



Standard Patient Experience Report:

Emergency Clinical Advice and Triage – Continuous Survey

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Report Period: 1st to 30th June 2018
Date of Report: September 2018

Results for June 2018

Response

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

23 responses were received over the following four week period. This equates to a 15.8% 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)

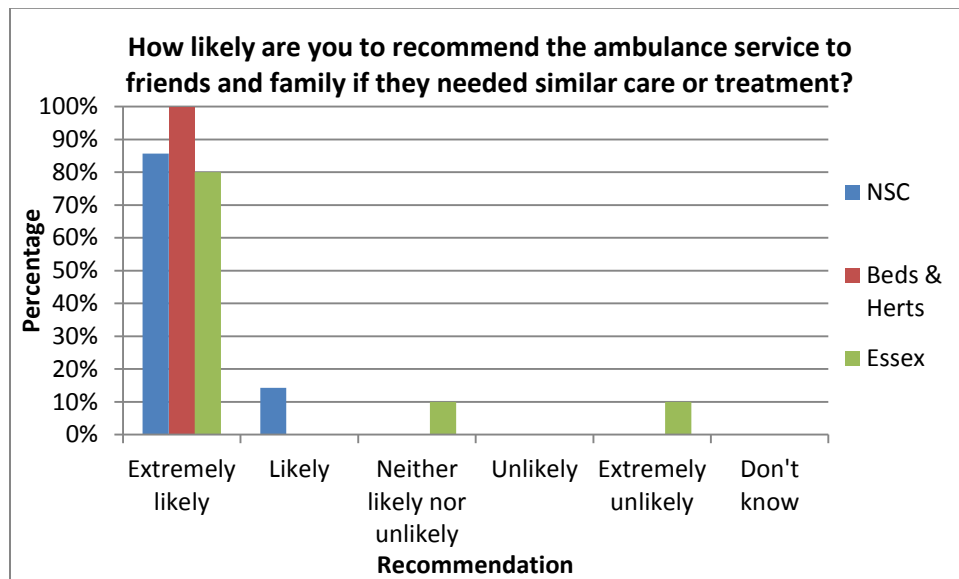
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	6 (85.7%)	6 (100.0%)	8 (80.0%)	20 (87.0%)
Likely	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (4.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	1 (10.0%)	1 (4.3%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	1 (10.0%)	1 (4.3%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	6	10	23
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).

91.3% of patients who responded to the above question and had used the Trust's ECAT during the month of June 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
110	A&E- Patient needs to attend A&E (No ambulance)	NSC	I cannot fault the ambulance crews that have come out to me on many occasions. They're very polite and professional if they've had to take me to hospital.
90	GP4 – Service organised OOH referral	Essex	How professional and kind everyone concerned was. They explained everything they did and why which helps me feel calmer. Thank you.
15	AMB1- Emergency ambulance response	Essex	The paramedics were incredibly reassuring and professional.
118	GP 3 – Service organised GP referral	Essex	Excellent, wonderful people – kind, helpful and friendly.
121	AMB1- Emergency ambulance response	Essex	Prompt, polite, professional.
34	AMB1- Emergency ambulance response	Beds & Herts	I had two ambulances on separate occasions. The crews on both were fantastic, helpful, kind, caring and put me completely at ease. Wonderful people I hold them in the highest regard.
60	AMB1- Emergency ambulance response	NSC	Marvellous - wonderful people - sympathetic + knowledgeable.
78	AMB1- Emergency ambulance response	NSC	Fantastic service. Wonderful people, you can't get better service, great NHS long may it continue.
64	AE – Patient needs to attend A&E (No Ambulance)	NSC	Ambulance service call operative very helpful and friendly/personable whilst also very professional. 111 call operative had initially told us an ambulance was on.

Patient Number	Point of Care	Area	Negative comments
120	AMB2 – Cold ambulance response	Essex	They took 3 hours to come to me and it was the police that eventually took me to A&E

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%)	5 (100.0%)	9 (90.0%)	19 (86.4%)	16/19 (84.2%)
The view of someone acting on behalf of the patient	2 (28.6%)	0 (0.0%)	1 (10.0%)	3 (13.6%)	1/2 (50.0%)
Total number of responses	7	5	10	22	21
No reply to question	0	1	0	1	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	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes (Go to question 6)	1 (16.7%)	4 (66.7%)	9 (90.0%)	14 (63.6%)
No (Go to question 4)	5 (83.3%)	2 (33.3%)	1 (10.0%)	8 (36.4%)
Total number of responses	6	6	10	22
No reply to question	1	0	0	1

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%)	1 (33.3%)	1 (10.0%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A local GP surgery	0 (0.0%)	1 (33.3%)	1 (33.3%)	2 (20.0%)
The NHS 111 telephone service	4 (100.0%)	2 (66.7%)	1 (33.3%)	7 (70.0%)
Somewhere else (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	4	3	3	10
No reply to question	3	3	7	13

