



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

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Date of Report: March 2019

# Results for October 2018

## Response

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

29 responses were received over the following four week period. This equates to a 16.9% 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)

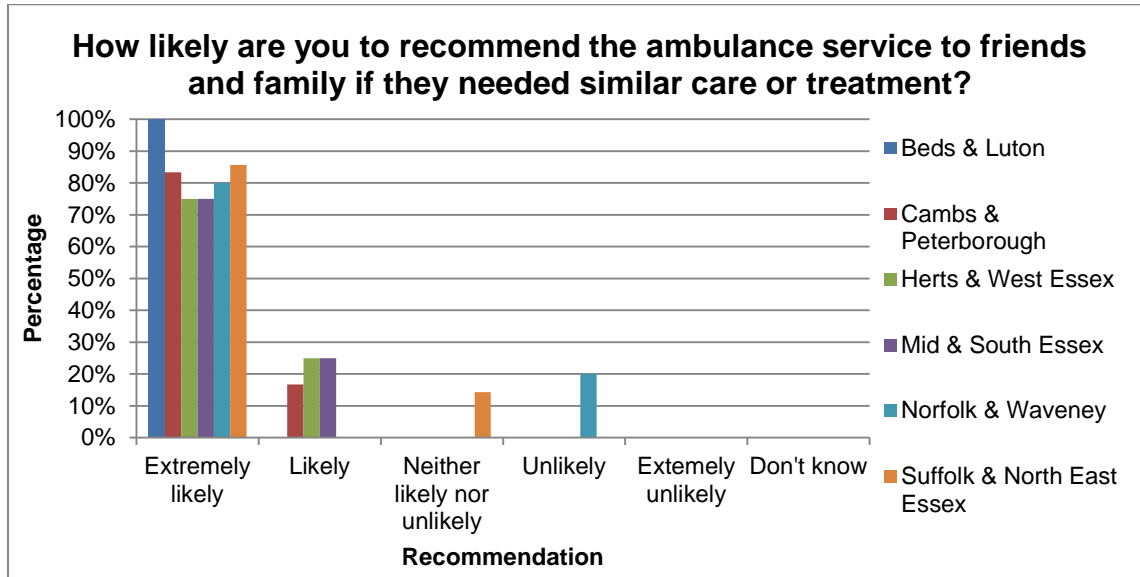
**Q1 – How likely are you to recommend the ambulance service to friends and family if they needed similar care or treatment?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	October all Areas Total
Extremely likely	3 (100%)	5 (83.3%)	3 (75.0%)	3 (75.0%)	4 (80.0%)	6 (85.7%)	24 (82.8%)
Likely	0 (0.0%)	1 (16.7%)	1 (25.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	3 (10.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (3.4%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	1 (3.4%)
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	3	6	4	4	5	7	29
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).*

93.1% of patients who responded to the above question and had used the Trust's ECAT during the month of October 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
1	GP4 - Service organised OOH referral	Mid South Essex	The ambulance people were very attentive, sympathetic and professional.
5	AMB1 - Emergency ambulance response	Mid South Essex	They were so professional and kind. I felt safe in their hands.
10	AMB1 - Emergency ambulance response	Suffolk & North Essex	Service was excellent. 2 very nice paramedics put me at ease, I felt safe & secure. Can't praise them enough. I was seen very quickly nurses, doctors in A&E all first class. Sorry don't know names but all were wonderful. I was looked after very well. My husband and I have always had excellent treatment when visiting the hospital. Thank you.
10	AMB1 - Emergency ambulance response	Cambridgeshire & Peterborough	Care was taken on the choice of route to make the best time of day. Monitoring the response to other traffic and avoiding rushing along main road. The driver's knowledge of routes to suit the time of day avoided a bumpy ride to arrive at the hospital admissions smoothly and keeping an eye on me as we travelled. Loading me and unloading me to the reception was very professional.
2	AMB1 – Emergency ambulance response	Norfolk & Waveney	In addition to prompt and professional care the staff treated me with compassion, kindness and honesty. This was the first time that I had needed to receive emergency care for myself; I remain grateful and relieved that we have such good ambulance services and staff available.
16	GP4 - Service organised OOH referral	Mid South Essex	When I did eventually get an ambulance the next day they were excellent. (Please note I personally could do nothing regards what was being attempted for treatment as I was in bed in severe pain).
14	GP4 - Service organised OOH referral	Suffolk & North Essex	Dear sir or madam, the ambulance crew were wonderful to me and when got to hospital they were great too and at the ward the nurses were wonderful to me. Thank you all for my care.

