



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

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Report Period: 1<sup>st</sup> to 31<sup>st</sup> July 2018

Date of Report: September 2018

# Results for July 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 July 2018.

21 responses were received over the following four week period. This equates to a 14.7% 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)

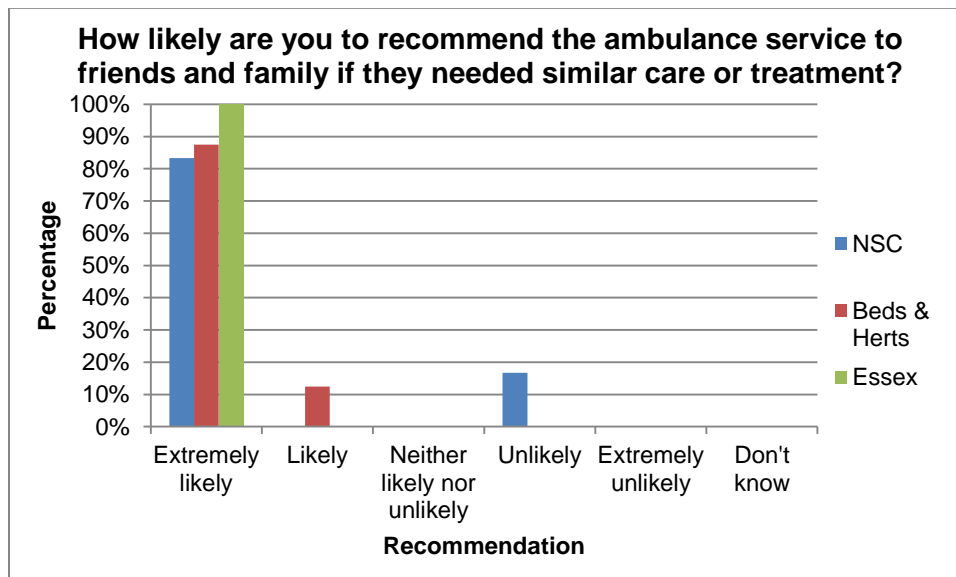
**Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	5 (83.3%)	7 (87.5%)	6 (100%)	18 (90.0%)
Likely	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (5.0%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unlikely	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (5.0%)
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%)
<b>Total number of responses</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>20</b>
No reply to question	1	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).

95.0% of patients who responded to the above question and had used the Trust's ECAT during the month of July 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
97	AMB2 - COLD AMBULANCE RESPONSE	ESSEX	We had to call an ambulance out to my mother on 3 different occasions, each time the crews were first class in their care, respect & understanding.
119	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	The ambulance staff were kind and considerate as well as being extremely professional & treated me with respect throughout.
9	AMB1 - EMERGENCY AMBULANCE RESPONSE	NSC	The paramedic was very helpful. My wife is immobile & on the floor & between us we got her onto the bed.
43	GP3 - SERVICE ORGANISED GP REFERRAL	B&H	I have needed to use this service at least 6 times over the last 16 years. I am always impressed and very grateful for the knowledge, compassion and kindness and patience shown by the men & women of EEAS. None of these people caused me a moment's impatience or roughness. Neither was I made to feel a nuisance or patronised. I only wish that I could get that level of love from my GP practice! Thank you.
131	AMB2 - COLD AMBULANCE RESPONSE	ESSEX	Both paramedics were very understanding about my wife's condition and with a little coaxing by all three of us we managed to resolve the crisis in the night, and avoid a hospital admission. The time the paramedics gave was well used.
98	AMB2 - COLD AMBULANCE RESPONSE	B&H	Very efficient, friendly & professional members of your ambulance service.

Patient Number	Point of Care	Area	Mixed/Neutral comments
104	AMB2 - COLD AMBULANCE RESPONSE	B&H	Had to wait quite long time although I was not an urgent case.

**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	3 (42.9%)	5 (83.3%)	3 (50.0%)	11 (57.9%)	9/11 (81.8%)
The view of someone acting on behalf of the patient	4 (57.1%)	1 (16.7%)	3 (50.0%)	8 (42.1%)	8/8 (100%)
Total number of responses	7	6	6	19	19
No reply to question	0	2	0	2	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)	5 (71.4%)	2 (33.3%)	5 (83.3%)	12 (63.2%)
No (Go to question 4)	2 (28.6%)	4 (66.7%)	1 (16.7%)	7 (36.8%)
Total number of responses	7	6	6	19
No reply to question	0	2	0	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	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)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A GP out of hours service	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (11.1%)
A local GP surgery	1 (33.3%)	1 (25.0%)	1 (50.0%)	3 (33.3%)
The NHS 111 telephone service	2 (66.7%)	1 (25.0%)	1 (50.0%)	4 (44.4%)
Somewhere else (please describe below)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (11.1%)
<b>Total number of responses</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>9</b>
No reply to question	4	4	5	13

