



Patient Experience Report: Emergency Services Continuous Survey

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Results for May 2018

Response

387 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st to the 11th of May 2018.

100 responses were received over the following four week period. This equates to a 25.8% response rate.

The format of this report is grouped into the following 3 areas:

Norfolk, Suffolk & Cambridgeshire = (NSC)
 Bedfordshire & Hertfordshire = (Beds & Herts)
 Essex = (Essex)

Results

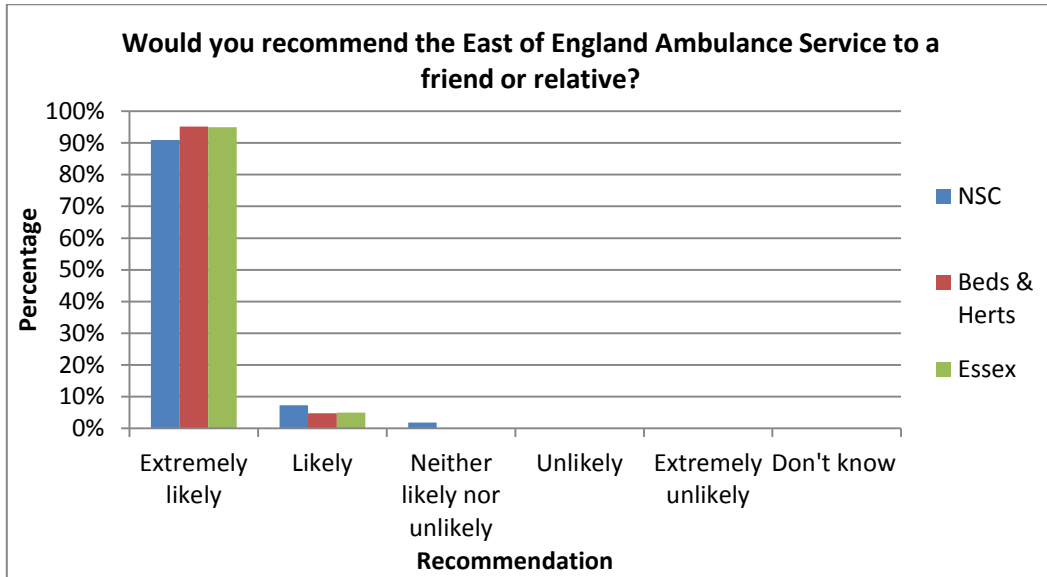
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	50 (90.9%)	20 (95.2%)	19 (95.0%)	89 (92.7%)
Likely	4 (7.3%)	1 (4.8%)	1 (5.0%)	6 (6.3%)
Neither likely nor unlikely	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Unlikely	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%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	55	21	20	96
No reply to question	3	0	1	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).

99.0% of patients who responded to the above question and had used the Trust's ES during the 1st to the 11th of May advised 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 1:



Q2 – Whose views are being reported in this questionnaire?

Response	Operational Area				Overall Key Performance Indicator (KPI)
	NSC	Beds & Herts	Essex	Total	
The view of the patient	42 (80.8%)	17 (85.0%)	12 (66.7%)	71 (78.9%)	69/69 (100.0%)
The view of someone acting on behalf of the patient	10 (19.2%)	3 (15.0%)	6 (33.3%)	19 (21.1%)	19/19 (100.0%)
Total number of responses	52	20	18	90	88
No reply to question	6	1	3	10	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	Operational Area			
	NSC	Beds & Herts	Essex	Total
GP Surgery	17 (29.3%)	0 (0.0%)	3 (15.0%)	20 (20.0%)
NHS 111 Service	17 (29.3%)	9 (41.0%)	4 (20.0%)	30 (30.0%)
Out of Hours Doctor's Service	1 (1.7%)	0 (0.0%)	2 (10.0%)	3 (3.0%)
A walk in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Pharmacy	1 (1.7%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
The ambulance service were the first health care provider contacted	20 (34.5%)	11 (50.0%)	9 (45.0%)	40 (40.0%)
Other	2 (3.5%)	2 (9.0%)	2 (10.0%)	6 (6.0%)
Total number of responses	58	22	20	100
No reply to question	3	1	1	5

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

- *“Lifeline.” (Patient 206, NSC)*
- *“Red button alarm.” (Patient 59, NSC)*
- *“I’ve been to hospital quite a lot since Xmas I’m afraid.” (Patient 89, NSC)*
- *“All v/g.” (Patient 122, NSC)*
- *“None.” (Patient 147 & 144, NSC)*
- *“NHS 111.” (Patient 38, Beds & Herts)*
- *“A&E.” (Patient 72, Beds & Herts)*
- *“999.” (Patient 85, Beds & Herts)*
- *“Personal alarm.” (Patient 42, Essex)*
- *“Was with a reg nurse.” (Patient 5, Essex)*
- *“The Lakes, Colchester.” (Patient 3, Essex)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	39 (86.5%)	17 (85.0%)	14 (87.5%)	70 (82.3%)
Acceptable	9 (10.8%)	3 (15.0%)	1 (6.25%)	13 (15.3%)
Fairly acceptable	1 (2.7%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unacceptable	0 (0.0%)	0 (0.0%)	1 (6.25%)	1 (1.2%)
Total number of responses	49	20	16	85
Unable to say	3	1	3	7
No reply to question	6	0	2	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	34 (61.8%)	12 (57.1%)	12 (60.0%)	58 (60.4%)
Acceptable	15 (27.3%)	7 (33.3%)	5 (25.0%)	27 (28.1%)
Fairly acceptable	2 (3.6%)	2 (9.5%)	2 (10.0%)	6 (6.3%)
Unacceptable	3 (5.5%)	0 (0.0%)	0 (0.0%)	3 (3.1%)
Very unacceptable	1 (1.8%)	0 (0.0%)	1 (5.0%)	2 (2.1%)
Total number of responses	55	21	20	96
Unable to say	0	0	0	0
No reply to question	3	0	1	4

