



Patient Experience Report: Emergency Services Continuous Survey

Author: Laura Mann, Patient Experience Manager (Surveys)

Report Period: February 2019

Date of Report: July 2019

Results for February 2019

Response

479 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st to the 14th of February 2019.

120 responses were received over the following four week period. This equates to a 25.1% 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

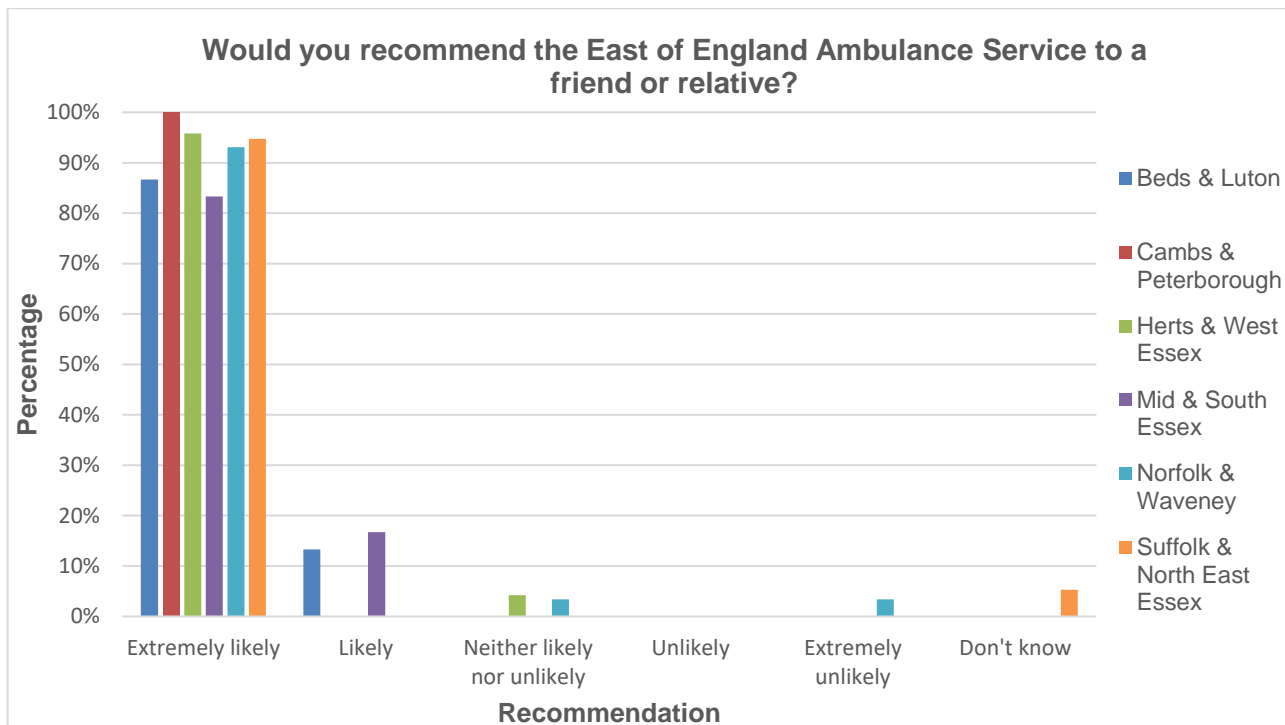
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	February all Areas Total
Extremely likely	13 86.7%	12 100.0%	23 95.8%	15 83.3%	27 93.1%	18 94.7%	108 92.3%
Likely	2 13.3%	0 0.0%	0 0.0%	3 16.7%	0 0.0%	0 0.0%	5 4.3%
Neither likely nor unlikely	0 0.0%	0 0.0%	1 4.2%	0 0.0%	1 3.4%	0 0.0%	2 1.7%
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 3.4%	0 0.0%	1 0.9%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.3%	1 0.9%
Total number of responses	15	12	24	18	29	19	117
No reply to question	1	0	2	0	0	0	3

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).

