



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

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Results for January 2018

Response

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

12 responses were received over the following four week period. This equates to an 8% 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)

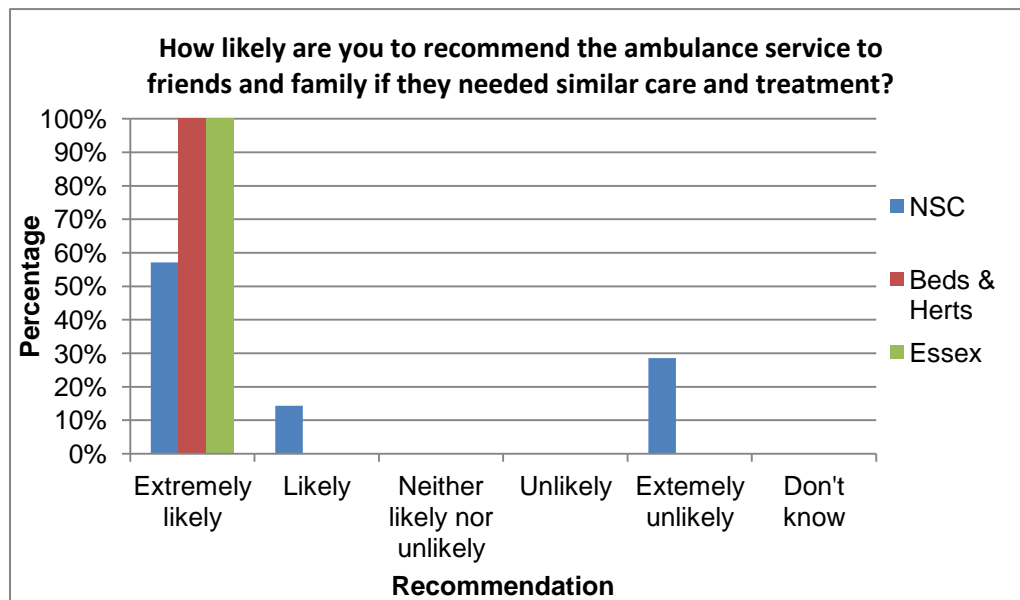
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	4 57.1%	2 100.0%	3 100.0%	9 75.0%
Likely	1 14.3%	0 0.0%	0 0.0%	1 8.3%
Neither likely nor unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	2 28.6%	0 0.0%	0 0.0%	2 16.7%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	7	2	3	12
No reply to question	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).

83.3% of patients who responded to this question and had used the Trust's ECAT during the month of January 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
21	GP4 - SERVICE ORGANISED OOH REFERRAL	Essex	Being quite ill and frightened, I found the calm, professional manner of the ambulance crew very reassuring. They made important checks i.e. blood pressure etc. with efficiency. It was decided to put me on a saline drip in the ambulance while continuing their other checks. I don't think I could have been in better hands.
9	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	Although I had a wait for an ambulance - the two ladies that came were wonderful. Explained everything to me as I do suffer with my worry. Calmed me down and stayed with me for the whole journey.
100	AMB1 - EMERGENCY AMBULANCE RESPONSE	Beds & Herts	I found this service extremely good and I would like to thank all the people concerned.
115	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	I called the ambulance in the morning. They were quick to respond and very professional and polite. However, my son's condition got considerably worse in the course of the day. I phoned 111 and they sent the second ambulance. The staff were fantastic that came. I understand how busy they are, but my son was in no position to be moved. The lady chatted and made us feel at ease, first class ambulance crew - the man spent the majority of his time on a lap-top. I was surprised how long they were with us as we had to wait for a GP to call. If this hadn't been the case they'd have been well on their way.
41	GP4 - SERVICE ORGANISED OOH REFERRAL	Essex	Always very professional people, both paramedics and ambulance crew always very kind and caring.

Patient Number	Point of Care	Area	Mixed/Neutral comments
116	AE- PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	NSC	After a call to 111, the operator felt the best course of action was to call an ambulance, as she felt a paramedic would be able to treat me at home. After waiting an hour I had a phone call to say they would be able to get an ambulance to me and that I should attend A&E.

Patient Number	Point of Care	Area	Negative comments
25	GP4 - SERVICE ORGANISED OOH REFERRAL	NSC	111 service left me 7 ¹ / ₂ hours on the floor in extreme pain, please see email. Note: Only received one call from "Dr on call" not all our calls for help were recorded. Dr on call stated I had "?" however I had a trapped nerve in my lower back.
70	GP1 - CONTACT OWN SURGERY	NSC	Was informed that ambulance was on the way, but then I received a further 50 minute phone call after explaining previously the symptoms that ambulance was not going to be sent.

