

# Patient Experience Report: Emergency Services Continuous Survey

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Report Period: April 2019

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# Results for April 2019

## Response

424 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 14<sup>th</sup> of April 2019.

109 responses were received over the following four week period. This equates to a 25.7% response rate.

The format of this report is grouped into the following six STP 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)

## Results

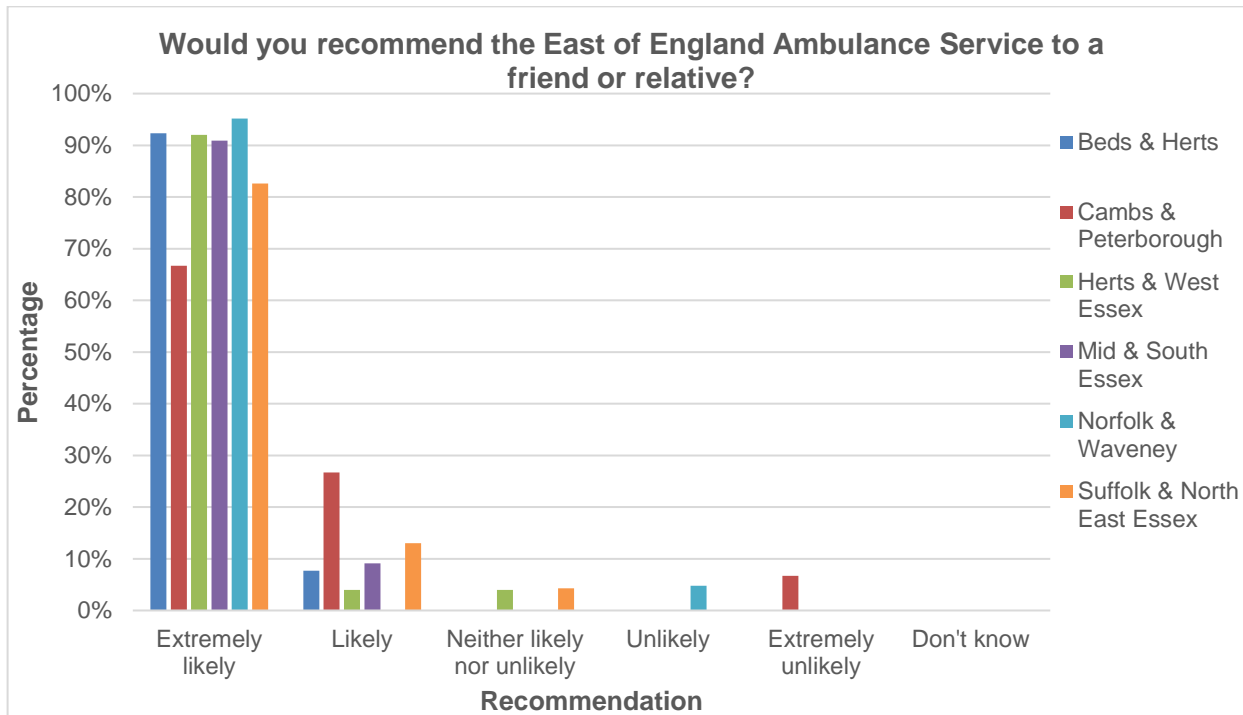
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Extremely likely	12 92.3%	10 66.7%	23 92.0%	10 90.9%	20 95.2%	19 82.6%	94 87.0%
Likely	1 7.7%	4 26.7%	1 4.0%	1 9.1%	0 0.0%	3 13.0%	10 9.3%
Neither likely nor unlikely	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	1 4.3%	2 1.9%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	1 0.9%
Extremely unlikely	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%
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	13	15	25	11	21	23	108
No reply to question	0	0	0	0	1	0	1

*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).*

96.3% of patients who responded to the above question and had used the Trust's ES between the 1<sup>st</sup> to the 14<sup>th</sup> of April 2019 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 one:**



