



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

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# Results for March 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 March 2018.

28 responses were received over the following four week period. This equates to a 18.7% 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)

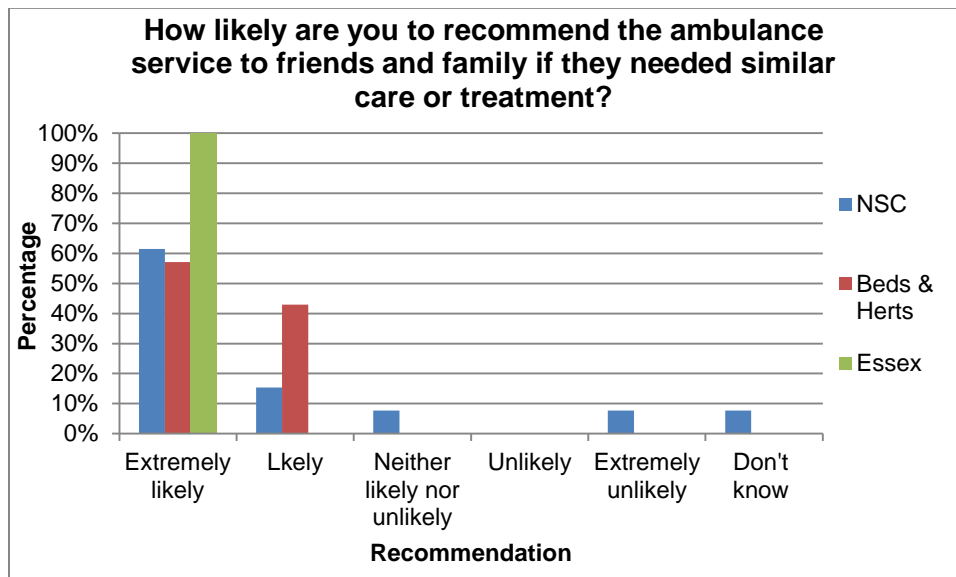
**Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	8 61.5%	4 57.1%	8 100.0%	20 71.4%
Likely	2 15.4%	3 42.9%	0 0.0%	5 17.9%
Neither likely nor unlikely	1 7.7%	0 0.0%	0 0.0%	1 3.6%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	1 7.7%	0 0.0%	0 0.0%	1 3.6%
Don't know	1 7.7%	0 0.0%	0 0.0%	1 3.6%
<b>Total number of responses</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>28</b>
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).

89.3% of patients who responded to this question and had used the Trust's ECAT during the month of March 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
142	GP1 - contact own surgery	NSC	I was treated with discretion and support and care the whole time that the crew were there with me.
93	AMB2 - cold ambulance response	NSC	Excellent service, helpful friendly staff.
85	AMB1 - emergency ambulance response	Essex	They were very good, took their time were very thorough.
145	AMB1 - emergency ambulance response	Essex	No problem very professional.
57	AMB1 - emergency ambulance response	Essex	The service we fast and very professional. Both ambulance crew men made me feel at ease as soon as they entered the room. They listened to my concerns and acted swiftly to get me to my local A&E, nothing felt panicked or rushed. This was the first time I'd ever been in an ambulance and I would like to extend my sincere thanks to the crew. Well done you both are assets and a real credit to your organisation. Thank you.
10	GP4 - service organised OOH referral	Beds & Herts	Respect towards myself (i.e: the patient) even though I had drunk far too much alcohol at the time thus causing me to feel ill and anxious. I rang each time because I was experiencing heart palpitations and felt extremely scared. The paramedics calmly got on with their job giving me an ECG both in my home and I received another ECG in A&E at (name) Hospital. Treated me with care and I felt a great deal of gratitude towards them.
8	AMB1 - emergency ambulance response	NSC	All the people who attended on the three occasions could not have performed better (I have Parkinson's syndrome and COPD) I received no treatment as such but in the course of examination (ECG etc) all tests to re-assure given. I was surprised by the speed of response on all 3 occasions. (Never more than 10 min) Thank you.
24	MH - CMHT/	Beds &	The ambulance crew that attended me

	CPN.	Herts	were absolutely brilliant! The compassion and care they gave me were second to none. Fabulous!
130	AMB1 - emergency ambulance response	NSC	The ambulance service men were helpful + reassuring + I felt able to cope with a situation i had never experienced before.
144	GP3 - service organised GP referral	Beds & Herts	Always friendly and helpful.
136	GP3 - service organised GP referral	Essex	The care and respect that was given to my husband was excellent and could not have been any better. They took their time & called for extra help to enable them to carry my husband from second floor flat to ambulance.

