



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

Author: Tessa Medler, Patient Experience Facilitator

Report Period: May 2018

Date of Report: July 2018

Results for May 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 May 2018.

26 responses were received over the following four week period. This equates to a 17.3% 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)

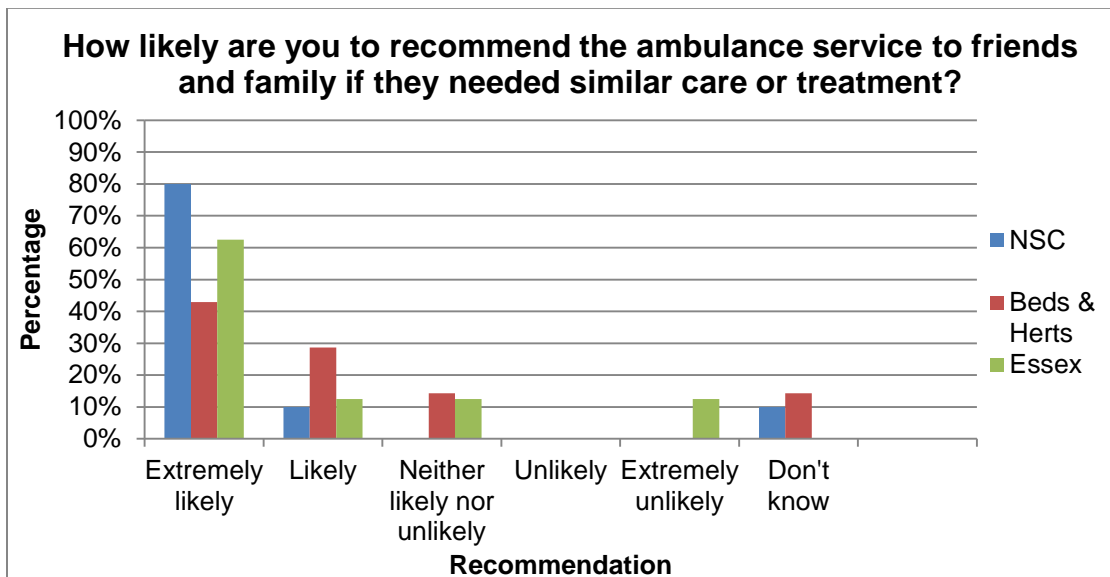
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	8 (80.0%)	3 (42.9%)	5 (62.5%)	16 (64.0%)
Likely	1 (10.0%)	2 (28.6%)	1 (12.5%)	4 (16.0%)
Neither likely nor unlikely	0 (0.0%)	1 (14.3%)	1 (12.5%)	2 (8.0%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (4.0%)
Don't know	1 (10.0%)	1 (14.3%)	0 (0.0%)	2 (8.0%)
Total number of responses	10	7	8	25
No reply to question	0	0	1	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).

80.0% of patients who responded to this question and had used the Trust's ECAT during the month of May 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 one:



Additional Comments

Patient Number	Point of Care	Area	Positive comments
117	AMB1 - Emergency ambulance response	B&H	Good manners.
27	SELF - Self Care	NSC	I appreciate all help given to me at time of call. With original call to ambulance and subsequent call back to discuss the matter - both people were very friendly, professional and calming. They made sure I was OK with situation. Amazing service from start to finish many thanks.
118	GP4 - Service organised OOH referral	Essex	The service I received was very caring the gentlemen were they kind and helpful. I thank them very much.

Patient Number	Point of Care	Area	Mixed/Neutral comments
97	GP3 – Service organised GP referral	Essex	Obviously long delays can be experienced whilst ambulances are travelling or treating other emergencies. I waited several hours. I was deemed to be an emergency and I cannot speak highly enough of the care, efficiency, friendly reassuring manner of the two ambulance officials who attended me. (Sorry not to remember their names) They cared for me right into the Ward and it was late at night by then.
140	AE - Patient needs to attend A&E (no ambulance)	NSC	We rely on ambulances and on the whole do an excellent job. Unfortunately no help on this occasion. Could not have managed on my own. Struggled and collapsed in pain.

