



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

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Report Period: 1<sup>st</sup> to 30<sup>th</sup> November 2018  
Date of Report: April 2019

# Results for November 2018

## Response

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

30 responses were received over the following four week period. This equates to a 15.1% 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)

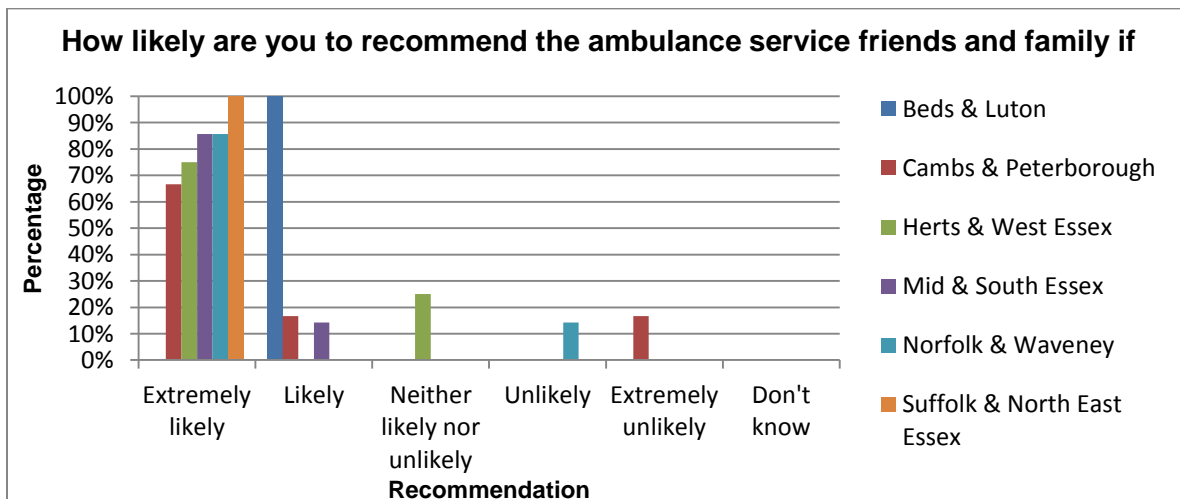
**Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	November all Areas Total
Extremely likely	0 (0.0%)	4 (66.7%)	3 (75.0%)	6 (85.7%)	6 (85.7%)	5 (100%)	24 (80.0%)
Likely	1 (100%)	1 (16.7%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	3 (10.0%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.3%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (3.3%)
Extremely unlikely	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.3%)
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	1	6	4	7	7	5	30
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).

90.0% of patients who responded to the above question and had used the Trust's ECAT during the month of November 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
14	AMB1 – Emergency Ambulance Response	Bedfordshire & Luton	We waited over 2 hours for the ambulance, however the staff I spoke to on the phone were lovely and the paramedics who finally came and took my daughter to hospital were more than amazing - Thank you. I don't blame your service for the delays; I just find it scary that it is so stretched. I'm so grateful for the help we received.
24	AMB1 - Emergency Ambulance Response	Mid & South Essex	Swift team were called upon by ambulance staff. 10 out of 10 for ambulance and swift team.
20	AMB2 – Cold Ambulance Response	Cambs & Peterborough	Very friendly and supportive especially in my time of need! Thank you so much. P.S I would have sent a personal thank you to the paramedics but I can't remember their names, my apologies.
14	AMB1 – Emergency Ambulance Response	Herts & West Essex	We had two visits from the ambulance service, one on the 23rd of November and another on the 28th November. On both cases the medics were brilliant, calming us and fully understanding of the problem. I was so pleased to see them as my wife was unconscious and recovering from a full hip operation on the 13th November. Please pass on our thanks to both teams (sorry I can't remember their names) for their kindness and help to my wife while moving her upstairs while looking after her hip. I should also like to thank the ladies that responded to my 999 call they both gave me reassurance and kindly stayed on the phone with me until the medics arrived. Thank you NHS.
18	AMB2 - Cold Ambulance Response	Suffolk & North East Essex	Everyone from the time the ambulance arrived until the time I was discharged from Harwich hospital were very kind, helpful and efficient. I couldn't have received better treatment.
8	AE - Patient Needs To Attend A&E (No Ambulance)	Suffolk & North East Essex	It really felt like the lady cared about me and my outcome of the situation. Extremely professional.

