



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

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Report Period: February 2018

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Results for February 2018

Response

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

25 responses were received over the following four week period. This equates to a 16.7% response rate.

The format of this report is in accordance with the operational areas within the Trust and is grouped into the following 3 areas:

Norfolk, Suffolk & Cambridgeshire = (NSC)
Bedfordshire & Hertfordshire = (Beds & Herts)
Essex = (Essex)

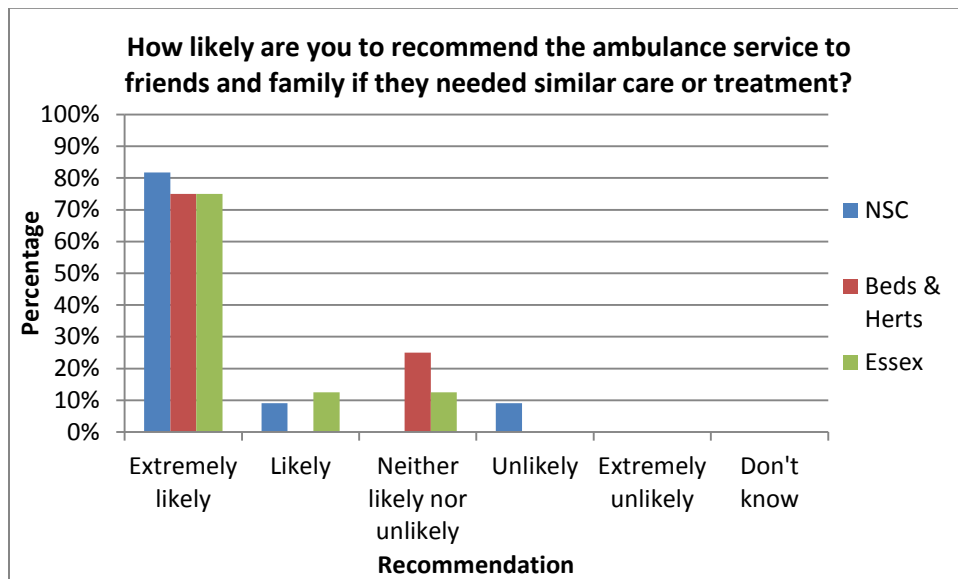
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	9 81.8%	3 75.0%	6 75.0%	18 78.3%
Likely	1 9.1%	0 0.0%	1 12.5%	2 8.7%
Neither likely nor unlikely	0 0.0%	1 25.0%	1 12.5%	2 8.7%
Unlikely	1 9.1%	0 0.0%	0 0.0%	1 4.3%
Extremely unlikely	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%
Total number of responses	11	4	8	23
No reply to question	2	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).

87.0% of patients who responded to this question and had used the Trust's ECAT during the month of February 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
66	AMB1 - EMERGENCY AMBULANCE RESPONSE	Beds & Herts	The two members that attended to my mother were very pleasant and thorough with all their checks and had a very nice manner. I was very impressed with their service to us.
145	GP4 - SERVICE ORGANISED OOH REFERRAL	Essex	I was very satisfied with the ambulance crew who were very caring, at the same time gave me a feeling of confidence that all would be well!
80	ACP - Alternate care pathway	Suffolk	Excellent service. Kind, considerate staff. Many thanks to all.
131	AMB2 - COLD AMBULANCE RESPONSE	Essex	Without your help I had no one to turn to. Many, many thanks over again.
33	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	I received excellent care and attention, they were both very attentive and caring, made me feel relaxed and not afraid.
101	AMB1 - EMERGENCY AMBULANCE RESPONSE	Essex	The service I received was without fault. All individuals involved were so very kind and helpful.
144	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	I am writing on behalf of my husband of some 60 years, who is 86. He has been transported on several occasions and also home visits when he got in a pickle. Ambulance people have always been kind and treated him with dignity always. We have never had to wait long and always got the help we needed. He has come home with care package and palliative care on his last journey. We would both like to thank everyone for everything.
4	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	Unfortunately I have a long term condition where I have had the EOE ambulance service out many times over the last 20 yrs. I can say that I don't remember ever feeling that I was waiting very long for them to get me. The treatment was excellent, not only at where they came to pick me up, but when we arrived at hospital they did not just drop me off they made sure I was looked after. I am very grateful and finding it difficult to put it into words.

