



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

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Date of Report: June 2019

Results for January 2019

Response

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

29 responses were received over the following four week period. This equates to a 13.7% 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)

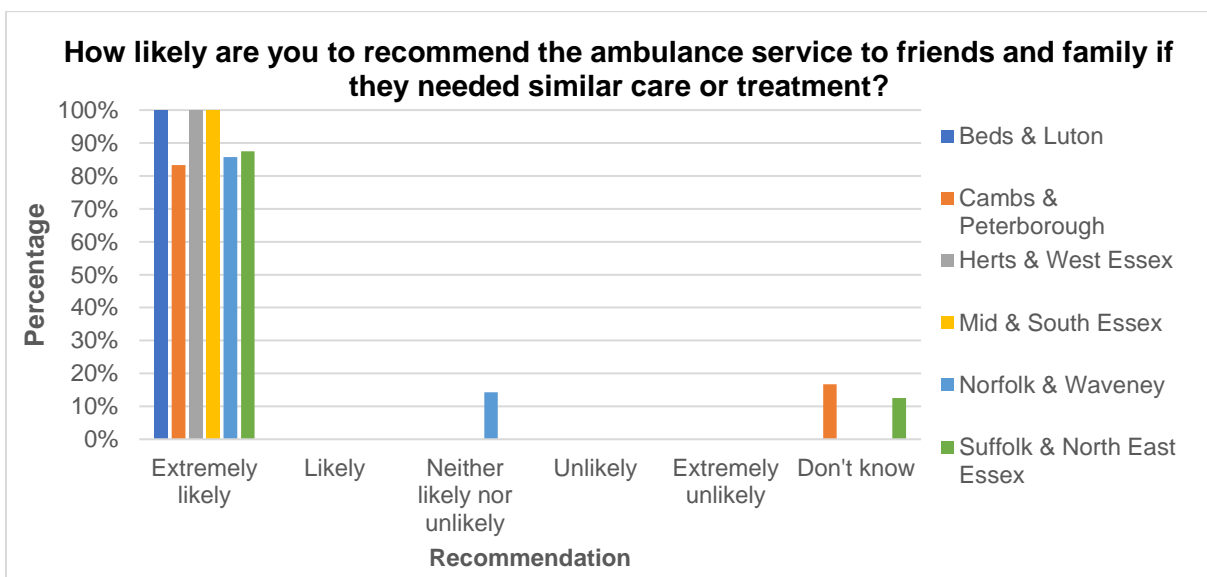
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	January all Areas Total
Extremely likely	1 (100%)	5 (83.3%)	2 (100%)	5 (100%)	6 (85.7%)	7 (87.5%)	26 (89.7%)
Likely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (3.4%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	2 (6.9%)
Total number of responses	1	6	2	5	7	8	29
No reply to question	0	0	0	0	0	0	0

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).

89.7% of patients who responded to the above question and had used the Trust's ECAT during the month of January 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
16	AMB1 - Emergency ambulance response	Cambs & Peterborough	Very friendly and efficient.
38	AMB2 – Cold ambulance response	Norfolk & Waveney	The initial phone call was answered quickly & helpfully & when the paramedics arrived (only waited approx. one hour) they were both courteous, helpful and pleasant. All in all, 10/10.
11	GP3 - Service organised GP referral	Suffolk & North East Essex	The two female crew from Chelmsford provided first class service.
1	AE - Patient needs to attend A&E (no ambulance)	Herts & West Essex	I have nothing but praise to the service.
27	AMB1 – Emergency ambulance response	Cambs & Peterborough	Although I required hospitalisation my condition was not life threatening, but I was totally immobile. The staff treated me with respect and diligent care. I cannot imagine how it could have been better 100%.
14	GP3 – Service organised GP referral	Norfolk & Waveney	The care and treatment I received by the Paramedics in the Ambulance going in the long wait when got up to the hospital was first class nothing too much trouble, bless them both.
6	AMB1 - Emergency ambulance response	Cambs & Peterborough	The paramedic was very thorough professional and courteous. He gave good clear advice & was very knowledgeable, calm and helpful.
18	SELF – Self care	Suffolk & North East Essex	I received excellent clear advice.
14	Not recorded	Mid & South Essex	My thanks to the ambulance service. All have helped me many times. thank you.

