



Patient Experience Report: Emergency Services Continuous Survey

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Report Period: November 2018
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Results for November 2018

Response

578 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 8th to the 14th of November 2018.

153 responses were received over the following four week period. This equates to a 26.5% 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

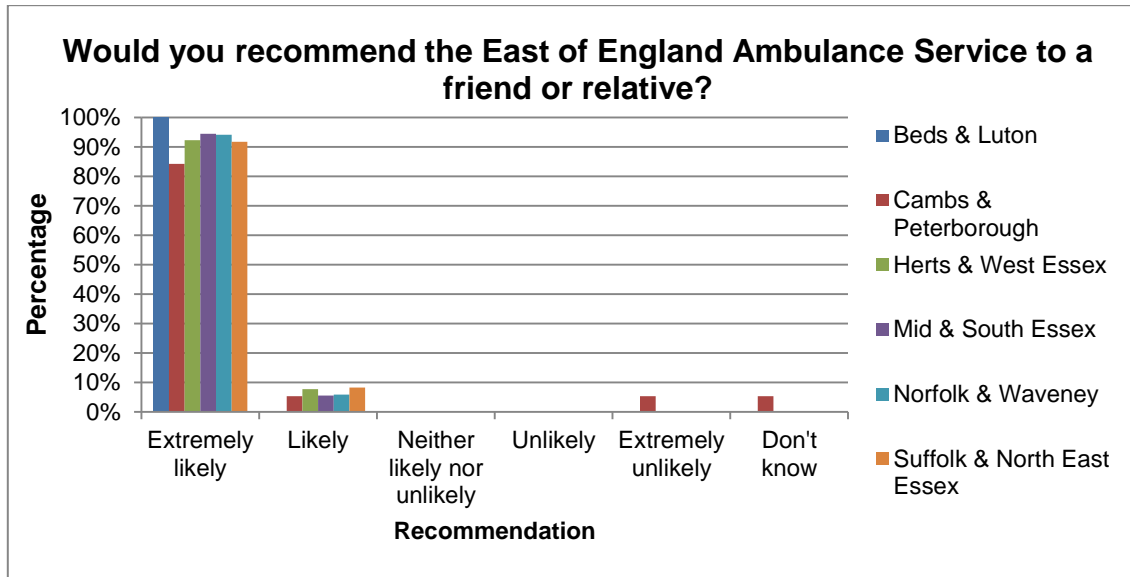
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						November all Areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Extremely likely	19 (100%)	16 (84.2%)	24 (92.3%)	17 (94.4%)	32 (94.1%)	33 (91.7%)	141 (92.8%)
Likely	0 (0.0%)	1 (5.3%)	2 (7.7%)	1 (5.6%)	2 (5.9%)	3 (8.3%)	9 (5.9%)
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%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
Don't know	0 (0.0%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
Total number of responses	19	19	26	18	34	36	152
No reply to question	0	1	0	0	0	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).

98.7% of patients who responded to the above question and had used the Trust's ES during the month of November 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	12 (66.7%)	15 (83.3%)	17 (70.8%)	14 (77.8%)	26 (78.8%)	27 (75.0%)	111 (75.5%)	108/109 (99.1%)
The view of someone acting on behalf of the patient	6 (33.3%)	3 (16.7%)	7 (2.2%)	4 (22.2%)	7 (21.2%)	9 (25.0%)	36 (24.5%)	35/36 (97.2%)
Total number of responses	18	18	24	18	33	36	147	145
No reply to question	1	2	2	0	1	0	6	2