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

- *“Pressed button on pendant.” (Patient 100, Beds & Herts)*
- *“Ambulance service way my first call.” (Patient 98, Beds & Herts)*
- *“Care line they sent a warden.” (Patient 104, Beds & Herts)*
- *“A paramedic via cadets.” (Patient 75, Beds & Herts)*

**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 (25.0%)	6 (85.7%)	0 (0.0%)	7 (58.3%)
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 (100%)	1 (8.3%)
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	3 (75.0%)	1 (14.3%)	0 (0.0%)	4 (33.3%)
A different reason (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>12</b>
No reply to question	3	1	5	9

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

- *“My GP took a blood test & sent it to the hospital & they said I had acute renal failure so should call for an ambulance to take me in.” (Patient 119, NSC)*

**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 (14.3%)	1 (14.3%)	0 (0.0%)	2 (10.0%)
Yes, between one week and one month earlier	1 (14.3%)	0 (0.0%)	2 (33.3%)	3 (15.0%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No	4 (57.1%)	6 (85.7%)	3 (50.0%)	13 (65.0%)
Don't know / can't remember	1 (14.3%)	0 (0.0%)	1 (16.7%)	2 (10.0%)
<b>Total number of responses</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>20</b>
No reply to question	0	1	0	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)	4 (57.1%)	5 (71.4%)	4 (80.0%)	13 (68.4%)
The ambulance service arranged an appointment with another health professional	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (5.3%)
You were given advice on how to care for yourself / the person you were calling for	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (5.3%)
You were reassured the concern was not life threatening	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
Other	1 (14.3%)	0 (0.0%)	1 (20.0%)	2 (10.5%)
<b>Total number of responses</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>19</b>
No reply to question	0	1	1	2

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

- *“I was told it could be a bug, but I just know it wasn't, I was in pain and all symptoms referred to leaflet. Apparently you can't have a reaction after taking one pill.” (Patient 46, NSC)*
- *“Advised to make own way to general hospital A&E.” (Patient 14, Essex)*

**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	2 (66.7%)	2 (40.0%)	3 (75.0%)	7 (58.3%)
No (please explain below)	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (8.3%)
Not applicable	1 (33.3%)	2 (40.0%)	1 (25.0%)	4 (33.3%)
<b>Total number of responses</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>12</b>
No reply to question	4	3	2	9



**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	1 (25.0%)	0 (0.0%)	1 (25.0%)	2 (15.4%)
An out of hours service e.g. GP	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (7.7%)
Hospital including accident and emergency services	1 (25.0%)	1 (20.0%)	2 (50.0%)	4 (30.8%)
Community care service	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
Another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Some other service (please describe below)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
Not applicable	0 (0.0%)	3 (60.0%)	1 (25.0%)	4 (30.8%)
<b>Total number of responses</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>13</b>
No reply to question	3	3	2	8

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

- *“After a gruelling night the meds wore off but still had a bit of pain.” (Patient 46, NSC)*
- *“Norfolk swift service.” (Patient 110, NSC)*

**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	3 (100%)	2 (66.7%)	2 (100%)	7 (87.5%)
No	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (12.5%)
<b>Total number of responses</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>8</b>
No reply to question	4	5	4	13

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	2 (100%)	2 (66.7%)	2 (100%)	6 (85.7%)
No (please explain below)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (14.3%)
Total number of responses	2	3	2	7
No reply to question	5	5	4	14

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

- *“I was in too much pain to complain and ask for one and I felt let down so many times I just ended the conversation and suffered alone.” (Patient 46, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	3 (42.9%)	2 (25.0%)	4 (80.0%)	9 (45.0%)
No (Go to question 14)	4 (57.1%)	6 (75.0%)	1 (20.0%)	11 (55.0%)
Total number of responses	7	8	5	20
No reply to question	0	0	1	1

**Q13 – If yes, which health professional was contacted?**

*(All answer types are listed, some multiple answers)*

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Ambulance service via 999	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
A GP at your local surgery	2 (50.0%)	1 (25.0%)	2 (50.0%)	5 (41.7%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
NHS 111 / NHS Direct	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (8.3%)
Hospital including accident and emergency services	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (16.7%)
Community care services	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (8.3%)
Some other health professional (please describe below)	1 (25.0%)	1 (25.0%)	0 (0.0%)	2 (16.7%)
<b>Total number of responses</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>12</b>
No reply to question	4	4	2	10

