

Standard Patient Experience Report: Emergency Clinical Advice & Triage - Continuous Survey

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Report Period: 1st to 31st March 2017

Date of Report: May 2017

Results for March 2017

Response

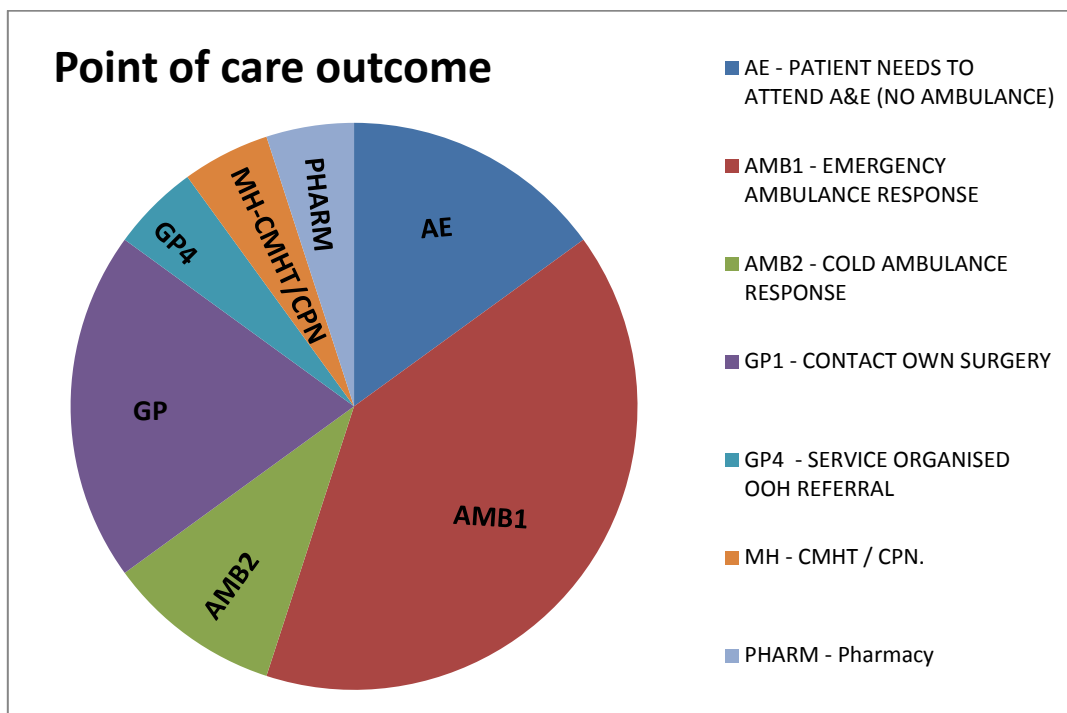
150 patient experience surveys were posted to patients who had used the Trust's Emergency Clinical Advice & Triage (ECAT) during the month of March 2017.

20 responses were received over the following four week period. This equates to a 13.3% 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)

Pie chart illustrating Point of care outcome:



Completion

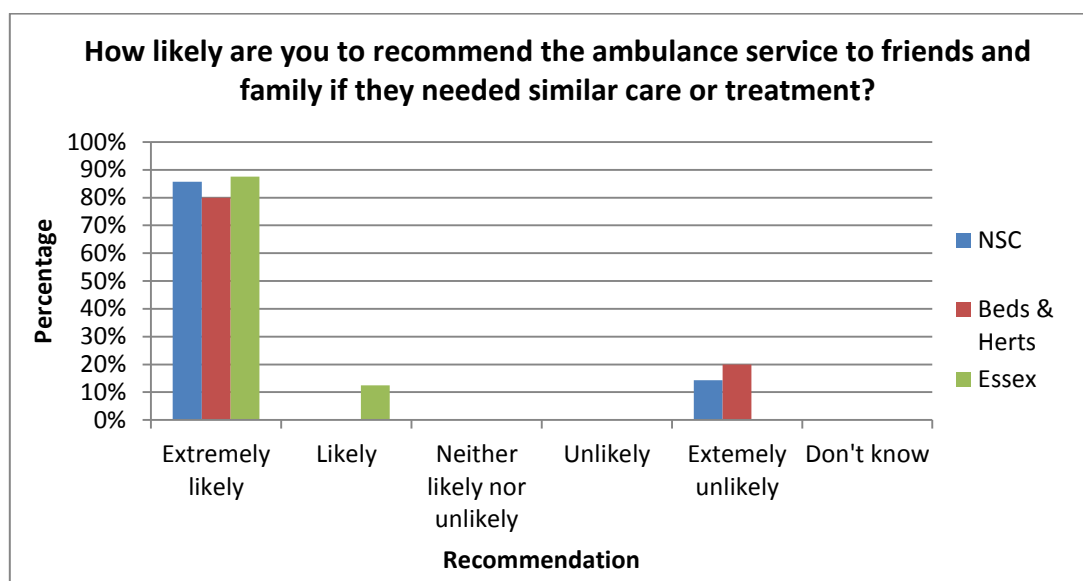
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	6 (85.7%)	4 (80.0%)	7 (87.5%)	17 (85.0%)
Likely	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (5.0%)
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	1 (14.3%)	1 (20.0%)	0 (0.0%)	2 (10.0%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	5	8	20
No reply to question	0	0	0	0