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

- *“I dialled 999.”(Patient 70, NSC)*
- *“The only times I have contacted you is for falls when I am on the floor or for hospital appointments.” (Patient 79, Beds & Herts)*
- *“Rang 111 at 1 am. Promised call back within 2 hours but didn’t get a call until 6:00am (well after I had been taken by ambulance to hospital).” (Patient 54, NSC)*
- *“The first time the GP. The second time my GP came to my home and called the ambulance herself.” (Patient 34, 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	2 (50.0%)	1 (50.0%)	1 (33.3%)	4 (44.4%)
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	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (11.1%)
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	0 (0.0%)	1 (50.0%)	1 (33.3%)	2 (22.2%)
A different reason (please describe below)	1 (25.0%)	0 (0.0%)	1 (33.3%)	2 (22.2%)
Total number of responses	4	2	3	9
No reply to question	3	4	7	14

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

- *“Was advised if the symptoms came back dial 999.” (Patient 90, Essex)*
- *“The promise call back by 111 within 2 hours didn't happen so I've rang 999 and had a quick response” (Patient 54, NSC)*
- *“The first time GPs advice the second time the GP herself called.” (Patient 34, Beds & Herts)*
- *“Ambulance service rang me following my 111 call.” (Patient 64, 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	0 (0.0%)	0 (0.0%)	3 (30.0%)	3 (14.3%)
Yes, between one week and one month earlier	0 (0.0%)	0 (0.0%)	1 (10.0%)	1 (4.8%)
Yes, more than a month earlier	3 (50.0%)	0 (0.0%)	0 (0.0%)	3 (14.3%)
No	2 (33.3%)	4 (80.0%)	6 (60.0%)	12 (57.1%)
Don't know / can't remember	1 (16.7%)	1 (20.0%)	0 (0.0%)	2 (9.5%)
Total number of responses	6	5	10	21
No reply to question	1	1	0	2

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)	6 (85.7%)	6 (100.0%)	8 (80.0%)	20 (87.0%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	1 (10.0%)	1 (4.3%)
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%)
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 (14.3%)	0 (0.0%)	1 (10.0%)	2 (8.7%)
Total number of responses	7	6	10	23
No reply to question	0	0	0	0

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

- *“I was advised an ambulance would come but they took too long, a police officer came as well as my friend had called both services.” (Patient 120, Essex)*
- *“I was asked if I could transport patient to A&E myself. We could, so no further assistance from ambulance service was required (This was due to wait time).” (Patient 64, 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 (33.3%)	0 (0.0%)	2 (40.0%)	3 (30.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No applicable	2 (66.7%)	2 (100.0%)	3 (60.0%)	7 (70.0%)
Total number of responses	3	2	5	10
No reply to question	4	4	5	13

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%)	2 (50.0%)	2 (28.6%)
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%)	2 (100.0%)	1 (25.0%)	4 (57.1%)
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%)	0 (0.0%)	0 (0.0%)
Not applicable	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (14.3%)
Total number of responses	1	2	4	7
No reply to question	6	4	6	16

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

- *“Also dial 999 if the symptoms came back” (Patient 90, 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	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (33.3%)
No	1 (100.0%)	0 (0.0%)	1 (50.0%)	2 (66.7%)
Total number of responses	1	0	2	3
No reply to question	6	6	8	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%)	1 (50.0%)	1 (50.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)
Total number of responses	0	0	2	2
No reply to question	7	6	8	21

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

- *“I have never been refused an ambulance.” (Patient 31, Essex)*
- *“Ambulance were coming out, but took too long ” (Patient 120, Essex)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	4 (57.1%)	1 (16.7%)	4 (40.0%)	9 (39.1%)
No (Go to question 14)	3 (42.9%)	5 (83.3%)	6 (60.0%)	14 (60.9%)
Total number of responses	7	6	10	23
No reply to question	0	0	0	0

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 (20.0%)	0 (0.0%)	2 (50.0%)	3 (30.0%)
A GP at your local surgery	0 (0.0%)	1 (100.0%)	1 (25.0%)	2 (20.0%)
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%)	0 (0.0%)	0 (0.0%)
Hospital including accident and emergency services	3 (60.0%)	0 (0.0%)	1 (25.0%)	4 (40.0%)
Community care services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Some other health professional (please describe below)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (10.0%)
Total number of responses	5	1	4	10
No reply to question	3	5	6	14