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	5 (20.8%)	2 (10.0%)	7 (30.4%)	4 (25.0%)	5 (15.6%)	12 (33.3%)	35 (23.2%)
NHS 111 Service	5 (20.8%)	13 (65.0%)	8 (34.8%)	3 (18.8%)	10 (31.3%)	11 (30.6%)	50 (33.1%)
Out of Hours Doctor's Service	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	2 (5.6%)	3 (2.0%)
A walk in centre	1 (4.2%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.3%)
Pharmacy	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
The ambulance service were the first health care provider contacted	10 (41.7%)	5 (25.0%)	5 (21.7%)	9 (56.3%)	15 (46.9%)	10 (27.8%)	54 (35.8%)
Other	2 (8.3%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	2 (6.3%)	1 (2.8%)	6 (4.0%)
Total number of responses	24	20	23	16	32	36	151
No reply to question	0	2	5	1	5	2	15

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

- *“None.” (Patient 6, Suffolk and North East Essex)*
- *“Addenbrookes hospital – Gastroenterology department.” (Patient 28, Suffolk and North East Essex)*
- *“Often impossible to get surgery on phone – sometimes engaged all day.” (Patient 80, Suffolk and North East Essex)*
- *“AAU at Bedford Hospital.” (Patient 28, Bedfordshire and Luton)*
- *“999” (Patient 46, Bedfordshire and Luton)*
- *“Acute oncology service N&N hospital.” (Patient 10, Norfolk and Waveney)*
- *“No contact is of the above” (Patient 13, Suffolk and North East Essex)*
- *“Dialled 999.” (Patient 76, Mid and South Essex)*

- “Practice nurse on home visit.” (Patient 99, Suffolk and North East Essex)
- “999” (Patient 33 Hertfordshire and West Essex)
- “Used button.” (Patient 83, Hertfordshire and West Essex)
- “I have a care button used on one occasion.” (Patient 59, Mid and South Essex)
- “Ambulance service (Patient 60, Bedfordshire and Luton)
- “NB contact was made by care home.” (Patient 86, Hertfordshire and West Essex)
- “None.” (Patient 56, Mid and South Essex)
- “999” (Patient 34, Hertfordshire and West Essex)
- “QE2 arranged ambulance.” (Patient 89, Hertfordshire and West 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	17 (94.4%)	10 (62.5%)	17 (85.0%)	14 (93.3%)	24 (88.9%)	24 (85.7%)	106 (85.5%)
Acceptable	1 (5.6%)	4 (25.0%)	2 (10.0%)	1 (6.7%)	2 (7.4%)	3 (10.7%)	13 (10.5%)
Fairly acceptable	0 (0.0%)	2 (12.5%)	1 (5.0%)	0 (0.0%)	1 (3.7%)	1 (3.6%)	5 (4.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	18	16	20	15	27	28	124
Unable to say	1	1	3	1	3	6	15
No reply to question	0	3	3	2	4	2	14

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very acceptable	13 (68.4%)	8 (47.1%)	17 (73.9%)	9 (52.9%)	26 (83.9%)	20 (58.8%)	93 (66.0%)
Acceptable	4 (21.1%)	4 (23.5%)	3 (13.0%)	7 (41.2%)	4 (12.9%)	12 (35.3%)	34 (24.1%)
Fairly acceptable	1 (5.3%)	2 (11.8%)	3 (13.0%)	1 (5.9%)	1 (3.2%)	0 (0.0%)	8 (5.7%)
Unacceptable	1 (5.3%)	2 (11.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)	4 (2.8%)
Very unacceptable	0 (0.0%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)	2 (1.4%)
Total number of responses	19	17	23	17	31	34	141
Unable to say	0	0	1	0	1	1	3
No reply to question	0	3	2	1	2	1	9

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	18 (100%)	15 (100%)	21 (95.5%)	15 (93.8%)	32 (100%)	32 (94.1%)	133 (97.1%)
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%)	2 (5.9%)	2 (1.5%)
No	0 (0.0%)	0 (0.0%)	1 (4.5%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	2 (1.5%)
Total number of responses	18	15	22	16	32	34	137
Unable to say	1	1	1	0	0	1	4
No reply to question	0	4	3	2	2	1	12

