



# Patient Experience Report: Emergency Services Continuous Survey

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Report Period: March 2019

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# Results for March 2019

## Response

451 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 March 2019.

97 responses were received over the following four week period. This equates to a 21.5% 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

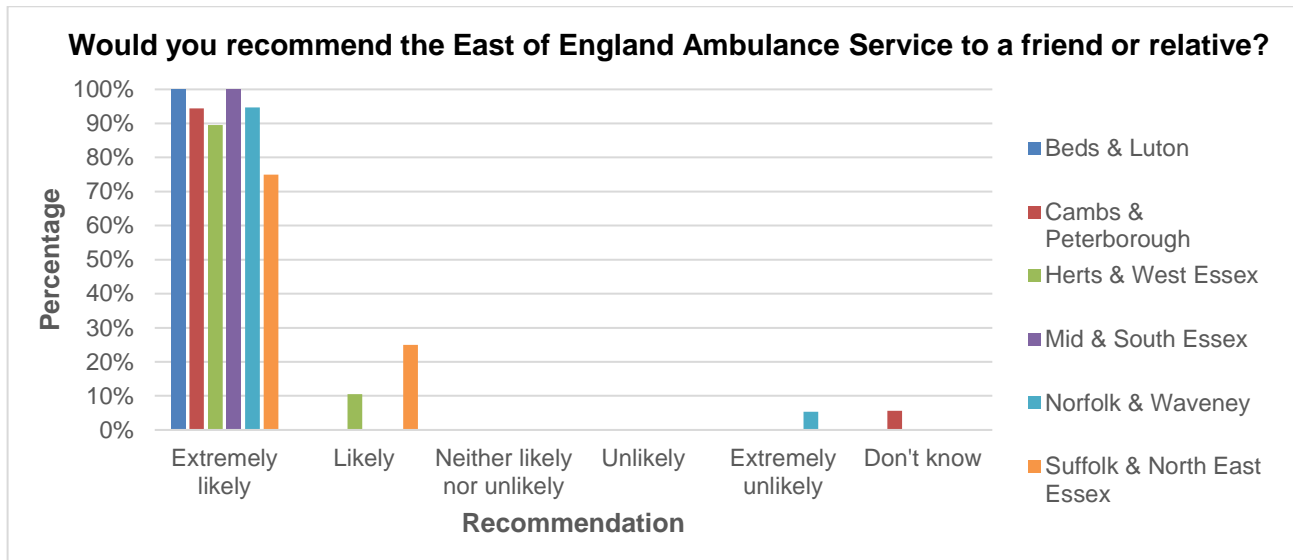
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	March all Areas Total
Extremely likely	9 (100%)	17 (94.4%)	17 (89.5%)	18 (100%)	18 (94.7%)	9 (75.0%)	88 (92.6%)
Likely	0 (0.0%)	0 (0.0%)	2 (10.5%)	0 (0.0%)	0 (0.0%)	3 (25.0%)	5 (5.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (1.1%)
Don't know	0 (0.0%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Total number of responses	9	18	19	18	19	12	95
No reply to question	0	1	0	0	1	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).*

97.9% of patients who responded to the above question and had used the Trust's ES during the month of March 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	7 (77.8%)	15 (83.3%)	15 (83.3%)	14 (77.8%)	17 (89.5%)	9 (75.0%)	77 (81.9%)	73/76 (96.1%)
The view of someone acting on behalf of the patient	2 (22.2%)	3 (16.7%)	3 (16.7%)	4 (22.2%)	2 (10.5%)	3 (25.0%)	17 (18.1%)	16/17 (94.1%)
Total number of responses	9	18	18	18	19	12	94	93
No reply to question	0	1	1	0	1	0	3	1

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						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
GP Surgery	3 (25.0%)	7 (33.3%)	3 (15.0%)	1 (5.6%)	5 (27.8%)	1 (10.0%)	20 (19.2%)
NHS 111 Service	3 (25.0%)	11 (52.4%)	9 (45.0%)	7 (38.9%)	2 (11.1%)	3 (30.0%)	35 (33.7%)
Out of Hours Doctor's Service	2 (16.7%)	1 (4.8%)	2 (10.0%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	6 (5.8%)
A walk in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Pharmacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The ambulance service were the first health care provider contacted	4 (33.3%)	2 (9.5%)	6 (30.0%)	8 (44.4%)	8 (44.4%)	6 (60.0%)	34 (32.7%)
Other	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (5.6%)	5 (16.7%)	1 (0.0%)	9 (8.7%)
Total number of responses	12	21	20	20	20	11	104
No reply to question	1	1	2	4	2	2	12