Patient Number	Point of Care	Area	Negative comments
73	AMB1 - Emergency ambulance response	B&H	The ambulance crew came from Stevenage. When my mother arrived at Bedford Hospital the ambulance crew never booked my mum in. It was only discovered by a nurse at Bedford hospital whilst she was put in a bay without anyone attending to her the nurse said my mother had never been booked in by the ambulance.
9	GP4 - Service organised OOH referral	Essex	I have never called an ambulance before in my life. I had extreme stomach pains rising upwards and towards my back - I was doubled up in pain, I could barely move. I was told an ambulance would call within the hour but as time went on - nothing - eventually I was told they're too busy to come!! A 'phone' doctor called me at around 3am, asked me questions, then concluded by saying I should see my GP. Totally disgusted!!

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	7 (70.0%)	3 (50.0%)	9 (100%)	19 (76.0%)	12/19 (63.2%)
The view of someone acting on behalf of the patient	3 (30.0%)	3 (50.0%)	0 (0.0%)	6 (24.0%)	4/5 (80.0%)
Total number of responses	10	6	9	25	24
No reply to question	0	1	0	1	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)	6 (66.7%)	4 (66.7%)	4 (50.0%)	14 (60.9%)
No (Go to question 4)	3 (33.3%)	2 (33.3%)	4 (50.0%)	9 (39.1%)
Total number of responses	9	6	8	23
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).

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
An NHS walk-in centre	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (6.7%)
An A&E department	1 (14.3%)	0 (0.0%)	1 (16.7%)	2 (13.3%)
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 (14.3%)	0 (0.0%)	0 (0.0%)	1 (6.7%)
A local GP surgery	2 (28.6%)	0 (0.0%)	2 (33.3%)	4 (26.7%)
The NHS 111 telephone service	1 (14.3%)	1 (50.0%)	3 (50.0%)	5 (33.3%)
Somewhere else (please describe below)	1 (14.3%)	1 (50.0%)	0 (0.0%)	2 (13.3%)
Total number of responses	7	2	6	15
No reply to question	4	4	3	11

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

- *“Doctor arranged for an ambulance to attend.” (Patient 73, Beds & Herts)*
- *“District Nurse.” (Patient 10, NSC)*
- *“Nowhere.” (Patient 124, NSC)*

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%)	2 (100%)	4 (80.0%)	8 (72.7%)
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 (9.1%)
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%)	0 (0.0%)	1 (20.0%)	1 (9.1%)
A different reason (please describe below)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
Total number of responses	4	2	5	11
No reply to question	6	5	4	15

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

- *“Doctor advised me to call for an ambulance.” (Patient 47, 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	2 (22.2%)	1 (14.3%)	1 (14.3%)	4 (17.4%)
Yes, between one week and one month earlier	3 (33.3%)	1 (14.3%)	1 (14.3%)	5 (21.7%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (4.3%)
No	4 (44.4%)	3 (42.9%)	3 (42.9%)	10 (43.5%)
Don't know / can't remember	0 (0.0%)	2 (28.6%)	1 (14.3%)	3 (13.0%)
Total number of responses	9	7	7	23
No reply to question	1	0	2	3

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 (66.7%)	4 (80.0%)	2 (28.6%)	12 (57.1%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	1 (20.0%)	1 (14.3%)	2 (9.5%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	1 (11.1%)	0 (0.0%)	2 (28.6%)	3 (14.3%)
You were given advice on how to care for yourself / the person you were calling for	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (4.8%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	2 (22.2%)	0 (0.0%)	1 (14.3%)	3 (14.3%)
Total number of responses	9	5	7	21
No reply to question	1	2	2	5

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

- *“Ambulance service got someone to call on phone.” (Patient 27, NSC)*
- *“Was advised I need to go to the Hospital and my husband took me.” (Patient 88, Essex)*
- *“Took me to hospital.” (Patient 23, 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	2 (40.0%)	0 (0.0%)	2 (40.0%)	4 (30.8%)
No (please explain below)	4 (60.0%)	0 (0.0%)	1 (20.0%)	5 (38.5%)
No applicable	0 (0.0%)	2 (100%)	2 (40.0%)	4 (30.8%)
Total number of responses	6	2	5	13
No reply to question	4	5	4	13

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

- *“This was too late and collapsed in pain at Hinchingsbrooke.” (Patient 140, NSC)*
- *“Really!!!” (Patient 9, Essex)*
- *“My mother was almost unconscious and was not able to do anything.” (Patient 10, NSC)*