96.6% of patients who responded to the above question and had used the Trust's ES during the month of February 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	12 85.7%	8 66.7%	17 77.3%	15 83.3%	22 75.9%	17 89.5%	91 79.8%	85/88 96.6%
The view of someone acting on behalf of the patient	2 14.3%	4 33.3%	5 22.7%	3 16.7%	7 24.1%	2 10.5%	23 20.2%	21/23 91.3%
Total number of responses	14	12	22	18	29	19	114	111
No reply to question	2	0	4	0	0	0	6	3

The Key Performance Indicator (KPI) is used as a method of calculating the overall satisfaction of the patient in relation to the service they have received. The KPI result is calculated by dividing the proportion of 'very satisfactory' and 'satisfactory' responses (numerator) by the overall number of responses (denominator), multiplied by 100.

Q3 – 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	2 11.8%	3 20.0%	2 9.1%	4 19.0%	3 10.3%	3 15.8%	17 13.8%
NHS 111 Service	6 35.3%	5 33.3%	7 31.8%	8 38.1%	16 55.2%	8 42.1%	50 40.7%
Out of Hours Doctor's Service	1 5.9%	1 6.7%	1 4.5%	2 9.5%	0 0.0%	1 5.3%	6 4.9%
A walk in centre	0 0.0%	0 0.0%	1 4.5%	0 0.0%	0 0.0%	0 0.0%	1 0.8%
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	7 41.2%	6 40.0%	10 45.5%	6 28.6%	8 27.6%	5 26.3%	42 34.1%
Other	1 5.9%	0 0.0%	1 4.5%	1 4.8%	2 6.9%	2 10.5%	7 5.7%
Total number of responses	17	15	22	21	29	19	123
No reply to question	1	0	7	2	3	3	16

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

- *“None of the above.” (Patient 32, Suffolk & North East Essex)*
- *“None.” (Patient 13, Herts & West Essex)*
- *“Rang 999.” (Patient 66, Cambs & Peterborough)*
- *“Care line.” (Patient 81, Norfolk & Waveney)*
- *“111 called an ambulance.” (Patient 16, Norfolk & Waveney)*
- *“Private medical alarm.” (Patient 62, Beds & Luton)*
- *“Doctor’s advisor.” (Patient 47, Suffolk & North East Essex)*
- *“Emergency buzzer.” (Patient 65, Herts & West Essex)*
- *“Appointment with consultant.” (Patient 52, Herts & West Essex)*
- *“I have been in hospital after this date.” (Patient 54, Cambs & Peterborough)*
- *“Dial 999.” (Patient 70, Norfolk & Waveney)*
- *“QE2 Walk in Unit.” (Patient 7, Herts & West Essex)*
- *“A&E.” (Patient 38, Suffolk & North East Essex)*
- *“Care agency in attendance.” (Patient 30, Mid & South Essex)*

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	9 81.8%	8 88.9%	17 81.0%	15 88.2%	22 81.5%	13 86.7%	84 84.0%
Acceptable	2 18.2%	0 0.0%	4 19.0%	2 11.8%	5 18.5%	1 6.7%	14 14.0%
Fairly acceptable	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 6.7%	1 1.0%
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	11	9	21	17	27	15	100
Unable to say	3	1	2	1	1	1	9
No reply to question	2	2	3	0	1	3	11

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	7 53.8%	10 90.9%	11 52.4%	10 55.6%	18 66.7%	10 55.6%	66 61.1%
Acceptable	5 38.5%	1 9.1%	4 19.0%	3 16.7%	5 18.5%	7 38.9%	25 23.1%
Fairly acceptable	1 7.7%	0 0.0%	3 14.3%	3 16.7%	3 11.1%	0 0.0%	10 9.3%
Unacceptable	0 0.0%	0 0.0%	1 4.8%	2 11.1%	1 3.7%	0 0.0%	4 3.7%
Very unacceptable	0 0.0%	0 0.0%	2 9.5%	0 0.0%	0 0.0%	1 5.6%	3 2.8%
Total number of responses	13	11	21	18	27	18	108
Unable to say	1	0	1	0	1	0	3
No reply to question	2	1	4	0	1	1	9

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	13 92.9%	10 100.0%	22 95.7%	17 94.4%	27 90.0%	19 95.0%	108 93.9%
Yes, but I would have liked them to introduce themselves to a greater extent	0 0.0%	0 0.0%	1 4.3%	0 0.0%	0 0.0%	1 5.0%	2 1.7%
No	1 7.1%	0 0.0%	0 0.0%	1 5.6%	3 10.0%	0 0.0%	5 4.3%
Total number of responses	14	10	23	18	30	20	115
Unable to say	0	1	1	0	0	0	2
No reply to question	2	1	2	0	1	0	6

