	1	1	0	1	1	5

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)	2 (100%)	3 (60.0%)	0 (0.0%)	1 (33.3%)	4 (100%)	3 (60.0%)	13 (68.4%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	2 (10.5%)
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%)
Other	0 (0.0%)	2 (40.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	3 (15.8%)
Total number of responses	2	5	0	3	4	5	19
No reply to question	2	0	2	2	1	0	7

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

- *“I was advised an ambulance was booked to arrive 1-5 hours. I believed this too long a delay and had to arrange my own transport to A&E.” (Patient 14, Mid & South Essex)*
- *“Not very good. I was advised there was a wait of 3 hours for an ambulance. Advised if someone could take me to hospital.” (Patient 20, Beds & Luton)*
- *“Had to go to A&E.” (Patient 17, Cambs & Peterborough)*
- *“The paramedic phoned and as I was a little better, they would be with me in about half an hour.” (Patient 20, Suffolk & North Essex)*
- *“I was told by the ambulance crew that phoned me to get myself to A&E.” (Patient 18, Cambs & Peterborough)*
- *“NHS 111 sent the ambulance.” (Patient 24, Mid & South Essex)*

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

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 (50.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	0 (0.0%)	3 (37.5%)
No (please explain below)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)
Not applicable	1 (100%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (100%)	4 (50.0%)
Total number of responses	1	2	0	3	0	2	8
No reply to question	3	3	2	2	5	3	18

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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (20.0%)
An out of hours service e.g. GP	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Hospital including accident and emergency services	1 (100%)	1 (100%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (50.0%)	4 (80.0%)
Community care service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	1	1	0	1	0	2	5
No reply to question	3	4	2	4	5	3	21

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

- *“Had to go to A&E.” (Patient 17, Cambs & Peterborough)*
- *“The ambulance took me to the A&E department at Southend on Sea hospital.” (Patient 24, Mid & South Essex)*

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	1 (100%)	1 (50.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	3 (60.0%)
No	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)
Total number of responses	1	2	0	2	0	0	5
No reply to question	3	3	2	3	5	5	21

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%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (100%)	2 (50.0%)
No (please explain below)	1 (100%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)
Total number of responses	1	1	0	1	0	1	4
No reply to question	3	4	2	4	5	4	22

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

- *“To a degree yes.” (Patient 20, Beds & Luton)*
- *“Because they sent me one out last week.” (Patient 17, Cambs & Peterborough)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	0 (0.0%)	1 (25.0%)	0 (0.0%)	3 (75.0%)	0 (0.0%)	4 (80.0%)	8 (36.4%)
No (Go to question 14)	4 (100%)	3 (75.0%)	0 (0.0%)	1 (25.0%)	5 (100%)	1 (20.0%)	14 (63.6%)
Total number of responses	4	4	0	4	5	5	22
No reply to question	0	1	2	1	0	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%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (12.5%)
A GP at your local surgery	0 (0.0%)	1 (100%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (25.0%)	3 (37.5%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
NHS 111 / NHS Direct	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (12.5%)
Hospital including accident and emergency services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (75.0%)	3 (37.5%)
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	0	3	0	4	8
No reply to question	4	4	2	2	5	1	18

The below comment was received from the patient who responded 'other' in answer to this question:

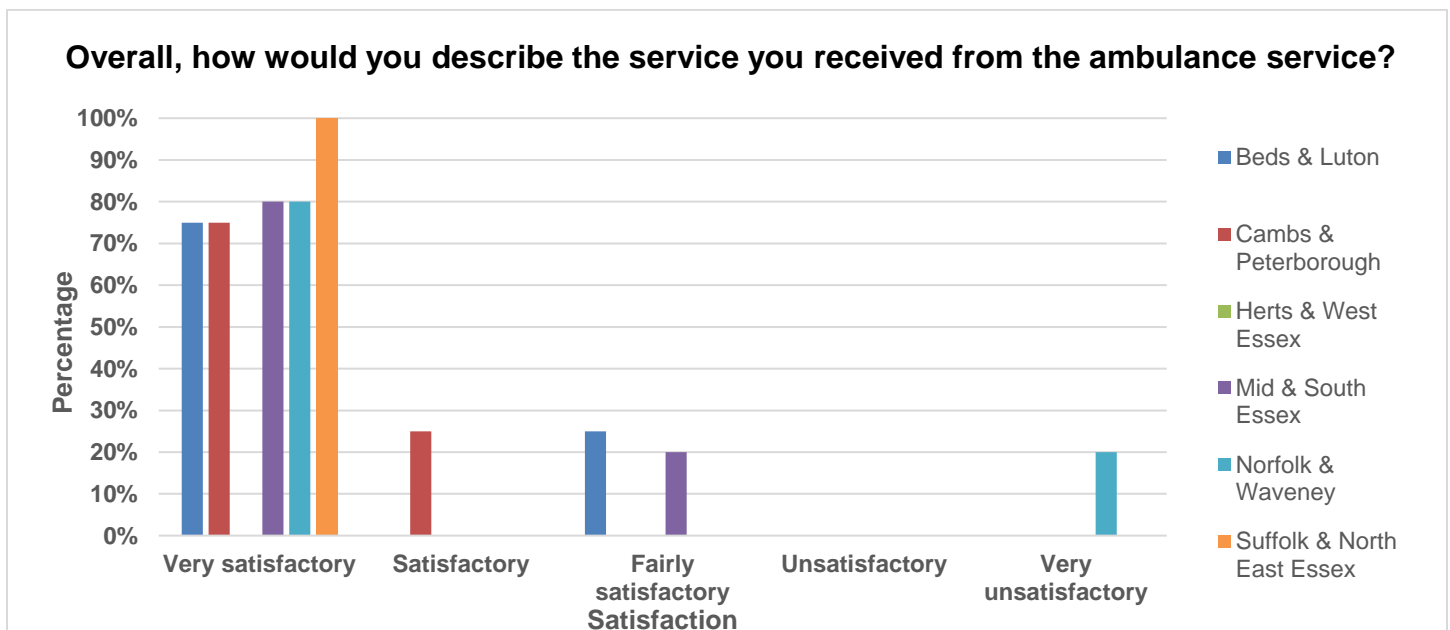
- *“Ambulance took me to A&E.” (Patient 17, Suffolk & North Essex)*
- *“Paramedic & Ambulance.” Patient 25, Norfolk & Waveney)*
- *“Community care services.” (Patient 1, Mid & South Essex)*