23	GP2 - Contact OOH Provider	Norfolk & Waveney	We used the service as a first contact to getting help we needed badly at the time. We talked through the symptoms with a very caring young attendant to establish best way forward, when he decided an ambulance was "overkill" and he told us to ring out of hours surgery. It transpired that was the best way to go. Very impressed with the thoroughness of the attendants questions and caring attitude.
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Patient Number	Point of Care	Area	Mixed/neutral comments
7	GP4 - Service Organised OOH Referral	Cambs & Peterborough	I was worried that I would be seen as wasting their time but they did not make me feel like that.
15	AMB2 – Cold Ambulance Response	Norfolk & Waveney	The clinical assessment was both long winded and difficult. On a previous occasion we were advised to use the 999 service straight away and quickly (same problem on both occasions).

**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	0 (0.0%)	4 (66.7%)	3 (75.0%)	5 (71.4%)	6 (85.7%)	3 (60.0%)	21 (70.0%)	20/20 (100%)
The view of someone acting on behalf of the patient	1 (100%)	2 (33.3%)	1 (25.0%)	2 (28.6%)	1 (14.3%)	2 (40.0%)	9 (30.0%)	7/8 (87.5%)
Total number of responses	1	6	4	7	7	5	30	28
No reply to question	0	0	0	0	0	0	0	2

*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						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes (Go to question 6)	0 (0.0%)	2 (33.3%)	3 (75.0%)	6 (85.7%)	4 (57.1%)	3 (60.0%)	18 (60.0%)
No (Go to question 4)	1 (100%)	4 (66.7%)	1 (25.0%)	1 (14.3%)	3 (42.9%)	2 (40.0%)	12 (40.0%)
Total number of responses	1	6	4	7	7	5	30
No reply to question	0	0	0	0	0	0	0

**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						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
An NHS walk-in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
An A&E department	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (5.0%)
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%)	1 (20.0%)	1 (100%)	2 (50.0%)	2 (28.6%)	0 (0.0%)	6 (30.0%)
The NHS 111 telephone service	1 (100%)	4 (80.0%)	0 (0.0%)	1 (25.0%)	3 (42.9%)	2 (100%)	11 (55.0%)
Somewhere else (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (14.3%)	0 (0.0%)	2 (10.0%)
Total number of responses	1	5	1	4	7	2	20
No reply to question	0	2	3	4	2	3	14

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

- *“This was our first contact.” (Patient 23, Norfolk & Waveney)*
- *“Complete waste of time, I thought the person who dealt with me was rudeish and basically unhelpful even though the predicament was repeatedly explained.” (Patient 17, Mid & South 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	1 (100%)	0 (0.0%)	1 (100%)	0 (0.0%)	2 (66.7%)	2 (100%)	6 (54.5%)
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 (50.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
The wait for the service above was too long	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	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%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
My condition became worse	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	1 (9.1%)
A different reason (please describe below)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)
Total number of responses	1	2	1	2	3	2	11
No reply to question	0	4	3	5	4	3	19

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

- *“G.P instructed me to contact ambulance.” (Patient 32, Mid & South Essex)*
- *“Lady over the phone(111) decided she will send an ambulance to me.” (Patient 1, Cambs & Peterborough)*
- *“I didn't, the operator on 111 mental health arranged the ambulance.” (Patient 20, Cambs & Peterborough)*
- *“While the service callers/operatives realised my predicament I was impressed by the attention and help the lady gave and provided me with a solution. Many thanks for that.” (Patient 17, Mid & South 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	0 (0.0%)	0 (0.0%)	1 (25.0%)	1 (14.3%)	0 (0.0%)	2 (40.0%)	4 (13.8%)
Yes, between one week and one month earlier	0 (0.0%)	2 (40.0%)	1 (25.0%)	0 (0.0%)	2 (28.6%)	1 (20.0%)	6 (20.7%)
Yes, more than a month earlier	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (3.4%)
No	1 (100%)	3 (60.0%)	2 (50.0%)	6 (85.7%)	4 (57.1%)	1 (20.0%)	17 (58.6%)
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 (3.4%)
Total number of responses	1	5	4	7	7	5	29
No reply to question	0	1	0	0	0	0	1

