



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

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Date of Report: May 2019

Results for December 2018

Response

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

36 responses were received over the following four week period. This equates to a 16.7% 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)

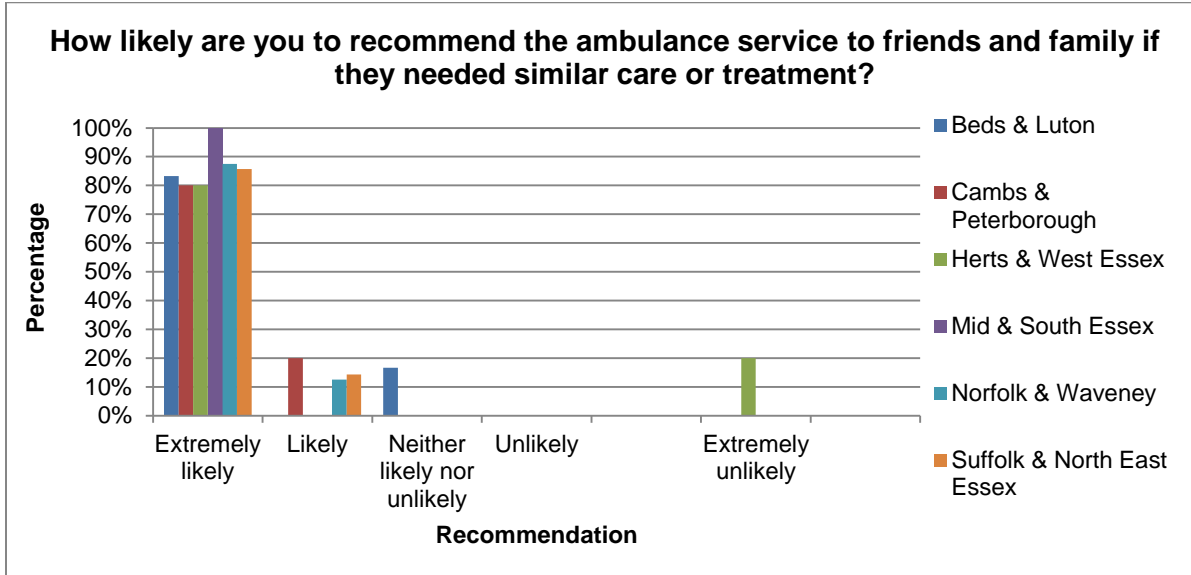
Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	December all Areas Total
Extremely likely	5 (83.3%)	4 (80.0%)	4 (80.0%)	3 (100%)	7 (87.5%)	6 (85.7%)	29 (85.3%)
Likely	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (14.3%)	3 (8.8%)
Neither likely nor unlikely	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
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	6	5	5	3	8	7	34
No reply to question	0	1	0	1	0	0	2

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).

94.1% of patients who responded to the above question and had used the Trust's ECAT during the month of December 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
38	GP4 - Service organised OOH referral	Norfolk & Waveney	Could not fault the service.
22	AMB1 – Emergency Ambulance Response	Beds & Luton	The ambulance service were so lovely and understanding about the situation my toddler was in. They gave us the best advice and made us both feel we were in safe hands. They took us to A&E and waited until we were seen and settled. Really happy with them 100% would recommend. Amazing team who helped us. Only negative was they took 2 hours for someone to get to us but overall happy we were helped.
22	AMB2 - Cold ambulance response	Suffolk & North Essex	Ambulance called three times during December. All the staff that attended to my matter were amazing in every way.
33	GP1 - Contact own surgery	Cambs & Peterborough	The doctor who phoned to respond to our concern was very professional, reassuring and kind. I felt safe with advice given and felt his assessment was thoroughly done. We didn't have to take our son to casualty as the doctor felt this was not necessary. I believe this helped to allow other patients who needed A&E more than my son.
2	AMB1 - Emergency ambulance response	Suffolk & North Essex	I would like to praise the ambulance crew they were absolutely brilliant.
10	GP3 - Service organised GP referral	Norfolk & Waveney	I cannot fault any aspect of the service I have received on many occasions even when in extreme pain I can always be sure they will make me laugh, it is such wonderful reassuring feeling when you see those green uniforms coming towards you, they just make you feel so safe even after spending 3 and half hours in pouring rain trying to crawl to safety when part of brick wall collapsed on me and crushed my hips, they had me laughing, I just loved every one of them.
24	AMB1 - Emergency ambulance response	Norfolk & Waveney	Excellent Care by Ambulance Crew.