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

- *“Just rung ambulance myself.” (Patient 3, Mid & South Essex)*
- *“It was a transfer between hospitals.” (Patient 20, Norfolk & Waveney)*
- *“Swift response.” (Patient 15, Norfolk & Waveney)*
- *“Pulled emergency cord - they called for ambulance.” (Patient 32, Norfolk & Waveney)*
- *“Taken from Botesdale health centre.” (Patient 13, Norfolk & Waveney)*
- *“No, I dialled 999.” (Patient 29, Suffolk & North Essex)*
- *“NHS Mobile health check, positioned outside venue.” (Patient 45, Mid & South Essex)*
- *“Pull cord in sheltered accommodation.” (Patient 20, Mid & South Essex)*
- *“Sheltered housing.” (Patient 37, Norfolk & Waveney)*

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very acceptable	6 (75.0%)	14 (87.5%)	15 (83.3%)	11 (84.6%)	13 (76.5%)	7 (58.3%)	66 (78.6%)
Acceptable	2 (25.0%)	1 (6.3%)	3 (16.7%)	2 (15.4%)	4 (23.5%)	3 (25.0%)	15 (17.9%)
Fairly acceptable	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	2 (2.4%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	1 (1.2%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)
<b>Total number of responses</b>	<b>8</b>	<b>16</b>	<b>18</b>	<b>13</b>	<b>17</b>	<b>12</b>	<b>84</b>
Unable to say	0	3	1	2	1	0	7
No reply to question	1	0	0	3	2	0	6

**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	Total
Very acceptable	5 (62.5%)	11 (61.1%)	12 (63.2%)	10 (62.5%)	11 (61.1%)	4 (33.3%)	53 (58.2%)
Acceptable	1 (12.5%)	5 (27.8%)	6 (31.6%)	5 (31.3%)	4 (22.2%)	6 (50.0%)	27 (29.7%)
Fairly acceptable	0 (0.0%)	1 (5.6%)	1 (5.3%)	1 (6.3%)	2 (11.1%)	2 (16.7%)	7 (7.7%)
Unacceptable	1 (12.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Very unacceptable	1 (12.5%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	1 (5.6%)	0 (0.0%)	3 (3.3%)
Total number of responses	8	18	19	16	18	12	91
Unable to say	0	1	0	0	1	0	2
No reply to question	1	0	0	2	1	0	4

**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	Total
Yes	6 (85.7%)	19 (100%)	19 (100%)	16 (100%)	20 (100%)	11 (100%)	91 (98.9%)
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%)	0 (0.0%)	0 (0.0%)
No	1 (14.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Total number of responses	7	19	19	16	20	11	92
Unable to say	1	0	0	0	0	1	2
No reply to question	1	0	0	2	0	0	3

**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	Total
Very professional	9 (100%)	18 (94.7%)	18 (94.7%)	18 (100%)	19 (95.0%)	11 (91.7%)	93 (95.9%)
A little improvement necessary	0 (0.0%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	2 (2.1%)
Not professional	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	2 (2.1%)
Total number of responses	9	19	19	18	20	12	97
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

**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	Total
Yes, definitely	9 (100%)	19 (100%)	18 (94.7%)	18 (100%)	18 (94.7%)	11 (91.7%)	93 (96.9%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (5.3%)	1 (8.3%)	3 (3.1%)
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	9	19	19	18	19	12	96
Unable to say	0	0	0	0	1	0	1
No reply to question	0	0	0	0	0	0	0



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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	9 (100%)	18 (100%)	18 (100%)	16 (94.1%)	18 (90.0%)	11 (91.7%)	90 (95.7%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)	2 (10.0%)	1 (8.3%)	4 (4.3%)
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	9	18	18	17	20	12	94
Unable to say	0	1	1	0	0	0	2
No reply to question	0	0	0	1	0	0	1