Patient Number	Point of Care	Area	Mixed/Neutral comments
116	AMB1 - EMERGENCY AMBULANCE RESPONSE	Essex	Very nice staff communicating. Only the problem one had come after 3 hours to after call. Daughter had a high temperature. First night quick see a doctor but second time had to wait for the hospital for two hours until I was accepted. I'm not be happy she does the same.
87	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	I was told by the phone operator on the 111 service that the ambulance would take 3-3.5 hours to get to us but it was with us within 1.5 hours, so I was impressed by that.
18	AMB2 - COLD AMBULANCE RESPONSE	NSC	This statement is completed by husband as patient suffers from dementia.
148	GP4 - SERVICE ORGANISED OOH REFERRAL	Beds & Herts	Being very tall, big feet, help to squeeze into rear of small ambulance, little old lady in front with a lot of leg room.
124	GP3 - SERVICE ORGANISED GP REFERRAL	NSC	I have only one thing to say, the response from your paramedics was faultless, which is more than can be said for that which they received from the hospital when seeking further instruction.

Patient Number	Point of Care	Area	Negative comments
62	GP4 - SERVICE ORGANISED OOH REFERRAL	Essex	What is there to say in this section. An ambulance never got to me!!!! I waited for one for maybe an hour then got a phone call to say there were no ambulances. I do not abuse the NHS, when I needed help there wasn't any. I feel disgusted. The nurse who spoke to me on the phone was really nice. I feel sorry for your frontline workers working in this mess and conditions. Sort it out!!!
92	GP4 - SERVICE ORGANISED OOH REFERRAL	NSC	111 told me they wanted to send an ambulance for my son when I called them because I was very worried about my son. After the phone call I was waiting and waiting. I had been told by 111 that an ambulance would come straight away and ask me to ensure there was access to property. Afterwards somebody from

			the ambulance service called me and told me an ambulance wouldn't be coming because they were too busy and told me somebody would call, which they did. I then took my son to clinic 9 Addenbrookes hospital.
38	AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	Essex	I called for baby daughter who may have swallowed tablets. After assessing over the phone no ambulance was sent. I was told I would receive a call back within 4 hours. 3 hours 45mins later I received a call back. A further assessment was carried out after which I was told to take my daughter to A&E Immediately as she was in potential danger. Due to the call times and the travelling distance it took nearly 6 hours from my calling 999 to my daughter into A&E, time that should not have been wasted. Luckily she was ok but I fear the outcome could have been different. I should have been told to take her to A&E during first call!!
24	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	Call 1; Controller said ambulance required. (I asked if better to bring myself-told to wait) Might have been call 2, notes thrown away. Call 2: Update requested. None available. Call 3: Cancelled ambulance and drove. A&E triaged: As a diabetic, vomiting and extreme sudden abdominal pain and blood in urine + high blood sugar was taken straight to resus. Glad I did not wait for ambulance.
97	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	We waited over four hours in the end, my husband drove me to the hospital. At A&E I waited too long. I collapsed and was taken through on Thursday evening. I was moved 5 times at Ipswich hospital and went home the following Monday. The ambulance service did call back to check if I was ok. It's a shame our government doesn't provide more staff and funding for the ambulances at Ipswich hospital.

Q2 – Whose views are being reported in this questionnaire?

Response	Operational Area				Overall Key Performance Indicator (KPI)
	NSC	Beds & Herts	Essex	Total	
The view of the patient	7 77.8%	2 50.0%	7 87.5%	16 76.2%	12/16 75.0%
The view of someone acting on behalf of the patient	2 22.2%	2 50.0%	1 12.5%	5 23.8%	4/5 80.0%
Total number of responses	9	4	8	21	21
No reply to question	4	0	0	4	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	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes (Go to question 6)	3 33.3%	2 66.7%	5 71.4%	10 52.6%
No (Go to question 4)	6 66.7%	1 33.3%	2 28.6%	9 47.4%
Total number of responses	9	3	7	19
No reply to question	4	1	1	6

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	Operational Area			
	NSC	Beds & Herts	Essex	Total
An NHS walk-in centre	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%
A Minor Injuries Unit (MIU)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
An Urgent Care Centre (UCC)	1 14.3%	0 0.0%	0 0.0%	1 11.1%
A GP out of hours service	0 0.0%	0 0.0%	0 0.0%	0 0.0%
A local GP surgery	0 0.0%	0 0.0%	0 0.0%	0 0.0%
The NHS 111 telephone service	5 71.4%	1 100.0%	1 100.0%	7 77.8%
Somewhere else (please describe below)	1 14.3%	0 0.0%	0 0.0%	1 11.1%
Total number of responses	7	1	1	9
No reply to question	6	3	7	16

The below comment was received from the patient who responded ‘somewhere else’ in answer to this question:

- *“Waitrose, St Neots.” (Patient 18, NSC)*

Q5 – Why did you call the emergency service following your contact with the service above? (Tick all that apply)