NHS England guidelines now state that the FFT score should move away from a net promoter scoring system (Subtracting the proportion of respondents who provided 'neither likely nor unlikely,' 'unlikely' and 'extremely unlikely' responses from the proportion of patients who provided 'extremely likely' responses) and instead be replaced with the percentage of respondents that either would recommend/would not recommend the service (Recommend percentage = $\frac{\text{Extremely likely}}{\text{Total number of responses}} \times 100$, Not recommend percentage = $\frac{\text{Extremely unlikely}}{\text{Total number of responses}} \times 100$)

90.0% of patients who responded to this question and had used the Trust's ECATC during the month of March 2017 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 Q1:



Additional Comments

Patient Number	SLM Area	Point of Care	Positive comments
112	North East Hertfordshire	AMB2 - COLD AMBULANCE RESPONSE	I have used the service on several occasions and have always been treated with great care and respect. The staff attending have always been cheerful and helpful.
105	East Norfolk	AMB1 - EMERGENCY AMBULANCE RESPONSE	The two medics were absolutely superb in every way. I have nothing but the upmost admiration for their total professional approach, and caring and sympathetic manner. Can't thank them enough.
22	South West Essex	MH - CMHT / CPN.	The lady who called me was a life saver she spoke and talked with me on the phone giving me reasons to live again, that I couldn't take my life. She pointed me to the right directions and asked the counselling service to get in touch with me.
38	Waveney	AMB1 - EMERGENCY AMBULANCE RESPONSE	The medics who attended were very professional and treated me with the greatest of respect and concern.
71	South East Essex	AMB1 - EMERGENCY AMBULANCE RESPONSE	Crew were absolutely great.
6	North Cambridgeshire	AMB2 - COLD AMBULANCE RESPONSE	The paramedic team were extremely patient very kind, considerate and helpful. Couldn't wish for any other service to deal with my husband, treated us with respect and quick in transporting him to hospital.
24	North East Hertfordshire	AMB1 - EMERGENCY AMBULANCE RESPONSE	The ambulance people I could not fault they took the time to listen to my problem put my mind at peace, I was scared. Once they explained what was going on my breathing got settled. I have a heart condition so panicked, soon felt better. The only thing was the waiting time it took ages to come I must have waited a couple of hours. I know other patient's needs are more needy than mine at the time. But they the ambulance people were great, yes the service was good.
36	South Cambridgeshire	AMB1 - EMERGENCY AMBULANCE RESPONSE	The three staff were very kind and caring.
97	South East Essex	AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	The person my son spoke to on 111 was very helpful, going to A&E the doctor reassured my son he was ok and gave us helpful leaflets.
144	West Essex	AMB1 - EMERGENCY AMBULANCE RESPONSE	The two paramedics who attended were efficient, respectful and cheerful. They advised admission to hospital and conveyed me to A&E with speed and carefulness.
135	West Essex	GP1 - CONTACT OWN SURGERY	From 1st phone call to arriving at hospital. I could not have asked for more. Sorry I don't remember names of individuals but all staff treated my wife and I to the highest standard. Well done and many thanks.