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 (25.0%)	2 (12.5%)
An out of hours service e.g. GP	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (6.3%)
Hospital including accident and emergency services	5 (100%)	3 (100%)	5 (62.5%)	13 (81.3%)
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%)	0 (0.0%)	0 (0.0%)
Total number of responses	5	3	8	16
No reply to question	5	4	1	10

The below comment was received from a patient in relation to the above question:

- *“Went to A&E in excruciating pain needed extreme help!!!” (Patient 140, 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 (60.0%)	2 (66.7%)	5 (83.3%)	10 (71.4%)
No	2 (40.0%)	1 (33.3%)	1 (16.7%)	4 (28.6%)
Total number of responses	5	3	6	14
No reply to question	5	4	3	12

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	4 (80.0%)	2 (100%)	3 (60.0%)	9 (75.0%)
No (please explain below)	1 (20.0%)	0 (0.0%)	2 (40.0%)	3 (25.0%)
Total number of responses	5	2	5	12
No reply to question	5	5	4	14

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

- *“We had too. Couldn’t have gone on any longer.” (Patient 140, NSC)*
- *“I felt my 'condition' would have a long-term damaging effect, but what could I say??” (Patient 9, Essex)*
- *“As my condition triggered an immediate emergency response I still would have liked a crew or health professional to come out rather than on the phone.” (Patient 123, Essex)*
- *“Although I had chest pain, if my husband could get me to hospital quicker than an ambulance could attend it made sense.” (Patient 88, Essex)*
- *“Because of how busy the hospital was I was taken to A&E by car.” (Patient 80, B&H)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	4 (40.0%)	2 (40.0%)	4 (57.1%)	10 (45.5%)
No (Go to question 14)	6 (60.0%)	3 (60.0%)	3 (42.9%)	12 (54.5%)
Total number of responses	10	5	7	22
No reply to question	0	2	2	4

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	2 (33.3%)	0 (0.0%)	1 (20.0%)	3 (23.1%)
A GP at your local surgery	2 (33.3%)	2 (100%)	0 (0.0%)	4 (30.8%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (7.7%)
NHS 111 / NHS Direct	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (7.7%)
Hospital including accident and emergency services	1 (16.7%)	0 (0.0%)	1 (20.0%)	2 (15.4%)
Community care services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Some other health professional (please describe below)	1 (16.7%)	0 (0.0%)	1 (20.0%)	2 (15.4%)
Total number of responses	6	2	5	13
No reply to question	5	5	4	14

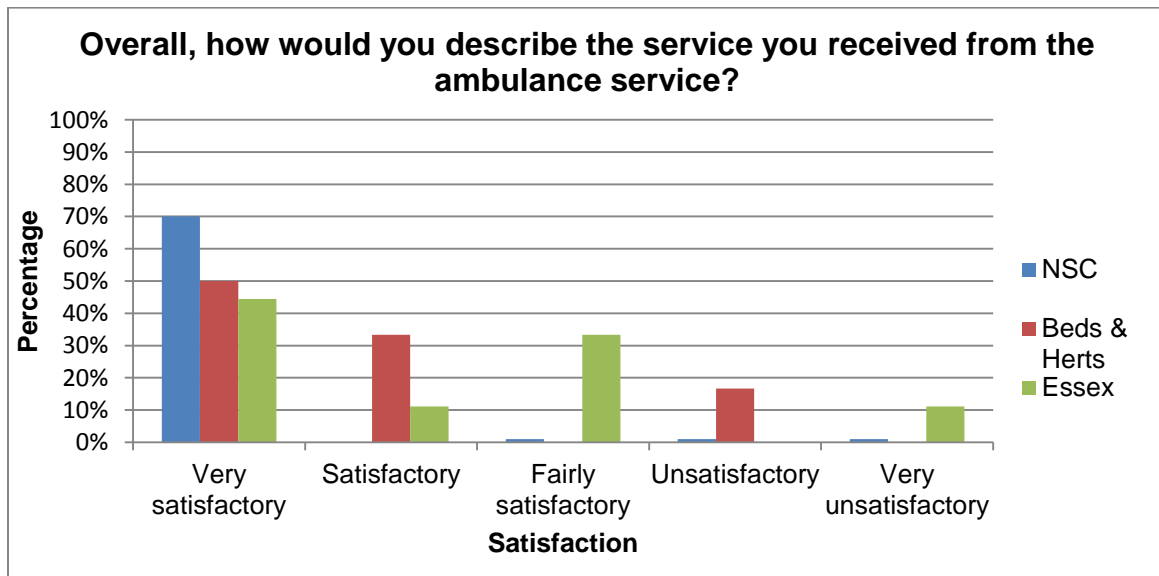
- *“District nurses and GP.” (Patient 140, NSC)*
- *“COPD nurse, Given NEB at surgery and loaned NEB to take home.” (Patient 88, Essex)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	7 (70.0%)	3 (50.0%)	4 (44.4%)	14 (56.0%)
Satisfactory	0 (0.0%)	2 (33.3%)	1 (11.1%)	3 (12.0%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	7/10 (70.0%)	5/6 (83.3%)	5/9 (55.6%)	17/25 (68.0%)
Fairly satisfactory	1 (1.0%)	0 (0.0%)	3 (33.3%)	4 (16.0%)
Unsatisfactory	1 (1.0%)	1 (16.7%)	0 (0.0%)	2 (8.0%)
Very unsatisfactory	1 (1.0%)	0 (0.0%)	1 (11.1%)	2 (8.0%)
Total number of responses	10	6	9	25
No reply to question	0	1	0	1

