



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

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Results for September 2018

Response

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

25 responses were received over the following four week period. This equates to a 17.4% response rate.

The format of this report is in accordance with the Sustainability and Transformation Plan (STP) areas within the Trust and is grouped into the following six areas:

- Bedfordshire and Luton = (Beds & Luton)
- Cambridgeshire and Peterborough = (Cambs & Peterborough)
- Hertfordshire and West Essex = (Herts & West Essex)
- Mid and South Essex = (Mid & South Essex)
- Norfolk and Waveney = (Norfolk & Waveney)
- Suffolk and North East Essex = (Suffolk & North East Essex)

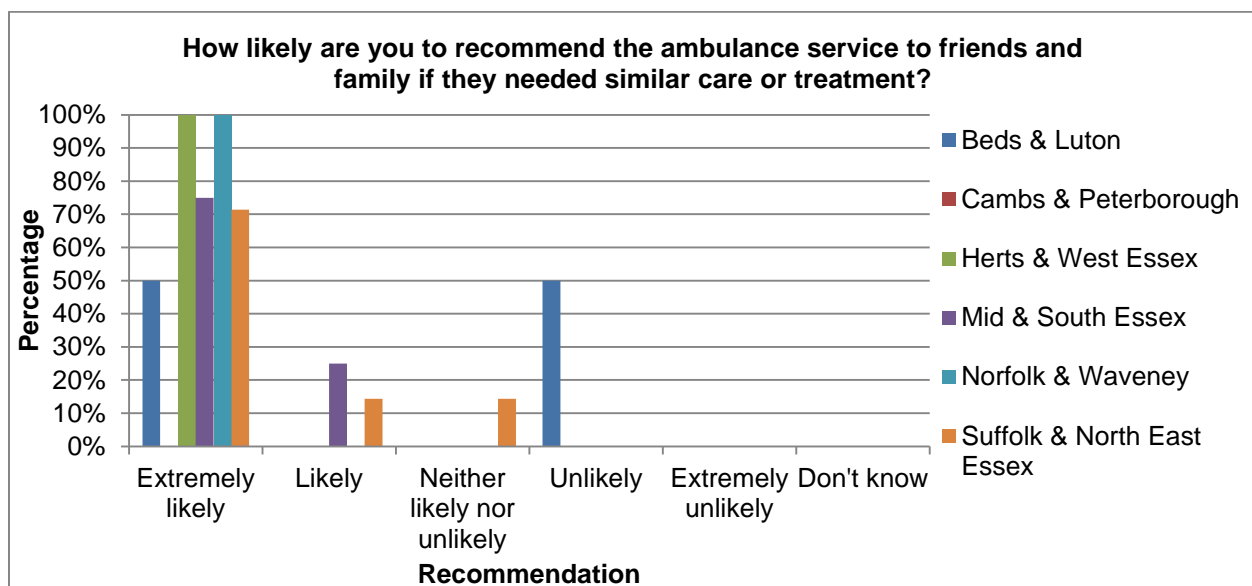
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Extremely likely	1 50.0%	0 0.0%	8 100.0%	3 75.0%	4 100.0%	5 71.4%	21 84.0%
Likely	0 0.0%	0 0.0%	0 0.0%	1 25.0%	0 0.0%	1 14.3%	2 8.0%
Neither likely nor unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 14.3%	1 4.0%
Unlikely	1 50.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.0%
Extremely unlikely	0 0.0%	0 0.0%	0 0.0%	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%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	2	0	8	4	4	7	25
No reply to question	0	0	0	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).

92.0% of patients who responded to the above question and had used the Trust's ECAT during the month of September 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
59	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	I can't remember their names but there was one female and one male. They were both just brilliant. I was in so much pain, I couldn't breathe. They were so helpful, caring, reassuring and professional. The female paramedic held my hand the whole time to Watford General. She was really kind and kept talking to me. Please give the both of them my many thanks and gratitude.
40	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	I was very happy indeed by the response of the ambulance service. They arrived within half an hour and were very efficient and very friendly and re-assuring before taking me to Watford General hospital.
48	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	The ambulance crew were very kind, considerate, helpful, caring and really looked after me at all stages of the process.
51	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	Excellent. Sorry I have probs with fingers so difficult to write.
60	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	Incredible support.
48	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	The ambulance crew were very kind, considerate, helpful, caring and really looked after me at all stages of the process.
51	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	Excellent. Sorry I have probs with fingers so difficult to write.
60	AMB1 - EMERGENCY AMBULANCE RESPONSE	Herts & West Essex	Incredible support.