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	18 (94.7%)	18 (94.7%)	25 (100%)	17 (94.4%)	33 (100%)	34 (97.1%)	145 (97.3%)
A little improvement necessary	1 (5.3%)	1 (5.3%)	0 (0.0%)	1 (5.6%)	0 (0.0%)	1 (2.9%)	4 (2.7%)
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	19	19	25	18	33	35	149
Unable to say	0	0	0	0	0	0	0
No reply to question	0	1	1	0	1	1	4

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	18 (94.7%)	19 (100%)	24 (100%)	17 (94.4%)	33 (100%)	35 (97.2%)	146 (98.0%)
Yes, to some extent	1 (5.3%)	0 (0.0%)	0 (0.0%)	1 (5.6%)	0 (0.0%)	1 (2.8%)	3 (2.0%)
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	19	19	24	18	33	36	149
Unable to say	0	0	1	0	0	0	1
No reply to question	0	1	1	0	1	0	3

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	19 (100%)	19 (100%)	23 (95.8%)	18 (100%)	33 (100%)	34 (97.1%)	146 (98.6%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	1 (2.9%)	2 (1.4%)
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	19	19	24	18	33	35	148
Unable to say	0	0	1	0	0	0	1
No reply to question	0	1	1	0	1	1	4

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	19 (100%)	19 (100%)	25 (100%)	17 (94.4%)	33 (100%)	35 (100%)	148 (99.3%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	19	19	25	18	33	35	149
Unable to say	0	0	0	0	0	0	0
No reply to question	0	1	1	0	1	1	4

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	18 (94.7%)	17 (94.4%)	19 (79.2%)	16 (94.1%)	30 (90.9%)	32 (91.4%)	132 (90.4%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	4 (16.7%)	1 (5.9%)	2 (6.1%)	3 (8.6%)	10 (6.8%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	1 (3.0%)	0 (0.0%)	2 (1.4%)
No, no explanation was given	1 (5.3%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.4%)
Total number of responses	19	18	24	17	33	35	146
Unable to say	0	0	1	0	0	0	1
No reply to question	0	2	1	1	1	1	6

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	10 (62.5%)	10 (58.8%)	14 (66.7%)	9 (69.2%)	21 (72.4%)	19 (67.9%)	83 (66.9%)
Yes, to some extent	4 (25.0%)	3 (17.6%)	2 (9.5%)	2 (15.4%)	3 (10.3%)	7 (25.0%)	21 (16.9%)
No, I was not given any choice	0 (0.0%)	4 (23.5%)	3 (14.3%)	2 (15.4%)	1 (3.4%)	1 (3.6%)	11 (8.9%)
No, I did not receive any treatment	2 (12.5%)	0 (0.0%)	2 (9.5%)	0 (0.0%)	4 (13.8%)	1 (3.6%)	9 (7.3%)
Total number of responses	16	17	21	13	29	28	124
Unable to say / No treatment was given	3	1	3	4	1	4	16
No reply to question	0	2	2	1	4	4	13

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	17 (89.5%)	13 (81.3%)	16 (70.0%)	11 (84.6%)	29 (90.6%)	28 (82.4%)	114 (83.2%)
Fairly involved	1 (5.3%)	1 (6.3%)	5 (21.7%)	2 (15.4%)	2 (6.3%)	6 (17.6%)	17 (12.4%)
Not involved	1 (5.3%)	2 (12.5%)	2 (8.7%)	0 (0.0%)	1 (3.1%)	0 (0.0%)	6 (4.4%)
Total number of responses	19	16	23	13	32	34	137
Unable to say	0	2	3	3	1	0	9
No reply to question	0	2	0	2	1	2	7