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	9 (100%)	18 (100%)	18 (100%)	17 (94.4%)	19 (95.0%)	11 (91.7%)	92 (96.8%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)	1 (5.0%)	1 (8.3%)	3 (3.2%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	9	18	18	18	20	12	95
Unable to say	0	1	1	0	0	0	2
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	6 (85.7%)	17 (89.5%)	15 (83.3%)	17 (94.4%)	18 (94.7%)	9 (75.0%)	82 (88.2%)
Yes, to some extent	1 (14.3%)	2 (10.5%)	2 (11.1%)	1 (5.6%)	1 (5.3%)	3 (25.0%)	10 (10.8%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, no explanation was given	0 (0.0%)	0 (0.0%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Total number of responses	7	19	18	18	19	12	93
Unable to say	2	0	0	0	0	0	2
No reply to question	0	0	1	0	1	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	2 (28.6%)	10 (66.7%)	12 (66.7%)	10 (62.5%)	10 (62.5%)	6 (66.7%)	50 (61.7%)
Yes, to some extent	1 (14.3%)	0 (0.0%)	5 (27.8%)	3 (18.8%)	2 (12.5%)	0 (0.0%)	11 (13.6%)
No, I was not given any choice	2 (28.6%)	0 (0.0%)	1 (5.6%)	3 (18.8%)	3 (18.8%)	2 (22.2%)	11 (13.6%)
No, I did not receive any treatment	2 (28.6%)	5 (33.3%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	1 (11.1%)	9 (11.1%)
Total number of responses	7	15	18	16	16	9	81
Unable to say / No treatment was given	1	4	0	1	1	3	10
No reply to question	1	0	1	1	3	0	6

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very involved	3 (42.9%)	12 (80.0%)	17 (89.5%)	13 (86.7%)	14 (82.4%)	8 (72.7%)	67 (79.8%)
Fairly involved	3 (42.9%)	1 (6.7%)	2 (10.5%)	2 (13.3%)	3 (17.6%)	3 (27.3%)	14 (16.7%)
Not involved	1 (14.3%)	2 (13.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (3.6%)
Total number of responses	7	15	19	15	17	11	84
Unable to say	1	2	0	1	0	0	4
No reply to question	1	2	0	2	3	1	9

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfied	6 (75.0%)	17 (100%)	18 (100%)	16 (100%)	17 (89.5%)	9 (81.8%)	83 (93.3%)
Satisfied	2 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	1 (9.1%)	4 (4.5%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	1 (1.1%)
Dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (1.1%)
Total number of responses	8	17	18	16	19	11	89
No care was given	0	0	0	0	0	0	0
Unable to say	0	0	0	0	0	0	0
No reply to question	1	2	1	2	1	1	8

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	6 (85.7%)	8 (50.0%)	14 (77.8%)	11 (78.6%)	11 (64.7%)	10 (91.0%)	60 (72.3%)
No	1 (16.7%)	1 (6.3%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (3.6%)
No, but it was obvious I was not in pain	0 (0.0%)	7 (43.8%)	3 (16.7%)	3 (21.4%)	6 (35.3%)	1 (9.1%)	20 (24.0%)
Total number of responses	7	16	18	14	17	11	83
Unable to say	1	1	0	0	1	0	3
No reply to question	1	2	1	4	2	1	11

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

*(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	
I was not experiencing any pain	1 (16.7%)	6 (37.5%)	10 (52.6%)	9 (60.0%)	4 (26.7%)	6 (54.5%)	36 (43.9%)
I declined pain relief	0 (0.0%)	0 (0.0%)	2 (10.5%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	3 (3.7%)
Yes	2 (33.3%)	3 (18.8%)	1 (5.3%)	3 (20.0%)	4 (26.7%)	2 (18.2%)	15 (18.3%)
No	3 (50.0%)	7 (43.8%)	6 (31.6%)	3 (20.0%)	6 (40.0%)	3 (27.3%)	28 (34.1%)
Total number of responses	6	16	19	15	15	11	82
Cannot remember / unable to say	2	1	1	0	3	0	7
No reply to question	1	2	0	3	2	1	9

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

*(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	
Very comfortable	1 (25.0%)	5 (41.7%)	5 (33.3%)	7 (53.8%)	8 (50.0%)	3 (30.0%)	29 (41.4%)
Comfortable	1 (25.0%)	3 (25.0%)	6 (40.0%)	3 (23.1%)	4 (25.0%)	5 (50.0%)	22 (31.4%)
Fairly comfortable	2 (50.0%)	3 (25.0%)	3 (20.0%)	3 (23.1%)	4 (25.0%)	2 (20.0%)	17 (24.3%)
Uncomfortable	0 (0.0%)	1 (8.3%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.9%)
Very uncomfortable	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	4	12	15	13	16	10	70
Unable to say	2	0	0	0	0	0	2
I wasn't transported by ambulance	3	5	4	3	2	1	18
No reply to question	1	2	0	2	2	1	8