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

(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	
An ambulance crew or paramedic came (Go to question 11)	1 (100%)	3 (75.0%)	4 (100%)	6 (85.7%)	4 (66.7%)	4 (80.0%)	22 (81.5%)
The ambulance service arranged an appointment with another health professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	1 (14.3%)	2 (33.3%)	0 (0.0%)	3 (11.1%)
You were given advice on how to care for yourself / the person you were calling for	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.7%)
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%)	0 (0.0%)	1 (20.0%)	1 (3.7%)
<b>Total number of responses</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>27</b>
No reply to question	0	2	0	0	1	0	3

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

- *“The ambulance never came! (Patient 1, Cambs & Peterborough)*
- *“I was advised to get to my nearest A&E.” (Patient 8, Suffolk & North 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%)	1 (50.0%)	1 (100%)	0 (0.0%)	2 (66.7%)	2 (66.7%)	6 (50.0%)
No (please explain below)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
Not applicable	1 (100%)	0 (0.0%)	0 (0.0%)	2 (100%)	1 (33.3%)	1 (33.3%)	5 (41.7%)
Total number of responses	1	2	1	2	3	3	12
No reply to question	0	4	3	5	4	2	18

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

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 (33.3%)	1 (33.3%)	0 (0.0%)	3 (25.0%)
An out of hours service e.g. GP	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (16.7%)
Hospital including accident and emergency services	1 (100%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (33.3%)	2 (66.7%)	5 (41.7%)
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%)	0 (0.0%)	0 (0.0%)
Some other service (please describe below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	1 (8.3%)
Not applicable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
<b>Total number of responses</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>12</b>
No reply to question	0	5	3	4	4	2	18

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

- *"Hospice nurses." (Patient 16, Suffolk & North Essex)*

**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%)	0 (0.0%)	0 (0.0%)	2 (100%)	2 (100%)	1 (100%)	5 (83.3%)
No	0 (0.0%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)
Total number of responses	0	1	0	2	2	1	6
No reply to question	1	5	4	5	5	4	24

**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 (50.0%)	0 (0.0%)	1 (50.0%)	2 (100%)	3 (100%)	7 (77.8%)
No (please explain below)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	2 (22.2%)
Total number of responses	0	2	0	2	2	3	9
No reply to question	1	4	4	5	5	2	21

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

- “Ambulance sent.” (Patient 32, Mid & South Essex)
- “Ambulance was promised but never arrived.” (Patient 1, Cambs & Peterborough)

**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%)	3 (60.0%)	4 (100%)	3 (50.0%)	3 (42.9%)	3 (75.0%)	17 (63.0%)
No (Go to question 14)	0 (0.0%)	2 (40.0%)	0 (0.0%)	3 (50.0%)	4 (57.1%)	1 (25.0%)	10 (37.0%)
Total number of responses	1	5	4	6	7	4	27
No reply to question	0	1	0	1	0	1	3

**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	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A GP at your local surgery	1 (100%)	1 (33.3%)	2 (50.0%)	1 (33.3%)	1 (33.3%)	0 (0.0%)	6 (35.3%)
An out of hours GP or other out of hours service	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	1 (33.3%)	0 (0.0%)	2 (11.8%)
NHS 111 / NHS Direct	0 (0.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (11.8%)
Hospital including accident and emergency services	0 (0.0%)	1 (33.3%)	1 (25.0%)	1 (33.3%)	1 (33.3%)	1 (33.3%)	5 (29.4%)
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%)	1 (33.3%)	0 (0.0%)	1 (33.3%)	2 (11.8%)
<b>Total number of responses</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>17</b>
No reply to question	0	3	0	4	4	2	13

