



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

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Results for August 2018

Response

143 patient experience surveys were posted to patients who had used the Trust's Emergency Clinical Advice and Triage (ECAT) during the month of August 2018.

22 responses were received over the following four week period. This equates to a 15.4% 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)

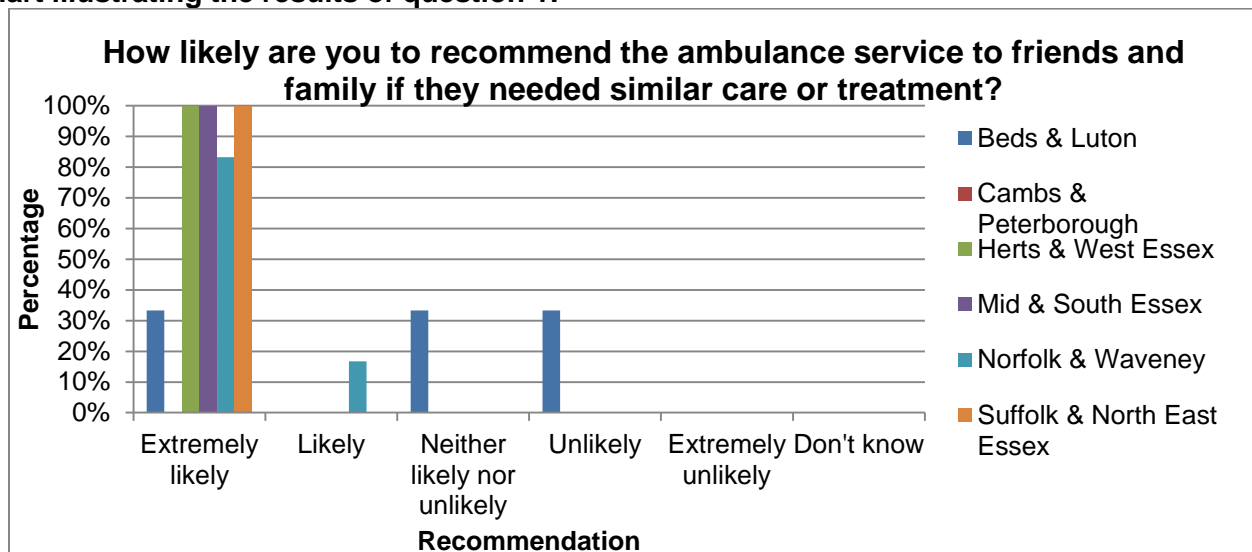
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Extremely likely	1 (33.3%)	0 (0.0%)	4 (100%)	5 (100%)	5 (83.3%)	3 (100%)	18 (85.7%)
Likely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (4.8%)
Neither likely nor unlikely	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Unlikely	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	3	0	4	5	6	3	21
No reply to question	1	0	0	0	0	0	1

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

90.5% of patients who responded to the above question and had used the Trust's ECAT during the month of August 2018 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
135	AMB2 – Cold ambulance response	Mid & South Essex	Excellent treatment. Both paramedics were extremely sympathetic to my needs. Everything was explained in great detail. They also listened to me!!
138	AMB1 – Emergency Ambulance Response	Mid & South Essex	We phoned 111 (about 0700) as when I went to the loo there was a lot of blood in my urine. They suggested a GP visit but the earliest I could see a GP was 10:30. I was in pain. We phoned again and a paramedic arrived very quickly. He was calm and reassuring. He called an ambulance who came and took me to Broomfield hospital.
72	ACP - Alternate care pathway	Suffolk & North East Essex	The care and help I received from the ambulance crew and paramedic was brilliant, no complaint at all. Thank you all very much.
55	AE – Patient needs to attend A&E (no ambulance)	Hertfordshire & West Essex	The paramedics were courteous, professional, efficient and very caring. I was in terrible pain and they put me at ease quickly and recognised my condition within minutes.

Patient Number	Point of Care	Area	Mixed/neutral comments
93	AE – Patient needs to attend A&E (no ambulance)	Suffolk and North East Essex	Had another experience with ambulance on the 8th September 2018 to call for an ambulance was very busy she was breathing very chesty, my mum this is. Started about 10-45pm, I telephoned them gave me some advice wasn't too confident as I was frightened had to hang up they said waiting for another emergency and then in half an hour the Paramedics came and gave my mum oxygen and blood test she started feeling a bit better.
128	AE – Patient needs to attend A&E (no ambulance)	Bedfordshire & Luton	Get a lift to hospital.