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

**The appearance of ambulance service staff:**

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Acceptable	8 (100%)	17 (100%)	19 (100%)	17 (94.4%)	19 (100%)	12 (100%)	92 (98.9%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
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	8	17	19	18	19	12	93
Unable to say	1	1	0	0	0	0	2
No reply to question	0	1	0	0	1	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Acceptable	7 (100%)	17 (100%)	12 (100%)	18 (100%)	19 (100%)	12 (100%)	85 (100%)
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	7	17	12	18	19	12	85
Unable to say	2	0	2	0	0	0	4
No reply to question	0	2	5	0	1	0	8

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Acceptable	4 (100%)	12 (92.3%)	10 (90.9%)	14 (100%)	18 (100%)	12 (100%)	70 (97.2%)
Fairly acceptable	0 (0.0%)	1 (7.7%)	1 (9.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.8%)
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	4	13	11	14	18	12	72
Unable to say	3	3	2	2	1	0	11
No reply to question	2	3	6	2	0	1	14

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

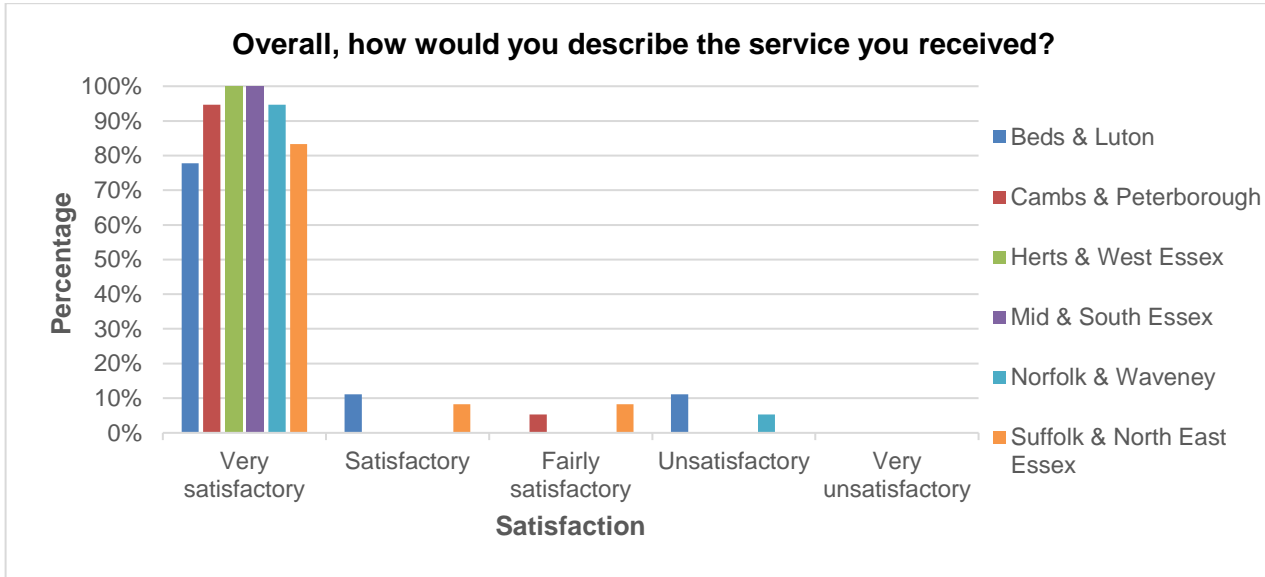
Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Exceeded my expectations	5 (55.6%)	8 (42.1%)	7 (36.8%)	8 (47.1%)	10 (52.6%)	5 (41.7%)	43 (45.3%)
Met my expectations	3 (33.3%)	10 (52.6%)	9 (47.4%)	9 (52.9%)	8 (42.1%)	6 (50.0%)	45 (47.4%)
Reasonably met my expectations	0 (0.0%)	1 (5.3%)	3 (15.8%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	5 (5.3%)
Barely met my expectations	1 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (1.0%)
Total number of responses	9	19	19	17	19	12	95
No reply to question	0	0	0	1	1	0	2