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	15 93.8%	11 91.7%	23 100.0%	18 100.0%	27 96.4%	19 100.0%	113 97.4%
A little improvement necessary	1 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%
Not professional	0 0.0%	1 8.3%	0 0.0%	0 0.0%	1 4.6%	0 0.0%	2 1.7%
Total number of responses	16	12	23	18	28	19	116
Unable to say	0	0	1	0	0	0	1
No reply to question	0	0	2	0	1	0	3

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	14 87.5%	11 91.7%	23 100.0%	18 100.0%	28 96.6%	19 100.0%	113 96.6%
Yes, to some extent	2 12.5%	0 0.0%	0 0.0%	0 0.0%	1 3.4%	0 0.0%	3 2.6%
No, I was not treated with dignity and respect	0 0.0%	1 8.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%
Total number of responses	16	12	23	18	29	19	117
Unable to say	0	0	1	0	0	0	1
No reply to question	0	0	2	0	0	0	2

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	15 93.8%	12 100.0%	24 100.0%	18 100.0%	27 96.4%	19 100.0%	115 98.3%
Yes, to some extent	1 6.3%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	0 0.0%	2 1.7%
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	16	12	24	18	28	19	117
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	2	0	1	0	3

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	15 93.8%	11 91.7%	24 100.0%	18 100.0%	28 96.6%	19 100.0%	115 97.5%
Yes, to some extent	1 6.3%	1 8.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.7%
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 3.4%	0 0.0%	1 0.8%
Total number of responses	16	12	24	18	29	19	118
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	2	0	0	0	2

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	Total
Yes, definitely	14 93.3%	10 90.9%	20 83.3%	14 77.8%	26 89.7%	18 94.7%	102 87.9%
Yes, to some extent	1 6.7%	1 9.1%	4 16.7%	2 11.1%	3 10.3%	1 5.3%	12 10.3%
Yes, but not in a way I was able to understand	0 0.0%	0 0.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 0.9%
No, no explanation was given	0 0.0%	0 0.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 0.9%
Total number of responses	15	11	24	18	29	19	116
Unable to say	1	0	0	0	0	0	1
No reply to question	0	1	2	0	0	0	3

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	Total
Yes, definitely	9 60.0%	5 55.6%	10 50.0%	12 75.0%	19 67.9%	10 66.7%	65 63.1%
Yes, to some extent	2 13.3%	0 0.0%	7 35.0%	0 0.0%	2 7.1%	1 6.7%	12 11.7%
No, I was not given any choice	4 26.7%	2 22.2%	0 0.0%	2 12.5%	5 17.9%	2 13.3%	15 14.6%
No, I did not receive any treatment	0 0.0%	2 22.2%	3 15.0%	2 12.5%	2 7.1%	2 13.3%	11 10.7%
Total number of responses	15	9	20	16	28	15	103
Unable to say / No treatment was given	0	2	3	2	0	2	9
No reply to question	1	1	3	0	1	2	8

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 86.7%	9 81.8%	13 61.9%	14 82.4%	21 77.8%	13 72.2%	83 76.1%
Fairly involved	1 6.7%	1 9.1%	6 28.6%	2 11.8%	6 22.2%	4 22.2%	20 18.3%
Not involved	1 6.7%	1 9.1%	2 9.5%	1 5.9%	0 0.0%	1 5.6%	6 5.5%
Total number of responses	15	11	21	17	27	18	109
Unable to say	0	0	1	1	1	1	4
No reply to question	1	1	4	0	1	0	7

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	15 100.0%	11 91.7%	24 96.0%	16 88.9%	22 88.0%	18 100.0%	106 93.8%
Satisfied	0 0.0%	0 0.0%	0 0.0%	2 11.1%	2 8.0%	0 0.0%	4 3.5%
Fairly satisfied	0 0.0%	1 8.3%	0 0.0%	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 4.0%	0 0.0%	1 4.0%	0 0.0%	2 1.8%
Total number of responses	15	12	25	18	25	18	113
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	0	1	0	4	1	7

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 85.7%	8 80.0%	17 85.0%	12 75.0%	20 80.0%	14 77.8%	83 80.6%
No	1 7.1%	1 10.0%	1 5.0%	0 0.0%	2 8.0%	1 5.6%	6 5.8%
No, but it was obvious I was not in pain	1 7.1%	1 10.0%	2 10.0%	4 25.0%	3 12.0%	3 16.7%	14 13.6%
Total number of responses	14	10	20	16	25	18	103
Unable to say	1	1	3	1	0	0	6
No reply to question	1	1	3	1	4	1	11