Patient Number	Point of Care	Area	Negative comments
105	AMB1 - Emergency ambulance response	Bedfordshire & Luton	Having called the medical advice line I was very aware that I needed help. The man on the line advised me that an ambulance was on its way & for my husband to wait on the road to guide them in. I called at midnight & my husband thinks the ambulance arrived at 3am. I was in a bad state the male crew member was pleasant the lady was put out as they were out of their area! Their area being Biggleswade! I was deposited in A&E left in a chair. Not the usual care that I have received in the past. I did indeed have a perforated bowel, peritonitis & a lung infection. So I hope the crew member can forgive me for causing them to be out of area. I think the young lady needs a holiday I felt like I was a complete timewaster.

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 (100%)	0 (0.0%)	3 (100%)	4 (80.0%)	5 (83.3%)	1 (50.0%)	16 (84.2%)	15/16 (93.8%)
The view of someone acting on behalf of the patient	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (16.7%)	1 (50.0%)	3 (15.8%)	3/3 (100%)
Total number of responses	3	0	3	5	6	2	19	19
No reply to question	1	0	1	0	0	1	3	0

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						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes (Go to question 6)	1 (33.3%)	0 (0.0%)	2 (66.7%)	4 (80.0%)	4 (80.0%)	3 (100%)	14 (73.7%)
No (Go to question 4)	2 (66.6%)	0 (0.0%)	1 (33.3%)	1 (20.0%)	1 (20.0%)	0 (0.0%)	5 (26.3%)
Total number of responses	3	0	3	5	5	3	19
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	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)
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	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)
The NHS 111 telephone service	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (100%)	0 (0.0%)	3 (60.0%)
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	2	0	1	1	1	0	5
No reply to question	2	0	3	4	5	3	17

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 (100%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (100%)	1 (100%)	5 (71.4%)
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%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)
Total number of responses	2	0	2	1	1	1	7
No reply to question	2	0	2	4	5	2	15

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

- *"I was told the ambulance came very quick."* (Patient 84, Hertfordshire & 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						
	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%)	1 (33.3%)	1 (20.0%)	2 (40.0%)	0 (0.0%)	4 (22.2%)
Yes, between one week and one month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (33.3%)	2 (11.1%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No	2 (100%)	0 (0.0%)	2 (66.7%)	3 (60.0%)	3 (60.0%)	1 (33.3%)	11 (61.1%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (5.6%)
Total number of responses	2	0	3	5	5	3	18
No reply to question	2	0	1	0	1	0	4

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 (66.7%)	0 (0.0%)	3 (100%)	4 (100%)	4 (80.0%)	2 (100%)	15 (88.2%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)
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%)	1 (20.0%)	0 (0.0%)	1
Total number of responses	3	0	3	4	5	2	17
No reply to question	1	0	1	1	1	1	5

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

- *“Advised that I should be in hospital. Was told that the service was very busy, and was asked if I could make my own way to hospital.” (Patient 69, Norfolk & Waveney)*
- *“Yes I had an appointment at Clacton hospital. I almost past out and they called the Ambulance for me to come it did take a while.” (Patient 93, Suffolk & North East 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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No (please explain below)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (100%)	3 (0.0%)
Not applicable	1 (50.0%)	0 (0.0%)	1 (100%)	1 (100%)	2 (66.7%)	0 (0.0%)	5 (100%)
Total number of responses	2	0	1	1	3	1	8
No reply to question	2	0	3	4	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%)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (11.1%)
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 (50.0%)	0 (0.0%)	0 (0.0%)	2 (100%)	2 (66.7%)	1 (100%)	6 (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	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (22.2%)
Total number of responses	2	0	1	2	3	1	9
No reply to question	2	0	3	3	3	2	13

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

- *“They advised me I was showing signs of improving and to see how the next 24 hours went. They were right I was much better in 24 hours.” (Patient 32, Bedfordshire & Luton)*

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	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	2 (66.7%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (33.3%)
Total number of responses	1	0	0	0	1	1	3
No reply to question	3	0	4	5	5	2	19