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	5 71.4%	2 100.0%	1 33.3%	8 66.7%	5/8 62.5%
The view of someone acting on behalf of the patient	2 28.6%	0 0.0%	2 66.7%	4 33.3%	3/3 100.0%
Total number of responses	7	2	3	12	11
No reply to question	0	0	0	0	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?
(All answer types are listed, some multiple answers)

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes (Go to question 6)	4 50.0%	2 100.0%	0 0.0%	6 54.5%
No (Go to question 4)	4 50.0%	0 0.0%	1 100.0%	5 45.5%
Total number of responses	8	2	1	11
No reply to question	0	0	2	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	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	4 100.0%	0 0.0%	2 100.0%	6 85.7%
Somewhere else (please describe below)	0 0.0%	1 100.0%	0 0.0%	1 14.3%
Total number of responses	4	1	2	7
No reply to question	3	1	1	5

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

- *“The paramedic.” (Patient 100, Point of care: AMB1 emergency ambulance response)*
- *“We had two ambulances - first time I rang 999 as I thought it was due to a previous head on crash.” (Patient 115, Point of care: AMB1 emergency ambulance response)*

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	1 50.0%	0 0.0%	1 50.0%	2 40.0%
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%	1 50.0%	1 20.0%
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 50.0%	0 0.0%	0 0.0%	1 20.0%
A different reason (please describe below)	0 0.0%	1 100.0%	0 0.0%	1 20.0%
Total number of responses	2	1	2	5
No reply to question	5	1	1	7

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

- *“See email.” (Patient 25, Point of care: GP4 – service organised OOH referral)*
- *“To get me to hospital for appointment from my letters.” (Patient 100, Point of care: AMB1 emergency ambulance response)*
- *“Condition became worse.” (Patient 41, Point of care: GP4 – service organised OOH referral)*

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	3 42.9%	1 50.0%	1 50.0%	5 45.5%
Yes, between one week and one month earlier	0 0.0%	0 0.0%	1 50.0%	1 9.1%
Yes, more than a month earlier	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No	4 57.1%	0 0.0%	0 0.0%	4 36.4%
Don't know / can't remember	0 0.0%	1 50.0%	0 0.0%	1 9.1%
Total number of responses	7	2	2	11
No reply to question	0	0	1	1

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)	5 83.3%	1 100.0%	2 66.7%	8 80.0%
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 33.3%	1 10.0%
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	1 16.7%	0 0.0%	0 0.0%	1 10.0%
Total number of responses	6	1	3	10
No reply to question	1	1	0	2

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	0 0.0%	1 100.0%	1 50.0%	2 28.6%
No (please explain below)	1 25.0%	0 0.0%	0 0.0%	1 14.3%
No applicable	3 75.0%	0 0.0%	1 50.0%	4 57.1%
Total number of responses	4	1	2	7
No reply to question	3	1	1	5

The below comment was received from the patient who responded 'no' in answer to this question:

- *“Advised Dr on call would be with me within 2 hours.” (Patient 25, Point of care: GP4 – Service organised OOH referral)*

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%	1 50.0%	0 0.0%	1 16.7%
An out of hours service e.g. GP	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Hospital including accident and emergency services	1 100.0%	0 0.0%	2 66.7%	3 50.0%
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%	1 50.0%	0 0.0%	1 16.7%
Not applicable	0 0.0%	0 0.0%	1 33.3%	1 16.7%
Total number of responses	1	2	3	6
No reply to question	6	0	0	6

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

- *“Appointment letters.” (Patient 100, Point of care: AMB1 emergency ambulance response)*
- *“After the ambulance came we were advised to see a GP it continued.” (Patient 115, Point of care: AMB1 – emergency ambulance response)*

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	2 100.0%	1 100.0%	1 100.0%	4 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	2	1	1	4
No reply to question	5	1	2	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	0 0.0%	1 50.0%	1 100.0%	2 50.0%
No (please explain below)	1 100.0%	1 50.0%	0 0.0%	2 50.0%
Total number of responses	1	2	1	4
No reply to question	6	0	2	8

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

- *“Told 4 hour wait at A&E opposed to Dr on call would help within 2 hours.” (Patient 25, Point of care: GP4 – service organised OOH referral)*
- *“Because it was the only way I could get to hospital.” (Patient 100, Point of care: AMB1 emergency ambulance response)*
- *N/A. They came twice (Patient 115, Point of care: AMB1 – emergency ambulance response)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	4 66.7%	1 50.0%	2 66.7%	7 64.6%
No (Go to question 14)	2 33.3%	1 50.0%	1 33.3%	4 36.4%
Total number of responses	6	2	3	11
No reply to question	1	0	0	1

Q13 – If yes, which health professional was contacted?