**Q2 – Whose views are being reported in this questionnaire?**

Response	STP Areas						Total	Overall Key Performance Indicator (KPI)
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex		
The view of the patient	8 72.7%	11 73.3%	21 84.0%	8 80.0%	15 68.2%	18 78.3%	81 76.4%	77/77 100.0%
The view of someone acting on behalf of the patient	3 27.3%	4 26.7%	4 16.0%	2 20.0%	7 31.8%	5 21.7%	25 23.6%	19/24 79.2%
Total number of responses	11	15	25	10	22	23	106	101
No reply to question	2	0	0	1	0	0	3	5

*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 – Please tell us if you had contact with any of the following health care providers before contacting the ambulance service for this incident?**

*(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	April all areas Total
GP Surgery	1 7.1%	4 26.7%	3 9.7%	2 22.2%	3 15.8%	3 13.6%	16 14.5%
NHS 111 Service	4 28.6%	3 20.0%	11 35.5%	3 33.3%	5 26.3%	8 36.4%	34 30.9%
Out of Hours Doctor's Service	0 0.0%	0 0.0%	4 12.9%	0 0.0%	0 0.0%	0 0.0%	4 3.6%
A walk in centre	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.3%	0 0.0%	1 0.9%
Pharmacy	0 0.0%	0 0.0%	1 3.2%	0 0.0%	1 5.3%	0 0.0%	2 1.8%
The ambulance service were the first health care provider contacted	8 57.1%	6 40.0%	10 32.3%	3 33.3%	9 47.4%	10 45.5%	46 41.8%
Other	1 7.1%	2 13.3%	2 6.5%	1 11.1%	0 0.0%	1 4.5%	7 6.4%
Total number of responses	14	15	31	9	19	22	110
No reply to question	0	2	1	1	4	3	11

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

- *"Injury unit." (Patient 71, Suffolk & North East Essex)*
- *"999 call." (Patient 14, Suffolk & North East Essex)*
- *"Spire hospital." (Patient 44, Mid & South Essex)*
- *"999." (Patient 1, Cambs & Peterborough)*
- *"District nurse." (Patient 7, Cambs & Peterborough)*
- *"Fall in nursing home." (Patient 40, Norfolk & Waveney)*
- *"Hospital." (Patient 53, Beds & Luton)*
- *"24 hour emergency response centre (panic alarm)." (Patient 78, Herts & West Essex)*
- *"Home based "Red Button" care line." (Patient 57, Mid & South Essex)*
- *"Rang 999." (Patient 42, Mid & South Essex)*
- *"Call made to care-line, who contacted ambulance service." (Patient 43, Suffolk & North East Essex)*
- *"Home help social." (Patient 30, Suffolk & North East Essex)*
- *"Phoned 111." (Patient 80, Herts & West Essex)*
- *"Samaritans/crisis line for mental health." (Patient 48, Norfolk & Waveney)*
- *"Lifeline." (Patient 35, Cambs & Peterborough)*

#### Q4 – How would you rate the handling of your call?

(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	April all areas Total
Very acceptable	10 76.9%	9 69.2%	17 73.9%	8 88.9%	14 77.8%	17 85.0%	75 78.1%
Acceptable	3 23.1%	3 23.1%	4 17.4%	0 0.0%	3 16.7%	2 10.0%	15 15.6%
Fairly acceptable	0 0.0%	0 0.0%	2 8.7%	1 11.1%	1 5.6%	0 0.0%	4 4.2%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.0%	1 1.0%
Very unacceptable	0 0.0%	1 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
The ambulance service were the first health care provider contacted	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%	0 0.0%	0 0.0%
Total number of responses	13	13	23	9	18	20	96
Unable to say	0	0	1	1	2	2	6
No reply to question	0	2	1	1	3	1	8