Patient Number	Point of Care	Area	Mixed/neutral comments
17	AMB2 - Cold ambulance response	Hertfordshire & West Essex	The ambulance crew were very helpful when they arrived, 2 or 3 hours after our 999 call (we had been warned of a possible 6 hour wait). It was night-time and I needed help to get me on my feet and into my own bed at home. I have severe osteoarthritis in knees and lower spine and cannot stand up once lying on the floor (after falling out of bed) or in the bath (After failure of bath cushion to raise me). Similar incidents have occurred on several occasions during the past few years. It usually needs two reasonably strong people to get me to my feet, after which I can walk to my bed and get into bed unaided. Sometimes when falling I have received minor injuries.

Patient Number	Point of Care	Area	Negative comments
20	GP4 - Service organised OOH referral	Norfolk & Waveney	I am 83 years of age and carer for my husband who has Parkinson's. On 10th October around 7.30pm I noticed my mouth had dropped to one side and I felt sick and unsteady and thought I was having a stroke. I rang 999 and was told someone would speak to me on the phone in the next 40 minutes. I rang a second time as I felt worse. It was suggested I go to the drop in centre in Norwich as I should be seen by someone. By then it was past 9pm. I could not leave my husband unattended. There was no one who could take me there. Around 10 pm an out of hour's doctor came and confirmed Bell's Palsy. (He was pleasant & reassuring) If it had been a stroke I would have been dead!
7	SELF - Self Care	Suffolk & North Essex	Waited a very long time for ambulance to arrive. 4 hours approx.

**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	2 (66.7%)	4 (66.7%)	3 (75.0%)	3 (100%)	5 (100%)	6 (85.7%)	23 (82.1%)	18/21 (85.7%)
The view of someone acting on behalf of the patient	1 (33.3%)	2 (33.3%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	5 (17.9%)	4/5 (80.0%)
Total number of responses	3	6	4	3	5	7	28	22
No reply to question	0	0	0	1	0	0	1	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)	2 (66.7%)	4 (66.7%)	2 (66.7%)	0 (0.0%)	3 (60.0%)	4 (66.7%)	15 (60.0%)
No (Go to question 4)	1 (33.3%)	2 (33.3%)	1 (33.3%)	2 (100%)	2 (40.0%)	2 (33.3%)	10 (40.0%)
Total number of responses	3	6	3	2	5	6	25
No reply to question	0	0	1	2	0	1	4

**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	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%)	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%)	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%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)
A local GP surgery	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (66.7%)	0 (0.0%)	3 (16.7%)
The NHS 111 telephone service	1 (50.0%)	3 (60.0%)	1 (100%)	3 (100%)	1 (33.3%)	2 (50.0%)	11 (61.1%)
Somewhere else (please describe below)	0 (0.0%)	1 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (50.0%)	3 (16.7%)
Total number of responses	2	5	1	3	3	4	18
No reply to question	1	2	2	1	2	3	11

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

- *“The police called the ambulance at the scene of the accident.” (Patient 25)*
- *“Went to GP previously and was already on tablets and relief for it.” (Patient 27)*
- *“Collapsed at bus stop. Some kind person called 999.” (Patient 10)*
- *“Then out of hours GP.” (Patient 25)*
- *“111 said they would have to get an out of hour’s doctor to visit me (this was my stepson who spoke to them).” (Patient 16)*
- *“My Granddaughter she rang for an ambulance.” (Patient 14)*