7	AMB2 - Cold ambulance response	Mid & South Essex	No comment needed everything very satisfactory.
15	AMB1 – Emergency ambulance response	Beds & Luton	They were prompt and professional. Advice was given was spot on which eased my anxiety. They arranged for me to see an emergency gp as I needed serious pain relief, the driver was patient and kind and very caring and ensured my safety.
24	AMB1 – Emergency ambulance response	Suffolk & North Essex	Lovely Clinicians, put me at ease when I was terrified, friendly calm manner.
17	AMB2 - Cold ambulance response	Herts & West Essex	Excellent service, knowledgeable, cheerful, and very caring. Put us at ease. We had to use the service 5 times this year and have always had an excellent service.
14	AMB1 – Emergency ambulance response	Herts & West Essex	Amazing People.

Patient Number	Point of Care	Area	Mixed/neutral comments
22	GP4 - Service organised OOH referral	Mid & South Essex	An ambulance was never sent. The 999 nurse that called back was brilliant, caring and helpful. We called 111 to help not using ambulance time as they have a lot to deal with.
28	GP1 - Contact own surgery	Suffolk & North Essex	Paramedics called by home at approx 11am as mum was unarousable whilst sat in armchair. Ambulance unable to attend, so advice given over phone to lower mum to floor and put in recovery position. This enabled consciousness to return. Senior carer spoke to Paramedic and answered assessment questions. Mum needed hoist to get back to chair. Nurse practitioner visited in the afternoon.
29	AMB1 – Emergency ambulance response	Beds & Luton	The Ambulance crew were fantastic, methodical, caring and quick. However, I have had to have numerous ambulances over the past 7 years, the old system got me an ambulance straight away. I have a heart condition, under the new system my wife has to spend valuable time answering questions that have been asked before, this is not acceptable as these questions apply to everyone regardless of how serious the condition is. I had a heart rate of 212bpm (4 per second) but it was not treated as an emergency because I had to wait for a call back to see if an ambulance had been dispatched. His questions were irrelevant to my condition and I feel the new system will cost lives, wastes valuable time to patients and ambulance crews.
12	AMB1 - Emergency ambulance response	Suffolk & North Essex	I didn't feel that the service is really something that you need to recommend. If you are in a position where you need emergency medical attention there would be no question but to use the service.
20	AMB1 – Emergency ambulance response	Beds & Luton	The ambulance was delayed by 90 minutes from call to arrival. This delay was explained by telecom some 1 hour after the 999 call. The crew were very very good, spending an hour or so stabilising the patient before leaving for the hospital.

Patient Number	Point of Care	Area	Negative comments
18	AMB2 - Cold ambulance response	Herts & West Essex	Because I'm known to the ambulance service I'm treated like I'm a pain. I should be treated like everybody else - each case or call is different, every time I've been told by an ambulance men there is nothing wrong with me.
14	AE - Patient needs to attend A&E (no ambulance)	Beds & Luton	My husband called 111. I was very ill struggling to breathe. They said they were sending an ambulance. After 15 mins they called back and asked my husband to bring me himself. We had to leave our 4 sons at home - eldest 16 babysitting. I was told I would be seen quicker. When I got there I just had to wait with everyone else.
17	ACP - Alternate care pathway	Cambs & Peterborough	On 1st December at 12:45 I had a fall in my bathroom pressed the care line for help as I could not get up from the floor and was told an ambulance was coming it did not arrive until 4:50am the 2 ambulance men had to use an inflator in order to get me up. I was very cold - no heating on. They did all the routine checks that I was ok and left me in bed about 5:30am. I had another fall on 25th December at my sons house in Peterborough, he could not help me up so he called for an ambulance about 7:45 am and it arrived at 10:30am again they had to use an inflator to get me up but it was all ok again. My main problem with your service is I have to wait 3-5 hours all on my own lying on the floor. I think you need more paramedics that can come with an inflator to help me.