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

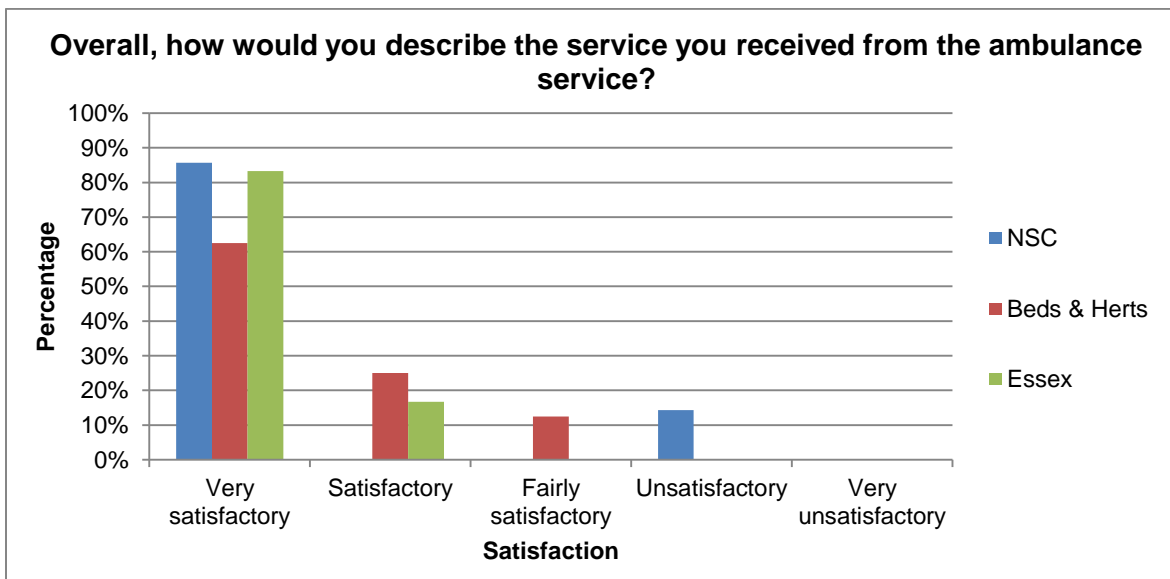
- *“Mental health nurses due 5 panic attacks.” (Patient 79, NSC)*
- *“Parkinson’s specialist nurse.” (Patient 44, B&H)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	6 (85.7%)	5 (62.5%)	5 (83.3%)	16 (76.2%)
Satisfactory	0 (0.0%)	2 (25.0%)	1 (16.7%)	3 (14.3%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	6/7 (85.7%)	7/8 (87.5%)	6/6 (100%)	19/21 (90.5%)
Fairly satisfactory	0 (0.0%)	1 (12.5%)	0 (0.0%)	1 (4.8%)
Unsatisfactory	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (4.8%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	8	6	21
No reply to question	0	0	0	0

Overall, 19 patients (90.5%) who responded to the above question and had used the Trust's ECAT during July 2018 rated the service received as being 'satisfactory' or 'very satisfactory.' One patient (4.8%) responded 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	6 (33.3%)
Female	12 (66.7%)
Total number of responses	18
Declined to answer question	0
No reply to question	3

### Age

Age	Total
Range	15 to 94 years
Mean	74 years
Median	79 years
Mode	79 years
Total number of responses	18
Declined to answer question	0
No reply to question	3

## Ethnicity

Ethnicity	Total
White British	17 (94.4%)
White Irish	1 (5.6%)
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%)
<b>Total number of responses</b>	<b>18</b>
Declined to answer question	0
No reply to question	3

## Religion or Belief

Religion or Belief	Total
Christian	13 (76.5%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	4 (23.5%)
Other	1 (0.0%)
Total number of responses	18
Declined to answer question	0
No reply to question	3

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	16 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	16
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	5 (20.8%)
Physical impairment	9 (37.5%)
Sensory impairment	2 (8.3%)
Long standing condition	3 (12.5%)
Learning disability	0 (0.0%)
Mental health disorder	3 (12.5%)
Other	2 (8.3%)
Total number of responses	24
Declined to answer question	0
No reply to question	4

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

- "Mild mental health issue." (Patient 79, NSC)
- "Parkinson's disease." (Patient 44, B&H)

## 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	7 (38.9%)
No, I am not married or in a civil partnership	7 (38.9%)
Other	4 (22.2%)
Total number of responses	18
Declined to answer question	0
No reply to question	4

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	9 (64.3%)
No, I do not have a child under 12 months old	5 (35.7%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total number of responses</b>	<b>14</b>
Declined to answer question	0
No reply to question	11

**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	15 (100%)
<b>Total number of responses</b>	<b>15</b>
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 (93.3%)
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 (6.7%)
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%)
<b>Total</b>	<b>15</b>
Do not wish to declare	0
Did not answer	6

## Impact on the service received

Impact on Service	Total
No	14 (93.3%)
Yes, in a positive way	1 (6.7%)
Yes, in a negative way	0 (0.0%)
<b>Total</b>	<b>15</b>
Did not answer	6

14 patients (93.3%) who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity and one patient (6.7%) responded that the service they received was affected in a positive way.

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

- *“Does not apply to me.” (Patient 41, Essex)*

Following this survey, one letter of appreciation was received which was logged onto the DATIX system and passed to the appropriate teams concerned.