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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
The service above referred me to the emergency services	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (66.7%)	4 (33.3%)
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%)	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%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)
I was not satisfied with the help I received	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100%)	0 (0.0%)	0 (0.0%)	2 (16.7%)
My condition became worse	0 (0.0%)	1 (100%)	1 (50.0%)	0 (0.0%)	2 (66.6%)	0 (0.0%)	4 (33.3%)
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	1	1	2	2	3	3	12
No reply to question	2	5	2	2	2	4	17

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

- *“111 called them.” (Patient 5, Mid South Essex)*
- *“A lot worse and I was very worried and frightened in agony with 2 kids too.” (Patient 27, Norfolk & Waveney)*
- *“As above I had no control of situation.” (Patient 10, Suffolk & North East Essex)*
- *“My wife cancelled ambulance as much as I needed to go to hospital was able to transfer by car.” (Patient 25, Suffolk & North East Essex)*
- *“We were pursuing promptness.” (Patient 10, Cambs & Peterborough)*

**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%)	0 (0.0%)	2 (66.7%)	2 (40.0%)	1 (14.3%)	5 (19.2%)
Yes, between one week and one month earlier	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (20.0%)	0 (0.0%)	2 (7.7%)
Yes, more than a month earlier	2 (66.7%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	4 (15.4%)
No	1 (33.3%)	3 (75.0%)	3 (75.0%)	1 (33.3%)	2 (40.0%)	4 (57.1%)	14 (53.8%)
Don't know / can't remember	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	1 (3.8%)
Total number of responses	3	4	4	3	5	7	26
No reply to question	0	2	0	1	0	0	3

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

(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 ambulance crew or paramedic came (Go to question 11)	2 (100%)	5 (100%)	4 (100%)	1 (100%)	3 (50.0%)	5 (100%)	20 (87.0%)
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%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (4.3%)
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%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (4.3%)
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 (16.7%)	0 (0.0%)	1 (4.3%)
Total number of responses	2	5	4	1	6	5	23
No reply to question	1	1	1	3	1	1	8

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

- *“Advised to have my partner drive to the accident and emergency department (too busy to attend).” (Patient 24, Cambs & Peterborough)*
- *“Not helpful at all ended up going to A&E anyway as couldn't breathe through pain.” (Patient 27, Norfolk & Waveney)*
- *“I cancelled call but was told to keep my phone with me. If my conditioned changed on route to ring and they would find me and respond ASAP.” (Patient 25, Suffolk & North East Essex)*

**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	1 (100%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (15.4%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100%)	1 (50.0%)	0 (0.0%)	3 (23.1%)
Not applicable	0 (0.0%)	2 (66.7%)	2 (100%)	0 (0.0%)	1 (50.0%)	3 (100%)	8 (61.5%)
Total number of responses	1	3	2	2	2	3	13
No reply to question	2	3	2	2	3	4	16

**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%)	1 (25.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	3 (23.1%)
An out of hours service e.g. GP	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	0 (0.0%)	2 (15.4%)
Hospital including accident and emergency services	0 (0.0%)	3 (75.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (33.3%)	5 (38.5%)
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%)	0 (0.0%)	0 (0.0%)
Not applicable	0 (0.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	1 (50.0%)	1 (33.3%)	3 (23.1%)
Total number of responses	0	4	2	2	2	3	13
No reply to question	3	2	2	2	3	4	16

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

- *“Waited for my son to pick his dad up from off the floor.” (Patient 2, Bedfordshire & Luton)*
- *“111 booked an out of hours doctor who arrived approx. 2am.” (Patient 16, Mid South 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	1 (100%)	1 (50.0%)	0 (0.0%)	1 (100%)	1 (50.0%)	1 (50.0%)	5 (62.5%)
No	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (50.0%)	3 (37.5%)
Total number of responses	1	2	0	1	2	2	8
No reply to question	2	4	4	3	3	5	21