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	3 (50.0%)	4 (80.0%)	5 (100%)	4 (100%)	3 (50.0%)	5 (71.4%)	24 (72.7%)	19/22 (86.4%)
The view of someone acting on behalf of the patient	3 (50.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	2 (28.6%)	9 (27.3%)	7/8 (87.5%)
Total number of responses	6	5	5	4	6	7	33	30
No reply to question	0	1	0	0	2	0	3	3

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)	4 (66.7%)	2 (40.0%)	3 (60.0%)	3 (75.0%)	7 (87.5%)	2 (33.3%)	21 (61.8%)
No (Go to question 4)	2 (33.3%)	3 (60.0%)	2 (40.0%)	1 (25.0%)	1 (12.5%)	4 (66.7%)	13 (38.2%)
Total number of responses	6	5	5	4	8	6	34
No reply to question	0	1	0	0	0	1	2

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	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
An NHS walk-in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (5.6%)
An A&E department	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	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%)	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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A local GP surgery	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (25.0%)	2 (11.1%)
The NHS 111 telephone service	3 (100%)	2 (50.0%)	1 (100%)	1 (33.3%)	0 (0.0%)	2 (50.0%)	9 (50.0%)
Somewhere else (please describe below)	0 (0.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	3 (100%)	1 (25.0%)	6 (33.3%)
Total number of responses	3	4	1	3	3	4	18
No reply to question	3	3	3	2	5	3	19

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

- *“Contact care. In my haste and anxiety. I called both.” (Patient 22, Norfolk & Waveney)*
- *“111 waste of time. Unhelpful. Took 5 hours for a doctor to call back and didn’t know why he was phoning me.” (Patient 22 Mid & South Essex)*
- *“Haematology ward.” (Patient 10, Cambs & Peterborough)*
- *“When I fall at home I press my care line and they deal with it. When I was at my sons in Peterborough he dialled 999.” (Patient 17, Cambs & Peterborough)*
- *“Norfolk and Suffolk NHS Trust (my local scandalously ineffective Mental Health Service!).” (Patient 15, Suffolk & North Essex)*
- *“Carer dialled 999.” (Patient 34, Norfolk & Waveney)*
- *“Swift Response.” (Patient 15, Norfolk & Waveney)*
- *“Careline / Alarm.” (Patient 24, Herts & West Essex)*

Q5 – Why did you call the emergency service following your contact with the service above? (Tick all that apply)

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%)	1 (100%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	3 (100%)	7 (70.0%)
I couldn't contact the service above	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	1 (100%)	0 (0.0%)	0 (0.0%)	1 (10.0%)
The wait for the service above was too long	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (10.0%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (10.0%)
My condition became worse	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A different reason (please describe below)	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	1	1	1	2	3	10
No reply to question	4	5	4	3	6	4	26