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	6 42.9%	6 66.7%	7 38.9%	6 50.0%	9 37.5%	7 46.7%	41 44.6%
I declined pain relief	2 14.3%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 6.7%	4 4.3%
Yes	3 21.4%	1 11.1%	1 5.6%	0 0.0%	8 33.3%	1 6.7%	14 15.2%
No	3 21.4%	2 22.2%	9 50.0%	6 50.0%	7 29.2%	6 40.0%	33 35.9%
Total number of responses	14	9	18	12	24	15	92
Cannot remember / unable to say	1	1	6	6	1	2	17
No reply to question	1	2	2	0	4	2	11

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	4 30.8%	6 75.0%	11 68.8%	5 38.5%	9 60.0%	5 33.3%	40 50.0%
Comfortable	7 53.8%	2 25.0%	2 12.5%	4 30.8%	4 26.7%	7 46.7%	26 32.5%
Fairly comfortable	1 7.7%	0 0.0%	3 18.8%	3 23.1%	2 13.3%	3 20.0%	12 15.0%
Uncomfortable	0 0.0%	0 0.0%	0 0.0%	1 7.7%	0 0.0%	0 0.0%	1 1.3%
Very uncomfortable	1 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.3%
Total number of responses	13	8	16	13	15	15	80
Unable to say	0	2	0	0	1	0	3
I wasn't transported by ambulance	2	2	9	5	8	3	29
No reply to question	1	0	1	0	5	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	15 100.0%	12 100.0%	24 100.0%	18 100.0%	24 96.0%	17 100.0%	110 99.1%
Fairly acceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	1 0.9%
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	12	24	18	25	17	111
Unable to say	1	0	1	0	0	1	3
No reply to question	0	0	1	0	4	1	6

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	15 100.0%	12 100.0%	22 100.0%	17 100.0%	23 95.8%	17 100.0%	106 99.1%
Fairly acceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 0.0%	1 0.9%
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	12	22	17	24	17	107
Unable to say	0	0	2	1	0	1	4
No reply to question	1	0	2	0	5	1	9

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	13 100.0%	10 100.0%	15 100.0%	14 100.0%	19 100.0%	15 100.0%	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	13	10	15	14	19	15	86
Unable to say	2	1	6	4	4	2	19
No reply to question	1	1	5	0	6	2	15

