



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

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Report Period: 1st to 31st May 2019
Date of Report: August 2019

Results for May 2019

Response

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

31 responses were received over the following four week period. This equates to a 19.9% 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)

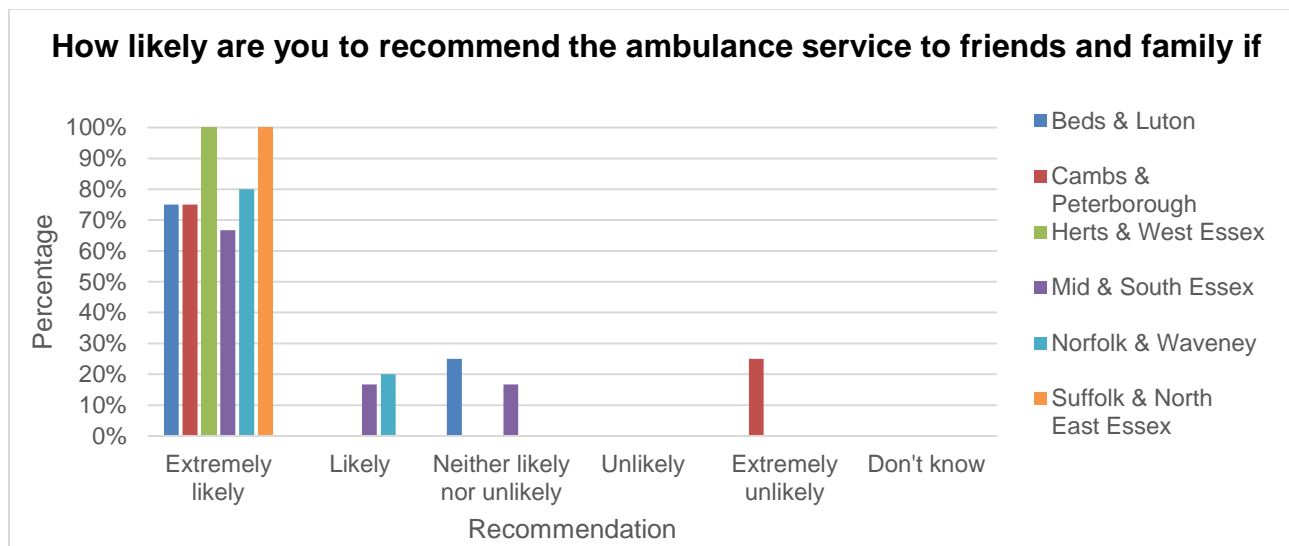
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	May all Areas Total
Extremely likely	3 (75.0%)	3 (75.0%)	3 (100%)	4 (66.7%)	4 (80.0%)	7 (100%)	24 (82.8%)
Likely	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (20.0%)	0 (0.0%)	2 (6.9%)
Neither likely nor unlikely	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	2 (6.9%)
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%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.4%)
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	4	4	3	6	5	7	29
No reply to question	0	1	1	0	0	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).

89.7% of patients who responded to the above question and had used the Trust's ECAT during the month of May 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
14	-	Herts & West Essex	I felt very safe in their care.
16	AMB1 – Emergency ambulance response	Mid & South Essex	Efficient, prompt and helpful.
26	AMB1 – Emergency ambulance response	Norfolk & Waveney	This call was for my father, my parents are both very vulnerable at the moment, due to them both having dementia. My father also unwell with heart and kidney failure. It is very reassuring for us that when they call in distress, they always receive a prompt visit and the situation, whether urgent or not, is dealt with appropriately and in their best interests. They are always full of praise for the kind young and women who visit, so please acknowledge our heartfelt thanks for your care and support. And also apologise for any calls that are not always appropriate for your service.
23	AMB1 – Emergency ambulance response	Suffolk & North Essex	10/10 Brilliant humorous chatty.
26	AMB1 - Emergency ambulance response	Suffolk & North Essex	I was attended by two lovely ladies; they arrived fairly quickly and checked all my pulses & blood pressure. They bandaged my wound and advised me to go to the doctors next day. I could find no fault at all.
10	GP1 – Contact own surgery	Norfolk & Waveney	Thank you for being there and for your service.
21	AMB1 - Emergency ambulance response	Norfolk & Waveney	The service we received from your two ambulance people was absolutely fantastic. My husband was the patient, he needed lots of reassurance and positivity, which he got. I also received verbal support from the young lady whose name sadly I cannot remember, she was very kind and talked me through my anxiety.