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

- *“No ambulance arrived.” (Patient 22, Mid & South Essex)*
- *“Previous fall 17th October and 16th October.” (Patient 17, Cambs & Peterborough)*
- *“I was referred by the NHS 111 advice people.” (Patient 33, Cambs & Peterborough)*
- *“Uncomfortable wait.” (Patient 34, Norfolk & Waveney)*
- *“My career contacted and teachers as I couldn't function or anything.” (Patient 27, Norfolk & Waveney)*
- *“Could not get appointment.” (Patient 33, Mid & South Essex)*
- *“Unable to get up from floor, following a fall.” (Patient 24, Herts & West 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						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, within the previous week	1 (20.0%)	1 (20.0%)	1 (25.0%)	0 (0.0%)	2 (33.3%)	1 (20.0%)	6 (20.7%)
Yes, between one week and one month earlier	0 (0.0%)	1 (20.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	5 (17.2%)
Yes, more than a month earlier	1 (20.0%)	1 (20.0%)	1 (25.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	4 (13.8%)
No	3 (60.0%)	2 (40.0%)	0 (0.0%)	3 (75.0%)	2 (33.3%)	2 (40.0%)	12 (41.4%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (16.7%)	0 (0.0%)	2 (6.9%)
Total number of responses	5	5	4	4	6	5	29
No reply to question	1	1	1	0	2	2	7

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
An ambulance crew or paramedic came (Go to question 11)	5 (83.3%)	4 (80.0%)	4 (80.0%)	3 (75.0%)	5 (62.5%)	4 (66.7%)	25 (73.5%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)	1 (16.7%)	3 (8.8%)
You were advised to see another health professional / organisation (own GP, local walk-in centre, pharmacist)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
You were given advice on how to care for yourself / the person you were calling for	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)
You were reassured the concern was not life threatening	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (16.7%)	2 (5.9%)
Other	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	2 (5.9%)
Total number of responses	6	5	5	4	8	6	34
No reply to question	0	1	0	0	0	1	2

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

- *“Didn’t arrive.” (Patient 22, Mid & South Essex)*
- *“They said they were on their way and then called and asked my husband to bring me.” (Patient 14, Beds & Luton)*
- *“Mum in care home.” (Patient 28, Suffolk & North Essex)*
- *“Waiting until ambulance came.” (Patient 34, Norfolk & Waveney)*
- *“Was reassured that the concern was not life threatening.” (Patient 22, Beds & Luton)*
- *“Only having to wait for a call back to see if an ambulance had been dispatched. I have a heart condition under the care of Harefield Hospital.” (Patient 29, Beds & Luton)*

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	0 (0.0%)	1 (33.3%)	1 (100%)	2 (100%)	1 (33.3%)	1 (100%)	6 (54.5%)
No (please explain below)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (18.2%)
Not applicable	1 (100%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	3 (27.3%)
Total number of responses	1	3	1	2	3	1	11
No reply to question	5	3	4	2	5	6	25

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

- *“999 Nurse was brilliant, very caring and helpful.” (Patient 22, Mid & South Essex)*
- *“Carer provided requested information to paramedic.” (Patient 28, Suffolk & North Essex)*
- *“Ambulance arrived 5 and half hours later.” (Patient 34, Norfolk & Waveney)*

Q9 – Which service did the ambulance service advise seeing / arrange an appointment with?
(All answer types are listed, some multiple answers)

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
A GP at your local doctor's surgery	0 (0.0%)	0 (0.0%)	1 (100%)	1 (100%)	1 (16.7%)	1 (25.0%)	4 (25.0%)
An out of hours service e.g. GP	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (6.3%)
Hospital including accident and emergency services	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (50.0%)	1 (25.0%)	5 (31.3%)
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%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (6.3%)
Some other service (please describe below)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (25.0%)	3 (18.8%)
Not applicable	1 (50.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (12.5%)
Total number of responses	2	2	1	1	6	4	16
No reply to question	4	4	4	3	3	4	22

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

- *“Referred to own GP practice . Nurse practitioner came to care home.” (Patient 28, Suffolk & North Essex)*
- *“I was given telephone advice with view to attend A&E if situation was getting worse.” (Patient 33, Cambs & Peterborough)*
- *“Taken to hospital then to stay 3 weeks in community hospital.” (Patient 34, Norfolk & Waveney)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	0 (0.0%)	1 (50.0%)	1 (100%)	1 (100%)	2 (100%)	1 (100%)	6 (75.0%)
No	1 (100%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)
Total number of responses	1	2	1	1	2	1	8
No reply to question	5	4	4	3	6	6	28