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

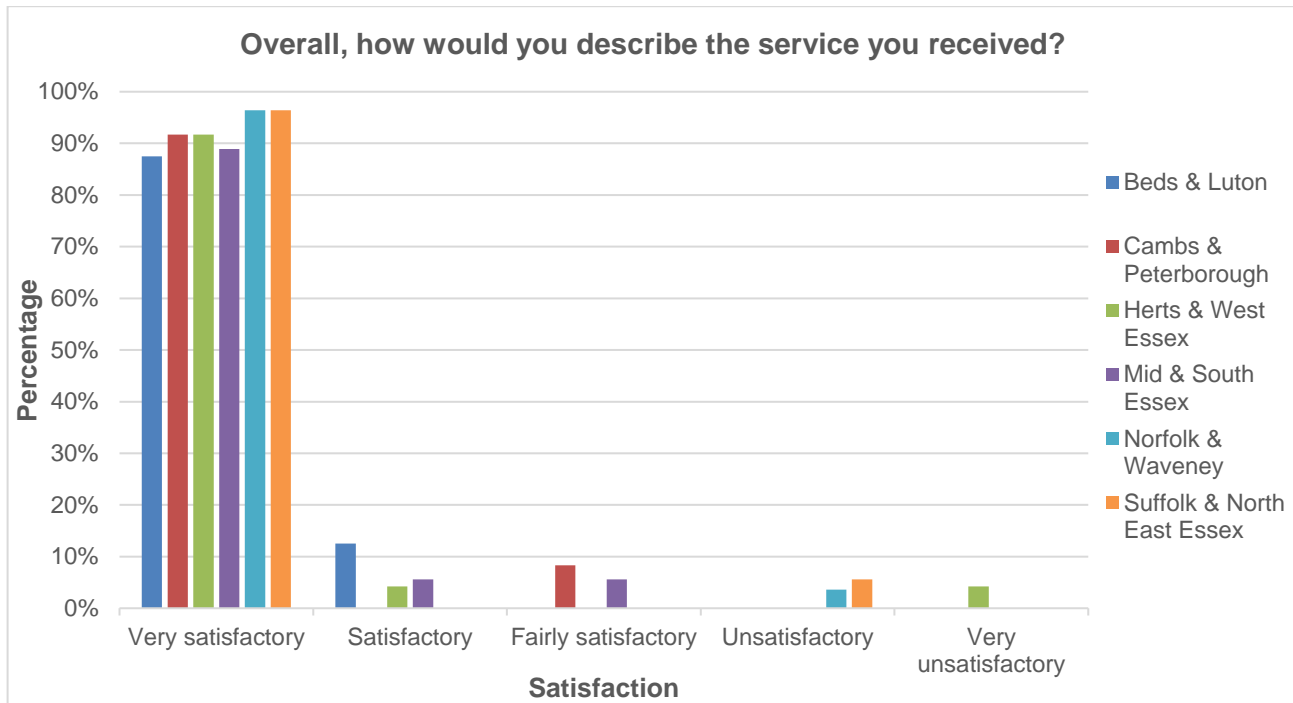
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Exceeded my expectations	5 31.3%	7 58.3%	14 58.3%	7 38.9%	18 64.3%	8 44.4%	59 50.9%
Met my expectations	10 62.5%	5 41.7%	8 33.3%	10 55.6%	9 32.1%	9 50.0%	51 44.0%
Reasonably met my expectations	1 6.3%	0 0.0%	1 4.2%	1 5.6%	1 3.6%	0 0.0%	4 3.4%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 5.6%	1 0.9%
Did not meet my expectations	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	16	12	24	18	28	18	116
No reply to question	0	0	2	0	1	1	4

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	February all areas Total
Very satisfactory	14 87.5%	11 91.7%	22 91.7%	16 88.9%	27 96.4%	17 94.4%	107 92.2%
Satisfactory	2 12.5%	0 0.0%	1 4.2%	1 5.6%	0 0.0%	0 0.0%	4 3.4%
KPI Result – (very satisfactory + satisfactory/Total number of responses)	16/16 100.0%	11/12 91.7%	23/24 95.8%	17/18 94.4%	27/28 96.4%	17/18 94.4%	111/116 95.7%
Fairly satisfactory	0 0.0%	1 8.3%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	2 1.7%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	1 5.6%	2 1.7%
Very unsatisfactory	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	16	12	24	18	28	18	116
No reply to question	0	0	2	0	1	1	4

95.7% of patients who responded to the above question and had used the Trust's ES during February 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
74	Norfolk & Waveney	The service from the ambulance staff was excellent.
46	Herts & West Essex	Service superb.
16	Herts & West Essex	On behalf of pt as he's passed away. We were more than satisfied with the service. Especially the paramedic who found me in the hospital and wished me and pt the best.
45	Mid & South Essex	Please convey my appreciation and thanks to the ambulance crew involved, they were most considerate and kind to my wife and myself regarding our ages.
82	Mid & South Essex	N/A service is good.
24	Cambs & Peterborough	I do not think you could improve.
66	Cambs & Peterborough	Improvement not necessary as they were top class in everything they did (arrived in under 5 minutes for my 999). I have filled in this questionnaire. My wife, the patient is only now semi-conscious and cannot speak (she had had a tracheotomy). She is very ill still.
6	Beds & Luton	No not at all they have been amazing to me the whole of last year. They came out to me and took me to A&E like a yo-yo. So, I am most grateful to them and could not fault them. So many thanks everybody.