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very satisfied	17 (89.5%)	16 (88.9%)	24 (92.3%)	16 (94.1%)	32 (97.0%)	32 (97.0%)	137 (93.8%)
Satisfied	2 (10.5%)	2 (11.1%)	1 (3.8%)	0 (0.0%)	1 (3.0%)	1 (3.0%)	7 (4.8%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	1 (3.8%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	2 (1.4%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	19	18	26	17	33	33	146
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	0	2	0	1	1	3	7

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	Total
Yes	14 (82.4%)	15 (83.3%)	17 (73.9%)	12 (85.7%)	22 (66.7%)	27 (90.0%)	107 (79.3%)
No	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	3 (9.1%)	0 (0.0%)	4 (3.0%)
No, but it was obvious I was not in pain	3 (17.6%)	3 (16.7%)	5 (21.7%)	2 (14.3%)	8 (24.2%)	3 (10.0%)	24 (17.8%)
Total number of responses	17	18	23	14	33	30	135
Unable to say	1	0	3	2	0	4	10
No reply to question	1	2	0	2	1	2	8

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	7 (41.2%)	7 (46.7%)	7 (33.3%)	6 (40.0%)	12 (40.0%)	9 (33.3%)	48 (38.4%)
I declined pain relief	0 (0.0%)	1 (6.7%)	1 (4.8%)	0 (0.0%)	0 (0.0%)	2 (7.4%)	4 (3.2%)
Yes	4 (23.5%)	4 (26.7%)	3 (14.3%)	5 (33.3%)	4 (13.3%)	8 (29.6%)	28 (22.4%)
No	6 (35.3%)	3 (20.0%)	10 (47.6%)	4 (26.7%)	14 (46.7%)	8 (29.6%)	45 (36.0%)
Total number of responses	17	15	21	15	30	27	125
Cannot remember / unable to say	1	2	4	1	2	7	17
No reply to question	1	3	1	2	2	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	7 (41.2%)	7 (58.3%)	12 (54.5%)	4 (26.7%)	18 (62.1%)	17 (56.7%)	65 (52.0%)
Comfortable	6 (35.3%)	2 (16.7%)	8 (36.4%)	8 (53.3%)	6 (20.7%)	8 (26.7%)	38 (30.4%)
Fairly comfortable	4 (23.5%)	2 (16.7%)	1 (4.5%)	2 (13.3%)	4 (13.8%)	3 (10.0%)	16 (12.8%)
Uncomfortable	0 (0.0%)	0 (0.0%)	1 (4.5%)	1 (6.7%)	1 (3.4%)	2 (6.7%)	5 (4.0%)
Very uncomfortable	0 (0.0%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
Total number of responses	17	12	22	15	29	30	125
Unable to say	0	1	1	0	0	1	3
I wasn't transported by ambulance	2	5	3	2	4	3	19
No reply to question	0	2	0	1	1	2	6

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	17 (89.5%)	19 (100%)	25 (100%)	15 (93.8%)	32 (100%)	35 (100%)	143 (97.9%)
Fairly acceptable	2 (10.5%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	3 (2.1%)
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	19	19	25	16	32	35	146
Unable to say	0	0	1	0	0	0	1
No reply to question	0	1	0	2	2	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	19 (100%)	19 (100%)	24 (100%)	15 (100%)	31 (100%)	30 (100%)	138 (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	19	19	24	15	31	30	138
Unable to say	0	0	1	0	1	0	2
No reply to question	0	1	1	3	2	6	13

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	18 (100%)	15 (100%)	21 (100%)	12 (92.3%)	28 (100%)	29 (100%)	123 (99.2%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
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	18	15	21	13	28	29	124
Unable to say	1	2	3	1	4	2	13
No reply to question	0	3	2	4	2	5	16