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	0 (0.0%)	1 (100%)	1 (100%)	1 (50.0%)	2 (100%)	1 (100%)	6 (75.0%)
No (please explain below)	1 (100%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (25.0%)
Total number of responses	1	1	1	2	2	1	8
No reply to question	5	5	4	2	6	6	28

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

- *“They said I would be seen quicker, I waited ages for triage.” (Patient 14, Beds & Luton)*
- *“No not available.” (Patient 33, Mid & South 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 (25.0%)	3 (60.0%)	2 (40.0%)	0 (0.0%)	2 (50.0%)	2 (33.3%)	10 (35.7%)
No (Go to question 14)	3 (75.0%)	2 (40.0%)	3 (60.0%)	4 (100%)	2 (50.0%)	4 (66.7%)	18 (64.3%)
Total number of responses	4	5	5	4	4	6	28
No reply to question	2	1	0	0	4	1	8

Q13 – If yes, which health professional was contacted?

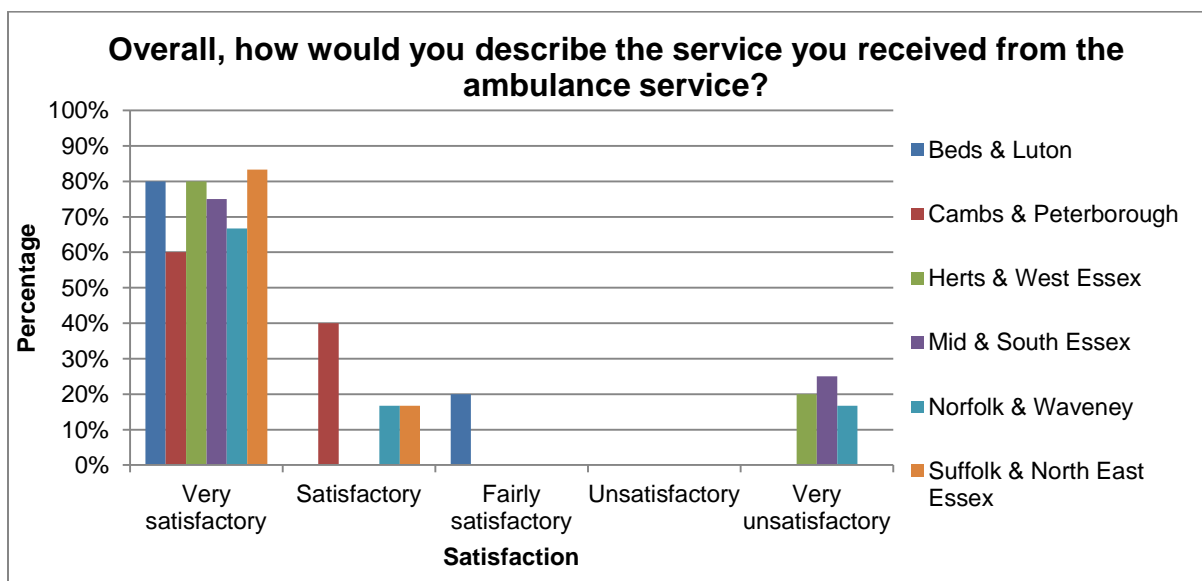
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Ambulance service via 999	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (40.0%)	1 (50.0%)	4 (26.7%)
A GP at your local surgery	0 (0.0%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	3 (20.0%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	1 (20.0%)	0 (0.0%)	2 (13.3%)
NHS 111 / NHS Direct	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Hospital including accident and emergency services	1 (100%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	4 (26.7%)
Community care services	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	2 (13.3%)
Some other health professional (please describe below)	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	1	3	3	1	5	2	15
No reply to question	5	3	2	3	3	5	21

