A large, abstract circular graphic composed of overlapping brushstrokes in yellow, green, and blue, framing the central text.

Patient Experience Report: Emergency Services Continuous Survey

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Report Period: May 2019

Date of Report: August 2019

Results for May 2019

Response

508 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st to the 31st of May 2019.

125 responses were received over the following four week period. This equates to a 24.6% 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

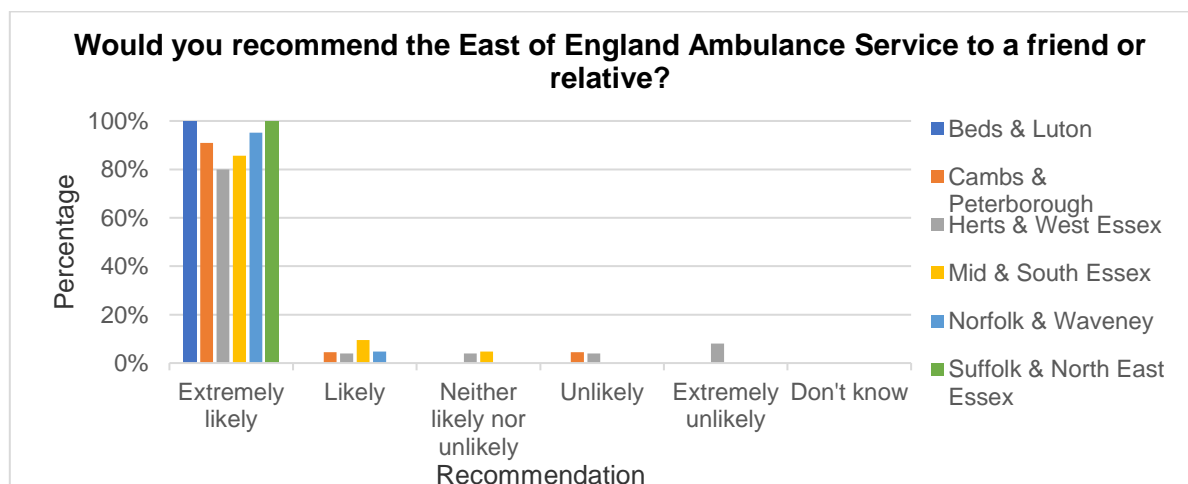
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	May all Areas Total
Extremely likely	17 (100%)	20 (90.9%)	20 (80.0%)	18 (85.7%)	20 (95.2%)	15 (100%)	110 (90.9%)
Likely	0 (0.0%)	1 (4.5%)	1 (4.0%)	2 (9.5%)	1 (4.8%)	0 (0.0%)	5 (4.1%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	1 (4.0%)	1 (4.8%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
Unlikely	0 (0.0%)	1 (4.5%)	1 (4.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	2 (8.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
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	17	22	25	21	21	15	121
No reply to question	1	0	1	0	0	2	4

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).

95.0% of patients who responded to the above question and had used the Trust's ES during the month of May 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							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	13 (72.2%)	17 (81.0%)	19 (79.2%)	15 (75.0%)	18 (85.7%)	11 (78.6%)	93 (78.8%)	87/90 (96.7%)
The view of someone acting on behalf of the patient	5 (27.8%)	4 (19.0%)	5 (20.8%)	5 (25.0%)	3 (14.3%)	3 (21.4%)	25 (21.2%)	22/22 (100%)
Total number of responses	18	21	24	20	21	14	118	112
No reply to question	0	1	2	1	0	3	7	6

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	1 (5.6%)	6 (21.4%)	4 (15.4%)	4 (23.5%)	5 (26.3%)	4 (22.2%)	24 (19.0%)
NHS 111 Service	9 (50.0%)	11 (39.3%)	8 (30.8%)	3 (17.6%)	10 (52.6%)	7 (38.9%)	48 (38.1%)
Out of Hours Doctor's Service	1 (5.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
A walk-in centre	0 (0.0%)	1 (3.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)	2 (1.6%)
Pharmacy	0 (0.0%)	1 (3.6%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	2 (1.6%)
The ambulance service were the first health care provider contacted	6 (33.3%)	8 (28.6%)	13 (50.0%)	9 (52.9%)	3 (15.8%)	4 (22.2%)	43 (34.1%)
Other	1 (5.6%)	1 (3.6%)	1 (3.8%)	0 (0.0%)	1 (5.3%)	2 (11.1%)	6 (4.8%)
Total number of responses	18	28	26	17	19	18	126
No reply to question	3	1	1	6	3	3	17