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	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	2 (66.7%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (33.3%)
Total number of responses	1	0	0	0	0	2	3
No reply to question	3	0	4	5	6	1	19

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

- *“Question not really applicable. They didn't say they could not send an ambulance, just that they were very busy.” (Patient 69, Norfolk & Waveney)*
- *“I needed it desperately.” (Patient 93, Suffolk)*
- *“I couldn't easily get to hospital - I was bleeding severely and dizzy from blood loss. But I wasn't near death!!!” (Patient 128, Bedfordshire & Luton)*

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	2 (66.7%)	0 (0.0%)	1 (33.3%)	1 (25.0%)	3 (60.0%)	1 (33.3%)	8 (44.4%)
No (Go to question 14)	1 (33.3%)	0 (0.0%)	2 (66.7%)	3 (75.0%)	2 (40.0%)	2 (66.7%)	10 (55.6%)
Total number of responses	3	0	3	4	5	3	18
No reply to question	1	0	1	1	1	0	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	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (66.7%)	1 (100%)	2 (18.2%)
A GP at your local surgery	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (11.1%)	0 (0.0%)	2 (18.2%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (11.1%)	0 (0.0%)	1 (9.1%)
NHS 111 / NHS Direct	1 (14.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
Hospital including accident and emergency services	1 (14.3%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (18.2%)
Community care services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (11.1%)	0 (0.0%)	1 (9.1%)
Some other health professional (please describe below)	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	2 (18.2%)
Total number of responses	3	0	1	2	4	1	11
No reply to question	1	0	3	4	2	2	12

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

- *“The paramedics contacted my GP.” (Patient 135, Mid & South Essex)*
- *“I got better, so no one.” (Patient 32, Bedfordshire & Luton)*

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfactory	2 (50.0%)	0 (0.0%)	3 (100%)	5 (100%)	5 (83.3%)	2 (66.7%)	17 (81.0%)
Satisfactory	2 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	3 (14.3%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	4/4 (100%)	0/0 (0.0%)	3/3 (100%)	5/5 (100%)	5/6 (83.3%)	3/3 (100%)	20/21 (95.2%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (4.8%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	4	0	3	5	6	3	21
No reply to question	0	0	1	0	0	0	1

Overall, 20 patients (95.2%) who responded to the above question and had used the Trust's ECAT during August 2018 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	8 (38.1%)
Female	13 (61.9%)
Total number of responses	21
Declined to answer question	0
No reply to question	1

Age

Age	Total
Range	41 to 90 years
Mean	70 years
Median	70 years
Mode	55 years
Total number of responses	21
Declined to answer question	0
No reply to question	1

Ethnicity

Ethnicity	Total
White British	19 (90.5%)
White Irish	2 (9.5%)
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	21
Declined to answer question	0
No reply to question	1

Religion or Belief

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

Sexual Orientation

Sexual Orientation	Total
Heterosexual	17 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	17
Declined to answer question	0
No reply to question	5

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	9 (50.0%)
Physical impairment	3 (16.7%)
Sensory impairment	0 (0.0%)
Long standing condition	4 (22.2%)
Learning disability	0 (0.0%)
Mental health disorder	1 (5.6%)
Other	1 (5.6%)
Total number of responses	18
Declined to answer question	1
No reply to question	5

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

- *"Addison disease/Crohn's disease." (Patient 93, Suffolk & North East Essex)*

Are you married or in a civil partnership?

Marriage/Civil partnership	Total
Yes, I am married or in a civil partnership	10 (55.6%)
No, I am not married or in a civil partnership	5 (27.8%)
Other	3 (16.7%)
Total number of responses	18
Declined to answer question	2
No reply to question	2

Of the 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	14 (77.8%)
No, I do not have a child under 12 months old	3 (16.7%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	1 (5.6%)
Total number of responses	18
Declined to answer question	0
No reply to question	7

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	16 (100%)
Total number of responses	16
Declined to answer question	0
No reply to question	6

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

Format	Total
I did not require a different format	14 (100%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	0 (0.0%)
Large Print	0 (0.0%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)
Total	14
Do not wish to declare	1
Did not answer	7

Impact on the service received

Impact on Service	Total
No	16 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	16
Did not answer	6

16 patients (100%) 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, three letters of appreciation were received which were logged onto the DATIX system and passed to the appropriate teams concerned. No further correspondence was received.