



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

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Date of Report: July 2019

Results for March 2019

Response

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

34 responses were received over the following four week period. This equates to a 17.6% 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)

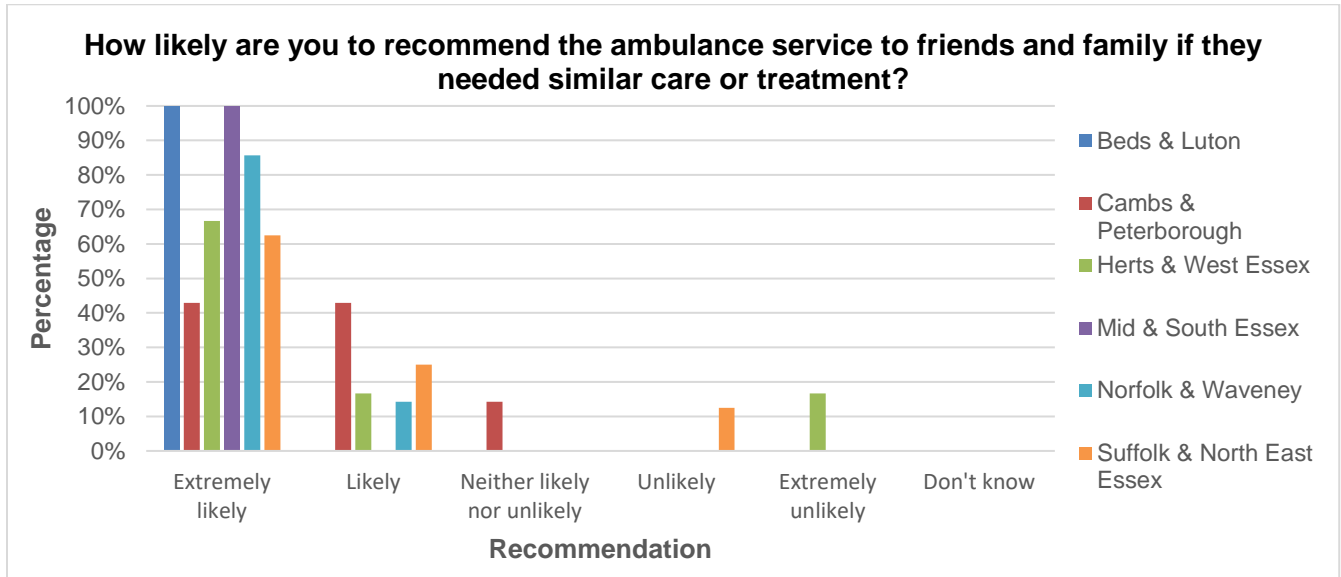
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	March all areas Total
Extremely likely	2 (100%)	3 (42.9%)	4 (66.7%)	4 (100%)	6 (85.7%)	5 (62.5%)	24 (70.6%)
Likely	0 (0.0%)	3 (42.9%)	1 (16.7%)	0 (0.0%)	1 (14.3%)	2 (25.0%)	7 (20.6%)
Neither likely nor unlikely	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (2.9%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
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	2	7	6	4	7	8	34
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).

91.2% of patients who responded to the above question and had used the Trust's ECAT during the month of March 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
2	GP1 - Contact own surgery	Beds & Luton	The requirement was for an ambulance crew to attend ASAP, very quick very professional.
16	AMB1 - Emergency ambulance response	Cambs & Peterborough	They were friendly and professional, kind and caring and very understanding of my health problems.
29	GP4 - Service organised OOH referral	Cambs & Peterborough	Staff very competent and friendly. God bless them!
20	GP3 - Service organised GP referral	Herts & West Essex	Very good - Arrived within 25 minutes - One of the paramedics seemed to wonder (suspiciously) why I had called them. Told them I had a panic attack and found breathing difficult - otherwise very good!!
25	AMB1 - Emergency ambulance response	Mid & South Essex	The two ladies that came were very thorough in examination and very caring. That put my mind at ease on the way to hospital.
19	AMB1 - Emergency ambulance response	Mid & South Essex	Whilst I remember little of what happened, I am told that the medics were very quick and efficient.
28	AMB1 - Emergency ambulance response	Norfolk & Waveney	We found the expert treatment your staff gave me was very extensive and kindly.
27	GP1 - Contact own surgery	Norfolk & Waveney	Lost the use of my limbs it was reassuring when the ambulance people arrived to give me the help I much needed and get me to hospital.
1	AMB1 - Emergency ambulance response	Suffolk & North Essex	Excellent service. The ambulance crew were friendly and caring. They kept calm and I felt very secure with their care. Due to my breathing difficulties I had a panic attack which they know how to handle and the tests they did were thorough.