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

Response	STP Areas						March all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfactory	7 (77.8%)	18 (94.7%)	19 (100%)	18 (100%)	18 (94.7%)	10 (83.3%)	90 (93.8%)
Satisfactory	1 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	2 (2.1%)
KPI Result – (very satisfactory + satisfactory/Total number of responses)	8/9 (88.9%)	18/19 (94.7%)	19/19 (100%)	18/18 (100%)	18/19 (94.7%)	11/12 (91.7%)	92/96 (95.8%)
Fairly satisfactory	0 (0.0%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	2 (2.1%)
Unsatisfactory	1 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	2 (2.1%)
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	9	19	19	18	19	12	96
No reply to question	0	0	0	0	1	0	1

95.8% of patients who responded to the above question and had used the Trust's ES during March 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
50	Norfolk & Waveney	The whole experience was reassuring, efficient and the outcome very successful.
36	Beds & Luton	They were very polite and very caring, thank you very much for caring for me.
55	Herts & West Essex	You have sent out 2 ambulance services very nice ladies and quickly got me up from the floor on which I was struggling to get up from, in all about 1/2 hours wait. Then I was taken to hospital and was treated very well there as well and sent home by them.
3	Mid & South Essex	The service I had was excellent especially the paramedic in the ambulance car. Caring and very supportive with a manner to make you feel at ease very happy with the service.
80	Mid & South Essex	In my experience no improvement could be made.
20	Norfolk & Waveney	The ambulance staff were professional, kind and caring on my transfer between hospitals.
31	Suffolk & North Essex	I am very grateful for the excellent care, kindness and thorough professionalism of the ambulance crew who came to my assistance. They could not have done more and I regret not knowing their names. I have enclosed a 'thank you' card to be passed on, please.
63	Norfolk & Waveney	Everything was perfect from the call handler, ambulance staff to the hospital and ward staff.
40	Herts & West Essex	The experience I have had have been very good, I'm 82 and fall over regularly. They are always kind and understanding. I think the service is fantastic.
29	Suffolk & North Essex	No, it was excellent service.
18	Cambs & Peterborough	No, very caring and professional paramedics. Very impressed.
13	Herts & West Essex	The staff were excellent and took time and care with my elderly mother who was very confused - they were very professional, and we were felt very safe and secure in their knowledge they are a credit to your profession.
33	Herts & West Essex	The service was excellent from all involved with my care. My thanks to everyone.
6	Mid & South Essex	They were great thank you.
37	Norfolk & Waveney	Great Service just positive experience.
30	Suffolk & North Essex	No complaints at all.
38	Cambs & Peterborough	They can only work to the best conditions allowed of which they do always with a smile and time to listen.
39	Cambs & Peterborough	Couldn't be improved service was impeccable.

95	Herts & West Essex	The NHS is the best throughout the world.
39	Beds & Luton	We were very happy with the quick response and the calm approach so don't think that can improve.
53	Beds & Luton	Service was excellent, no complaints.
21	Suffolk & North Essex	No improvement needed.

Patient number	STP	Mixed/Neutral comments
11	Herts & West Essex	The question is ambiguous but yes, I was better off having them here.
15	Norfolk & Waveney	The waiting time was rather long after phone call. Personally, sitting on the floor for such a long time was rather uncomfortable.
27	Cambs & Peterborough	Not at all.
44	Suffolk & North Essex	Not the ambulance service as that was OK but I was particularly disappointed with the 111 service, it took too long going through too many options before I could speak to someone.
69	Suffolk & North Essex	Nothing at all.
58	Cambs & Peterborough	Essential service. Paramedic and technician excellent. However, wait for ambulance was 6+ hours! Triage call back said 111 can't request ambulance but 111 said they did.

Patient number	STP	Negative comments
75	Norfolk & Waveney	Dr ordered ambulance at 1:30pm but by 11:45pm that night it hadn't arrived. This resulted in me collapsing and my wife then dialled 999 and an ambulance did come quickly and took me to hospital. It would have been helpful to get updates as to waiting time.

## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>Total</b>
Male	45 (53.6%)
Female	39 (46.4%)
Total number of responses	84
Declined to answer question	0
No reply to question	13

### Age

<b>Age</b>	<b>Total</b>
Range	5 to 97 years
Mean	73 years
Median	76 years
Mode	82 years
Total number of responses	84
Declined to answer question	1
No reply to question	12

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	74 (88.1%)
White Irish	3 (3.6%)
Any other White background	3 (3.6%)
Mixed White and Black Caribbean	1 (1.2%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 0.0%
Asian Indian	1 (1.2%)
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%)
Other	2 (2.4%)
Total number of responses	84
Declined to answer question	0
No reply to question	14

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

- "English." (Patient 2, Mid & South Essex)
- "Portugese." (Patient 9, Cambs & Peterborough)

## Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	55 (67.9%)
Hindu	1 (1.2%)
Jewish	1 (1.2%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	18 (22.2%)
Other	6 (7.4%)
Total number of responses	81
Declined to answer question	3
No reply to question	14

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

- "Quaker." (Patient 54, Norfolk & Waveney)
- "C of E." (Patient 3, Mid & South Essex & Patient 53, Norfolk & Waveney)
- "J.W." (Patient 44, Norfolk & Waveney & Patient 60, Norfolk & Waveney)
- "Roman Catholic." (Patient 13, Herts & West Essex)

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	60 (95.2%)
Lesbian	1 (1.6%)
Gay	0 (0.0%)
Bisexual	1 (1.6%)
Other	1 (1.6%)
Total number of responses	63
Declined to answer question	8
No reply to question	26

- *“Normal Female.” (Patient 44, Norfolk & Waveney)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	21 (20.4%)
Physical impairment	21 (20.4%)
Sensory impairment	7 (6.8%)
Long standing condition	31 (30.1%)
Learning disability	2 (1.9%)
Mental health disorder	5 (4.9%)
Other	16 (15.5%)
Total number of responses	103
Declined to answer question	1
No reply to question	20

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

- "Osteoarthritis." (Patient 15, Norfolk & Waveney)
- "Parkinson's disease, Lung cancer, glaucoma, benign brain tumour." (Patient 32, Norfolk & Waveney)
- "Arthritis - start of glaucoma." (Patient 44, Norfolk & Waveney)
- "Stroke/heart attack." (Patient 86, Herts & West Essex)
- "Impairment following knee operation." (Patient 57, Mid & South Essex)
- "Blind, housebound." (Patient 13, Herts & West Essex)
- "Just old." (Patient 20, Mid & South Essex)
- "Hearing not so good." (Patient 30, Mid & South Essex)
- "Parkinson's, COPD, Pacemaker." (Patient 37, Norfolk & Waveney)
- "Dementia." (Patient 34, Suffolk & North Essex)
- "Atypical Autism, ADHD, Depression and Anxiety." (Patient 72, Suffolk & North Essex)
- "Macular degeneration." (Patient 39, Cambs & Peterborough)
- "Hearing/poor eyesight." (Patient 50, Cambs & Peterborough)
- "Disability." (Patient 95, Herts & West Essex)
- "Arthritis." (Patient 8, Cambs & Peterborough)
- "Prostate cancer (under control)." (Patient 52, Herts & West Essex)

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

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

<b>Married/Civil partnership</b>	<b>Total</b>
Yes	43 (60.6%)
No	23 (32.4%)
Other	5 (7.0%)
<b>Total number of responses</b>	<b>71</b>
Declined to answer question	4
No reply to question	23

Of the 5 patients who answered 'other' in response to this question; four patients advised that they had been 'widowed,' and one patient answered 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)*

<b>Pregnancy/Maternity</b>	<b>Total</b>
No, I am not pregnant	48 (87.3%)
No, I do not have a child under 12 months old	7 (12.7%)
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>55</b>
Declined to answer question	4
No reply to question	46

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	0 (0.0%)
No	69 (100%)
<b>Total number of responses</b>	<b>69</b>
Declined to answer question	2
No reply to question	26



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

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

<b>Format</b>	<b>Total</b>
I did not require a different format	63 (96.9%)
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 (1.5%)
Large print	1 (1.5%)
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%
<b>Total</b>	<b>65</b>
Declined to answer question	2
Did not answer	31

### Impact on the service received

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

Impact on Service	Total
No	70 (97.2%)
Yes, in a positive way	1 (1.4%)
Yes, in a negative way	1 (1.4%)
Total	72
Did not answer	26

70 patients (97.2%) felt that the service they received was not affected by any of the aforementioned strands of diversity. One patient (1.4%) responded that the service they received was affected in a positive way and one patient (1.4%) responded that the service they received was affected in a negative way. 26 patients did not answer this question.

### Aftercare

Following this survey; six letters of appreciation were received together with one questionnaire containing comments of concern or complaint. This was passed to the Patient Experience Team (Bedford) for further action as appropriate.