Patient Number	Point of Care	Area	Mixed/neutral comments
34	AE – Patient needs to attend A&E (no ambulance)	Herts & West Essex	The ambulance service did not attend my home address, as there was no unit available. I was asked by a paramedic on the phone to make my own way to the hospital.

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%)	5 (83.3%)	1 (50.0%)	4 (100%)	5 (71.4%)	7 (100%)	23 (85.2%)	18/19 (94.7%)
The view of someone acting on behalf of the patient	0 (0.0%)	1 (16.7%)	1 (50.0%)	0 (0.0%)	2 (28.6%)	0 (0.0%)	4 (14.8%)	3/4 (75.0%)
Total number of responses	1	6	2	4	7	7	27	23
No reply to question	0	0	0	1	0	1	2	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)	1 (100%)	3 (50.0%)	1 (50.0%)	3 (75.0%)	3 (42.9%)	4 (57.1%)	15 (55.6%)
No (Go to question 4)	0 (0.0%)	3 (50.0%)	1 (50.0%)	1 (25.0%)	4 (57.1%)	3 (42.9%)	12 (44.4%)
Total number of responses	1	6	2	4	7	7	27
No reply to question	0	0	0	1	0	1	2

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						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
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%)	1 (50.0%)	0 (0.0%)	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%)	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	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (50.0%)	2 (50.0%)	1 (33.3%)	5 (38.5%)
The NHS 111 telephone service	0 (0.0%)	1 (33.3%)	1 (100%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	3 (23.1%)
Somewhere else (please describe below)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	1 (33.3%)	4 (30.8%)
Total number of responses	0	3	1	2	4	3	13
No reply to question	1	3	1	3	3	5	16

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

- *“Phoned 999.” (Patient 4, Norfolk & Waveney)*
- *“Ipswich helpline via red button.” (Patient 2, Suffolk & North Essex)*
- *“Boots - chemist in house.” (Patient 11, Norfolk & Waveney)*
- *“Was advised by haematology Addenbrookes because of my conditions.” (Patient 18, Cambs & Peterborough)*

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%)	2 (66.7%)	1 (100%)	2 (100%)	2 (66.7%)	4 (100%)	11 (84.6%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
My condition became worse	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (7.7%)
Total number of responses	0	3	1	2	3	4	13
No reply to question	1	3	1	3	4	4	16

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

- “999 contacted ambulance service.” (Patient 4, 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	1 (100%)	3 (50.0%)	1 (50.0%)	2 (50.0%)	0 (0.0%)	1 (14.3%)	8 (30.8%)
Yes, between one week and one month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (3.8%)
Yes, more than a month earlier	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.8%)
No	0 (0.0%)	2 (33.3%)	1 (50.0%)	2 (50.0%)	5 (83.3%)	6 (85.7%)	16 (61.5%)
Don't know / can't remember	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	6	2	4	6	7	26
No reply to question	0	0	0	1	1	1	3

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

(All answer types are listed, some multiple answers)

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
An ambulance crew or paramedic came (Go to question 11)	1 (100%)	6 (100%)	1 (50.0%)	3 (60.0%)	5 (83.3%)	3 (50.0%)	19 (73.1%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (3.8%)
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 (16.7%)	0 (0.0%)	1 (3.8%)
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%)	1 (20.0%)	0 (0.0%)	1 (16.7%)	2 (7.7%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	2 (7.7%)
Other	0 (0.0%)	1 (0.0%)	1 (50.0%)	1 (0.0%)	0 (0.0%)	1 (0.0%)	4 (3.8%)
Total number of responses	1	7	2	6	6	6	29
No reply to question	0	0	0	0	1	2	3

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

- *“Told to go to hospital by myself.” (Patient 34, Herts & West Essex)*
- *“Phoned me.” (Patient 18, Cambs & Peterborough)*
- *“Pressed button.” (Patient 33, Suffolk & North East Essex)*
- *“Taken to hospital A & E.” (Patient 14, 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%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	3 (75.0%)	4 (36.4%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (18.2%)
Not applicable	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	3 (100%)	1 (25.0%)	5 (45.5%)
Total number of responses	0	0	1	2	3	4	11
No reply to question	1	6	1	2	4	4	18

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

(All answer types are listed, some multiple answers)