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	Sept all areas Total
Very satisfactory	3 (75.0%)	3 (75.0%)	0 (0.0%)	4 (80.0%)	4 (80.0%)	4 (100%)	18 (81.8%)
Satisfactory	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.5%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	3/4 (75.0%)	4/4 (100%)	0/0 (0.0%)	4/5 (80.0%)	4/5 (80.0%)	4/4 (100%)	19/22 (86.4%)
Fairly satisfactory	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	2 (9.1%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	1 (20.0%)	0 (0.0%)	1 (4.5%)
Total number of responses	4	4	0	5	5	4	22
No reply to question	0	1	2	0	0	1	4

Overall, 22 patients (86.4%) who responded to the above question and had used the Trust’s ECAT during February 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	3 (14.3%)
Female	18 (85.7%)
Total number of responses	21
Declined to answer question	0
No reply to question	5

Age

Age	Total
Range	24 to 100 years
Mean	70 years
Median	73 years
Mode	54 years
Total number of responses	22
Declined to answer question	0
No reply to question	4

Ethnicity

Ethnicity	Total
White British	22 (100%)
White Irish	0 (0.0%)
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	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Total number of responses	22
Declined to answer question	0
No reply to question	4

Religion or Belief

Religion or Belief	Total
Christian	14 (73.7%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	4 (21.1%)
Other	1 (5.3%)
Total number of responses	19
Declined to answer question	1
No reply to question	6

Sexual Orientation

Sexual Orientation	Total
Heterosexual	13 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	13
Declined to answer question	3
No reply to question	10

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	5 (14.7%)
Physical impairment	6 (17.6%)
Sensory impairment	0 (0.0%)
Long standing condition	8 (23.5%)
Learning disability	1 (2.9%)
Mental health disorder	6 (17.6%)
Other	8 (23.5%)
Total number of responses	34
Declined to answer question	1
No reply to question	5

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

- "Deafness." (Patient 17, Suffolk & North Essex)
- "Arthritis." (Patient 20, Beds & Luton)
- "IBS." (Patient 17, Cambs & Peterborough)
- "Dementia." (Patient 23, Herts & West Essex)
- "Parkinson's." (Patient 4, Beds & Luton)
- "Multiple Sclerosis." (Patient 22, Beds & Luton)
- "Osteo Arthritis." (Patient 24, Mid & South Essex)

Are you married or in a civil partnership?

Marriage/Civil partnership	Total
Yes, I am married or in a civil partnership	10 (45.5%)
No, I am not married or in a civil partnership	6 (27.3%)
Other	6 (27.3%)
Total number of responses	22
Declined to answer question	0
No reply to question	4

Of the six patients who responded 'other' in answer to the above question, five patients advised that they had been 'widowed' and one patient advised that they were 'divorced'.

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	17 (70.8%)
No, I do not have a child under 12 months old	6 (25.0%)
Yes, I am currently pregnant	1 (4.2%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	24
Declined to answer question	0
No reply to question	8

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	18 (100%)
Total number of responses	18
Declined to answer question	0
No reply to question	8

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

(All answer types are listed, some multiple answers)

Format	Total
I did not require a different format	17 (94.4%)
Braille	1 (5.6%)
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	18
Do not wish to declare	0
Did not answer	9

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

- *“Braille.” (Patient 18, Cambs & Peterborough)*

Impact on the service received

Impact on Service	Total
No	19 (90.5%)
Yes, in a positive way	2 (9.5%)
Yes, in a negative way	0 (0.0%)
Total	21
Did not answer	5

19 patients (90.5%) who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity.

No further comments were received in relation to the above question.

Aftercare

Following this survey; no further correspondence was received.