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

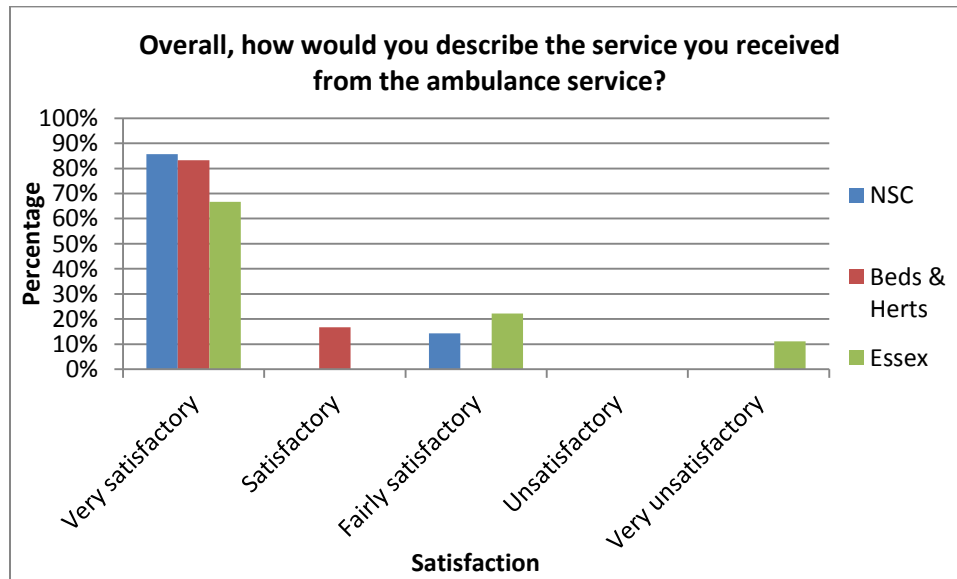
- *“A&E and paediatrics ward overnight for obs.” (Patient 64, NSC)*

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 (83.3%)	6 (66.7%)	17 (77.3%)
Satisfactory	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (4.5%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	6/7 (85.7%)	6/6 (100.0%)	6/9 (66.7%)	18/22 (81.8%)
Fairly satisfactory	1 (14.3%)	0 (0.0%)	2 (22.2%)	3 (13.6%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	1 (11.1%)	1 (4.5%)
Total number of responses	7	6	9	22
No reply to question	0	0	1	1

Overall, 18 patients (81.8%) who responded to the above question and had used the Trust’s ECAT during June 2018 rated the service received as being ‘satisfactory’ or ‘very satisfactory.’ However, 1 patient (4.5%) responded that the service they received was ‘very unsatisfactory’.

Bar chart illustrating the results of question 14:



Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	12 (63.2%)
Female	7 (36.8%)
Total number of responses	19
Declined to answer question	0
No reply to question	4

Age

Age	Total
Range	1 to 93 years
Mean	72 years
Median	76 years
Mode	76 years
Total number of responses	20
Declined to answer question	0
No reply to question	3

Ethnicity

Ethnicity	Total
White British	20 (100%)
White Irish	0 (0.0%)
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	20
Declined to answer question	0
No reply to question	3

Religion or Belief

Religion or Belief	Total
Christian	13 (65.0%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	7 (35.0%)
Other	0 (0.0%)
Total number of responses	20
Declined to answer question	0
No reply to question	3

Sexual Orientation

Sexual Orientation	Total
Heterosexual	15 (93.8%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (6.3%)
Other	0 (0.0%)
Total number of responses	16
Declined to answer question	1
No reply to question	6

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	7 (30.4%)
Physical impairment	5 (21.7%)
Sensory impairment	1 (4.3%)
Long standing condition	6 (26.1%)
Learning disability	1 (4.3%)
Mental health disorder	2 (8.7%)
Other	1 (4.3%)
Total number of responses	23
Declined to answer question	2
No reply to question	4

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

- "Parkinson's disease." (Patient 79, B&H)

Are you married or in a civil partnership?

Marriage/Civil partnership	Total
Yes, I am married or in a civil partnership	12 57.1%
No, I am not married or in a civil partnership	5 23.8%
Other	4 19.0%
Total number of responses	21
Declined to answer question	0
No reply to question	2

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	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	13

Are you or have you been undergoing gender reassignment?

Gender Reassignment	Total
Yes, I am currently going through gender reassignment	1 (5.3%)
No, I have not or am not currently undergoing gender reassignment	18 (94.7%)
Total number of responses	19
Declined to answer question	0
No reply to question	4

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

Format	Total
I did not require a different format	19 (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	19
Do not wish to declare	1
Did not answer	3

Impact on the service received

Impact on Service	Total
No	18 (94.7%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	1 (5.3%)
Total	19
Did not answer	4

18 patients (94.7%) who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity. However, 1 patient (5.3%) responded that the service they received was affected in a negative way.

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

- *“It makes waiting time longer”. (Patient 70, NSC)*

Aftercare

Following this survey, two letters of appreciation were received which were logged onto the DATIX system and passed to the appropriate teams concerned.

Two questionnaires were also returned which contained completed complaints sections; these were both passed to the Patient Experience team (Bedford) for further action as appropriate.