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%)	1 (33.3%)	0 (0.0%)	1 (25.0%)	2 (16.7%)
An out of hours service e.g. GP	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
Hospital including accident and emergency services	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	3 (75.0%)	0 (0.0%)	4 (33.3%)
Community care service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (8.3%)
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%)	1 (33.3%)	0 (0.0%)	3 (75.0%)	4 (33.3%)
Total number of responses	0	0	1	3	4	4	12
No reply to question	1	6	1	2	4	4	18

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

- *“Hospital appointment next day.” (Patient 9, Mid & South Essex)*

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

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 (100%)	1 (100%)	1 (100%)	0 (0.0%)	1 (50.0%)	4 (66.7%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (50.0%)	2 (33.3%)
Total number of responses	0	1	1	1	1	2	6
No reply to question	1	5	1	4	6	6	23

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

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%)	0 (0.0%)	1 (100%)	1 (100%)	2 (100%)	4 (100%)
No (please explain 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	0	0	1	1	2	4
No reply to question	1	6	2	4	6	6	25

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

- “Questionable.” (Patient 34)

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%)	4 (66.7%)	2 (100%)	1 (50.0%)	2 (40.0%)	3 (60.0%)	12 (57.1%)
No (Go to question 14)	1 (100%)	2 (33.3%)	0 (0.0%)	1 (50.0%)	3 (60.0%)	2 (40.0%)	9 (42.9%)
Total number of responses	1	6	2	2	5	5	21
No reply to question	0	0	0	3	2	3	8

Q13 – If yes, which health professional was contacted?

(All answer types are listed, some multiple answers)

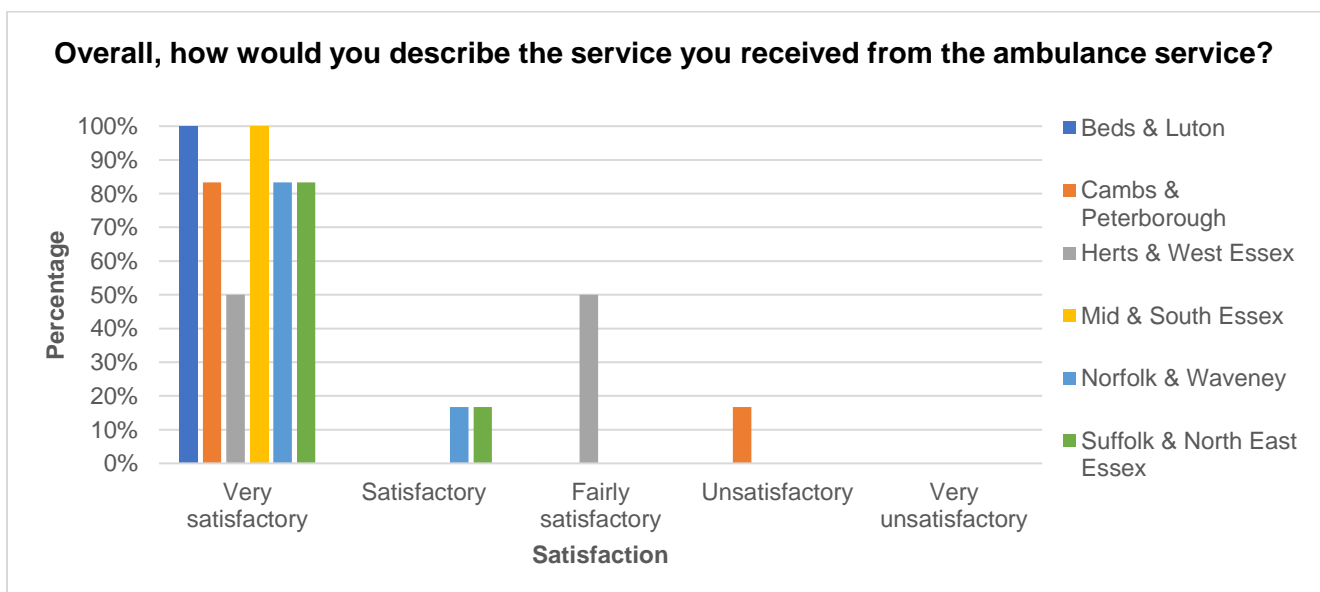
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Ambulance service via 999	0 (0.0%)	1 (11.1%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	3 (16.7%)
A GP at your local surgery	0 (0.0%)	2 (22.2%)	0 (0.0%)	1 (100%)	0 (0.0%)	1 (33.3%)	4 (22.2%)
An out of hours GP or other out of hours service	0 (0.0%)	1 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (11.1%)
NHS 111 / NHS Direct	0 (0.0%)	1 (11.1%)	1 (50.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	3 (16.7%)
Hospital including accident and emergency services	0 (0.0%)	2 (22.2%)	1 (50.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	4 (22.2%)
Community care services	0 (0.0%)	2 (22.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (11.1%)
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	9	2	1	3	3	18
No reply to question	1	1	0	4	5	5	16