11	AMB2 - Cold ambulance response	Mid & South Essex	We cannot fault the service we received. 111 services were excellent. It was agreed an ambulance would be sent. The paramedics (Names) were brilliant, friendly, professional and just very nice! The advice given by them was more helpful than that received by the A&E Doctor (3mins in a cubicle!!)
19	AMB1 - Emergency ambulance response	Suffolk & North Essex	The treatment I received was first class. The ambulance staff were very efficient, reassuring and professional.
21	GP4 - Service organised OOH referral	Beds & Luton	The crew were very caring & considerate.
8	AMB1 - Emergency ambulance response	Suffolk & North Essex	Ambulance crew were efficient & kind.
26	SWIFT – Swift team	Norfolk & Waveney	Kind - thorough - not rushed - friendly attentive - knowledgeable - trained very aware of the elderly.

Patient Number	Point of Care	Area	Mixed/neutral comments
24	AMB1 - Emergency ambulance response	Cambs & Peterborough	Q1 - What other choices are there? If I phone 999, I don't get a range of medical emergency vehicles.

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 (50.0%)	5 (83.3%)	5 (83.3%)	3 (75.0%)	6 (85.7%)	6 (75.0%)	26 (78.8%)	21/25 (84.0%)
The view of someone acting on behalf of the patient	1 (50.0%)	1 (16.7%)	1 (16.7%)	1 (25.0%)	1 (14.3%)	2 (25.0%)	7 (21.2%)	5/6 (83.3%)
Total number of responses	2	6	6	4	7	8	33	31
No reply to question	0	1	0	0	0	0	1	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 (50.0%)	4 (66.7%)	3 (50.0%)	1 (25.0%)	4 (57.1%)	2 (28.6%)	15 (46.9%)
No (Go to question 4)	1 (50.0%)	2 (33.3%)	3 (50.0%)	3 (75.0%)	3 (42.9%)	5 (71.4%)	17 (53.1%)
Total number of responses	2	6	6	4	7	7	32
No reply to question	0	1	0	0	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).

(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%)	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%)	1 (25.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	2 (8.3%)
A GP out of hours service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (4.2%)
A local GP surgery	1 (100%)	4 (100%)	1 (25.0%)	2 (40.0%)	0 (0.0%)	0 (0.0%)	8 (33.3%)
The NHS 111 telephone service	0 (0.0%)	0 (0.0%)	2 (50.0%)	3 (60.0%)	3 (75.0%)	5 (83.3%)	13 (54.2%)
Somewhere else (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	1	4	4	5	4	6	24
No reply to question	0	3	3	0	3	3	12

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

- *“Advised to phone 999 straight away.” (Patient 24, Cambs & Peterborough)*
- *“I used my personal wrist alarm to get help from Eldercare, who contacted NHS ambulance service.” (Patient 27, Norfolk & Waveney)*
- *“Went to G.P about 6 days before 15th March severe stomach pain. Amoxicillin 21 tablets to take three times a day. Did not work still in pain.” (Patient 30, Cambs & Peterborough)*
- *“Was passed to several services before the ambulance.” (Patient 19, Suffolk & North Essex)*
- *“Pendant alarm.” (Patient 21, 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	1 (50.0%)	3 (60.0%)	0 (0.0%)	2 (50.0%)	3 (60.0%)	4 (100%)	13 (56.5%)
I couldn't contact the service above	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.3%)
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%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.3%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (4.3%)
My condition became worse	0 (0.0%)	2 (40.0%)	1 (33.3%)	1 (25.0%)	2 (40.0%)	0 (0.0%)	6 (26.1%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.3%)
Total number of responses	2	5	3	4	5	4	23
No reply to question	0	2	3	0	2	4	11

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

- *“My condition became worse.” (Patient 2, Beds & Luton)*
- *“Panic attack - difficulty breathing and coping.” (patient 20, Herts & West Essex)*
- *“My condition became worse.” (Patient 25, Mid & South Essex)*
- *“We didn't - we were put through to the emergency service via 111.” (Patient 11, Suffolk & North Essex)*
- *“Phoned ambulance 21st March about 2am.” (Patient 30, Cambs & Peterborough)*
- *“The emergency service ambulance was called; they were very helpful.” (Patient 22, Suffolk & North Essex)*
- *“Following several conversations with NHS 111 lead to doctor calling who consequently arranged a paramedic.” (Patient 9, 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						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, within the previous week	0 (0.0%)	2 (28.6%)	2 (33.3%)	1 (25.0%)	2 (28.6%)	3 (42.9%)	10 (30.3%)
Yes, between one week and one month earlier	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.0%)
Yes, more than a month earlier	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	2 (28.6%)	1 (14.3%)	5 (15.2%)
No	1 (50.0%)	4 (57.1%)	4 (66.7%)	2 (50.0%)	3 (42.9%)	3 (42.9%)	17 (51.5%)
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	2	7	6	4	7	7	33
No reply to question	0	0	0	0	0	1	1