Patient Number	Point of Care	Area	Mixed/neutral comments
7	AMB2 - Cold ambulance response	Cambs & Peterborough	I feel this box is far too small to express my concerns clearly and wish to be interviewed so I can explain fully.
22	AMB2 - Cold ambulance response	Suffolk & North Essex	They were extremely busy so sent a tall taxi so I could get to the hospital ASAP.

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	4 (100%)	3 (75.0%)	3 (100%)	6 (100%)	2 (50.0%)	7 (100%)	25 (89.3%)	23/25 (92.0%)
The view of someone acting on behalf of the patient	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	0 (0.0%)	3 (10.7%)	1/2 (50.0%)
Total number of responses	4	4	3	6	4	7	28	27
No reply to question	0	1	1	0	1	0	3	1

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%)	5 (100%)	0 (0.0%)	5 (83.3%)	2 (50.0%)	2 (28.6%)	14 (50.0%)
No (Go to question 4)	3 (100%)	0 (0.0%)	3 (100%)	1 (16.7%)	2 (50.0%)	5 (71.4%)	14 (50.0%)
Total number of responses	3	5	3	6	4	7	28
No reply to question	1	0	1	0	1	0	3

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%)	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)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)
A GP out of hours service	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)
A local GP surgery	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	2 (33.3%)	4 (22.2%)
The NHS 111 telephone service	2 (50.0%)	0 (0.0%)	2 (66.7%)	2 (66.7%)	0 (0.0%)	4 (66.7%)	10 (55.6%)
Somewhere else (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (50.0%)	0 (0.0%)	2 (11.1%)
Total number of responses	4	0	3	3	2	6	18
No reply to question	1	4	1	3	3	1	13

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

- *“Careline.” (Patient 1, Norfolk & Waveney)*
- *“In a sheltered accommodation. Warden visited + called service.” (Patient 3, Mid & South Essex)*
- *“Nowhere else.” (Patient 6, Cambs & Peterborough)*
- *“The GP did no physical examination and wrongly diagnosed.” (Patient 22, Suffolk & North 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	3 (100%)	0 (0.0%)	2 (66.7%)	3 (100%)	2 (100%)	2 (50.0%)	12 (80.0%)
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%)	1 (25.0%)	1 (6.7%)
My condition became worse	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (6.7%)
Total number of responses	3	0	3	3	2	4	15
No reply to question	1	5	1	3	3	3	16

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

- *“After calling 111 they decided I needed to go to hospital and told me an ambulance would be sent to get me.” (Patient 15, Suffolk & North East 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						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, within the previous week	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (28.6%)	3 (10.3%)
Yes, between one week and one month earlier	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	2 (6.9%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (16.7%)	2 (50.0%)	0 (0.0%)	4 (13.8%)
No	3 (75.0%)	4 (80.0%)	1 (33.3%)	4 (66.7%)	2 (50.0%)	4 (57.1%)	18 (62.1%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	2 (6.9%)
Total number of responses	4	5	3	6	4	7	29
No reply to question	0	0	1	0	1	0	2

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)	1 (25.0%)	4 (100%)	2 (66.7%)	6 (100%)	2 (50.0%)	5 (83.3%)	20 (74.1%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (3.7%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.7%)
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 (25.0%)	0 (0.0%)	1 (3.7%)
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	2 (50.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	4 (14.8%)
Total number of responses	4	4	3	6	4	6	27
No reply to question	0	1	1	0	1	1	4