Examples of comments received from patients in relation to this question can be found below:

- *“Swift.” (Patient 12, Norfolk & Waveney)*
- *“111.” (Patient 38, Suffolk & North East Essex)*
- *“Community district nurse.” (Patient 63, Cambs & Peterborough)*
- *“Ambulance Service.” (Patient 24, Mid & South Essex)*
- *“1-2-1 midwife.” (Patient 76, Suffolk & North East Essex)*
- *“My son-in law phoned.” (Patient 62, Suffolk & North East Essex)*
- *“Chemo emergency number.” (Patient 84, Mid & South Essex)*
- *“The paramedics came because I pressed the alarm system installed at my house.” (Patient 69, Herts & West Essex)*
- *“999.” (Patient 48, Suffolk & North East Essex)*
- *“I am disabled all of these.” (Patient 72, Mid & South Essex)*
- *“My son in Scotland noticed I was hypo on telephone, contacted 999. Difficulty getting help since didn’t have address code.” (Patient 19, Cambs & Peterborough)*

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

(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 acceptable	13 (92.9%)	16 (84.2%)	11 (64.7%)	18 (94.7%)	16 (94.1%)	11 (78.6%)	85 (85.0%)
Acceptable	0 (0.0%)	2 (10.5%)	4 (23.5%)	1 (5.3%)	1 (5.9%)	2 (14.3%)	10 (10.0%)
Fairly acceptable	1 (7.1%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	3 (3.0%)
Unacceptable	0 (0.0%)	1 (5.3%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
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%)
Total number of responses	14	19	17	19	17	14	100
Unable to say	2	2	6	0	1	1	12
No reply to question	2	1	3	2	3	3	14

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	10 (58.8%)	15 (68.2%)	12 (50.0%)	12 (63.2%)	13 (68.4%)	10 (71.4%)	72 (62.6%)
Acceptable	6 (35.3%)	6 (27.3%)	6 (25.0%)	4 (21.1%)	4 (21.1%)	4 (28.6%)	30 (26.1%)
Fairly acceptable	1 (5.9%)	0 (0.0%)	4 (16.7%)	3 (15.8%)	2 (10.5%)	0 (0.0%)	10 (8.7%)
Unacceptable	0 (0.0%)	1 (4.5%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
Very unacceptable	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	17	22	24	19	19	14	115
Unable to say	0	0	0	0	0	0	0
No reply to question	1	0	2	2	2	3	10

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

(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
Yes	17 (100%)	20 (100%)	21 (91.3%)	20 (95.2%)	18 (100%)	12 (100%)	108 (97.3%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	0 (0.0%)	2 (8.7%)	1 (4.8%)	0 (0.0%)	0 (0.0%)	3 (2.7%)
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	17	20	23	21	18	12	111
Unable to say	0	2	1	0	1	2	6
No reply to question	1	0	2	1	2	3	9

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very professional	17 (100%)	22 (100%)	22 (91.7%)	19 (100%)	20 (100%)	15 (100%)	115 (98.3%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	2 (8.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
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	17	22	24	19	20	15	117
Unable to say	0	0	1	0	0	1	2
No reply to question	1	0	1	2	1	1	6

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	16 (94.1%)	22 (100%)	23 (95.8%)	20 (100%)	18 (90.0%)	15 (93.8%)	114 (95.8%)
Yes, to some extent	1 (5.9%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	2 (10.0%)	1 (6.3%)	5 (4.2%)
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	17	22	24	20	20	16	119
Unable to say	0	0	1	0	0	0	1
No reply to question	1	0	1	1	1	1	5