74	North Essex	AMB1 - EMERGENCY AMBULANCE RESPONSE	In my opinion out ambulance service is second to none. On this particular occasion I was at the end of my tether with pain, my first port of call was with NHS 111 direct and I got no joy from them so I rang 999 and get immediate response and I didn't have to wait long for ambulance crew to see to my needs. Thanks go to them for care and attention.
8	North Essex	GP4 - SERVICE ORGANISED OOH REFERRAL	The ambulance came very promptly. Having called the ambulance 3 times before when I have had a stroke, in 2011, 2013 and 2015 luckily this time I hadn't had a stroke but we didn't know that at the time. The service I have had always been excellent and I have been well pleased.

Patient Number	SLM Area	Point of Care	Mixed/Neutral comments
48	East Norfolk	AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	After a bad experience with ambulance service in the past, I was a bit worried about calling but we received 1st class service. Although an ambulance wasn't needed in the end the calls from doctors to reassure us our boy would be ok was amazing. I just wish it was easier for more people to become paramedics to take the strain off the other ones.

Patient Number	SLM Area	Point of Care	Negative comments
20	North Bedfordshire	AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	I was appalled.
5	West Essex	PHARM - Pharmacy	The questions asked were thorough and detailed the advice given, make an appointment with your GP in the morning, but neither NHS 111 or the ambulance service gave any advice about how to relieve the intense pain I was suffering.
110	North Cambridgeshire	GP1 - CONTACT OWN SURGERY	I feel we received very poor service, i.e. we phoned out surgery and had to phone 111 I think it was late at night the lady there felt we needed an ambulance - she said one was on its way - an hour later I had a call from the ambulance doctor who spoke to my daughter and decided she was fine and to see her doctor in the morning which we did, her doctor then sent us straight through to the hospital, where they examined her and decided she needed an emergency appendix op which she had.

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	4 (57.1%)	4 (80.0%)	6 (75.0%)	14 (70.0%)	12/13 (92.3%)
The view of someone acting on behalf of the patient	3 (42.9%)	1 (20.0%)	2 (25.0%)	6 (30.0%)	5/6 (83.3%)
Total number of responses	7	5	8	20	19
No reply to question	0	0	1	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.

Results

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)	2 (28.6%)	4 (80.0%)	3 (42.9%)	9 (47.4%)
No (Go to question 4)	5 (71.4%)	1 (20.0%)	4 (57.1%)	10 (52.6%)
Total number of responses	7	5	7	19
No reply to question	0	0	1	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%)	0 (0.0%)	0 (0.0%)
An A&E department	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
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	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
A local GP surgery	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The NHS 111 telephone service	4 (66.7%)	1 (100%)	4 (100%)	9 (81.8%)
Somewhere else (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	6	1	4	11
No reply to question	1	4	4	9

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	3 (50.0%)	1 (50.0%)	0 (0.0%)	4 (33.3%)
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%)	0 (0.0%)	0 (0.0%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (8.3%)
My condition became worse	1 (16.7%)	0 (0.0%)	1 (25.0%)	2 (16.7%)
A different reason (please describe below)	2 (33.3%)	1 (50.0%)	2 (50.0%)	5 (41.7%)
Total number of responses	6	2	4	12
No reply to question	1	4	3	8

Example of comment received from the patient who responded 'a different reason' in answer to this question can be found below:

- *"The operator with 111 passed me to a nurse who passed me to the ambulance service."* (Patient 135 – SLM area West Essex – Point of care – GP1 – CONTACT OWN SURGERY).

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%)	0 (0.0%)	0 (0.0%)	1 (5.3%)
Yes, between one week and one month earlier	2 (28.6%)	0 (0.0%)	0 (0.0%)	2 (10.5%)
Yes, more than a month earlier	1 (14.3%)	1 (20.0%)	1 (14.3%)	3 (15.8%)
No	3 (42.9%)	4 (80.0%)	6 (85.7%)	13 (68.4%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	5	7	19
No reply to question	0	0	1	1

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

(All answer types are listed, some multiple answers)

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
An ambulance crew or paramedic came (Go to question 11)	4 (57.1%)	1 (20.0%)	3 (42.9%)	8 (42.1%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (5.3%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	1 (14.3%)	0 (0.0%)	2 (28.6%)	3 (15.8%)
You were given advice on how to care for yourself / the person you were calling for	1 (14.3%)	2 (40.0%)	1 (14.3%)	4 (21.1%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (5.3%)
Other	1 (14.3%)	1 (20.0%)	0 (0.0%)	2 (10.5%)
Total number of responses	7	5	7	19
No reply to question	0	1	1	2

Example of comments received from those patients who responded 'other' in answer to this question can be found below:

- *“Told to take the patient to A&E in my car.”* (Patient 20 – SLM area North Bedfordshire – Point of care - AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)).
- *“Ambulance was attending but got redirected advised by doctor to attend A&E if we were worried.”* (Patient 48 – SLM area East Norfolk – Point of care - AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)).