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

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)	2 (100%)	4 (66.7%)	4 (80.0%)	3 (3.0%)	6 (85.7%)	4 (57.1%)	23 (76.7%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	1 (16.7%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	3 (10.0%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	2 (6.7%)
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%)	1 (14.3%)	1 (14.3%)	2 (6.7%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	2	6	5	3	7	7	30
No reply to question	0	1	1	1	0	1	4

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

- *“A paramedic rang back within 90 mins. Then a paramedic came, then an ambulance.” (Patient 16, Cambs & Peterborough)*
- *“Advised to recontact GP service - Ambulance not available.” (Patient 24, Cambs & Peterborough)*
- *“I was taken to hospital for a brain scan in case there was a bleed to the brain.” (Patient 25, Mid & South Essex)*
- *“Reassured it was not life threatening - I fell tripped at home, suffered no injuries and needed assistance in standing.” (Patient 28, Norfolk & Waveney)*
- *“Because of the deterioration of my legs and hands and a fall on the stairs 1 ½ weeks earlier the ambulance crew thought it better they take me to hospital.” (Patient 27, Norfolk & Waveney)*
- *“The ambulance was diverted elsewhere so didn't arrive, but we received over the phone advice.” (Patient 11, Suffolk & North Essex)*
- *“I was told to go to A&E with own car.” (Patient 3, Herts & West Essex)*
- *“111 Suspected a heart attack and the ambulance came quickly.” (Patient 1, Suffolk & North Essex)*
- *“Take to hospital.” (Patient 17, Suffolk & North 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%)	3 (60.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	3 (50.0%)	7 (35.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (25.0%)	1 (16.7%)	3 (15.0%)
Not applicable	0 (0.0%)	2 (40.0%)	1 (50.0%)	3 (100%)	2 (50.0%)	2 (33.3%)	10 (50.0%)
Total number of responses	0	5	2	3	4	6	20
No reply to question	2	2	4	1	3	2	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%)	2 (50.0%)	1 (33.3%)	1 (50.0%)	0 (0.0%)	2 (28.6%)	6 (30.0%)
An out of hours service e.g. GP	0 (0.0%)	1 (25.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (10.0%)
Hospital including accident and emergency services	0 (0.0%)	1 (25.0%)	1 (33.3%)	1 (50.0%)	3 (75.0%)	4 (57.1%)	10 (50.0%)
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%)	1 (25.0%)	1 (14.3%)	2 (10.0%)
Total number of responses	0	4	3	2	4	7	20
No reply to question	2	3	3	2	3	1	14

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

- *“Advised to slow down.” (Patient 28, Norfolk & Waveney)*
- *“Made my own way there in terrible pain.” (Patient 30, Cambs & Peterborough)*
- *“I was unable to walk to the toilet so was advised to go to A&E which they took me to. After an hour or two I went home as my legs had grown stronger.” (Patient 1, Suffolk & North Essex)*
- *“Went to A&E admitted to hospital.” (Patient 17, Suffolk & North 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	0 (0.0%)	2 (66.7%)	2 (66.7%)	0 (0.0%)	1 (100%)	3 (75.0%)	8 (66.7%)
No	0 (0.0%)	1 (33.3%)	1 (33.3%)	1 (100%)	0 (0.0%)	1 (25.0%)	4 (33.3%)
Total number of responses	0	3	3	1	1	4	12
No reply to question	2	4	3	3	6	4	22

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%)	1 (100%)	1 (33.3%)	0 (0.0%)	1 (50.0%)	2 (66.7%)	5 (55.6%)
No (please explain below)	0 (0.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	1 (50.0%)	1 (33.3%)	4 (44.4%)
Total number of responses	0	1	3	0	2	3	9
No reply to question	2	6	3	4	5	5	25

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

- *“Initially as didn’t know to be properly panicked.” (Patient 24, Cambs & Peterborough)*
- *“First time.” (Patient 20, Herts & West Essex)*
- *“In severe abdominal pain, which pain killers did not relieve.” (Patient 12, Norfolk & Waveney)*
- *“I needed it.” (Patient 3, Herts & West Essex)*
- *“It was over 5 hour wait I was in so much pain Kidney stone.” (Patient 17, Suffolk & North Essex)*

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%)	3 (42.9%)	1 (20.0%)	1 (25.0%)	2 (33.3%)	3 (50.0%)	10 (33.3%)
No (Go to question 14)	2 (100%)	4 (57.1%)	4 (80.0%)	3 (75.0%)	4 (66.7%)	3 (50.0%)	20 (66.7%)
Total number of responses	2	7	5	4	6	6	30
No reply to question	0	0	1	0	1	2	4