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

- *“Need to be interviewed to explain fully.” (Patient 7, Cambs & Peterborough)*
- *“Advised to use A&E. Bedford suspected TIA.” (Patient 12, Beds & Luton)*
- *“I was advised to keep my foot elevated and try not to stand on it.” (Patient 26, Suffolk & North East Essex)*
- *“Rung 111 at 9.10pm ambulance arrived at 5 am.” (Patient 27, Mid & South Essex)*
- *“Losing blood.” (Patient 14, Herts & West Essex)*
- *“The ambulance service phoned me and asked if it was possible for me to get to A&E in own transport.” (Patient 15, Suffolk & North East Essex)*
- *“Advised a 4hr wait for ambulance.” (Patient 6, Beds & Luton)*
- *“Asked to make own way to A&E.” (Patient 10, 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	2 (50.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	4 (23.5%)
No (please explain below)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)
Not applicable	2 (50.0%)	0 (0.0%)	2 (100%)	2 (66.7%)	2 (66.7%)	4 (100%)	12 (70.6%)
Total number of responses	4	1	2	3	3	4	17
No reply to question	0	4	2	3	2	3	14

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

- *“I wasn’t treated over the phone.” (Patient 6, Cambs & Peterborough)*

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%)	3 (100%)	0 (0.0%)	3 (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	4 (100%)	0 (0.0%)	1 (50.0%)	2 (100%)	0 (0.0%)	3 (75.0%)	10 (66.7%)
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%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	2
Total number of responses	4	0	2	2	3	4	15
No reply to question	0	5	2	4	2	3	16

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

- *“Wife was told go to bed with a paracetamol (see hospital records A&E etc).” (Patient 7, Cambs & Peterborough)*

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	3 (75.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (100%)	2 (50.0%)	8 (57.1%)
No	1 (25.0%)	1 (50.0%)	1 (100%)	1 (100%)	0 (0.0%)	2 (50.0%)	6 (42.9%)
Total number of responses	4	2	1	1	2	4	14
No reply to question	0	3	3	5	3	3	17

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	3 (75.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (100%)	2 (66.7%)	8 (72.7%)
No (please explain below)	1 (25.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	3 (27.3%)
Total number of responses	4	2	0	0	2	3	11
No reply to question	0	3	4	6	3	4	20

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

- “Yes, as my son was able to drive me in. This would have happened if requested on the call to NHS 111.” (Patient 15, Suffolk & North East Essex)

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	1 (25.0%)	1 (20.0%)	2 (66.7%)	0 (0.0%)	3 (75.0%)	2 (28.6%)	9 (32.1%)
No (Go to question 14)	3 (75.0%)	4 (80.0%)	1 (33.3%)	5 (100%)	1 (25.0%)	5 (71.4%)	19 (67.9%)
Total number of responses	4	5	3	5	4	7	28
No reply to question	0	0	1	1	1	0	3

Q13 – If yes, which health professional was contacted?

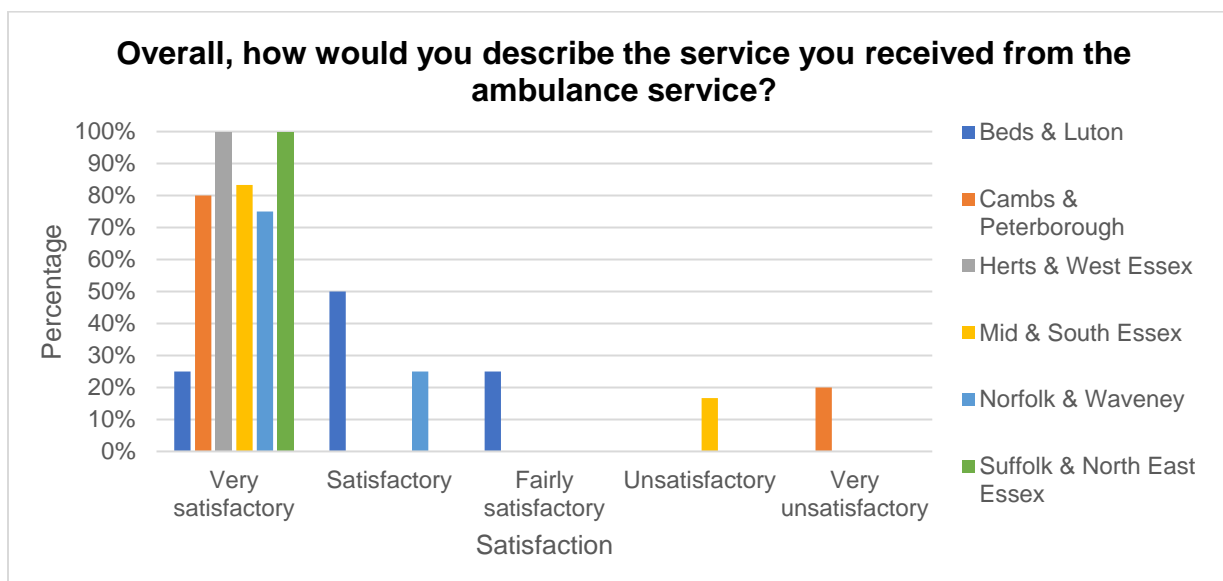
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Ambulance service via 999	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (20.0%)
A GP at your local surgery	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	1 (33.3%)	3 (30.0%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Hospital including accident and emergency services	1 (100%)	1 (100%)	1 (50.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	4 (40.0%)
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%)	1 (33.3%)	1 (10.0%)
Total number of responses	1	1	2	0	3	3	10
No reply to question	3	4	2	6	2	4	21