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 (25.0%)	2 (100%)	3 (75.0%)	6 (60.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
N/A	3 (75.0%)	0 (0.0%)	1 (25.0%)	4 (40.0%)
Total number of responses	4	2	4	10
No reply to question	3	3	4	10

Example of comments received from patients in relation to this question can be found below:

- *“I got in my car!”* (Patient 20 – SLM area - North Bedfordshire – Point of care - AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)).

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%)	1 (33.3%)	2 (33.3%)	4 (30.8%)
An out of hours service e.g. GP	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
Hospital including accident and emergency services	1 (25.0%)	1 (33.3%)	3 (50.0%)	5 (38.5%)
Community care service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Another health professional	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (7.7%)
Some other service (please describe below)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (7.7%)
N/A	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)
Total number of responses	4	3	6	13
No reply to question	3	2	2	7

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%)	1 (50.0%)	3 (75.0%)	7 (77.8%)
No	0 (0.0%)	1 (50.0%)	1 (25.0%)	2 (22.2%)
Total number of responses	3	2	4	9
No reply to question	4	3	4	11

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	2 (66.7%)	1 (50.0%)	3 (100%)	6 (75.0%)
No (please explain below)	1 (33.3%)	1 (50.0%)	0 (0.0%)	2 (25.0%)
Total number of responses	3	2	3	8
No reply to question	4	3	5	12

Example of comments received from those patients who responded to this question can be found below:

- *“Really not relevant.”* (Patient 112 – SLM area North East Hertfordshire – Point of care - AMB2 - COLD AMBULANCE RESPONSE).
- *“The patient was slipping in and out of consciousness.”* (Patient 20 – SLM area North Bedfordshire – Point of care - AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)).

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	2 (33.3%)	3 (75.0%)	3 (42.9%)	8 (47.1%)
No (Go to question 14)	4 (66.7%)	2 (25.0%)	4 (57.1%)	9 (52.9%)
Total number of responses	6	5	7	17
No reply to question	1	1	1	3

Q13 – If yes, which health professional was contacted?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Ambulance service via 999	1 (50.0%)	0 (0.0%)	2 (50.0%)	3 (30.0%)
A GP at your local surgery	1 (50.0%)	2 (50.0%)	1 (25.0%)	4 (40.0%)
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%)	1 (25.0%)	0 (0.0%)	1 (10.0%)
Hospital including accident and emergency services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	1 (25.0%)	1 (25.0%)	2 (20.0%)
Total number of responses	2	4	4	10
No reply to question	5	1	4	10

Example of comments received from those patients who responded to 'some other health professional' in answer to this question can be found below:

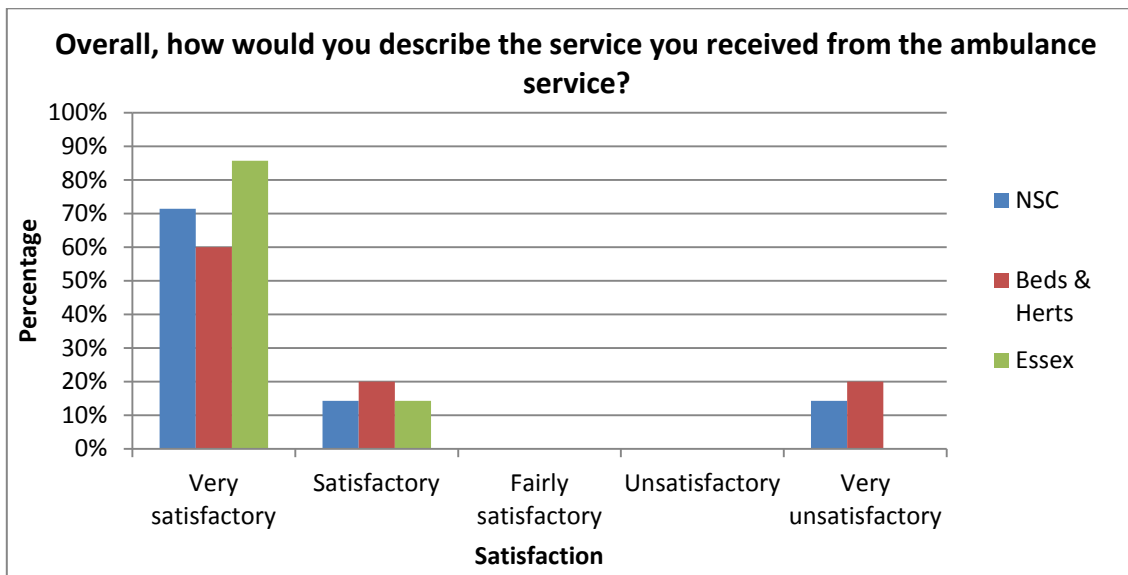
- *"An emergency service doctor was called."* (Patient 112 – SLM area North East Hertfordshire – Point of care - AMB2 - COLD AMBULANCE RESPONSE).
- *"Counselling."* (Patient 22 – SLM area South West Essex – 03171176 – Point of care - MH - CMHT / CPN).

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	5 (71.4%)	3 (60.0%)	6 (85.7%)	14 (73.7%)
Satisfactory	1 (14.3%)	1 (20.0%)	1 (14.3%)	3 (15.8%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	6/7 (85.7%)	4/5 (80.0%)	7/7 (100%)	17/19 (89.5%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	1 (14.3%)	1 (20.0%)	0 (0.0%)	2 (10.5%)
Total number of responses	7	5	7	19
No reply to question	0	0	1	1

17 (89.5%) of patients who responded to this question and had used the Trust’s ECAT during March 2017 rated the service received as being either ‘satisfactory’ or ‘very satisfactory’.

Bar chart illustrating the results of Q14:



Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	5 (35.7%)
Female	9 (64.3%)
Total number of responses	14
Declined to answer question	0
No reply to question	6

Age

Age	Total
Range	3 to 96 years
Mean	61 years
Median	71 years
Mode	n/a
Total number of responses	13
Declined to answer question	0
No reply to question	7

Ethnicity

Ethnicity	Total
White British	12 (85.7%)
Black African	1 (7.1%)
Any other White background	1 (7.1%)
Total number of responses	14
Declined to answer question	0
No reply to question	6

Religion or Belief

Religion or Belief	Total
Christian	11 (84.6%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	2 (15.4%)
Other	0 (0.0%)
Total number of responses	13
Declined to answer question	1
No reply to question	6

Sexual Orientation

Sexual Orientation	Total
Heterosexual	8 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Total number of responses	8
Declined to answer question	1
No reply to question	11

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	6 (46.2%)
Physical impairment	2 (15.4%)
Sensory impairment	0 (0.0%)
Long standing condition	3 (23.1%)
Learning disability	0 (0.0%)
Mental health disorder	1 (7.7%)
Other	1 (7.7%)
Total number of responses	13
Declined to answer question	0
No reply to question	9

Comments from respondents who replied 'other' to this question can be found below;

- "Autistic." (Patient 110)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes, I am married or in a civil partnership	6 (42.9%)
No, I am not married or in a civil partnership	7 (50.0%)
Other	1 (7.1%)
Total number of responses	14
Declined to answer question	0
No reply to question	7

Comment from the respondent who replied 'other' to this question can be found below;

- "Widower." (Patient 74)

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 (75.0%)
No, I do not have a child under 12 months old	2 (25.0%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
Total number of responses	8
Declined to answer question	0
No reply to question	14

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	12 (100%)
Total number of responses	12
Declined to answer question	0
No reply to question	8

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

Format	January Total
I did not require a different format	7 (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	7
Do not wish to declare	0
Did not answer	13

Impact on the service received

Impact on Service	Total
No	8 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	8
Did not answer	12

Eight patients felt that the service they received was not affected by any of the aforementioned strands of diversity. No patients responded that the service they received was affected either in a positive or negative way. 12 patients did not answer this question.

Aftercare

Following this survey; two surveys containing comments of concern were received together with a letter of appreciation. These were passed to the Patient Experience team (Bedford) for further action as appropriate.