**Q5 – How would you describe the length of time you waited for the ambulance service to arrive?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Very acceptable	5 38.5%	9 64.3%	16 66.7%	7 70.0%	12 63.2%	15 68.2%	64 62.7%
Acceptable	5 38.5%	4 28.6%	4 16.7%	1 10.0%	4 21.1%	3 13.6%	21 20.6%
Fairly acceptable	1 7.7%	0 0.0%	2 8.3%	1 10.0%	2 10.5%	1 4.5%	7 6.9%
Unacceptable	2 15.4%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	1 4.5%	4 3.9%
Very unacceptable	0 0.0%	1 7.1%	1 4.2%	1 10.0%	1 5.3%	2 9.1%	6 5.9%
Total number of responses	13	14	24	10	19	22	102
Unable to say	0	0	0	1	1	0	2
No reply to question	0	1	1	0	2	1	5

**Q6 – Did the ambulance service staff introduce themselves to you?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Yes	12 100.0%	13 100.0%	22 100.0%	11 100.0%	18 100.0%	21 95.5%	97 99.0%
Yes, but I would have liked them to introduce themselves to a greater extent	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	1 1.0%
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	12	13	22	11	18	22	98
Unable to say	1	0	2	0	3	0	6
No reply to question	0	2	1	0	1	1	5

**Q7 – How would you describe the attitude of the ambulance service staff that attended you?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Very professional	12 100.0%	15 100.0%	21 91.3%	10 100.0%	20 90.9%	23 100.0%	101 96.2%
A little improvement necessary	0 0.0%	0 0.0%	2 8.7%	0 0.0%	2 9.1%	0 0.0%	4 3.8%
Not professional	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	12	15	23	10	22	23	105
Unable to say	0	0	2	0	0	0	2
No reply to question	1	0	0	1	0	0	2

**Q8 – Did the ambulance service staff treat you with dignity and respect?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Yes, definitely	12 100.0%	14 100.0%	21 87.5%	10 100.0%	21 95.5%	23 100.0%	101 97.1%
Yes, to some extent	0 0.0%	0 0.0%	2 8.3%	0 0.0%	1 4.5%	0 0.0%	3 2.9%
No, I was not treated with dignity and respect	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	12	14	24	10	22	23	104
Unable to say	0	0	2	0	0	0	2
No reply to question	1	1	0	1	0	0	3



**Q9 – Did the ambulance service staff treat you with privacy?**

Response	STP Areas						April all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	12 100.0%	15 100.0%	23 100.0%	9 90.0%	20 95.2%	23 100.0%	102 98.1%
Yes, to some extent	0 0.0%	0 0.0%	0 0.0%	1 10.0%	1 4.8%	0 0.0%	2 1.9%
No, I was not treated with privacy	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	12	15	23	10	21	23	104
Unable to say	0	0	2	0	1	0	3
No reply to question	1	0	0	1	0	0	2

**Q10 – Did you feel that you could trust the ambulance service staff?**

Response	STP Areas						April all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	12 100.0%	15 100.0%	23 100.0%	10 100.0%	18 85.7%	23 100.0%	101 97.1%
Yes, to some extent	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 9.5%	0 0.0%	2 1.9%
No, I did not feel that I could trust the ambulance service staff	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	1 1.0%
Total number of responses	12	15	23	10	21	23	104
Unable to say	0	0	1	0	1	0	2
No reply to question	1	0	1	1	0	0	3

**Q11 – Did the ambulance crew explain your care and treatment to you in a way that was easy to understand?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Yes, definitely	11 91.7%	13 86.7%	20 87.0%	9 90.0%	19 90.5%	23 100.0%	95 91.3%
Yes, to some extent	1 8.3%	2 13.3%	3 13.0%	1 10.0%	1 4.8%	0 0.0%	8 7.7%
Yes, but not in a way I was able to understand	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	1 1.0%
No, no explanation was given	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	12	15	23	10	21	23	104
Unable to say	0	0	2	0	1	0	3
No reply to question	1	0	0	1	0	0	2