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	16 (94.1%)	22 (100%)	22 (91.7%)	20 (100%)	19 (95.0%)	13 (100%)	112 (96.6%)
Yes, to some extent	1 (5.9%)	0 (0.0%)	2 (8.3%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	4 (3.4%)
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	17	22	24	20	20	13	116
Unable to say	0	0	1	0	0	2	3
No reply to question	1	0	1	1	1	2	6

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	17 (100%)	22 (100%)	23 (95.8%)	19 (100%)	20 (100%)	15 (100%)	116 (99.1%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, I did not feel that I could trust the ambulance service staff	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	17	22	24	19	20	15	117
Unable to say	0	0	1	0	0	1	2
No reply to question	1	0	1	2	1	1	6

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	16 (94.1%)	17 (77.3%)	21 (84.0%)	19 (100%)	20 (100%)	13 (92.9%)	106 (90.6%)
Yes, to some extent	1 (5.9%)	4 (18.2%)	3 (12.0%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	9 (7.7%)
Yes, but not in a way I was able to understand	0 (0.0%)	1 (4.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
No, no explanation was given	0 (0.0%)	0 (0.0%)	1 (4.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	17	22	25	19	20	14	117
Unable to say	0	0	0	0	0	1	1
No reply to question	1	0	1	2	1	2	7

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	11 (64.7%)	9 (47.4%)	12 (50.0%)	12 (70.6%)	7 (46.7%)	10 (76.9%)	61 (58.1%)
Yes, to some extent	5 (29.4%)	3 (15.8%)	8 (33.3%)	4 (23.5%)	3 (20.0%)	2 (15.4%)	25 (23.8%)
No, I was not given any choice	0 (0.0%)	2 (10.5%)	2 (8.3%)	0 (0.0%)	2 (13.3%)	1 (7.7%)	7 (6.7%)
No, I did not receive any treatment	1 (5.9%)	5 (26.3%)	2 (8.3%)	1 (5.9%)	3 (20.0%)	0 (0.0%)	12 (11.4%)
Total number of responses	17	19	24	17	15	13	105
Unable to say / No treatment was given	0	3	0	0	3	2	8
No reply to question	1	0	2	4	3	2	12

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	13 (76.5%)	13 (68.4%)	13 (61.9%)	16 (84.2%)	13 (76.5%)	10 (83.3%)	78 (74.3%)
Fairly involved	2 (11.8%)	3 (15.8%)	4 (19.0%)	3 (15.8%)	1 (5.9%)	2 (16.7%)	15 (14.3%)
Not involved	2 (11.8%)	3 (15.8%)	4 (19.0%)	0 (0.0%)	3 (17.6%)	0 (0.0%)	12 (11.4%)
Total number of responses	17	19	21	19	17	12	105
Unable to say	0	2	1	0	1	3	7
No reply to question	1	1	4	2	3	2	13

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	15 (88.2%)	21 (100%)	16 (76.2%)	19 (100%)	18 (90.0%)	13 (86.7%)	102 (90.3%)
Satisfied	2 (11.8%)	0 (0.0%)	3 (14.3%)	0 (0.0%)	2 (10.0%)	2 (13.3%)	9 (8.0%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	1 (4.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
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%)	1 (4.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	17	21	21	19	20	15	113
No care was given	0	0	1	0	0	0	1
Unable to say	0	0	1	0	0	0	1
No reply to question	1	1	3	2	1	2	10

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	12 (75.0%)	20 (95.2%)	16 (72.7%)	14 (77.8%)	18 (90.0%)	9 (69.2%)	89 (80.9%)
No	1 (6.3%)	1 (4.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.8%)
No, but it was obvious I was not in pain	3 (18.8%)	0 (0.0%)	6 (27.3%)	4 (22.2%)	2 (10.0%)	4 (30.8%)	19 (17.3%)
Total number of responses	16	21	22	18	20	13	110
Unable to say	1	0	1	0	0	1	3
No reply to question	1	1	3	3	1	3	12