15	Cambs & Peterborough	I was satisfied with the ambulance crew that came to my aid. They did everything that was expected of them in very good time.
77	Mid & South Essex	Thank you, you was very good to my dad.
16	Norfolk & Waveney	Nobody could have been kinder or nicer than the two young men who came so quickly to my house.
60	Norfolk & Waveney	We got exceptional service.
10	Beds & Luton	No, I was very, very happy, they were so friendly and very helpful and could not do enough for me and they are a god send.
24	Suffolk & North East Essex	I found the service excellent.
42	Suffolk & North East Essex	No, the ambulance crew were very good so no need to improve. Over the years all ambulance staff have been wonderful. We are so lucky to have these kind and professional people. Thank you.
47	Suffolk & North East Essex	Very good.
37	Herts & West Essex	I could have not been more pleased with the response and kindness with the treatment I received.
44	Cambs & Peterborough	Could not fault your ambulance crew and do not see how our experience could have been improved. This is not a negative but a positive.
84	Herts & West Essex	My experience was positive, very good. As a fairly frequent user being a sufferer from frequent falls etc. my experience has always been positive and very agreeable at a time of trauma so thank you for giving me the opportunity to make very happy to report positively ok.
38	Norfolk & Waveney	I cannot add to the service I received. The crew were pleasant, efficient and caring. On arrival at hospital they wheelchaired me to the toilet and got me a cup of tea, whilst waiting with me in the ambulance until admission. The young female member of the crew was very pleasant and attentive of all things being done for me.
5	Suffolk & North East Essex	I received excellent service and kindness by ambulance staff, both in my home, during my transfer by ambulance to A&E (and during my treatment at the hospital).
15	Suffolk & North East Essex	You could not have provided a better service.
49	Suffolk & North East Essex	I am a status epileptic and every crew I have ever had has been brilliant, thank you. I usually have taken 3 x 10ml midazolam by the time they arrive so the experience is a very misty one.
88	Herts & West Essex	Excellent service.

21	Beds & Luton	Excellent service/response to my son. He had a severe nose/mouth bleed and response to my parents' home was within 5 minutes. As a parent, I was anxious of this but was reassured whilst my son was treated and assessed.
14	Mid & South Essex	Excellent, caring and helpful in every respect.
70	Norfolk & Waveney	I could not have wished for a better ambulance crew they were exceptional, and I hope one day I can personally thank them for everything they did for me. So no, my experience could not of been improved.
63	Herts & West Essex	All very professional.
80	Mid & South Essex	No way you could improve my experience, the two young ladies were very kind and helpful.
71	Mid & South Essex	More than happy. The timing of the ambulance was very quick compared to past experiences. Always happy to get someone.
58	Suffolk & North East Essex	Extremely happy with the service.

Patient number	STP	Mixed/Neutral comments
79	Herts & West Essex	Cannot improve it, except could be more slightly earlier.
20	Mid & South Essex	The only complaint we have is the waiting time for the ambulance, which is not the fault of the crew.
44	Norfolk & Waveney	Try to give arrival time within about 30 mins.

Patient number	STP	Negative comments
12	Norfolk & Waveney	Not to be kept waiting for 3 hours in the ambulance when we arrived at the hospital.
8	Norfolk & Waveney	Long delays.
1	Norfolk & Waveney	Only an increase in staff with more available paramedics. The paramedics had to come from Norwich, took well over one hour.
52	Herts & West Essex	The ambulance, which was pre-booked, didn't turn up and consequently my mother missed her pre-assessment appointment at Princess Alexandra Hospital, Harlow.
54	Cambs & Peterborough	Pick up is extremely good, always early and driver very friendly and helpful, my family do take me and pick me up whenever possible. But one time I don't remember the date? But I waited over 4 ½ hours to be taken home! The desk made calls to you without any luck, if ended up my granddaughter driving to get me. I was told the next week that your driver turned up 1 ¼ hr after I had left.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	56 50.9%
Female	54 49.1%
Total number of responses	110
Declined to answer question	1
No reply to question	9

Age

Age	Total
Range	0 to 101 years
Mean	70 years
Median	75 years
Mode	80 years
Total number of responses	110
Declined to answer question	0
No reply to question	10

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	103 90.4%
White Irish	2 1.8%
Any other White background	2 1.8%
Mixed White and Black Caribbean	1 0.9%
Mixed White and Black African	0 0.0%
White and Black Asian	1 0.9%
Any other mixed background	0 0.0%
Asian Indian	1 0.9%
Asian Pakistani	2 1.8%
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 1.8%
Total number of responses	114
Declined to answer question	0
No reply to question	8

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

- *"Italian."* (Patient 45, Herts & West Essex)
- *"White, French."* (Patient 66, Cambs & Peterborough)

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	77 72.0%
Hindu	1 0.9%
Jewish	2 1.9%
Muslim	2 1.9%
Sikh	0 0.0%
Buddhist	0 0.0%
None	20 18.7%
Other	5 4.7%
Total number of responses	107
Declined to answer question	2
No reply to question	12