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

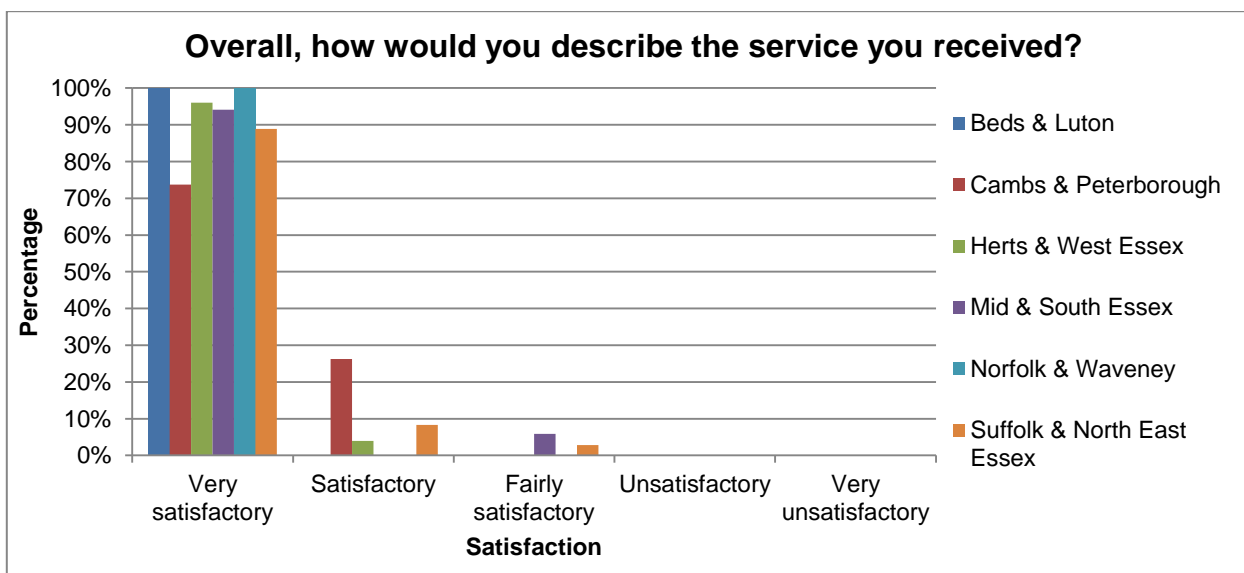
Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Exceeded my expectations	8 (42.1%)	11 (57.9%)	9 (34.6%)	10 (58.8%)	20 (58.8%)	20 (55.6%)	78 (51.7%)
Met my expectations	11 (57.9%)	7 (36.8%)	16 (61.5%)	6 (35.3%)	14 (41.2%)	15 (41.7%)	69 (45.7%)
Reasonably met my expectations	0 (0.0%)	1 (5.3%)	1 (3.8%)	1 (5.9%)	0 (0.0%)	1 (2.8%)	4 (2.6%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	19	19	26	17	34	36	151
No reply to question	0	1	0	1	0	0	2

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

Response	STP Areas						November all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfactory	19 (100%)	14 (73.7%)	24 (96.0%)	16 (94.1%)	34 (100%)	32 (88.9%)	139 (92.7%)
Satisfactory	0 (0.0%)	5 (26.3%)	1 (4.0%)	0 (0.0%)	0 (0.0%)	3 (8.3%)	9 (6.0%)
KPI Result – (very satisfactory + satisfactory/Tot al number of responses)	19/19 (100%)	19/19 (100%)	25/25 (100%)	16/17 (94.1%)	34/34 (100%)	35/36 (97.2%)	148/150 (98.7%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (2.8%)	2 (1.3%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	19	19	25	17	34	36	150
No reply to question	0	1	1	1	0	0	3