Patient Number	Point of Care	Area	Mixed/Neutral comments
58	GP4 - service organised OOH referral	NSC	111 requested the ambulance service on behalf of myself and my son due to the symptoms he was displaying. After waiting for approximately 1hour for the ambulance I received a call from a paramedic explaining the service was incredibly busy and asking for an update on my son. We decided the best course of action would be for an on call GP to call me. This was arranged by the Paramedic.
84	AE - patient needs to attend A&E (no ambulance)	NSC	Rang on instruction of (name) Oncology emergency nurse. Explained that to whoever answered Took no notice of this still had to wait for a call back. Suggest that Oncology trained staff & doctors know better than your telephone answering persons.
78	ACP - alternate care pathway	Beds & Herts	My treatment was done on the phone, so they did not come.

Patient Number	Point of Care	Area	Negative comments
98	AE - patient needs to attend A&E (no ambulance)	NSC	It was a Friday evening and no ambulance was available. My daughter drove 17 miles from her home to take me to (name) and stayed there till 4:00am to take me home.
13	AMB2 – cold ambulance response	NSC	My mother got her legs stuck in between the hospital bedsides. I the daughter P.O.A call for an Ambulance + fire brigade, after 2½ hours no one came, so my friend came round and using washing up liquid, we got her free. She is 82 years and was very distressed!
22	AMB2 - cold ambulance response	Essex	I cancelled as it was 4 Hours until arrival and the pain subsided.
124	GP3 - service organised GP referral	NSC	I would normally say your service is brilliant, however this time it wasn't.

**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	10 76.9%	4 66.7%	3 42.9%	17 65.4%	12/14 85.7%
The view of someone acting on behalf of the patient	3 23.1%	2 33.3%	4 57.1%	9 34.6%	6/8 75.0%
Total number of responses	13	6	7	26	22
No reply to question	0	1	1	2	4

*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 41.7%	3 50.0%	5 71.4%	13 52.0%
No (Go to question 4)	7 58.3%	3 50.0%	2 28.6%	12 48.0%
Total number of responses	12	6	7	25
No reply to question	1	1	1	3

**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	1 11.1%	0 0.0%	0 0.0%	1 5.3%
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 11.1%	0 0.0%	1 25.0%	2 10.5%
A GP out of hours service	0 0.0%	1 16.7%	1 25.0%	2 10.5%
A local GP surgery	1 11.1%	0 0.0%	0 0.0%	1 5.3%
The NHS 111 telephone service	3 33.3%	4 66.7%	1 25.0%	8 42.1%
Somewhere else (please describe below)	3 33.3%	1 16.7%	1 25.0%	5 26.3%
Total number of responses	9	6	4	19
No reply to question	5	1	4	10

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

- *“Palliative Care nurse.” (Patient 71, NSC)*
- *“Bar One (pub in Gorleston) who called 999 on my behalf.” (Patient 142, NSC)*
- *“Call care line. Dialed 999.” (Patient 3, Essex)*
- *“NHS 111 called emergency doctor who called Ambulance urgently.” (Patient 33, Beds & Herts)*
- *“GP out of hours service eventually contacted me some 7 hours later!” (Patient 57, Essex)*
- *“If concern for my health- (drinking) increases I dial 999 as a last resort in state of panic.”(Patient 10, Beds & Herts)*
- *“Oncology emergency number who instructed to make call to 999.” (Patient 84, NSC)*
- *“Called care line they contacted ambulance service.” (Patient 144, Beds and 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	5 83.3%	2 40.0%	1 33.3%	8 57.1%
I couldn't contact the service above	0 0.0%	2 40.0%	1 33.3%	3 21.4%
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	0 0.0%	0 0.00%	0 0.0%	0 0.0%
A different reason (please describe below)	1 16.7%	1 20.0%	1 33.3%	3 21.4%
<b>Total number of responses</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>14</b>
No reply to question	7	2	5	14

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

- *“I returned home but as it was a head injury I needed more reassurance.” (Patient 142, NSC)*
- *“Was ill, tried to arrange an ambulance to take me to hospital but none was available.” (Patient 98, NSC).*
- *“A fall and am disabled and unable to get up.” (Patient 3, Essex)*
- *“I was mentally disturbed and distressed and alone.” (Patient 10, Beds & Herts)*
- *“See answer above no 4.” (Patient 78, 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	3 25.0%	2 33.3%	1 12.5%	6 23.1%
Yes, between one week and one month earlier	3 25.0%	2 33.3%	1 12.5%	6 23.1%
Yes, more than a month earlier	1 8.3%	0 0.0%	1 12.5%	2 7.7%
No	5 41.7%	2 33.3%	5 62.5%	12 46.2%
Don't know / can't remember	0 0.0%	0 0.0%	0 0.0%	0 0.0%
<b>Total number of responses</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>26</b>
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 54.5%	6 85.7%	7 100.0%	19 76.0%
The ambulance service arranged an appointment with another health professional	1 9.1%	0 0.0%	0 0.0%	1 4.0%
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	1 9.1%	1 14.3%	0 0.0%	2 8.0%
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	1 9.1%	0 0.0%	0 0.0%	1 4.0%
Other	2 18.2%	0 0.0%	0 0.0%	2 8.0%
<b>Total number of responses</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>25</b>
No reply to question	2	0	1	3