**Q12 – Did the ambulance service staff give you a choice of treatment?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Yes, definitely	9 81.8%	8 57.1%	16 72.7%	7 77.8%	11 61.1%	14 73.7%	65 69.9%
Yes, to some extent	0 0.0%	3 21.4%	4 18.2%	1 11.1%	7 38.9%	4 21.1%	19 20.4%
No, I was not given any choice	2 18.2%	2 14.3%	1 4.5%	0 0.0%	0 0.0%	1 5.3%	6 6.5%
No, I did not receive any treatment	0 0.0%	1 7.1%	1 4.5%	1 11.1%	0 0.0%	0 0.0%	3 3.2%
Total number of responses	11	14	22	9	18	19	93
Unable to say / No treatment was given	0	1	1	1	3	1	7
No reply to question	2	0	2	1	1	3	9

**Q13 – How involved do you feel you were in the decisions made regarding your care?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Very involved	7 70.0%	10 76.9%	15 71.4%	8 80.0%	14 77.8%	21 95.5%	75 79.8%
Fairly involved	2 20.0%	2 15.4%	6 28.6%	1 10.0%	3 16.7%	1 4.5%	15 16.0%
Not involved	1 10.0%	1 7.7%	0 0.0%	1 10.0%	1 5.6%	0 0.0%	4 4.3%
Total number of responses	10	13	21	10	18	22	94
Unable to say	1	0	2	0	2	0	5
No reply to question	2	2	2	1	2	1	10

**Q14 – Were you satisfied with the care you received from the ambulance service staff?**

Response	5.4STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Very satisfied	10 83.3%	11 78.6%	19 86.4%	9 90.0%	19 90.5%	22 100.0%	90 89.1%
Satisfied	2 16.7%	3 21.4%	3 13.6%	1 10.0%	1 4.8%	0 0.0%	10 9.9%
Fairly satisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	1 1.0%
Very dissatisfied	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	12	14	22	10	21	22	101
No care was given	0	0	0	0	0	0	0
Unable to say	0	0	2	0	1	0	3
No reply to question	1	1	1	1	0	1	5

**Q15 – Did the ambulance service staff make an assessment of your pain?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Yes	7 58.3%	11 84.6%	18 81.8%	7 70.0%	15 78.9%	16 84.2%	74 77.9%
No	1 8.3%	0 0.0%	1 4.5%	1 10.0%	2 10.5%	0 0.0%	5 5.3%
No, but it was obvious I was not in pain	4 33.3%	2 15.4%	3 13.6%	2 20.0%	2 10.5%	3 15.8%	16 16.8%
Total number of responses	12	13	22	10	19	19	95
Unable to say	0	1	2	0	3	0	6
No reply to question	1	1	1	1	0	4	8

**Q16 – Did the ambulance service staff provide you with any pain relief?**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
I was not experiencing any pain	5 41.7%	3 21.4%	7 36.8%	4 44.4%	7 38.9%	8 38.1%	34 36.6%
I declined pain relief	1 8.3%	1 7.1%	3 15.8%	1 11.1%	0 0.0%	0 0.0%	6 6.5%
Yes	3 25.0%	7 50.0%	4 21.1%	1 11.1%	8 44.4%	6 28.6%	29 31.2%
No	3 25.0%	3 21.4%	5 26.3%	3 33.3%	3 16.7%	7 33.3%	24 25.8%
Total number of responses	12	14	19	9	18	21	93
Cannot remember / unable to say	0	0	5	0	4	0	9
No reply to question	1	1	1	2	0	2	7

**Q17 – How would you describe the comfort of your journey in the ambulance?**

*(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	April all areas Total
Very comfortable	3 30.0%	4 28.6%	6 35.3%	2 28.6%	6 35.3%	8 42.1%	29 34.5%
Comfortable	5 50.0%	7 50.0%	7 41.2%	3 42.9%	8 47.1%	7 36.8%	37 44.0%
Fairly comfortable	1 10.0%	3 21.4%	3 17.6%	1 14.3%	1 5.9%	4 21.1%	13 15.5%
Uncomfortable	1 10.0%	0 0.0%	1 5.9%	1 14.3%	1 5.9%	0 0.0%	4 4.8%
Very uncomfortable	0 0.0%	0 0.0%	0 0.05	0 0.0%	1 5.9%	0 0.0%	1 1.2%
Total number of responses	10	14	17	7	17	19	84
Unable to say	0	0	2	1	0	1	4
I wasn't transported by ambulance	1	0	5	2	5	2	15
No reply to question	2	1	1	1	1	1	7