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

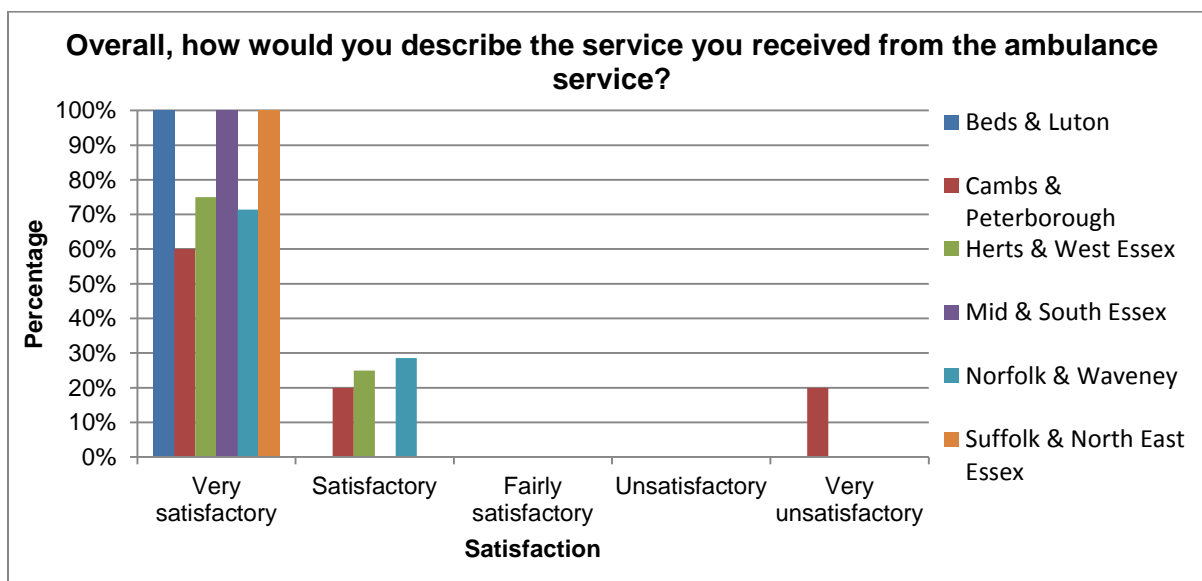
- *“Swift team.” (Patient 24, Mid & South Essex)*
- *“At home treatment team.” (Patient 8, Suffolk & North Essex)*

**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	Sept all areas Total
Very satisfactory	1 (100%)	3 (60.0%)	3 (75.0%)	7 (100%)	5 (71.4%)	4 (100%)	23 (82.1%)
Satisfactory	0 (0.0%)	1 (20.0%)	1 (25.0%)	0 (0.0%)	2 (28.6%)	0 (0.0%)	4 (14.3%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	1/1 (100%)	4/5 (80.0%)	4/4 (100%)	7/7 (100%)	7/7 (100%)	4/4 (100%)	27/28 (96.4%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.6%)
Total number of responses	1	5	4	7	7	4	28
No reply to question	0	1	0	0	0	1	2

Overall, 27 patients (96.4%) who responded to the above question and had used the Trust’s ECAT during November 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 (45.8%)
Female	13 (54.2%)
Total number of responses	24
Declined to answer question	0
No reply to question	6

### Age

Age	Total
Range	1 to 84 years
Mean	60 years
Median	72 years
Mode	55 years
Total number of responses	25
Declined to answer question	0
No reply to question	5

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	24 (92.3%)
White Irish	0 (0.0%)
Any other White background	1 (3.8%)
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	1 (3.8%)
Total number of responses	26
Declined to answer question	0
No reply to question	5

## Religion or Belief

Religion or Belief	Total
Christian	20 (83.3%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	4 (16.7%)
Other	0 (0.0%)
Total number of responses	24
Declined to answer question	1
No reply to question	5

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	20 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	20
Declined to answer question	2
No reply to question	8

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	9 (31.0%)
Physical impairment	7 (24.1%)
Sensory impairment	2 (6.9%)
Long standing condition	4 (13.8%)
Learning disability	0 (0.0%)
Mental health disorder	3 (10.3%)
Other	4 (13.8%)
Total number of responses	29
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:

- "Age related lack of mobility." (Patient 32, Mid & South Essex)
- "Alcohol dependency." (Patient 20, Cambs & Peterborough)
- "COPD." (Patient 27, Norfolk & Waveney)
- "Parkinson's." (Patient 1, Mid & South Essex)

## 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 (64.0%)
No, I am not married or in a civil partnership	8 (32.0%)
Other	1 (4.0%)
Total number of responses	25
Declined to answer question	2
No reply to question	4

The patient who responded 'other' in answer to the above 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	20 (87.0%)
No, I do not have a child under 12 months old	3 (13.0%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total number of responses</b>	<b>23</b>
Declined to answer question	1
No reply to question	8

**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	22 (100%)
<b>Total number of responses</b>	<b>22</b>
Declined to answer question	1
No reply to question	7

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

Format	Total
I did not require a different format	22 (95.7%)
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 (4.3%)
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>23</b>
Do not wish to declare	0
Did not answer	7

### Impact on the service received

Impact on Service	Total
No	22 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	22
Did not answer	8

22 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 letters of appreciation were received which were logged onto the DATIX system and passed to the appropriate team concerned. One questionnaire containing comments of concern was also received; this was passed to the Patient Experience Team (Bedford) for further action as appropriate.