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	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
A GP at your local surgery	0 (0.0%)	2 (40.0%)	0 (0.0%)	1 (100%)	1 (33.3%)	2 (40.0%)	6 (31.6%)
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%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	2 (10.5%)
Hospital including accident and emergency services	0 (0.0%)	2 (40.0%)	1 (33.3%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	4 (21.1%)
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)	1 (50.0%)	1 (20.0%)	1 (33.3%)	0 (0.0%)	1 (33.3%)	2 (40.0%)	6 (31.6%)
Total number of responses	2	5	3	1	3	5	19
No reply to question	1	3	4	3	4	4	19

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

- *“NHS 111/ NHS Direct.” (Patient 2, Beds & Luton)*
- *“Advised to go to A&E. Then when I put the phone down ambulance service phoned back talked to my husband then ambulance sent.” (Patient 24, Cambs & Peterborough)*
- *“Out of hours GP visited.” (Patient 23, Herts & West Essex)*
- *“I do not know - as explained previously Eldercare placed the call.” (Patient 27, Norfolk & Waveney)*
- *“My husband phoned 111. They sent for the ambulance.” (Patient 1, Suffolk & North Essex)*
- *“Nurse at local surgery, dressing wounds.” (Patient 8, Suffolk & North 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	1 (50.0%)	6 (85.7%)	4 (66.7%)	4 (100%)	7 (100%)	3 (50.0%)	25 (78.1%)
Satisfactory	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	2 (6.3%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	1/2 (50.0%)	6/7 (85.7%)	5/6 (83.3%)	4/4 (100%)	7/7 (100%)	4/6 (66.7%)	27/32 (84.4%)
Fairly satisfactory	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.1%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	2 (6.3%)
Very unsatisfactory	1 (50.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (6.3%)
Total number of responses	2	7	6	4	7	6	32
No reply to question	0	0	0	0	0	2	2

Overall, 27 patients (84.4%) who responded to the above question and had used the Trust’s ECAT during March 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	18 (60.0%)
Female	12 (40.0%)
Total number of responses	30
Declined to answer question	0
No reply to question	4

Age

Age	Total
Range	1 to 89 years
Mean	64 years
Median	76 years
Mode	81 years
Total number of responses	30
Declined to answer question	0
No reply to question	4

Ethnicity

Ethnicity	Total
White British	28 (93.3%)
White Irish	0 (0.0%)
Any other White background	1 (3.3%)
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	1 (3.3%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Total number of responses	30
Declined to answer question	0
No reply to question	4

Religion or Belief

Religion or Belief	Total
Christian	20 (69.0%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	1 (3.4%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	7 (24.1%)
Other	1 (3.4%)
Total number of responses	29
Declined to answer question	0
No reply to question	5

Sexual Orientation

Sexual Orientation	Total
Heterosexual	21 (91.3%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (4.3%)
Other	1 (4.3%)
Total number of responses	23
Declined to answer question	2
No reply to question	9

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	9 (26.5%)
Physical impairment	5 (14.7%)
Sensory impairment	1 (2.9%)
Long standing condition	10 (29.4%)
Learning disability	0 (0.0%)
Mental health disorder	2 (5.9%)
Other	7 (20.6%)
Total number of responses	34
Declined to answer question	0
No reply to question	5

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

- *“Heart.” (Patient 2, Beds & Luton)*
- *“Dementia.” (Patient 23, Herts & West Essex)*
- *“Epilepsy.” (Patient 12, Norfolk & Waveney)*
- *“Parkinson’s.” (Patient 7, Norfolk & Waveney)*
- *“Normal.” (Patient 30, Cambs & Peterborough)*
- *“Generalised anxiety disorder.” (Patient 22, Suffolk & North Essex)*
- *“Hard of hearing.” (Patient 9, Herts & West 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	18 (56.3%)
No, I am not married or in a civil partnership	11 (34.4%)
Other	3 (9.4%)
Total number of responses	32
Declined to answer question	0
No reply to question	4

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

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	20 (90.9%)
No, I do not have a child under 12 months old	2 (9.1%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	22
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	1 (4.2%)
No, I have not or am not currently undergoing gender reassignment	23 (95.8%)
Total number of responses	24
Declined to answer question	1
No reply to question	9

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

Format	Total
I did not require a different format	20 (95.2%)
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 (4.8%)
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	21
Do not wish to declare	1
Did not answer	12

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

- *“Problems with eyesight (glasses).” (Patient 29, Cambs & Peterborough)*

Impact on the service received

Impact on Service	Total
No	24 (92.3%)
Yes, in a positive way	2 (7.7%)
Yes, in a negative way	0 (0.0%)
Total	26
Did not answer	8

24 patients (92.3%) 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; two surveys containing comments of concern or complaint were received these were passed to the Patient Experience Team (Bedford) for further action as appropriate. Two letters of appreciation were also received and logged onto the DATIX system before being passed to the appropriate team concerned.