**Q18 – How would you describe the following?**

**The appearance of ambulance service staff:**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Acceptable	12 100.0%	15 100.0%	23 100.0%	11 100.0%	20 100.0%	21 100.0%	102 100.0%
Fairly acceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unacceptable	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	12	15	23	11	20	21	102
Unable to say	0	0	1	0	2	0	3
No reply to question	1	0	1	0	0	2	4

**The cleanliness of equipment used by ambulance service staff:**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Acceptable	9 100.0%	14 100.0%	18 100.0%	10 100.0%	16 100.0%	19 100.0%	86 100.0%
Fairly acceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unacceptable	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	9	14	18	10	16	19	86
Unable to say	1	0	2	0	3	1	7
No reply to question	3	1	5	1	3	3	16

**The cleanliness of the interior of the ambulance:**

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	April all areas Total
Acceptable	6 85.7%	14 100.0%	15 100.0%	7 100.0%	14 100.0%	17 100.0%	73 98.6%
Fairly acceptable	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%
Unacceptable	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	7	14	15	7	14	17	74
Unable to say	2	0	3	3	4	3	15
No reply to question	4	1	7	1	4	3	20

**Q19 – How would you describe the service you received in relation to your expectations?**

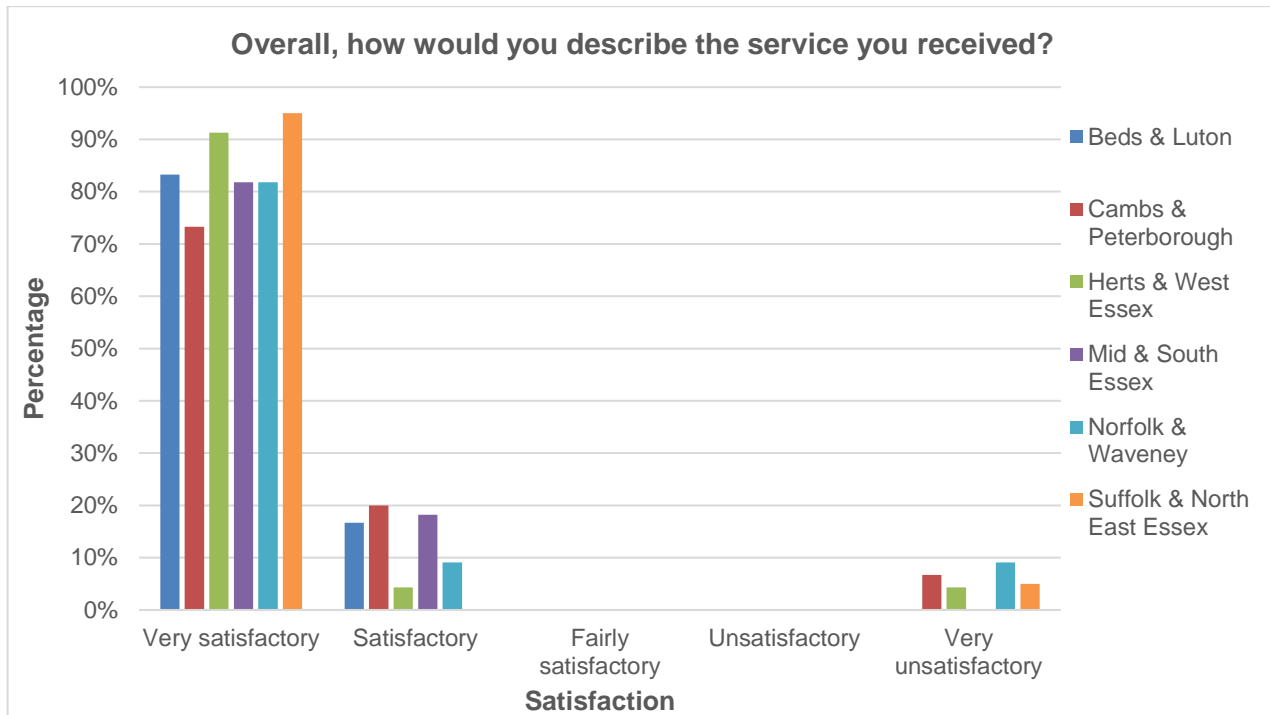
Response	STP Areas						April all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Exceeded my expectations	4 33.3%	6 40.0%	13 56.5%	2 18.2%	11 50.0%	12 60.0%	48 46.6%
Met my expectations	8 66.7%	7 46.7%	9 39.1%	9 81.8%	9 40.9%	7 35.0%	49 47.6%
Reasonably met my expectations	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	0 0.0%	1 6.7%	1 4.3%	0 0.0%	2 9.1%	1 5.0%	5 4.9%
Total number of responses	12	15	23	11	22	20	103
No reply to question	1	0	2	0	0	3	6