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

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	5 (33.3%)	7 (36.8%)	10 (43.5%)	7 (58.3%)	7 (41.2%)	8 (61.5%)	44 (42.3%)
I declined pain relief	1 (6.7%)	3 (15.8%)	2 (8.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (5.8%)
Yes	2 (13.3%)	3 (15.8%)	4 (17.4%)	5 (41.7%)	6 (35.3%)	3 (23.1%)	23 (22.1%)
No	7 (46.7%)	6 (31.6%)	7 (30.4%)	0 (0.0%)	4 (23.5%)	2 (15.4%)	31 (29.8%)
Total number of responses	15	19	23	12	17	13	104
Cannot remember / unable to say	1	2	0	1	3	1	8
No reply to question	2	1	3	3	1	3	13

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very comfortable	7 (53.8%)	8 (53.3%)	3 (18.8%)	11 (73.3%)	9 (60.0%)	4 (50.0%)	42 (51.2%)
Comfortable	6 (46.2%)	6 (40.0%)	8 (50.0%)	3 (20.0%)	3 (20.0%)	3 (37.5%)	29 (35.4%)
Fairly comfortable	0 (0.0%)	0 (0.0%)	4 (25.0%)	1 (6.7%)	2 (13.3%)	1 (12.5%)	8 (9.8%)
Uncomfortable	0 (0.0%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	2 (2.4%)
Total number of responses	13	15	16	15	15	8	82
Unable to say	1	0	1	0	0	1	3
I wasn't transported by ambulance	3	6	6	4	5	5	29
No reply to question	1	1	3	2	1	3	11

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	15 (100%)	22 (100%)	20 (90.9%)	19 (100%)	19 (100%)	14 (93.3%)	109 (97.3%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	2 (9.1%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	3 (2.7%)
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	15	22	22	19	19	15	112
Unable to say	2	0	1	0	1	0	4
No reply to question	1	0	3	2	1	2	9

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	Total
Acceptable	12 (92.3%)	20 (100%)	19 (95.0%)	16 (100%)	16 (100%)	13 (92.9%)	96 (97.0%)
Fairly acceptable	1 (7.7%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	3 (3.0%)
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	13	20	20	16	16	14	99
Unable to say	1	1	1	0	1	0	4
No reply to question	4	1	5	5	4	3	22

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	Total
Acceptable	12 (100%)	15 (100%)	16 (94.1%)	12 (100%)	12 (92.3%)	8 (88.9%)	75 (96.2%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (7.7%)	1 (11.1%)	3 (3.8%)
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	12	15	17	12	13	9	78
Unable to say	2	4	4	4	2	2	18
No reply to question	4	3	5	5	6	6	29

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

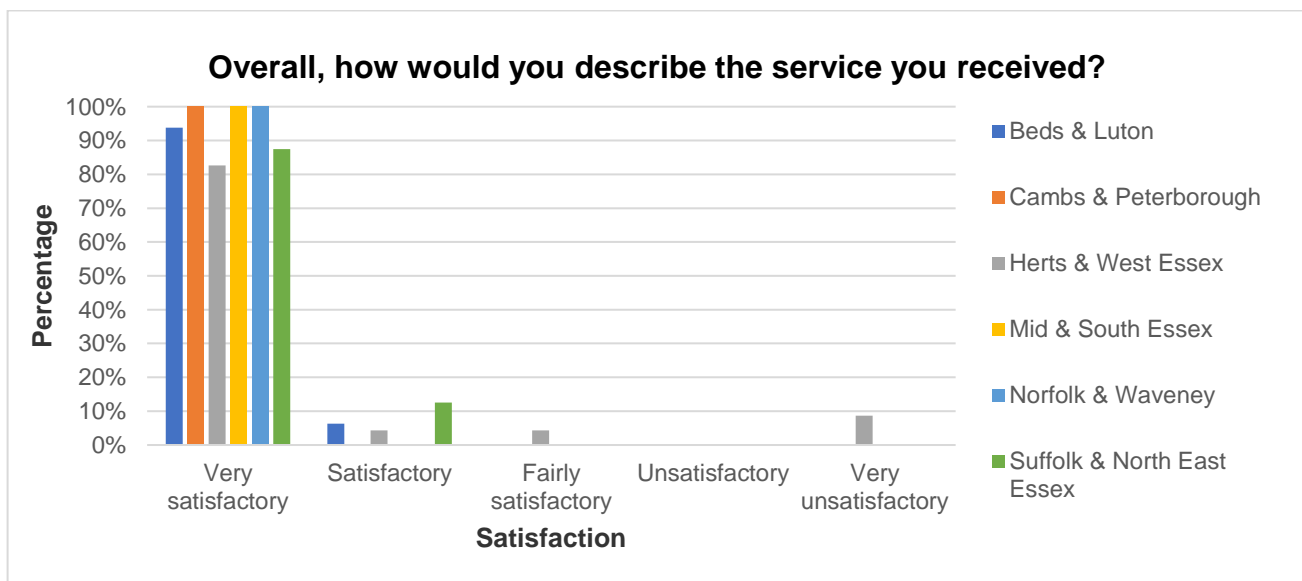
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Exceeded my expectations	9 (60.0%)	12 (54.5%)	7 (30.4%)	10 (52.6%)	12 (60.0%)	10 (66.7%)	60 (52.6%)
Met my expectations	6 (40.0%)	10 (45.5%)	13 (56.5%)	9 (47.4%)	8 (40.0%)	5 (33.3%)	51 (44.7%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	15	22	23	19	20	15	114
No reply to question	3	0	3	2	1	2	11