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	December all areas Total
Very satisfactory	4 (80.0%)	3 (60.0%)	4 (80.0%)	3 (75.0%)	4 (66.7%)	5 (83.3%)	23 (74.2%)
Satisfactory	0 (0.0%)	2 (40.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	1 (16.7%)	4 (12.9%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	4/5 (80.0%)	5/5 (100%)	4/5 (80.0%)	3/4 (75.0%)	5/6 (83.3%)	6/6 (100%)	27/31 (87.1%)
Fairly satisfactory	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.2%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	1 (20.0%)	1 (25.0%)	1 (16.7%)	0 (0.0%)	3 (9.7%)
Total number of responses	5	5	5	4	6	6	31
No reply to question	1	1	0	0	2	1	5

Overall, 27 patients (87.1%) who responded to the above question and had used the Trust’s ECAT during December 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	11 (35.5%)
Female	20 (64.5%)
Total number of responses	31
Declined to answer question	0
No reply to question	5

Age

Age	Total
Range	5 to 92 years
Mean	68 years
Median	72 years
Mode	72 years
Total number of responses	31
Declined to answer question	0
No reply to question	5

Ethnicity

Ethnicity	Total
White British	28 (90.3%)
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 (3.2%)
White and Black Asian	0 (0.0%)
Any other mixed background	1 (3.2%)
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	1 (3.2%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Total number of responses	31
Declined to answer question	0
No reply to question	5

Religion or Belief

Religion or Belief	Total
Christian	18 (64.3%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	6 (21.4%)
Other	4 (14.3%)
Total number of responses	28
Declined to answer question	1
No reply to question	7

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

- *"Catholic." (Patient 22, Mid & South Essex)*
- *"Agnostic." (Patient 15, Suffolk & North Essex)*
- *"Church of England." (Patient 10, Norfolk & Waveney)*
- *"Catholic." (Patient 12, Cambs & Peterborough)*

Sexual Orientation

Sexual Orientation	Total
Heterosexual	19 (95.0%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	1 (5.0%)
Total number of responses	20
Declined to answer question	2
No reply to question	14

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

- *"Retired and alone." (Patient 17, Cambs & Peterborough)*

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	8 (21.6%)
Physical impairment	7 (18.9%)
Sensory impairment	2 (5.4%)
Long standing condition	12 (32.4%)
Learning disability	1 (2.7%)
Mental health disorder	4 (10.8%)
Other	3 (8.1%)
Total number of responses	37
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:

- "Spine surgery." (Patient 22, Mid & South Essex)
- "Cancer." (Patient 10, Cambs & Peterborough)
- "Dementia." (Patient 15, Norfolk & Waveney)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Marriage/Civil partnership	Total
Yes, I am married or in a civil partnership	16 (51.6%)
No, I am not married or in a civil partnership	7 (22.6%)
Other	8 (25.8%)
Total number of responses	31
Declined to answer question	1
No reply to question	5

Of the patients who responded 'other' in answer to the above question, five patients advised that they had been 'widowed' and three patients advised that they were '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	20 (83.3%)
No, I do not have a child under 12 months old	4 (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	24
Declined to answer question	1
No reply to question	15

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	25 (100%)
Total number of responses	25
Declined to answer question	1
No reply to question	10

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

Format	Total
I did not require a different format	21 (95.5%)
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	1 (4.5%)
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	22
Do not wish to declare	1
Did not answer	13

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

- *“Patient has hearing aids and on partial sight register.” (Patient 24, Norfolk & Waveney)*

Impact on the service received

Impact on Service	Total
No	21 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	21
Did not answer	15

21 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 further comments were received in relation to the above question.

Aftercare

Following this survey; four surveys containing comments of concern or complaint were received together with one letter of appreciation. Any correspondence was passed to the Patient Experience Team (Bedford) for further action as appropriate.