Patient Number	Point of Care	Area	Mixed/neutral comments
103	AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	Norfolk & Waveney	My "case" involved a bad reaction to medication and anaesthetics following 3½ hour surgery for a detached retina. The problem was either to get an ambulance and go through A&E at the N&N (where I knew that both retina surgeons were on holiday!) or stick with the "eyes down" regime, which I was following after I had to go to Addenbrookes for the unnecessary emergency surgery. My problems were not with the ambulance service but with the N&N hospital.

Patient Number	Point of Care	Area	Negative comments
141	AE - PATIENT NEEDS TO ATTEND A&E (NO AMBULANCE)	Suffolk & North East Essex	I have a bladder neck issue and was instructed by my consultant that before I have my operation, if I found I was unable to pass urine then to call 999 immediately and get to A&E for a Suprapelvic catheter. When I explained this to the 999 operator she told me to call 111 or get to hospital myself. She seemed uninterested, about 15 mins later another lady called me back and she was very helpful. I did have to make my own way to A&E who arranged for the procedure to be carried out.

Q2 – Whose views are being reported in this questionnaire?

Response	STP Areas							Overall Key Performance Indicator (KPI)
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total	
The view of the patient	1 50.0%	0 0.0%	7 87.5%	3 75.0%	2 66.7%	6 85.7%	19 79.2%	15/18 83.3%
The view of someone acting on behalf of the patient	1 50.0%	0 0.0%	1 12.5%	1 25.0%	1 33.3%	1 14.3%	5 20.8%	4/5 80.0%
Total number of responses	2	0	8	4	3	7	24	23
No reply to question	0	0	0	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	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes (Go to question 6)	1 50.0%	0 0.0%	6 75.0%	1 25.0%	2 66.7%	2 40.0%	12 54.5%
No (Go to question 4)	1 50.0%	0 0.0%	2 25.0%	3 75.0%	1 33.3%	3 60.0%	10 45.5%
Total number of responses	2	0	8	4	3	5	22
No reply to question	0	0	0	0	1	2	3

Q4 – Before contacting the ambulance service, where did you go to, or contact for help with your condition?

(All answer types are listed, some multiple answers)

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
An NHS walk-in centre	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.0%
An A&E department	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.0%
A Minor Injuries Unit (MIU)	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	0 0.0%	1 5.0%
An Urgent Care Centre (UCC)	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.0%
A GP out of hours service	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.0%
A local GP surgery	1 12.5%	0 0.0%	0 0.0%	2 66.7%	0 0.0%	1 20.0%	4 20.0%
The NHS 111 telephone service	1 12.5%	0 0.0%	1 33.3%	1 33.3%	1 100.0%	4 80.0%	8 40.0%
Somewhere else (please describe below)	2 25.0%	0 0.0%	1 0.0%	0 0.0%	0 0.0%	0 0.0%	3 15.0%
Total number of responses	8	0	3	3	1	5	20
No reply to question	0	0	5	1	3	3	12

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

- *“We rang our medical centre from 7.45 to get an answer first when they answered at 8.10 - they said no booking available for the day (fully booked).” (Patient 117, Suffolk & North East Essex)*
- *“Private medical insurance helpline.” (Patient 48, Herts & West Essex)*
- *“Surgery instructed my husband to call emergency service.” (Patient 73, Mid & South Essex)*
- *“MacMillan palliative care.” (Patient 8, Beds & Luton)*

Q5 – Why did you call the emergency service following your contact with the service above?

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
The service above referred me to the emergency services	2 100.0%	0 0.0%	2 66.7%	3 100.0%	0 0.0%	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%	0 0.0%	1 33.3%	1 8.3%
I couldn't get an appointment	0 0.0%	0 0.0%	0 0.0%	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%	0 0.0%	1 33.3%	1 8.3%
I was not satisfied with the help I received	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
My condition became worse	0 0.0%	0 0.0%	1 33.3%	0 0.0%	1 100.0%	0 0.0%	2 16.7%
A different reason (please describe below)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	1 8.3%
Total number of responses	2	0	3	3	1	3	12
No reply to question	0	0	5	1	3	4	13

The below comment was also received in relation to this question:

- *“111 told me to ring 999.” (Patient 70, Mid & South Essex)*
- *“I did not, 111 asked for paramedic visit.” (Patient 135, Suffolk & North East Essex)*
- *“On calling the ambulance service I was asked what was the problem I was having. After describing problem, I was told that an ambulance would be sometime in the afternoon.” CONT(Patient 117, Suffolk & North East Essex)*

Q6 – Before your call to the ambulance service, had you previously received advice / treatment about the same condition or something related to it?