96.4% of patients who responded to the above question and had used the Trust’s ES during November 2018 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
83	Cambs & Peterborough	Brilliant team. Very reassuring calm and efficient.
10	Suffolk & North East Essex	No improvement is necessary. The treatment friendliness & professionalism of the ambulance staff was excellent.
64	Suffolk & North East Essex	The experience was very good and I do not think it could be improved.
19	Beds & Luton	I am completely satisfied and appreciative of this service. There is nothing I would say that needs improving. I am very grateful. Thank you for the service.
50	Mid & South Essex	Not in anyway. The paramedics were both wonderful and the young lady paramedic calmed me down whilst carrying out all the necessary tests. We did not have to wait for too long in fact I believe from the time my husband rang until the time the ambulance arrived was less than 15 minutes.
47	Suffolk & North East Essex	Nothing because they were very caring to me.
65	Herts & West Essex	No improvements to make note of. Everything was great; the overall service was 110% acceptable.
13	Suffolk & North East Essex	Experience was perfect.
76	Mid & South Essex	No everything very good. Ambulance was very quick in arriving about ½ hour. Ambulance staff were brilliant kind, very caring.
84	Norfolk & Waveney	Not at all. The ambulance arrived in very good time. The paramedics treated me with kindness and respect. They were very thorough and good humoured throughout their care of me.
33	Herts & West Essex	No I thought I was treated so well, I would not hesitate to call them, my luck has been quite bad lately. And they all looked after me so well if I could give medals they would be first in line.
113	Herts & West Essex	The ambulance service is and always has been outstanding - Alas the standard of care in the hospital left much to be desired.
93	Norfolk & Waveney	The ambulance staff where excellent.
16	Beds & Luton	No. My care from the two paramedics who attended on this night was excellent. Thank you so much.
31	Suffolk & North East Essex	Your medics were wonderful, both of them. They explained to me I was having a heart attack and I refused to go to Hospital they both would not give up. They went above and beyond to convince me to go to and thanks to them both I am writing their praises, they saved my life!! Please thank them both for me!!

30	Cambs & Peterborough	Nothing they were amazing. Please thank the crew so much they were amazing so calm.
59	Mid & South Essex	I have been taken to Broomfield on three occasions by ambulance & have been given thorough care & attention each time.
4	Mid & South Essex	No they were brilliant. Very professional. It is true what they say about paramedics your treatment starts with these people.
25	Mid & South Essex	Excellent Service.
64	Cambs & Peterborough	The ambulance crew were fantastic and I mean fantastic.
94	Norfolk & Waveney	We have had crews out often since moving to this area there is no room for improvement as we all found their services and manners excellent.
21	Suffolk & North East Essex	No it was excellent.
16	Suffolk & North East Essex	Excellent service. Cannot fault N.H.S.
55	Cambs & Peterborough	I can't think of anything that could have improved the experience as everyone was very helpful, quick and professional.
16	Norfolk & Waveney	I cannot think of any way you could improve on the service I received wonderful.
5	Norfolk & Waveney	There is no other way that you could improve the service and experience I received; I could not fault any of it. I was put at ease as soon as they arrived and reassured me throughout.
96	Norfolk & Waveney	The experience could not be better.
36	Norfolk & Waveney	As far as I was concerned the service was very good and the gentlemen who attended were very professional and nice.
2	Suffolk & North East Essex	In my opinion, the service I received was excellent, and thank you they do a good job.
89	Herts & West Essex	Being perfectly honest, nothing.
48	Mid & South Essex	In a perfect world I could have done with the ambulance coming quicker - but that's only because I was in intense pain. Other than that the service could not have been improved.
34	Herts & West Essex	Nothing - both were excellent empathetic and professional.
73	Herts & West Essex	Both the man and the woman were lovely. Polite, helpful and very patient with my mother.
31	Suffolk & North East Essex	Your medics were wonderful, both of them. They explained to me I was having a heart attack and I refused to go to Hospital they both would not give up. They went above and beyond to convince me to go to and thanks to them both I am writing their praises, they saved my life!! Please thank them both for me!!