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	May all areas Total
Very satisfactory	1 (25.0%)	4 (80.0%)	3 (100%)	5 (83.3%)	3 (75.0%)	7 (100%)	23 (79.3%)
Satisfactory	2 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	3 (10.3%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	3/4 (75.0%)	4/5 (80.0%)	3/3 (100%)	5/6 (83.3%)	4/4 (100%)	7/7 (100%)	26/29 (89.7%)
Fairly satisfactory	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.4%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (3.4%)
Very unsatisfactory	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.4%)
Total number of responses	4	5	3	6	4	7	29
No reply to question	0	0	1	0	1	0	2

Overall, 26 patients (89.7%) who responded to the above question and had used the Trust's ECAT during May 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	12 (52.2%)
Female	11 (47.8%)
Total number of responses	23
Declined to answer question	0
No reply to question	8

Age

Age	Total
Range	16 to 92 years
Mean	68 years
Median	78 years
Mode	81 years
Total number of responses	24
Declined to answer question	0
No reply to question	7

Ethnicity

Ethnicity	Total
White British	21 (95.5%)
White Irish	1 (4.5%)
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	9

Religion or Belief

Religion or Belief	Total
Christian	15 (62.5%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	8 (33.3%)
Other	1 (4.2%)
Total number of responses	24
Declined to answer question	0
No reply to question	7

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

- *"Agnostic." (Patient 3, Mid & South Essex)*

Sexual Orientation

Sexual Orientation	Total
Heterosexual	17 (94.4%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (5.6%)
Other	0 (0.0%)
Total number of responses	18
Declined to answer question	2
No reply to question	11

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	8 (28.6%)
Physical impairment	5 (17.9%)
Sensory impairment	3 (10.7%)
Long standing condition	4 (14.3%)
Learning disability	2 (7.1%)
Mental health disorder	2 (7.1%)
Other	4 (14.3%)
Total number of responses	28
Declined to answer question	0
No reply to question	10

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

- "Old age." (Patient 7, Suffolk & North East Essex & Patient 16, Mid & South Essex)
- "Personality disorder." (Patient 23, Suffolk & North East Essex)
- "Cancer." (Patient 19, Suffolk & North East 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	8 (36.4%)
No, I am not married or in a civil partnership	12 (54.5%)
Other	2 (9.1%)
Total number of responses	22
Declined to answer question	0
No reply to question	10

All patients who responded 'other' in answer to the above question advised that they had been 'widowed'.

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	14 (87.5%)
No, I do not have a child under 12 months old	2 (12.5%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	16
Declined to answer question	0
No reply to question	16

Are you or have you been undergoing gender reassignment?

Gender Reassignment	Total
Yes, I am currently going through gender reassignment	1 (5.0%)
No, I have not or am not currently undergoing gender reassignment	19 (95.0%)
Total number of responses	20
Declined to answer question	1
No reply to question	10

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

Format	Total
I did not require a different format	17 (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	17
Do not wish to declare	0
Did not answer	14

Impact on the service received

Impact on Service	Total
No	23 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	23
Did not answer	8

All 23 patients who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity.

Aftercare

Following this survey; one letter of appreciation was received and logged onto the DATIX system before being passed to the appropriate team concerned.