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

- *“No one came, after 2½ hrs. I daughter + friend freed my mum from being trapped ourselves.” (Patient 13, NSC)*
- *“Taken to Barnet Hosp, but A&E shut by incident. After an hour taken on to Watford.” (Patient 33, Beds & Herts)*
- *“Cancelled within 4 hours waiting time.” (Patient 22, Essex)*
- *“In the past I often rang ambulance simply because I drank a lot. If ambulance could not come I was referred to a GP following day.” (Patient 10, Beds & Herts)*
- *“This was the 3<sup>rd</sup> occasion on which a paramedic team attended to my extreme difficulty in breathing. This was the only time no transport was available to return me home.” (Patient 8, NSC)*
- *“Told had to wait but would be hours as they considered not urgent.” (Patient 84, 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	3 30.0%	2 66.7%	1 33.3%	6 37.5%
No (please explain below)	0 0.0%	0 0.0%	0 0.0%	0 0.0%
No applicable	7 70.0%	1 33.3%	2 66.7%	10 62.5%
Total number of responses	10	3	3	16
No reply to question	3	4	5	12

**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	2 22.2%	2 66.7%	0 0.0%	4 28.6%
An out of hours service e.g. GP	1 11.1%	0 0.0%	0 0.0%	1 7.1%
Hospital including accident and emergency services	4 44.4%	1 33.3%	2 100.0%	7 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%	0 0.0%	0 0.0%	0 0.0%
Not applicable	2 22.2%	0 0.0%	0 0.0%	2 14.3%
Total number of responses	9	3	2	14
No reply to question	4	4	6	14

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

- *“Ambulance instructed by emergency doctor.” (Patient 33, Beds & Herts)*
- *“Get husband who couldn't walk to get to A&E.” (Patient 84, 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	4 100.0%	2 100.0%	1 100.0%	7 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	4	2	1	7
No reply to question	9	5	7	21

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	1 20.0%	2 100.0%	0 0.0%	3 42.9%
No (please explain below)	4 80.0%	0 0.0%	0 0.0%	4 57.1%
Total number of responses	5	2	0	7
No reply to question	8	5	8	21

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

- *“Because of my condition I could not drive. Husband's recent hip operation prevented him driving.” (Patient 98, NSC)*
- *“At time (name) wanted scan on leg which was swollen after chemo.” (Patient 84, NSC)*
- *“I really needed to be in hospital but had been told no beds.” (Patient 124, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	6 75.0%	5 83.3%	2 33.3%	13 65.0%
No (Go to question 14)	2 25.0%	1 16.7%	4 66.7%	7 35.0%
Total number of responses	8	6	6	20
No reply to question	5	1	2	8