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
The service above referred me to the emergency services	6 85.7%	1 50.0%	1 100.0%	8 80.0%
I couldn't contact the service above	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%
The wait for the service above was too long	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%
My condition became worse	1 14.3%	0 0.0%	0 0.0%	1 10.0%
A different reason (please describe below)	0 0.0%	1 50.0%	0 0.0%	1 10.0%
Total number of responses	7	2	1	10
No reply to question	6	2	7	15

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

- *“Just rang 111, they ordered an ambulance.” (Patient 21, Beds & Herts)*

Q6 – Before your call to the ambulance service, had you previously received advice / treatment about the same condition or something related to it?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, within the previous week	1 9.1%	0 0.0%	1 14.3%	2 9.5%
Yes, between one week and one month earlier	2 18.2%	0 0.0%	1 14.3%	3 14.3%
Yes, more than a month earlier	3 27.3%	0 0.0%	0 0.0%	3 14.3%
No	5 45.5%	2 66.7%	4 57.1%	11 52.4%
Don't know / can't remember	0 0.0%	1 33.3%	1 14.3%	2 9.5%
Total number of responses	11	3	7	21
No reply to question	2	1	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
An ambulance crew or paramedic came (Go to question 11)	8 80.0%	4 100.0%	6 75.0%	18 81.8%
The ambulance service arranged an appointment with another health professional	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%	1 12.5%	1 4.5%
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%
You were reassured the concern was not life threatening	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other	2 20.0%	0 0.0%	1 12.5%	3 13.6%
Total number of responses	10	4	8	22
No reply to question	3	0	0	3

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

- *"My husband drove me to A&E at Ipswich hospital, after waiting 4 and a half hours." (Patient 97, NSC)*
- *"Was told I would receive a call back within 4 hours." (Patient 38, Essex)*
- *"Due to the wait I cancelled the ambulance and took my son by car to A&E, as it was too risky to wait longer. We went straight to resus." (Patient 24, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	1 50.0%	0 0.0%	0 0.0%	1 16.7%
No (please explain below)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No applicable	1 50.0%	2 100.0%	2 100.0%	5 83.3%
Total number of responses	2	2	2	6
No reply to question	11	2	6	19

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
A GP at your local doctor's surgery	0 0.0%	0 0.0%	0 0.0%	0 0.0%
An out of hours service e.g. GP	0 0.0%	0 0.0%	1 33.3%	1 11.1%
Hospital including accident and emergency services	4 100.0%	2 100.0%	1 33.3%	7 77.8%
Community care service	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%
Some other service (please describe below)	0 0.0%	0 0.0%	1 33.3%	1 11.1%
Not applicable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	4	2	3	9
No reply to question	9	2	5	16

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

- *"Called back by another health worker." (Patient 38, Essex)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	1 33.3%	0 0.0%	1 50.0%	2 40.0%
No	2 66.7%	0 0.0%	1 50.0%	3 60.0%
Total number of responses	3	0	2	5
No reply to question	10	4	6	20

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No (please explain below)	1 100.0%	0 0.0%	1 100.0%	2 100.0%
Total number of responses	1	0	1	2
No reply to question	12	4	7	23

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

- *“I had no choice.” (Patient 62, Essex)*
- *“My condition was getting worse and I was in a tremendous amount of pain.” (Patient 97, NSC)*
- *“Please see box 1.” (Patient 38, Essex)*
- *“It was my decision to cancel ambulance and risk driving myself as condition was deteriorating and wait was too long.” (Patient 24, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	3 33.3%	1 25.0%	3 42.9%	7 35.0%
No (Go to question 14)	6 66.7%	3 75.0%	4 57.1%	13 65.0%
Total number of responses	9	4	7	20
No reply to question	4	0	1	5

Q13 – If yes, which health professional was contacted?