**Q20 – Overall, how would you describe the service you received?**

Response	STP Areas						April all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfactory	10 83.3%	11 73.3%	21 91.3%	9 81.8%	18 81.8%	19 95.0%	88 85.4%
Satisfactory	2 16.7%	3 20.0%	1 4.3%	2 18.2%	2 9.1%	0 0.0%	10 9.7%
KPI Result – (very satisfactory + satisfactory/Total number of responses)	12/12 100.0%	14/15 93.3%	22/23 95.7%	11/11 100.0%	20/22 90.9%	19/20 95.0%	98/103 95.1%
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 6.7%	1 4.3%	0 0.0%	2 9.1%	1 5.0%	5 4.9%
Total number of responses	12	15	23	11	22	20	103
No reply to question	1	0	2	0	0	3	6

95.1% of patients who responded to the above question and had used the Trust's ES during April 2019 rated the service received as being either 'satisfactory' or 'very satisfactory.'

**Bar chart illustrating the results of question 20:**



**Additional Comments**

Patient number	STP	Positive comments
45	Suffolk & North East Essex	None, excellent service and well done to the ambulance staff.
71	Suffolk & North East Essex	No improvement needed.
14	Suffolk & North East Essex	I couldn't have asked for better treatment, the 3 times I've had your service. I was made to feel I was somebody who needed help, I was given confidence I was going to get good treatment and I did.
52	Beds & Luton	I found the service extremely good.
37	Herts & West Essex	Nothing all good.
19	Norfolk & Waveney	My experience was excellent the paramedics were brilliant. I cannot fault my experience in any way. They was no delay, the ambulance was there in 10 mins brilliant, brilliant.
12	Herts & West Essex	Ambulance experience can't be faulted, they were amazing.
67	Herts & West Essex	Excellent service.
47	Herts & West Essex	No cannot be improved ambulance service were excellent.



38	Norfolk & Waveney	Perfect!
7	Herts & West Essex	My experience (and there have been one or two) have been of the highest note. Thank you.
25	Mid & South Essex	Found the team very helpful and professional. Made me feel relaxed.
74	Suffolk & North East Essex	No improvement to be made according to my experience. ALL staff - first responder and ambulance crew were amazing. Very professional, reassuring and allayed my fears. Thank you! First class service.
42	Suffolk & North East Essex	I would like to say that with an ongoing heart condition I have had to call on the ambulance service and have always found them to be kind and helpful and I put my trust in them. I have absolutely no hesitation in marking them 100%.
21	Beds & Luton	You could not better the service I received, all the staff were very good.