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

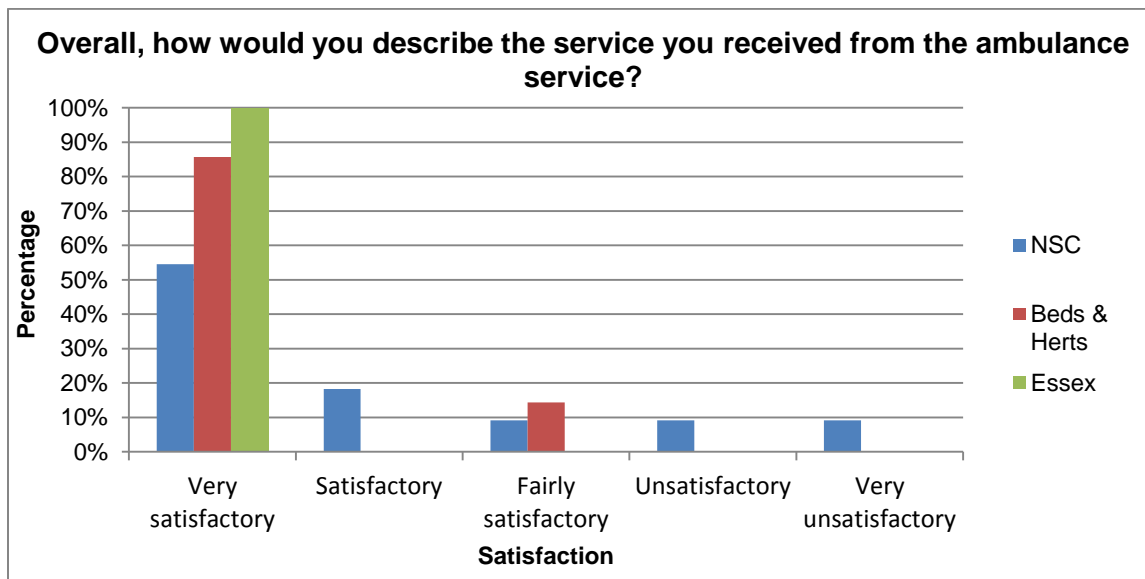
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Ambulance service via 999	1 20.0%	1 25.0%	0 0.0%	2 18.2%
A GP at your local surgery	0 0.0%	2 50.0%	1 50.0%	3 27.3%
An out of hours GP or other out of hours service	1 20.0%	1 25.0%	1 50.0%	3 27.3%
NHS 111 / NHS Direct	1 20.0%	0 0.0%	0 0.0%	1 9.1%
Hospital including accident and emergency services	1 20.0%	0 0.0%	0 0.0%	1 9.1%
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 9.1%
<b>Total number of responses</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>11</b>
No reply to question	8	3	6	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	6 54.5%	6 85.7%	6 100.0%	18 75.0%
Satisfactory	2 18.2%	0 0.0%	0 0.0%	2 8.3%
KPI Result (Very satisfactory) satisfactory/Total number of responses)	8/11 72.7%	6/7 85.7%	6/6 100.0%	20/24 83.3%
Fairly satisfactory	1 9.1%	1 14.3%	0 0.0%	2 8.3%
Unsatisfactory	1 9.1%	0 0.0%	0 0.0%	1 4.2%
Very unsatisfactory	1 9.1%	0 0.0%	0 0.0%	1 4.2%
Total number of responses	11	7	6	24
No reply to question	2	0	2	4

Overall, 20 patients (83.3%) who responded to the above question and had used the Trust's ECAT during March 2018 rated the service received as being 'satisfactory' or 'very satisfactory.' 1 patient (4.2%) however, felt that the service they received was 'unsatisfactory' and one patient (4.2%) felt 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	9 45.0%
Female	11 55.0%
Total number of responses	20
Declined to answer question	0
No reply to question	8

### Age

Age	Total
Range	8 to 98 years
Mean	66 years
Median	73 years
Mode	44 years
Total number of responses	19
Declined to answer question	0
No reply to question	9

## Ethnicity

Ethnicity	Total
White British	19 95.0%
White Irish	1 5.0%
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	8



## Religion or Belief

Religion or Belief	Total
Christian	12 66.7%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	6 33.3%
Other	0 0.0%
<b>Total number of responses</b>	<b>18</b>
Declined to answer question	2
No reply to question	8

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	14 100.0%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	0 0.0%
<b>Total number of responses</b>	<b>14</b>
Declined to answer question	4
No reply to question	10

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	6 28.6%
Physical impairment	3 14.3%
Sensory impairment	0 0.0%
Long standing condition	4 19.0%
Learning disability	0 0.0%
Mental health disorder	5 23.8%
Other	3 14.3%
Total number of responses	21
Declined to answer question	4
No reply to question	10

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

- "Dementia." (Patient 61, Beds & Herts)
- "Osteo-arthritis." (Patient 142, NSC)
- "Age." (Patient 145, Essex)

## 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	9 42.9%
No, I am not married or in a civil partnership	7 33.3%
Other	5 23.8%
Total number of responses	21
Declined to answer question	0
No reply to question	9

Of the five patients who responded 'other' in answer to this question, three patients advised that they had been 'widowed', one patient advised that they were 'engaged' and one patient advised that they were 'twice divorced.'

**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 76.9%
14No, I do not have a child under 12 months old	2 15.4%
Yes, I am currently pregnant	0 0.0%
Yes, I have a child under 12 months old	1 7.7%
Total number of responses	13
Declined to answer question	1
No reply to question	16

**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	14 100.0%
Total number of responses	14
Declined to answer question	0
No reply to question	14

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

Format	Total
I did not require a different format	11 100.0%
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%
<b>Total</b>	<b>11</b>
Do not wish to declare	0
Did not answer	17

**Impact on the service received**

Impact on Service	Total
No	14 93.3%
Yes, in a positive way	0 0.0%
Yes, in a negative way	1 6.7%
<b>Total</b>	<b>15</b>
Did not answer	13

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. No patients felt that the service they received was affected in a positive way but one patient (6.7%) advised that the service they received was affected in a negative way.

**Aftercare**

Following this survey, one telephone query was received in relation to the questionnaire.