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, within the previous week	1 50.0%	0 0.0%	0 0.0%	1 25.0%	1 33.3%	0 0.0%	3 13.6%
Yes, between one week and one month earlier	1 50.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 40.0%	3 13.6%
Yes, more than a month earlier	0 0.0%	0 0.0%	3 37.5%	0 0.0%	0 0.0%	1 20.0%	4 18.2%
No	0 0.0%	0 0.0%	5 62.5%	3 75.0%	2 66.7%	1 20.0%	11 50.0%
Don't know / can't remember	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	1 4.5%
Total number of responses	2	0	8	4	3	5	22
No reply to question	0	0	0	0	1	2	3

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
An ambulance crew or paramedic came (Go to question 11)	1 100.0%	0 0.0%	7 100.0%	2 50.0%	2 50.0%	2 40.0%	14 66.7%
The ambulance service arranged an appointment with another health professional	0 0.0%	0 0.0%	0 0.0%	1 25.0%	0 0.0%	0 0.0%	1 4.8%
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%	1 25.0%	2 40.0%	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%	0 0.0%	1 25.0%	0 0.0%	1 20.0%	2 9.5%
You were reassured the concern was not life threatening	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Other	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 25.0%	0 0.0%	1 4.8%
Total number of responses	1	0	7	4	4	5	21
No reply to question	1	0	1	0	0	2	4

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

- *“When second lady rang back she was very helpful.” (Patient 141, Suffolk & North East Essex)*
- *“Decided to stay at home and not go to N&N hospital (huge waiting time in A&E for my condition).” (Patient 103, Norfolk & Waveney)*
- *“And further requested to go to A&E.” (Patient 135, Suffolk & North East Essex)*
- *“Advised to go to A&E.” (Patient 140, Suffolk & North East Essex)*

Q8 – If you were treated over the phone was it possible to follow the advice given?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	0 0.0%	0 0.0%	0 0.0%	2 66.7%	1 33.3%	0 0.0%	3 30.0%
No (please explain below)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Not applicable	1 100.0%	0 0.0%	0 0.0%	1 33.3%	2 66.7%	3 100.0%	7 70.0%
Total number of responses	1	0	0	3	3	3	10
No reply to question	1	0	8	1	1	4	15

The below comment was also received in relation to this question:

- *“Due to pain increasing, was hard to follow advice.” (Patient 70, Mid & South Essex)*

Q9 – Which service did the ambulance service advise seeing / arrange an appointment with?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
A GP at your local doctor's surgery	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 25.0%	1 7.1%
An out of hours service e.g. GP	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 25.0%	1 7.1%
Hospital including accident and emergency services	1 100.0%	0 0.0%	2 66.7%	2 66.7%	3 100.0%	0 0.0%	8 57.1%
Community care service	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Another health professional	0 0.0%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	1 7.1%
Some other service (please describe below)	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	1 25.0%	2 14.3%
Not applicable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 25.0%	1 7.1%
Total number of responses	1	0	3	3	3	4	14
No reply to question	1	0	5	1	1	3	11

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

- *“The doctor of ambulance spoke to me.” (Patient 38, Herts & West Essex)*
- *“Said if her pain got worse to re-call ambulance was very busy as weekend.” (Patient 70, Mid & South Essex)*
- *“A&E West Suffolk.” (Patient 135, Suffolk & North East Essex)*
- *“After being admitted, my father was diagnosed with pneumonia. He was admitted twice by ambulance. This was no way the fault of the paramedics but the doctor’s poor decision.” (Patient 8, Beds & Luton)*

Q10 – Did the ambulance service explain why an ambulance would not be sent on this occasion?