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	1 (100%)	5 (83.3%)	1 (50.0%)	3 (100%)	5 (83.3%)	5 (83.3%)	20 (83.3%)
Satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (16.7%)	2 (8.3%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	1/1 (100%)	5/6 (83.3%)	1/2 (50.0%)	3/3 (100%)	6/6 (100%)	6/6 (100%)	22/24 (91.7%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)
Unsatisfactory	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)
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	6	2	3	6	6	24
No reply to question	0	0	0	2	1	2	5

Overall, 22 patients (91.7%) who responded to the above question and had used the Trust's ECAT during January 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	13 (46.4%)
Female	15 (53.6%)
Total number of responses	28
Declined to answer question	0
No reply to question	1

Age

Age	Total
Range	2 to 97 years
Mean	76 years
Median	80 years
Mode	87 years
Total number of responses	27
Declined to answer question	0
No reply to question	2

Ethnicity

Ethnicity	Total
White British	26 (92.9%)
White Irish	1 (3.6%)
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	1 (3.6%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Total number of responses	28
Declined to answer question	0
No reply to question	1

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	19 (73.1%)
Hindu	0 (0.0%)
Jewish	1 (3.8%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	5 (19.2%)
Other	1 (3.8%)
Total number of responses	26
Declined to answer question	0
No reply to question	4

Sexual Orientation

(All answer types are listed, some multiple answers)

Sexual Orientation	Total
Heterosexual	20 (83.3%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	4 (16.7%)
Total number of responses	24
Declined to answer question	2
No reply to question	4

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

- "She is a toddler." (Patient 34, Herts & West Essex)
- "Normal." (Patient 1, Herts & West Essex & Patient 18, Cambs & Peterborough)
- "Widow." (Patient 33, Suffolk & North East Essex)

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	10 (27.8%)
Physical impairment	7 (19.4%)
Sensory impairment	2 (5.6%)
Long standing condition	12 (33.3%)
Learning disability	0 (0.0%)
Mental health disorder	2 (5.6%)
Other	3 (8.3%)
Total number of responses	36
Declined to answer question	0
No reply to question	3

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

- "Diabetes." (Patient 16, Cambs & Peterborough)
- "Going Deaf." (Patient 33, Mid & South Essex)
- "COPD." (Patient 14, Mid & South Essex)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Marriage/Civil partnership	Total
Yes, I am married or in a civil partnership	17 (63.0%)
No, I am not married or in a civil partnership	3 (11.1%)
Other	7 (25.9%)
Total number of responses	27
Declined to answer question	0
No reply to question	4

Of the patients who responded 'other' in answer to the above question, six 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	15 (78.9%)
No, I do not have a child under 12 months old	4 (21.1%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	19
Declined to answer question	0
No reply to question	14

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	24 (100%)
Total number of responses	24
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	21 (95.5%)
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 (4.5%)
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	22
Do not wish to declare	0
Did not answer	7

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

- *“Registered blind 2011.” (Patient 1, Herts & West Essex)*
- *“The people we dealt with were fine, it is the NHS system that beggars belief.” (Patient 17, Cambs & Peterborough)*

Impact on the service received

Impact on Service	Total
No	21 (95.5%)
Yes, in a positive way	1 (4.5%)
Yes, in a negative way	0 (0.0%)
Total	22
Did not answer	7

21 patients (95.5%) who responded to the above question felt that the service they received was not affected and one patient (4.5%) advised that they were affected in a positive way by any of the aforementioned strands of diversity.

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

- *“Not enough staff, when the ambulance came, I was very pleased with the staff.” (Patient 33, Suffolk & North East Essex)*

Aftercare

Following this survey; three letters of appreciation were received and logged onto the DATIX system before being passed to the appropriate team concerned.