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	May all areas Total
Very satisfactory	15 (93.8%)	22 (100%)	19 (82.6%)	19 (100%)	20 (100%)	14 (87.5%)	109 (94.0%)
Satisfactory	1 (6.3%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	2 (12.5%)	4 (3.4%)
KPI Result – (very satisfactory + satisfactory/Tot al number of responses)	16/16 (100%)	22/22 (100%)	20/23 (87.0%)	19/19 (100%)	20/20 (100%)	16/16 (100%)	113/116 (97.4%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
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%)	0 (0.0%)	2 (8.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
Total number of responses	16	22	23	19	20	16	116
No reply to question	2	0	3	2	1	1	9

97.4% of patients who responded to the above question and had used the Trust’s ES during May 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
8	Cambs & Peterborough	Could see no way my experience could be improved.
7	Herts & West Essex	No improvement needed.
35	Mid & South Essex	Everything and everyone was brilliant. I couldn't have asked for better care for my son.
20	Norfolk & Waveney	Your service was outstanding.
38	Suffolk & North Essex	I can't praise the lovely ambulance crew enough they are great. I have had to call you in the past for my husband who was very ill. And again, can't thank you enough kind caring wonderful people many many thanks.
30	Mid & South Essex	I think the hospital and the ambulance service do extremely well considering the amount of people they get going through their doors 1 days and nights a week. Well done to all the ambulance staff and the two that cared for me.
42	Norfolk & Waveney	I would like to thank you all so very much for all your help and kindness, you have all been so kind to me and helpful. I am 84, and I always have a good laugh with your staff they are so lovely. I love you all, all my best wishes. Thank you.
90	Norfolk & Waveney	Cannot be improved.
19	Suffolk & North Essex	Unfortunately, we have to use the ambulance service quite frequently due to our son's severe epilepsy. We have always found the service and crews to be extremely good and on this occasion, it was very good and nothing to improve upon.
4	Mid & South Essex	Excellent team - no improvement required.
15	Mid & South Essex	I do not feel there is anything I could say that would improve my experience.
24	Mid & South Essex	Very good.
80	Norfolk & Waveney	No way could you have improved the service I got from the fast response crew or the ambulance crew, they were both excellent.
88	Norfolk & Waveney	Our experience could not be improved! The two gentlemen who attended went above and beyond and made us feel at ease with our situation.
26	Cambs & Peterborough	No, I had attention soon after I dialled 111.
52	Suffolk & North Essex	I have always found the ambulance people always friendly and helpful. Only once have I had to wait several hours for them to arrive.