3	Suffolk & North East Essex	Absolutely nothing could have been improved, staff facilities are impeccable.
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Patient number	STP	Mixed/Neutral comments
11	Norfolk & Waveney	My experience was fine.
71	Suffolk & North East Essex	Not from the service I received.
28	Suffolk & North East Essex	Questions rather long & involved at initial contact & was told that response time could be up to 6 hrs. This was unacceptable because of the complex medical issues which necessitated a speedy response. However the wait time turned out to be about 30mins. Initial call handler was a little abrupt & did not display a great deal of empathy.
57	Cambs & Peterborough	The 4 - hour wait was a long time when my 95 year old grandad had been on the floor for 5 hours. BUT the paramedics were fantastic with him and very apologetic for the wait.
13	Mid & South Essex	The ambulance arrived quickly however only one paramedic was on board so we waited almost an hour for another one to arrive. This was a distressing time for myself but even more for my 2 year old who had been badly burnt and was in a lot of pain.
74	Norfolk & Waveney	The only thing that I was sent to the hospital at the request of the surgery and the hospital but when I was told I could go home I was informed that I did not qualify for transport home this was late. I did not ask to go to hospital I was sent there. I am pleased with the ward as they said they would pay for a taxi to get me home for which I never thank them. But I am 79 years old and if the ward had not paid then when I was sent to hospital by the ward had not paid then when I was sent to hospital by the surgery I was not allowed to go home to get money or phone book this was not the fault of the ambulance men.
11	Cambs & Peterborough	999 service use to get me in to hospital was good responsive as much as I could remember. I was not fully conscious.
86	Herts & West Essex	My mother has had numerous trips to the Lister in ambulances over the last 10 years. Often I have accompanied her and often I have been present when the teams attended, cared for and made the decision to take her to A&E. The staff have always been efficient, extremely kind and supportive and have certainly saved her life on at least one occasion. I have only two suggestions to offer: 1) More training on dementia. 2) Particular care that very elderly patients are kept warm.

Patient number	STP	Negative comments
22	Cambs & Peterborough	Being partially sighted the only complaint I have is employing people to send out this rubbish to patients we are all extremely lucky to have the NHS.
7	Cambs & Peterborough	You should tell people that there is always a long delay when you contact 111 service and they send an ambulance, if we had dialled 999 the ambulance would not have taken 5 ½ hours to reach us. Leave me in severe pain and unable to walk.
77	Cambs & Peterborough	An earlier arrival time would have been helpful as I was in great pain and had to wait for over 2 hours for your arrival. However this was earlier than the 4 hour plus estimation, I was given but as I was suffering AF. It could have been more critical. Can my medical records have not been checked for more accurate prioritisation?
61	Herts & West Essex	Ambulance staff were insisting on me staying at home rather than go to the hospital for assessment which I think was wrong. I was in a lot of pain and didn't know what was causing it. I was frightened and very worried. I had the feeling I was being 'a burden' rather than a patient. My husband called the ambulance because I fainted from pain.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	79 (54.9%)
Female	65 (45.1%)
Total number of responses	144
Declined to answer question	1
No reply to question	8

Age

Age	Total
Range	-1 to 95 years
Mean	67 years
Median	74 years
Mode	82 years
Total number of responses	144
Declined to answer question	0
No reply to question	9

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	131 (91.0%)
White Irish	3 (2.1%)
Any other White background	3 (2.1%)
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	0 (0.0%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	1 (0.7%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	1 (0.7%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Other	5 (3.5%)
Total number of responses	144
Declined to answer question	0
No reply to question	13

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

- "Romanian." (Patient 9, Norfolk & Waveney)
- "English." (Patient 85, Norfolk & Waveney)
- "Swiss." (Patient 86, Herts & West Essex)
- "English." (Patient 41, Cambs & Peterborough)
- "Born in Poland, White Polish." (Patient 61, Herts & West Essex)

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	92 (68.7%)
Hindu	0 (0.0%)
Jewish	2 (1.5%)
Muslim	1 (0.7%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	34 (25.4%)
Other	5 (3.7%)
Total number of responses	134
Declined to answer question	4
No reply to question	16