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	0 0.0%	0 0.0%	1 100.0%	2 100.0%	2 100.0%	4 100.0%	9 100.0%
No	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	0	0	1	2	2	4	9
No reply to question	2	0	7	2	2	3	16

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 100.0%	3 75.0%	7 77.8%
No (please explain below)	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 25.0%	2 22.2%
Total number of responses	1	0	0	2	2	4	9
No reply to question	1	0	8	2	2	3	16

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

- *“However, if there is not one in the area it cannot be sent.” (Patient 141, Suffolk & North East Essex)*
- *“Arrogant behaviour, lack of respect, not known of a person who had domestic violence.” (Patient 10, Beds & Luton)*
- *“When I rang ambulance, the pain was too severe for me to take her in our own transport.” (Patient 70, Mid & South Essex)*
- *“I did, but family members wanted to get ambulance.” (Patient 103, Norfolk & Waveney)*
- *“I did not want an ambulance.” (Patient 135, Suffolk & North East Essex)*
- *“Ambulance attended.” (Patient 129, Suffolk & North East Essex)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	1 100.0%	0 0.0%	1 16.6%	2 100.0%	1 33.3%	3 50.0%	8 44.4%
No (Go to question 14)	0 0.0%	0 0.0%	5 83.3%	0 0.0%	2 66.7%	3 50.0%	10 55.6%
Total number of responses	1	0	6	2	3	6	18
No reply to question	1	0	2	2	1	1	7

Q13 – If yes, which health professional was contacted?

(All answer types are listed, some multiple answers)

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Ambulance service via 999	2 100.0%	0 0.0%	1 33.3%	0 0.0%	1 50.0%	0 0.0%	4 36.4%
A GP at your local surgery	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
An out of hours GP or other out of hours service	0 0.0%	0 0.0%	0 0.0%	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%	1 50.0%	0 0.0%	1 9.1%
Hospital including accident and emergency services	0 0.0%	0 0.0%	2 66.7%	0 0.0%	0 0.0%	1 50.0%	3 27.3%
Community care services	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Some other health professional (please describe below)	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	1 50.0%	3 27.3%
Total number of responses	2	0	3	2	2	2	11
No reply to question	0	0	5	2	2	6	15

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

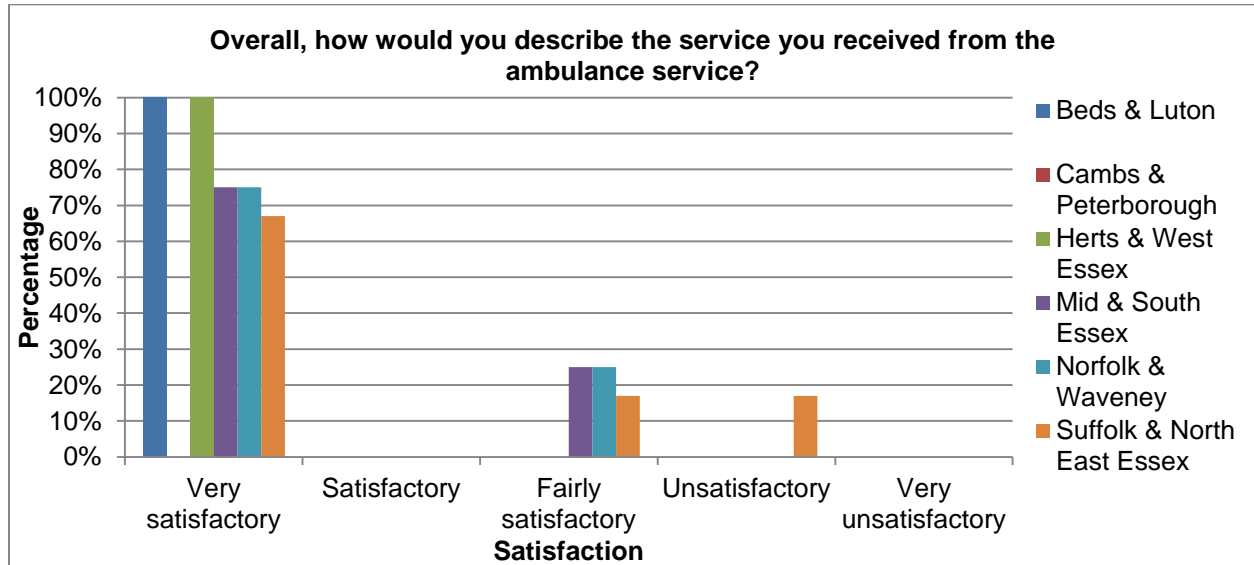
- *"Paramedic (clinician via 999)." (Patient 72, Mid & South Essex)*
- *"Urology registrar and consultant." (Patient 141, Suffolk & North East Essex)*
- *"I suffer from bipolar sleep insomnia paranoia." (Patient 10, Beds & Luton)*
- *"ECO department where I had been previous few days before." (Patient 70, Mid & South Essex)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very satisfactory	2 100.0%	0 0.0%	8 100.0%	3 75.0%	3 75.0%	4 66.7%	20 83.3%
Satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
KPI Result – (very satisfactory + satisfactory/total number of responses)	2/2 100.0%	0/0 0.0%	8/8 100.0%	3/4 75.0%	3/4 75.0%	4/6 66.7%	20/24 83.3%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%	1 25.0%	1 25.0%	1 16.7%	3 12.5%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	1 4.2%
Very unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	2	0	8	4	4	6	24
No reply to question	0	0	0	0	0	1	1