Patient number	STP	Mixed/Neutral comments
44	Mid & South Essex	Overall a good service but disappointing transporting to the hospital. The suspension of the ambulance was poor, even though it was a new vehicle. As a patient you could feel every bump in the road. Not good when you are in a great deal of pain.
67	Norfolk & Waveney	The ride quality in the ambulance was terribly uncomfortable. Suspension in all the vehicles I have travelled in seems not to have been fitted!
53	Beds & Luton	Lady who drove ambulance was friendly and reassuring. The lady with short black hair who rode in back of ambulance with me didn't say a word, which made me feel quite uncomfortable. Some reassurance/light conversation whilst in severe pain would have made experience easier.
14	Beds & Luton	It was 2 hours waiting for the ambulance. As a hospital doctor myself, I know how cases are prioritised. I had an asthma attack and all I needed was a nebuliser. I was not that bad that I required an ambulance straight away. I was alone at home and did not have anyone to drive me to the L&D Hospital. The next day I brought a nebuliser which will help me not to go to hospital or bother the emergency services. One thing I was not happy about was the lady who took my call, called me after 1 hr and asked me to take a cab to the hospital. I think I know what I am asking for and do not need such suggestions.
72	Suffolk & North East Essex	The only problem I encountered was the 111 operator who didn't seem to understand my condition. I have no pituitary, thyroid or adrenal glands and require a hydrocortisone injection if having prolonged vomiting. Once I spoke to an ambulance caller who did know, the ambulance arrived soon after. I can't inject myself but do carry emergency injection

Patient number	STP	Negative comments
23	Suffolk & North East Essex	Wait time. The paramedics need less paperwork and also a desk space in ambulance.
8	Norfolk & Waveney	My mother had called 999, they arrived before I did. She had an unbearable headache. She told paramedics that she has previously suffered neck pain and dizziness from an old injury, but never experienced a headache of such severity. She said that the pain had come on very suddenly and felt as if she had been his on the head by a brick. She then had diarrhoea. The paramedic advised to rest with paracetamol, as the journey to JPH by ambulance would be painful and uncomfortable. He advised me to call 111 if no better in a couple of hours. I told him that my mum's sister died 6 months ago from a brain haemorrhage. He said not to worry as there were no signs of this in my mother. I took my mother to JPH later that evening where she was diagnosed with a brain haemorrhage and taken to Addenbrookes
31	Herts & West Essex	I had to wait a very long time for the ambulance, so much so, I thought it was not coming at all and went to bed to keep warm. It would have helped if somebody had phoned me to say the estimated time. Without my hearing aid in I could just about hear the intercom when they did arrive. I did not have anybody with me for support.

## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>Total</b>
Male	46 45.5%
Female	55 54.5%
<b>Total number of responses</b>	<b>101</b>
Declined to answer question	0
No reply to question	8

### Age

<b>Age</b>	<b>Total</b>
Range	3 to 100 years
Mean	68 years
Median	73 years
Mode	82 years
<b>Total number of responses</b>	<b>100</b>
Declined to answer question	1
No reply to question	8

## Ethnicity

<b>Ethnicity</b>	<b>Total</b>
White British	92 93.9%
White Irish	1 1.0%
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	1 1.0%
Any other mixed background	1 1.0%
Asian Indian	2 2.0%
Asian Pakistani	1 1.0%
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%
Other	0 0.0%
<b>Total number of responses</b>	<b>98</b>
Declined to answer question	0
No reply to question	11

## Religion or Belief

Religion or Belief	Total
Christian	67 67.7%
Hindu	2 2.0%
Jewish	0 0.0%
Muslim	3 3.0%
Sikh	0 0.0%
Buddhist	1 1.0%
None	21 21.2%
Other	5 5.1%
<b>Total number of responses</b>	<b>99</b>
Declined to answer question	1
No reply to question	9

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

- "R/C." (Patient 7, Norfolk & Waveney)
- "Atheist." (Patient 23, Suffolk & North East Essex and Patient 80, Herts & West Essex)
- "C of E." (Patient 21, Norfolk & Waveney)
- "Baptist." (Patient 43, Suffolk & North East Essex)

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	70 97.2%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	2 2.8%
<b>Total number of responses</b>	<b>72</b>
Declined to answer question	4
No reply to question	33

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

- *"Too old!" (Patient 38, Norfolk & Waveney)*
- *"Widow." (Patient 43, Cambs & Peterborough)*