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

- "Spanish." (Patient 47, Suffolk & North E. Essex)
- "C of E church." (Patient 85, Norfolk & Waveney)
- "Jehovah's witness." (Patient 62, Beds & Luton)
- "Catholic." (Patient 74, Norfolk & Waveney)
- "Catholic." (Patient 9, Beds & Luton)

Sexual Orientation

Sexual Orientation	Total
Heterosexual	95 (96.0%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	4 (4.0%)
Total number of responses	99
Declined to answer question	14
No reply to question	40

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

- *"Normal." (Patient 83, Norfolk & Waveney)*
- *"Toddler, n/a." (Patient 65, Herts & West Essex)*
- *"100% male." (Patient 94, Herts & West Essex)*
- *"All woman." (Patient 33, Herts & West Essex)*

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	53 (32.3%)
Physical impairment	27 (16.5%)
Sensory impairment	9 (5.5%)
Long standing condition	44 (26.8%)
Learning disability	5 (3.0%)
Mental health disorder	11 (6.7%)
Other	15 (9.1%)
Total number of responses	164
Declined to answer question	7
No reply to question	23

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

- *"Short sighted - wear glasses." (Patient 83, Cambs & Peterborough)*
- *"On o2 24/7." (Patient 13, Norfolk)*
- *Cerebral palsy/spastic quadriplegic." (Patient*
- *"COPD." (Patient*
- *"Long standing back problem. 2 operations on my spine on going treatment by spinal injections." (Patient*
- *"Dementia." (Patient*
- *"Diabetic. COPD." (Patient*
- *"Emphysema." (Patient*
- *"Fibromyalgia." (Patient*
- *"Alzheimer's/ vascular dementia." (Patient*
- *"Poor sight + hearing use walking frame." (Patient*
- *"Dementia." (Patient*
- *"Mobility difficulties." (Patient*
- *"COPD." (Patient*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes	74 (59.2%)
No	32 (25.6%)
Other	19 (15.2%)
Total number of responses	125
Declined to answer question	3
No reply to question	28

Of the 19 patients who answered 'other' in response to this question; 16 patients advised that they had been 'widowed,' one patient advised that they were 'divorced', one patient advised that they were 'engaged' and one patient responded that they were 'living with partner'.

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	75 (75.8%)
No, I do not have a child under 12 months old	20 (20.2%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	4 (4.0%)
Total number of responses	99
Declined to answer question	2
No reply to question	71

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

(All answer types are listed, some multiple answers)

Gender Reassignment	Total
Yes	1 (0.9%)
No	106 (99.1%)
Total number of responses	107
Declined to answer question	3
No reply to question	44

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	98 (97.0%)
Braille	0 (0.0%)
British Sign Language (BSL) interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	1 (1.0%)
Deafblind interpreter	0 (0.0%)
Easy read	0 (0.0%)
Large print	1 (1.0%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	1 (1.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (website)	0 (0.0%)
Total	101
Declined to answer question	0
Did not answer	53

Impact on the service received

Impact on Service	Total
No	106 (94.6%)
Yes, in a positive way	4 (3.6%)
Yes, in a negative way	2 (1.8%)
Total	112
Did not answer	41

106 patients (94.6%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Four patients (3.6%) responded that the service they received was affected in a positive way and two patients (1.8%) responded that the service they received was affected in a negative way. 41 patients did not answer this question.

The below comment was also received in relation to this question:

- *“Yes my previous experience in getting on ambulance for an urgent admission. A&E was unacceptable and resorted to you sending the police round to administer first aid. I waited all day and things got worse and worse.” (Patient 11, Cambs & Peterborough)*

Aftercare

Following this survey; 10 letters of appreciation were received together with three questionnaires containing comments of concern or complaint. These were passed to the Patient Experience Department (Bedford) for further action as appropriate.