31	Mid & South Essex	My experience could not have been better I was treated with kindness at all times staff were very careful and mindful of my age (83).
57	Mid & South Essex	Staff were experienced and very friendly, no improvement necessary. Top staff.
86	Cambs & Peterborough	No way could it have been improved, the attendants were polite, caring and coped beautifully with my lack of hearing.
48	Beds & Luton	I was treated with the upmost care and professionalism; I couldn't have asked for a better service.
22	Mid & South Essex	On the day of my accident I could not of asked for anymore care than what I received. The service and the actions and treatment of the ambulance crew was second to none and I cannot thank them enough for the actions not only the way they treated me but also their caring attitude they showed to my family.
2	Norfolk & Waveney	The service was excellent and could not be improved.
97	Herts & West Essex	Very happy with service.
7	Suffolk & North Essex	Very good service. 110% great. Very friendly.
10	Beds & Luton	I have filled in this form as my husband does not remember anything. Your service is second to none and its lovely that we have people like you to be there for us your staff were wonderful. So thank you all very much.

Patient number	STP	Mixed/Neutral comments
69	Norfolk & Waveney	Only so much as upon arriving at A&E for a blood test I had to undergo all the tests 111 had done.
91	Herts & West Essex	3 hrs wait is terrible!! Fortunately, the paramedic in his car was extremely kind & helpful, drove me to hospital though worried I was not lying down in an ambulance. He took me into A&E & liaised with Drs there.
29	Herts & West Essex	The only concern I had was how long the crew had to wait after assessing me until the emergency doctor made contact. I felt very concerned that they could have been attending to other patients, but the rules dictated that they had to wait in order to ensure the handover. This seemed to be an inefficient use of their time.
67	Cambs & Peterborough	Early collection for appointments (late drop off) Not turned up for collection one occasion. Once picked up 4 hrs before appt time. Hospital transport only. Emergency service was good.
48	Suffolk & North Essex	I believe the effectiveness of the service could be doubled without any additional expense. In the past I have seen as many as 6 ambulances outside casualty with the two operatives of each staying with a patient until seen & admitted by the registrar! I think one is enough and the remainder i.e. personnel returned, to both coupled immediately put 3 units back into service!!

Patient number	STP	Negative comments
12	Beds & Luton	I found with two members of the A.S rather that they had a bullying attitude which I found rather frightening. Another ambulance driver who brought me home stank of tobacco and was in a tremendous hurry to get me from the ambulance and in doing so pushed me up against another patient. He was very rude and kept shouting at me to tell him where I lived. I found it extremely upsetting.
54	Beds & Luton	Mon 13 May - needed ambulance transport between L&D and Addenbrookes for a scheduled appointment. However, L&D staff were under the impression that the only way of obtaining ambulance transport was now to call a blue light ambulance. We were therefore nearly 2 hours late for a vital neuro appointment and nearly missed the tests he needed. Stunningly stressful and totally unavoidable if the ambulance service and hospital staff could only have communicated with each other regarding the existence of a dedicated service to transfer patients for scheduled appointments.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	50 (43.9%)
Female	64 (56.1%)
Total number of responses	114
Declined to answer question	0
No reply to question	11

Age

Age	Total
Range	-1 to 97 years
Mean	70 years
Median	75 years
Mode	74 years
Total number of responses	117
Declined to answer question	1
No reply to question	7

Ethnicity

Ethnicity	Total
White British	110 (94.8%)
White Irish	2 (1.7%)
Any other White background	1 (0.9%)
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	2 (1.7%)
Asian Pakistani	1 (0.9%)
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%)
Total number of responses	116
Declined to answer question	2
No reply to question	7

There were no additional comments received in answer to this question:

- “US.” (*Patient 10, Suffolk & North East Essex*)

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	81 (70.4%)
Hindu	2 (1.7%)
Jewish	1 (0.9%)
Muslim	1 (0.9%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	27 (23.5%)
Other	3 (2.6%)
Total number of responses	115
Declined to answer question	1
No reply to question	10

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

- *"Spiritualist." (Patient 80, Norfolk & Waveney)*
- *"Jehovah." (Patient 40, Herts & West Essex)*
- *"Atheist." (Patient 19, Cambs & Peterborough)*

Sexual Orientation

Sexual Orientation	Total
Heterosexual	73 (91.3%)
Lesbian	0 (0.0%)
Gay	1 (1.3%)
Bisexual	2 (2.5%)
Other	4 (5.0%)
Total number of responses	80
Declined to answer question	8
No reply to question	37