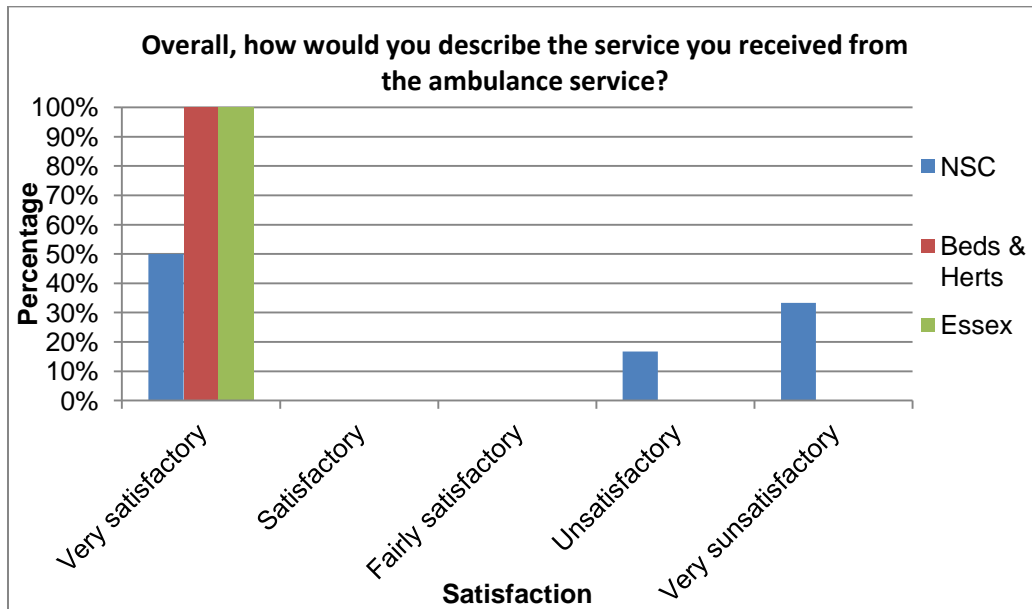
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Ambulance service via 999	0 0.0%	0 0.0%	1 50.0%	1 16.7%
A GP at your local surgery	1 33.3%	0 0.0%	1 50.0%	2 33.3%
An out of hours GP or other out of hours service	1 33.3%	0 0.0%	0 0.0%	1 16.7%
NHS 111 / NHS Direct	0 0.0%	1 100.0%	0 0.0%	1 16.7%
Hospital including accident and emergency services	1 33.3%	0 0.0%	0 0.0%	1 16.7%
Community care services	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%
Total number of responses	3	1	2	6
No reply to question	4	1	1	6

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	3 50.0%	2 100.0%	3 100.0%	8 72.7%
Satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
KPI Result (Very satisfactory satisfactory/Total number of responses)	3/6 50.0%	2/2 100.0%	3/3 100.0%	8/11 72.7%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unsatisfactory	1 16.7%	0 0.0%	0 0.0%	1 9.1%
Very unsatisfactory	2 33.3%	0 0.0%	0 0.0%	2 18.2%
Total number of responses	6	2	3	11
No reply to question	1	0	0	1

Overall, 8 patients (72.7%) who responded to the above question and had used the Trust's ECAT during January 2018 rated the service received as being 'very satisfactory,' 3 patients (27.3%) however, felt that the service they received was either 'unsatisfactory' (9.1%) or 'very unsatisfactory' (18.2%).

Bar chart illustrating the results of question 14:



Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	3 42.9%
Female	4 57.1%
Total number of responses	7
Declined to answer question	0
No reply to question	5

Age

Age	Total
Range	1 to 80 years
Mean	49 years
Median	50 years
Mode	N/A
Total number of responses	7
Declined to answer question	0
No reply to question	5

Ethnicity

Ethnicity	Total
White British	8 87.5%
White Irish	0 0.0%
Any other White background	1 12.5%
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	8
Declined to answer question	0
No reply to question	4

Religion or Belief

Religion or Belief	Total
Christian	5 71.4%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	2 28.6%
Other	0 0.0%
Total number of responses	7
Declined to answer question	0
No reply to question	5

Sexual Orientation

Sexual Orientation	Total
Heterosexual	4 100.0%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	0 0.0%
Total number of responses	4
Declined to answer question	1
No reply to question	7

Disabilities

Disabilities	Total
I do not have any disabilities	4 57.1%
Physical impairment	0 0.0%
Sensory impairment	0 0.0%
Long standing condition	1 14.3%
Learning disability	0 0.0%
Mental health disorder	1 14.3%
Other	1 14.3%
Total number of responses	7
Declined to answer question	0
No reply to question	5

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

- *"Awaiting knee replacement." (Patient 25, Point of care: GP4 – service organised OOH referral)*

Are you married or in a civil partnership?

Married/Civil partnership	Total
Yes, I am married or in a civil partnership	5 55.6%
No, I am not married or in a civil partnership	4 44.4%
Other	0 0.0%
Total number of responses	9
Declined to answer question	0
No reply to question	3

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	6 66.7%
No, I do not have a child under 12 months old	3 33.3%
Yes, I am currently pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
Total number of responses	9
Declined to answer question	1
No reply to question	4

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	9 100.0%
Total number of responses	9
Declined to answer question	0
No reply to question	3

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

Format	Total
I did not require a different format	7 100.0%
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	7
Do not wish to declare	0
Did not answer	5

Impact on the service received

Impact on Service	Total
No	9 100.0%
Yes, in a positive way	0 0.0%
Yes, in a negative way	0 0.0%
Total	9
Did not answer	3

All the 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, two complaints were passed over to the Patient Experience team for further action as appropriate.