Overall, 20 patients (83.3%) who responded to the above question and had used the Trust's ECAT during September 2018 rated the service received as being 'satisfactory' or 'very satisfactory.'

Bar chart illustrating the results of question 14:



Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	14 60.9%
Female	9 39.1%
Total number of responses	23
Declined to answer question	0
No reply to question	2

Age

Age	Total
Range	1 to 89 years
Mean	68 years
Median	75 years
Mode	68 years
Total number of responses	22
Declined to answer question	1
No reply to question	2

Ethnicity

Ethnicity	Total
White British	18 90.0%
White Irish	1 5.0%
Any other White background	1 5.0%
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	2
No reply to question	3

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	15 71.4%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	3 14.3%
Other	3 14.3%
Total number of responses	21
Declined to answer question	1
No reply to question	5

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

- "Atheist." (Patient 61, Mid & South Essex)
- "Church of England." (Patient 38, Herts & West Essex)
- "Methodist." (Patient 129, Suffolk & North East Essex)

Sexual Orientation

Sexual Orientation	Total
Heterosexual	16 94.1%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	1 5.9%
Total number of responses	17
Declined to answer question	2
No reply to question	6

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

- "Straight." (Patient 58, Herts & West Essex)

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	8 25.8%
Physical impairment	3 9.7%
Sensory impairment	2 6.5%
Long standing condition	7 22.6%
Learning disability	3 9.7%
Mental health disorder	2 6.5%
Other	6 19.4%
Total number of responses	31
Declined to answer question	1
No reply to question	5

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

- *"Physical disability." (Patient 124, Suffolk & North East Essex)*
- *"Diabetes." (Patient 61, Mid & South Essex)*
- *"Bladder issues." (Patient 141, Suffolk & North East Essex)*
- *"Down syndrome." (Patient 93, Norfolk & Waveney)*
- *"Methaselioma." (Patient 129, Suffolk & North East Essex)*
- *"Dementia." (Patient 60, Herts & West Essex)*

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	7 33.3%
Other	2 9.5%
Total number of responses	21
Declined to answer question	0
No reply to question	4

The 2 patients who responded 'other' in answer to this 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	14 63.6%
No, I do not have a child under 12 months old	5 22.7%
Yes, I am currently pregnant	2 9.1%
Yes, I have a child under 12 months old	1 4.5%
Total number of responses	22
Declined to answer question	1
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	15 100.0%
Total number of responses	15
Declined to answer question	0
No reply to question	10

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	18 85.7%
Braille	0 0.0%
British Sign Language (BSL) Interpreter	0 0.0%
Browse aloud (website)	1 4.8%
Deafblind advocate	0 0.0%
Deafblind Interpreter	0 0.0%
Easy Read	0 0.0%
Large Print	1 4.8%
Page magnification (website)	1 4.8%
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	21
Do not wish to declare	0
Did not answer	6

Impact on the service received

Impact on Service	Total
No	17 94.4%
Yes, in a positive way	1 5.6%
Yes, in a negative way	0 0.0%
Total	18
Did not answer	7

17 patients (94.4%) who responded to the above question felt that the service they received was not affected by any of the aforementioned strands of diversity. 1 patient (5.6%) advised that the service they received was affected in a positive way and no patients felt that the service they received was affected in a negative way.

The below comment was also received in relation to this question:

- *“The paramedics treated me with 'compassion' care and kindness. Just brilliant!” (Patient 59, Herts & West Essex)*

Aftercare

Following this survey, one letter of appreciation was received which was logged onto the DATIX system and passed to the appropriate team concerned. No further correspondence was received.