Overall, 17 patients (68.0%) who responded to the above question and had used the Trust’s ECAT during May 2018 rated the service received as being ‘satisfactory’ or ‘very satisfactory.’ Two patients (8.0%) however, felt that the service they received was ‘unsatisfactory’ and two patients 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 (37.5%)
Female	15 (62.5%)
Total number of responses	24
Declined to answer question	0
No reply to question	2

Age

Age	Total
Range	8 to 93 years
Mean	64 years
Median	73 years
Mode	73 years
Total number of responses	24
Declined to answer question	0
No reply to question	2

Ethnicity

Ethnicity	Total
White British	23 (95.8%)
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	1 (4.2%)
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	24
Declined to answer question	0
No reply to question	2

Religion or Belief

Religion or Belief	Total
Christian	15 (71.4%)
Hindu	0 0.0%
Jewish	1 (4.8%)
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	2 (9.5%)
Other	3 (14.3%)
Total number of responses	21
Declined to answer question	1
No reply to question	4

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

- "C of E." (Patient 80, B&H)
- "Jehovah Witness." (Patient 10, NSC)
- "C.O.E." (Patient 124, NSC)

Sexual Orientation

Sexual Orientation	Total
Heterosexual	17 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	17
Declined to answer question	1
No reply to question	8

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	9 (33.3%)
Physical impairment	5 (18.5%)
Sensory impairment	2 (7.4%)
Long standing condition	7 (25.9%)
Learning disability	0 (0.0%)
Mental health disorder	0 (0.0%)
Other	4 (14.8%)
Total number of responses	27
Declined to answer question	0
No reply to question	6

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

- *"Damaged knee." (Patient 52, NSC)*
- *"Heart Stents." (Patient 140, NSC)*
- *"COPD." (Patient 117, B&H)*
- *"Not able to read + write." (Patient 95, 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	8 (42.1%)
No, I am not married or in a civil partnership	7 (36.8%)
Other	4 (21.2%)
Total number of responses	19
Declined to answer question	2
No reply to question	7

All four patients who responded 'other' in answer to this question advised that they were '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 (52.6%)
No, I do not have a child under 12 months old	7 (36.8%)
Yes, I am currently pregnant	1 (5.3%)
Yes, I have a child under 12 months old	1 (5.3%)
Total number of responses	19
Declined to answer question	0
No reply to question	12

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	19 (100%)
Total number of responses	19
Declined to answer question	1
No reply to question	6

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

(All answer types are listed, some multiple answers)

Format	Total
I did not require a different format	17 (94.4%)
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	1 (5.6%)
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	18
Do not wish to declare	1
Did not answer	8

Impact on the service received

Impact on Service	Total
No	17 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	17
Did not answer	9

17 patients (100%) 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 either a positive or negative way.

Aftercare

Following this survey one survey containing comments of concern was received. This was passed to the Patient Experience team for further action as appropriate.