**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	1 (100%)	1 (100%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	3 (50.0%)
No (please explain below)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	2 (100%)	0 (0.0%)	3 (50.0%)
Total number of responses	1	1	0	1	2	1	6
No reply to question	2	5	4	3	3	6	23

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

- *“My son made the call & he was very frightened & I was dizzy & not good & he had my daughter with Downs syndrome here too.” (Patient 27, Norfolk & Waveney)*
- *“I felt I needed immediate attention in case I was having a stroke.” (Patient 20, Norfolk & Waveney)*

**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%)	2 (40.0%)	1 (33.3%)	2 (66.7%)	4 (80.0%)	0 (0.0%)	10 (43.5%)
No (Go to question 14)	0 (0.0%)	3 (60.0%)	2 (66.7%)	1 (33.3%)	1 (20.0%)	6 (100%)	13 (56.5%)
Total number of responses	1	5	3	3	5	6	23
No reply to question	2	1	1	1	0	1	6

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

*(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	
Ambulance service via 999	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (50.0%)	1 (5.6%)
A GP at your local surgery	0 (0.0%)	2 (66.7%)	0 (0.0%)	1 (33.3%)	3 (50.0%)	1 (50.0%)	7 (38.9%)
An out of hours GP or other out of hours service	1 (50.0%)	0 (0.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (11.1%)
NHS 111 / NHS Direct	0 (0.0%)	1 (33.3%)	1 (50.0%)	1 (33.3%)	0 (0.0%)	0 (0.0%)	3 (16.7%)
Hospital including accident and emergency services	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	1 (5.6%)
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)	1 (50.0%)	0 (0.0%)	0 (0.0%)	1 (33.3%)	2 (33.3%)	0 (0.0%)	4 (22.2%)
<b>Total number of responses</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>18</b>
No reply to question	1	3	2	2	0	5	13

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

- *“Awaited orthopaedics appt. already arranged.” (Patient 27, Norfolk & Waveney)*
- *“My Son.” (Patient 2, Bedfordshire & Luton)*
- *“My wife phoned our local practice and one of our practice doctors called an ambulance when he saw my condition.” (Patient 16, Mid South Essex)*
- *“The falls clinic.” (Patient 25, Norfolk & Waveney)*