## Disabilities

*(All answer types are listed, some multiple answers)*

Disabilities	Total
I do not have any disabilities	36 27.5%
Physical impairment	27 20.6%
Sensory impairment	7 5.3%
Long standing condition	28 21.4%
Learning disability	3 2.3%
Mental health disorder	8 6.1%
Other	22 16.8%
Total number of responses	131
Declined to answer question	2
No reply to question	18

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

- *"Deafness." (Patient 14, Suffolk & North East Essex)*
- *"Partially blind one eye." (Patient 45, Norfolk & Waveney)*
- *"Parkinson's/Dementia." (Patient 5, Herts & West Essex)*
- *"Heart B/P A/F etc." (Patient 39, Norfolk & Waveney)*
- *"Asperger's syndrome." (Patient 67, Norfolk & Waveney)*
- *"Hip replacement." (Patient 7, Norfolk & Waveney)*
- *"Left side hemiplegia and epilepsy." (Patient 54, Norfolk & Waveney)*
- *"Brain tumour." (Patient 41, Cambs & Peterborough)*
- *"COPD." (Patient 51, Suffolk & North East Essex)*
- *"Unable to walk...indoors with aids. Forgetful!" (Patient 38, Norfolk & Waveney)*
- *"MS." (Patient 7, Mid & South Essex)*
- *"Diabetes." (Patient 43, Cambs & Peterborough)*
- *"Epileptic." (Patient 43, Herts & West Essex)*
- *"Paralysis right side post stroke." (Patient 14, Norfolk & Waveney)*
- *"Dementia and Parkinson's." (Patient 43, Suffolk & North East Essex)*
- *"COPD." (Patient 30, Suffolk & North East Essex)*
- *"Panhypopituitarism." (Patient 72, Suffolk & North East Essex)*

- “Walking frame.” (Patient 94, Herts & West Essex)
- “My daughter is under Cam H.” (Patient 9, Beds & Luton)
- “Breathing.” (Patient 5, Mid & South Essex)
- “Large abdominal hernia that could strangulate.” (Patient 31, Herts & West Essex)
- “COPD.” (Patient 19, Suffolk & North East Essex)

**Are you married or in a civil partnership?**

*(All answer types are listed, some multiple answers)*

Married/Civil partnership	Total
Yes	54 61.4%
No	25 28.4%
Other	9 10.2%
<b>Total number of responses</b>	<b>88</b>
Declined to answer question	4
No reply to question	20

Of the nine patients who answered ‘other’ in response to this question; five patients advised that they had been ‘widowed,’ two patients responded that they were ‘divorced,’ one patient answered that they were ‘living with partner,’ and one patient was a child.

**Are you currently pregnant or had a child within the last twelve months?**

*(All answer types are listed, some multiple answers)*

Pregnancy/Maternity	Total
No, I am not pregnant	53 80.3%
No, I do not have a child under 12 months old	13 19.7%
Yes, I am pregnant	0 0.0%
Yes, I have a child under 12 months old	0 0.0%
<b>Total number of responses</b>	<b>66</b>
Declined to answer question	1
No reply to question	50

**Do you now, or have you ever, considered yourself to be transgender?**

<b>Gender Reassignment</b>	<b>Total</b>
Yes	0 0.0%
No	80 100.0%
<b>Total number of responses</b>	<b>80</b>
Declined to answer question	2
No reply to question	27

**Did you require any of the following information in a different format to assist you with access to the service?**

<b>Format</b>	<b>Total</b>
I did not require a different format	73 98.6%
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	1 1.4%
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>74</b>
Declined to answer question	2
Did not answer	33



## Impact on the service received

Impact on Service	Total
No	81 97.6%
Yes, in a positive way	2 2.4%
Yes, in a negative way	0 0.0%
Total	83
Did not answer	26

The below comment was also received in relation to the above question:

- *“You are very good service thank you.” (Patient 94, Herts & West Essex)*

81 patients (97.6%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Two patients (2.4%) responded 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.

26 patients did not answer this question.

## Aftercare

Following this survey; two letters of appreciation were received which were logged and passed to the staff concerned. Any comments of concern were passed to the Patient Experience Team for further action as appropriate.