



Patient Experience Report: Emergency Intervention Falls Vehicle

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Report Period: October to December 2018

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Summary of results for October to December 2018

Introduction

An Emergency Service (ES) early intervention falls vehicle (EIFV) has recently been implemented within the Norwich, North East Essex and the Great Yarmouth and Waveney area. The EIFV patient survey has been designed as a 'real time' questionnaire and considered to be a continuous 'real time' feedback loop between patients and the providers of the service, with patient feedback being available more quickly than traditional survey methods. Such a feedback loop not only highlights areas of good practice but also areas for service improvement and will enable the Trust to take swift action if required.

The EIFV questionnaire includes the Friends and Family Test (FFT) question, which asks whether patients would recommend the service received. The FFT responses to the EIFV questionnaire are included within the FFT submission to the commissioners and NHS England each month.

This report summarises the responses received to the EIFV patient experience questionnaire for patients who had been attended to by the EIFV during Quarter 3 (from the 1st of October to the 31st of December 2018).

Objective

The objective of the EIFV survey is to establish 'real time' patient satisfaction for patients who have been attended to by the EIFV, to involve these patients in the healthcare and service received and to monitor the quality of care and service provided.

Sample

All patients who are attended to by the EIFV within the Norwich, Great Yarmouth and Waveney and North East Essex area should be provided with the opportunity to respond to the EIFV survey following their contact with the service.

Overall, 28 EIFV questionnaires were returned from patients who had used the service during Quarter 3. Please note that no returns were received from the Great Yarmouth and Waveney area during this time period, this area has therefore not been included within the below tables. As the survey is 'real time,' it is not possible for the overall response rate to be calculated, as it is unclear as to the number of EIFV questionnaires which were provided to patients.

Methodology

The EIFV 'real time' questionnaires were designed in conjunction with the service managers. To ensure a consistent approach, it was decided that the same questionnaire format should be used for each area. Although the questionnaires are anonymous, it was agreed that the EIFV area and date should be included on the top of each questionnaire to ease the sorting process once returned to the Trust.

At the beginning of the roll-out period, the EIFV questionnaires were distributed to each area and the staff were asked to provide every patient with a questionnaire to complete and return following

their contact with the service. The EIFV questionnaires are considered 'real time,' as they should ideally be provided to the patient within 48 hours after using the service.

Ethical Considerations

The EIFV patient experience questionnaire is conducted in line with the EEAST's Patient Feedback Policy. Although the questionnaire is anonymous and includes no patient details or reference number, the EIFV area and date can be found on the top of each survey. This can be useful information in the case of any comments received which may require further investigation.

The EIFV questionnaire also includes an open ended, free-text question, which enables patients to provide comments in relation to how their experience could have been improved. In line with new data protection regulations, patients must now 'opt' in (by ticking a box on the questionnaire) if they are happy for their comments to be published.

Any information received from the EIFV questionnaires is kept confidential and held in a secure folder on the Trust's computer network.

Conclusion

Overall, all patients who responded to this survey rated the service received from the EIFV as being 'very satisfactory,' with over three quarters of patients (76.9%) also describing the length of time they waited for the service to arrive as being either 'acceptable' or 'very acceptable.' Encouragingly, all patients who responded to the FFT question also advised that they would either be 'likely' or 'extremely likely' to recommend the EIFV to a friend or a relative. After contact with the service, 20 patients (66.7%) were referred to a specialist community team and 4 patients (26.7%) reported that they had fallen less since.

Positively, the EIFV service staff were rated as being 'very professional' by all patients. The patients also answered that they could trust the service staff and felt that they were treated with dignity and respect. A number of positive comments were also received to this regard.

The design of the EIFV questionnaire has been effective and patients have been able to provide valuable, 'real time' feedback. However, due to the small sample sizes, caution should be taken when interpreting the results which may not be representative. To increase the number of returns across the areas, greater publicity and awareness is required for both staff and patients.

The continuation of collecting and reporting patient feedback will enable the Trust to ensure that it meets the needs of the community it services and for every patient to have access to the same high standard of service and to be given the opportunity to provide valuable, 'real time' feedback on their experiences.

Results

Q1 – How likely are you to recommend the early intervention vehicle staff to friends and family if they needed similar care or treatment?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
Extremely likely	10 100.0%	18 100.0%	28 100.0%
Likely	0 0.0%	0 0.0%	0 0.0%
Neither likely nor unlikely	0 0.0%	0 0.0%	0 0.0%
Unlikely	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	0 0.0%	0 0.0%	0 0.0%
Don't know	0 0.0%	0 0.0%	0 0.0%
Total number of responses	10	18	28
No reply to question	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).

All patients who responded to the above question and had used the EIFV during October to December 2018 advised that they would be either 'likely' or 'extremely likely' to recommend the service to a friend or a relative.