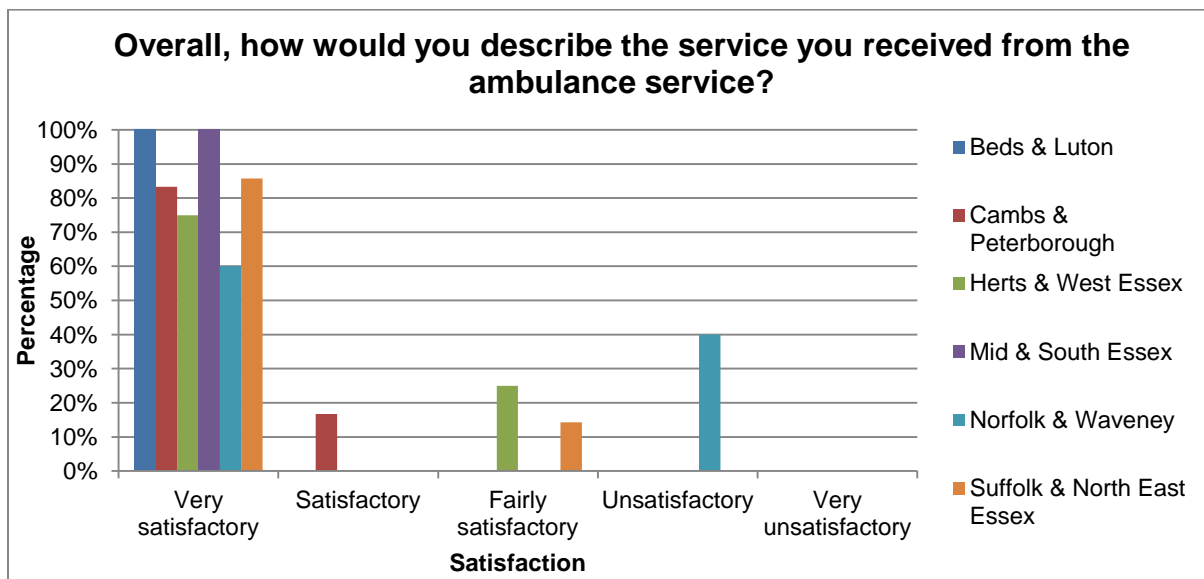


**Q14 – Overall, how would you describe the service you received from the ambulance service?**

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	2 (100%)	5 (83.3%)	3 (75.0%)	2 (100%)	3 (60.0%)	6 (85.7%)	21 (80.8%)
Satisfactory	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.8%)
KPI Result – (very satisfactory + satisfactory/total number of responses)	2/2 (100%)	6/6 (100%)	3/4 (75.0%)	2/2 (100%)	3/5 (60.0%)	6/7 (85.7%)	22/26 (84.6%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	2 (7.7%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (40.0%)	0 (0.0%)	2 (7.7%)
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	6	4	2	5	7	26
No reply to question	1	0	0	2	0	0	3

Overall, 22 patients (84.6%) who responded to the above question and had used the Trust’s ECAT during October 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 (42.3%)
Female	15 (57.7%)
Total number of responses	26
Declined to answer question	0
No reply to question	3

### Age

Age	Total
Range	43 to 91 years
Mean	74 years
Median	77 years
Mode	64 years
Total number of responses	25
Declined to answer question	0
No reply to question	4

## Ethnicity

Ethnicity	Total
White British	26 (100%)
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	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	26
Declined to answer question	0
No reply to question	3

## Religion or Belief

Religion or Belief	Total
Christian	19 (76.0%)
Hindu	0 (0.0%)
Jewish	1 (4.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	5 (20.0%)
Other	0 (0.0%)
Total number of responses	25
Declined to answer question	0
No reply to question	4

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	15 (100%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	0 (0.0%)
Total number of responses	15
Declined to answer question	0
No reply to question	14

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	7 (30.4%)
Physical impairment	4 (17.4%)
Sensory impairment	1 (4.3%)
Long standing condition	7 (30.4%)
Learning disability	0 (0.0%)
Mental health disorder	1 (4.3%)
Other	3 (13.0%)
Total number of responses	23
Declined to answer question	3
No reply to question	8

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

- *“Can only walk on a frame.” (Patient 1, Mid South Essex)*
- *“Prostate cancer.” (Patient 10, Cambridgeshire & Peterborough)*
- *“COPD so use oxygen in my daily life.” (Patient 23, Bedfordshire & Luton)*

## 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	17 (68.0%)
No, I am not married or in a civil partnership	5 (20.0%)
Other	3 (12.0%)
Total number of responses	25
Declined to answer question	1
No reply to question	5

Of the patients who responded 'other' in answer to the above question, two patients advised that they had been 'widowed' and one patient 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	18 (85.7%)
No, I do not have a child under 12 months old	3 (14.3%)
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>21</b>
Declined to answer question	1
No reply to question	10

**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	21 (100%)
<b>Total number of responses</b>	<b>21</b>
Declined to answer question	0
No reply to question	8

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

Format	Total
I did not require a different format	20 (100%)
Braille	0 (0.0%)
British Sign Language (BSL) Interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind Interpreter	0 (0.0%)
Easy Read	0 (0.0%)
Large Print	0 (0.0%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (Website)	0 (0.0%)
<b>Total</b>	<b>20</b>
Do not wish to declare	0
Did not answer	9

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

- *“Hearing getting worse.” (Patient 10, Cambridgeshire & Peterborough)*

### 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%)
<b>Total</b>	<b>22</b>
Did not answer	7

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; one letter of appreciation was received which was 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.