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	32 (22.1%)
Physical impairment	37 (25.5%)
Sensory impairment	8 (5.5%)
Long standing condition	35 (24.1%)
Learning disability	5 (3.4%)
Mental health disorder	5 (3.4%)
Other	23 (15.9%)
Total number of responses	145
Declined to answer question	2
No reply to question	21

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

- *"Dementia." (Patient 63, Cambs & Peterborough & Patient 47, Mid & South Essex)*
- *"Hearing." (Patient 30, Mid & South Essex)*
- *"Heart condition, trouble with walking, hernia." (Patient 42, Norfolk & Waveney)*
- *"COPD." (Patient 77, Norfolk & Waveney)*
- *"Elderly/frail/deaf." (Patient 4, Mid & South Essex)*
- *"Cerebral palsy." (Patient 79, Cambs & Peterborough)*
- *"Diabetes." (Patient 26, Suffolk & North Essex)*
- *"Awaiting dementia diagnosis." (Patient 6, Herts & West Essex)*
- *"Severe arthritis." (Patient 38, Norfolk & Waveney)*
- *"Bone and prostate cancer, Parkinson's, early dementia." (Patient 13, Suffolk & North Essex)*
- *"Bladder cancer." (Patient 84, Mid & South Essex)*
- *"Deafness and sight problem." (Patient 86, Cambs & Peterborough)*
- *"Mum can't walk and has early dementia." (Patient 9, Beds & Luton)*
- *"Balance." (Patient 82, Cambs & Peterborough)*
- *"Arthritis - left hip right hand." (Patient 39, Herts & West Essex)*
- *"Spinal dislocation." (Patient 40, Herts & West Essex)*
- *"Rheumatoid arthritis." (Patient 82, Norfolk & Waveney)*
- *"C.O.P.D." (Patient 54, Suffolk & North Essex)*
- *"Lack of breath!" (Patient 85, Norfolk & Waveney)*
- *"Again another stupid question, I wouldn't be needing you if I wasn't impaired in some way." (Patient 72, Mid & South Essex)*
- *"Global Development Delay." (Patient 54, Beds & Luton)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes	57 (50.0%)
No	32 (28.1%)
Other	25 (21.9%)
Total number of responses	114
Declined to answer question	3
No reply to question	14

Of the 25 patients who answered 'other' in response to this question; 24 patients advised that they had been 'widowed,' and one patient responded 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	64 (74.4%)
No, I do not have a child under 12 months old	20 (23.3%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	2 (2.3%)
Total number of responses	86
Declined to answer question	4
No reply to question	51

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

Gender Reassignment	Total
Yes	0 (0.0%)
No	90 (100%)
Total number of responses	90
Declined to answer question	4
No reply to question	31

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)

Format	Total
I did not require a different format	82 (95.3%)
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 (1.2%)
Large print	3 (3.5%)
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%)
Total	86
Declined to answer question	2
Did not answer	38

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

- *"I am hard of hearing but my daughter was there to help me." (Patient 69, Herts & West Essex)*

Impact on the service received

Impact on Service	Total
No	98 (99.0%)
Yes, in a positive way	1 (1.0%)
Yes, in a negative way	0 (0.0%)
Total	99
Did not answer	26

98 patients (99.0%) felt that the service they received was not affected by any of the aforementioned strands of diversity. One patient (1.0%) responded that the service they received was affected in a positive way but no patients responded that the service they received was affected in a negative way. 26 patients did not answer this question.

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

- *“Obviously not enough ambulances available at the time I collapsed.” (Patient 91, Herts & West Essex)*
- *“The ambulance service was called out quite regularly and always cared for my brother who sadly passed away on the 22/05/19 of old age.” (Patient 54, Mid & South Essex)*
- *“Apart from this occasion when she must of thought me senile.” (Patient 72, Mid & South Essex)*

Aftercare

Following this survey; four letters of appreciation were received together with two questionnaires containing comments of concern. These were passed to the Patient Experience Department (Bedford) for further action as appropriate.