Q2 – Please use this box to tell us if we could have improved your experience with us today:

EIFV area	Month	Patient comment
North East Essex	October	The 2 staff were an outstanding example of kindness and professionalism. We are thankful for their understanding approach and patience.
Norwich	October	The ladies were very friendly and helpful, found we could trust them completely; in fact we enjoyed their attention!
Norwich	October	Experience excellent.
Norwich	October	Medic of the team might have suggested I butt out early in the proceedings; she is clearly a take charge person. Too feedback - Excellent combination of skills + knowledge enabling a more holistic response from carer. Possible issue - both partner + live in carer present and conversation might have included carer to a greater extent. Maybe that is intended only with the community specialist team.
Norwich	October	Quicker paramedic response.
Norwich	October	The team were excellent - very thorough, professional and helpful. Good suggestions/advice of improvements to be made with increase in day-to-day care support. Follow up was prompt next day. Would highly praise & recommend this service.
Norwich	October	You were very compassionate and explained everything in detail, thank you.
Norwich	November	The staff were very friendly and helpful, we couldn't have wished for better attention.
Norwich	November	No improved experience as far as I can see. Everything went very smoothly and a very good job was done. 10/10.
Norwich	November	No improvement needed.
Norwich	December	We were very happy, very good job. Thank you very much for help. Your service was very helpful and very friendly. I am very happy.

Q3 – How would you describe the length of time you waited for the ambulance service to arrive?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
Very acceptable	5 62.5%	10 55.6%	15 57.7%
Acceptable	1 12.5%	4 22.2%	5 19.2%
Fairly acceptable	1 12.5%	3 16.7%	4 15.4%
Unacceptable	1 12.5%	1 5.6%	2 7.7%
Very unacceptable	0 0.0%	0 0.0%	0 0.0%
Total number of responses	8	18	26
Unable to say	1	0	1
No reply to question	1	0	1

Q4 – How would you describe the attitude of the early intervention vehicle staff that attended to you?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
Very professional	10 100.0%	18 100.0%	28 100.0%
A little improvement necessary	0 0.0%	0 0.0%	0 0.0%
Not professional	0 0.0%	0 0.0%	0 0.0%
Total number of responses	10	18	28
Unable to say	0	0	0
No reply to question	0	0	0

Q5 – Did the early intervention vehicle staff treat you with dignity and respect?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
Yes, definitely	10 100.0%	18 100.0%	28 100.0%
Yes, to some extent	0 0.0%	0 0.0%	0 0.0%
No, I was not treated with dignity and respect	0 0.0%	0 0.0%	0 0.0%
Total number of responses	10	18	28
Unable to say	0	0	0
No reply to question	0	0	0

Q6 – Did you feel that you could trust the early intervention vehicle staff?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
Yes, definitely	10 100.0%	18 100.0%	28 100.0%
Yes, to some extent	0 0.0%	0 0.0%	0 0.0%
No, I did not feel that I could trust the early intervention vehicle staff	0 0.0%	0 0.0%	0 0.0%
Total number of responses	10	18	28
Unable to say	0	0	0
No reply to question	0	0	0

Q7 – Were you referred to a specialist community team after our visit?

(All answer types are listed, some multiple answers)

Response	North East Essex	Norwich	EIFV October to December 2018 Total
No	1 8.3%	9 50.0%	10 33.3%
Yes, on the same day	6 50.0%	7 38.9%	13 43.3%
Yes, but not on the same day	5 41.7%	2 11.1%	7 23.3%
Total number of responses	12	18	30
Unable to say	0	0	0
No reply to question	0	0	0

Q8 – If care was given to you following a fall, have you fallen more or less frequently since our visit?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
This was my only episode of a fall	3 50.0%	5 55.6%	8 53.3%
I am falling less frequently	1 16.7%	1 11.1%	2 13.3%
I am falling less to some extent	2 33.3%	0 0.0%	2 13.3%
I am falling more frequently	0 0.0%	3 33.3%	3 20.0%
Total number of responses	6	9	15
Not applicable	4	6	10
No reply to question	0	3	3

Q9 – Overall, how would you describe the service you received from the early intervention vehicle staff?

Response	North East Essex	Norwich	EIFV October to December 2018 Total
Very satisfactory	10 100.0%	18 100.0%	28 100.0%
Satisfactory	0 0.0%	0 0.0%	0 0.0%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	0 0.0%	0 0.0%	0 0.0%
Total number of responses	10	18	28
No applicable	0	0	0
No reply to question	0	0	0

All patients who responded to the above question and had used the EIFV during October to December 2018 rated the service received as being 'very satisfactory.'

Demographics and Equality and Diversity Information

What is your sex?

Gender	Total
Male	8 29.6%
Female	19 70.4%
Total number of responses	27
Declined to answer question	0
No reply to question	1

What is your age?

Age	Total
0 to 15 years	0 0.0%
15 to 24 years	0 0.0%
25 to 34 years	0 0.0%
35 to 44 years	0 0.0%
45 to 54 years	1 3.7%
55 to 64 years	1 3.7%
65 to 74 years	3 11.1%
75 to 84 years	8 29.6%
85 years +	14 51.9%
Total number of responses	27
Declined to answer question	0
No reply to question	1

What is your ethnic group?

Ethnicity	Total
White	26 96.3%
Asian/Asian British	0 0.0%
Black/African/Caribbean/Black British	1 3.7%
Mixed/multiple ethnic groups	0 0.0%
Other ethnic group	0 0.0%
Total number of responses	27
Declined to answer question	0
No reply to question	1

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Impact on Service	Total
Yes, limited a lot	22 81.5%
Yes, limited a little	3 11.1%
No	2 7.4%
Prefer not to say	0 0.0%
Total	27
Did not answer	1

23 patients who responded to the above question advised that their day-to-day activities were either 'limited a little' (11.1%) or 'limited a lot' (81.5%) because of a health problem or disability which has lasted, or is expected to last, at least 12 months.