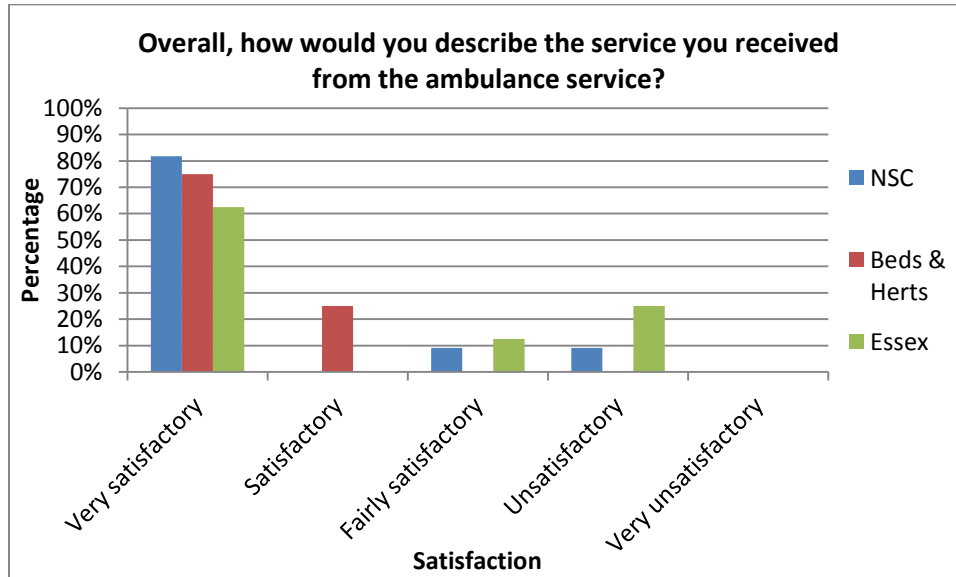
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Ambulance service via 999	0 0.0%	1 100.0%	0 0.0%	1 12.5%
A GP at your local surgery	2 50.0%	0 0.0%	1 33.3%	3 37.5%
An out of hours GP or other out of hours service	0 0.0%	0 0.0%	1 33.3%	1 12.5%
NHS 111 / NHS Direct	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Hospital including accident and emergency services	2 50.0%	0 0.0%	0 0.0%	2 25.0%
Community care services	0 0.0%	0 0.0%	1 33.3%	1 12.5%
Some other health professional (please describe below)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	4	1	3	8
No reply to question	9	3	5	17

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	9 81.8%	3 75.0%	5 62.5%	17 73.9%
Satisfactory	0 0.0%	1 25.0%	0 0.0%	1 4.3%
KPI Result (Very satisfactory satisfactory/Total number of responses)	9/11 81.8%	4/4 100.0%	5/8 62.5%	18/23 78.3%
Fairly satisfactory	1 9.1%	0 0.0%	1 12.5%	2 8.7%
Unsatisfactory	1 9.1%	0 0.0%	2 25.0%	3 13.0%
Very unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	11	4	8	23
No reply to question	2	0	0	2

Overall, 18 patients (78.3%) who responded to the above question and had used the Trust's ECAT during February 2018 rated the service received as being 'satisfactory' or 'very satisfactory.' 3 patients (13.0%) however, felt that the service they received was 'unsatisfactory.'

Bar chart illustrating the results of question 14:



Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	8 40.0%
Female	12 60.0%
Total number of responses	20
Declined to answer question	0
No reply to question	5

Age

Age	Total
Range	1 to 95 years
Mean	66 years
Median	82 years
Mode	84 years
Total number of responses	20
Declined to answer question	0
No reply to question	5

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	19 90.5%
White Irish	0 0.0%
Any other White background	1 4.8%
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	1 4.8%
Total number of responses	21
Declined to answer question	0
No reply to question	5

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

- "American." (Patient 4, NSC)

Religion or Belief

Religion or Belief	Total
Christian	13 68.4%
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	2 10.5%
Total number of responses	19
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:

- "C of E." (Patient 66, Beds & Herts)
- "RC." (Patient 80, NSC)

Sexual Orientation

Sexual Orientation	Total
Heterosexual	15 100.0%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	0 0.0%
Total number of responses	15
Declined to answer question	0
No reply to question	10

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	5 19.2%
Physical impairment	6 23.1%
Sensory impairment	2 7.7%
Long standing condition	5 19.2%
Learning disability	1 3.8%
Mental health disorder	5 19.2%
Other	2 7.7%
Total number of responses	26
Declined to answer question	0
No reply to question	8

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

- "Stroke patient." (Patient 148, Beds & Herts)
- "Stroke." (Patient 144, NSC)

Are you married or in a civil partnership?

Married/Civil partnership	Total
Yes, I am married or in a civil partnership	9 60.0%
No, I am not married or in a civil partnership	4 26.7%
Other	2 13.3%
Total number of responses	15
Declined to answer question	1
No reply to question	9

The 2 patients who responded 'other' in answer to this 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	10 83.3%
No, I do not have a child under 12 months old	2 16.7%
Yes, I am currently pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total number of responses	12
Declined to answer question	0
No reply to question	15

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	13 100.0%
Total number of responses	13
Declined to answer question	0
No reply to question	12

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	10 83.3%
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 8.3%
Page magnification (website)	1 8.3%
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	12
Do not wish to declare	0
Did not answer	14

Impact on the service received

Impact on Service	Total
No	12 85.7%
Yes, in a positive way	1 7.1%
Yes, in a negative way	1 7.1%
Total	14
Did not answer	11

12 patients (85.7%) who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity. 1 patient (7.1%) felt that the service they received was affected in a positive way and 1 patient (7.1%) advised that the service they received was affected in a negative way.

Aftercare

Following this survey, 2 letters of appreciation were received along with 4 surveys which contained comments of concern. The above were passed to the Patient Experience team for further action as appropriate.