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

- "Roman Catholic." (Patient 45, Herts & West Essex)
- "RC." (Patient 6, Beds & Luton)
- "Baptist." (Patient 39, Herts & West Essex)
- "C of E." (Patient 49, Herts & West Essex)
- "British." (Patient 63, Norfolk & Waveney)

Sexual Orientation

(All answer types are listed, some multiple answers)

Sexual Orientation	Total
Heterosexual	67 91.8%
Lesbian	1 1.4%
Gay	0 0.0%
Bisexual	2 2.7%
Other	3 4.1%
Total number of responses	73
Declined to answer question	7
No reply to question	41

- *“Married to a man.” (Patient 59, Suffolk & North East Essex)*
- *“Celibate in widowhood.” (Patient 5, Suffolk & North East Essex)*
- *“I’m so old, I cannot remember.” (Patient 7, Herts & West Essex)*

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	39 28.3%
Physical impairment	21 15.2%
Sensory impairment	11 8.0%
Long standing condition	41 29.7%
Learning disability	7 5.1%
Mental health disorder	7 5.1%
Other	12 8.7%
Total number of responses	138
Declined to answer question	0
No reply to question	18

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

- *“Some walking issues.” (Patient 79, Herts & West Essex)*
- *“Heart disease, chronic kidney disease, chronic gastritis, diverticular chronic iron deficiency, anaemia.” (Patient 6, Beds & Luton)*
- *“Epilepsy.” (Patient 4, Mid & South Essex)*
- *“Alzheimer’s.” (Patient 76, Norfolk & Waveney)*
- *“Wearing a hearing aid.” (Patient 2, Beds & Luton)*
- *“None.” (Patient 47, Suffolk & North East Essex)*
- *“Mobility, use walking stick at home, wheelchair out of house. Early onset vascular dementia.” (Patient 44, Cambs & Peterborough)*
- *“I am a transplant patient in remission from cancer, slowness in moving about but I have all my marbles.” (Patient 38, Norfolk & Waveney)*
- *“COPD.” (Patient 15, Suffolk & North East Essex)*
- *“Asthma, Osteosis.” (Patient 63, Norfolk & Waveney)*
- *“Asthma, generalised anxiety disorder.” (Patient 64, Norfolk & Waveney)*
- *“Vascular dementia/Asthma/complex needs.” (Patient 55, Norfolk & Waveney)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes	59 56.7%
No	31 29.8%
Other	14 13.5%
Total number of responses	104
Declined to answer question	0
No reply to question	21

Of the 14 patients who answered 'other' in response to this question; 11 patients advised that they had been 'widowed,' 1 patient responded that they were 'single,' and 2 patients answered that they were 'separated' or 'divorced.'

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	60 75.9%
No, I do not have a child under 12 months old	18 22.8%
Yes, I am pregnant	1 1.3%
Yes, I have a child under 12 months old	0 0.0%
Total number of responses	79
Declined to answer question	0
No reply to question	56

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

Gender Reassignment	Total
Yes	0 0.0%
No	78 100.0%
Total number of responses	78
Declined to answer question	1
No reply to question	41

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

Format	Total
I did not require a different format	78 100.0%
Braille	0 0.0%
British Sign Language (BSL) interpreter	0 0.0%
Browse aloud (website)	0 0.0%
Deafblind advocate	0 0.0%
Deafblind interpreter	0 0.0%
Easy read	0 0.0%
Large print	0 0.0%
Page magnification (website)	0 0.0%
Text only web page (including ability to change colours)	0 0.0%
Text only web page (including ability to change font size)	0 0.0%
Text re-sizing (website)	0 0.0%
Total	78
Declined to answer question	1
Did not answer	41

Impact on the service received

(All answer types are listed, some multiple answers)

Impact on Service	Total
No	78 92.9%
Yes, in a positive way	6 7.1%
Yes, in a negative way	0 0.0%
Total	84
Did not answer	37

78 patients (92.9%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Six patients (7.1%) responded that the service they received was affected in a positive way and no patients responded that the service they received was affected in a negative way. 37 patients did not answer this question.

Aftercare

Following this survey; 4 letters of appreciation were received along with one cheque for £10.00, which was passed to the Finance department. Any comments of concern were passed to the Patient Experience Team for further action as appropriate.