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

(All answer types are listed, some multiple answers)

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	56 (98.2%)	17 (100.0%)	19 (90.5%)	92 (96.8%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
No	0 (0.0%)	0 (0.0%)	2 (9.5%)	2 (2.1%)
Total number of responses	57	17	21	95
Unable to say	0	4	0	4
No reply to question	2	0	1	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very professional	54 (98.2%)	21 (100.0%)	21 (100.0%)	96 (99.0%)
A little improvement necessary	1 (1.8%)	0 (0.0%)	0 (6.2%)	1 (1.0%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	55	21	21	97
Unable to say	0	0	0	0
No reply to question	3	0	0	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	53 (96.4%)	21 (100.0%)	21 (100.0%)	95 (97.9%)
Yes, to some extent	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
No, I was not treated with dignity and respect	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	55	21	21	97
Unable to say	0	0	0	0
No reply to question	3	0	0	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	54 (96.4%)	20 (95.2%)	21 (100.0%)	95 (96.9%)
Yes, to some extent	1 (1.8%)	1 (4.8%)	0 (0.0%)	2 (2.0%)
No, I was not treated with privacy	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	56	21	21	98
Unable to say	0	0	0	0
No reply to question	2	0	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	54 (96.4%)	19 (90.5%)	20 (95.2%)	93 (94.9%)
Yes, to some extent	2 (3.6%)	2 (9.5%)	0 (0.0%)	4 (4.1%)
No, I did not feel that I could trust the ambulance service staff	0 (0.0%)	0 (0.0%)	1 (4.8%)	1 (1.0%)
Total number of responses	56	21	21	98
Unable to say	0	0	0	0
No reply to question	2	0	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	47 (87.0%)	18 (85.7%)	18 (90.0%)	83 (87.4%)
Yes, to some extent	5 (9.3%)	3 (14.3%)	2 (10.0%)	10 (10.5%)
Yes, but not in a way I was able to understand	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
No, no explanation was given	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Total number of responses	54	21	20	95
Unable to say	0	0	0	0
No reply to question	4	0	1	5

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	29 (56.9%)	9 (47.4%)	11 (73.3%)	49 (57.6%)
Yes, to some extent	12 (23.5%)	7 (36.8%)	3 (20.0%)	22 (25.9%)
No, I was not given any choice	5 (9.8%)	3 (15.8%)	0 (0.0%)	8 (9.4%)
No, I did not receive any treatment	5 (9.8%)	0 (0.0%)	1 (6.7%)	6 (7.1%)
Total number of responses	51	19	15	85
Unable to say / No treatment was given	3	2	2	7
No reply to question	4	0	4	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very involved	37 (72.5%)	11 (57.9%)	16 (94.1%)	64 (73.6%)
Fairly involved	11 (21.6%)	6 (31.6%)	1 (5.9%)	18 (20.7%)
Not involved	3 (5.9%)	2 (10.5%)	0 (0.0%)	5 (5.7%)
Total number of responses	51	19	17	87
Unable to say	1	1	1	3
No reply to question	6	1	3	10

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	51 (94.4%)	19 (95.0%)	19 (100.0%)	89 (95.7%)
Satisfied	2 (3.7%)	1 (5.0%)	0 (0.0%)	3 (3.2%)
Fairly satisfied	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Dissatisfied	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%)
Total number of responses	54	20	19	93
No care was given	0	0	0	0
Unable to say	0	0	0	0
No reply to question	4	1	2	7

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	43 (84.3%)	18 (94.7%)	15 (88.2%)	76 (87.4%)
No	2 (3.9%)	0 (0.0%)	1 (5.9%)	3 (3.4%)
No, but it was obvious I was not in pain	6 (11.8%)	1 (5.3%)	1 (5.9%)	8 (9.2%)
Total number of responses	51	19	17	87
Unable to say	3	1	1	5
No reply to question	4	1	3	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
I was not experiencing any pain	11 (25.6%)	5 (26.3%)	5 (33.3%)	21 (27.3%)
I declined pain relief	3 (7.0%)	0 (0.0%)	1 (6.7%)	4 (5.2%)
Yes	12 (27.9%)	7 (36.8%)	4 (26.7%)	23 (29.9%)
No	17 (39.5%)	7 (36.8%)	5 (33.3%)	29 (37.7%)
Total number of responses	43	19	15	77
Cannot remember/unable to say	8	1	2	11
No reply to question	7	1	4	12

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	14 (34.1%)	5 (26.3%)	11 (68.8%)	30 (39.5%)
Comfortable	18 (43.9%)	9 (47.4%)	3 (18.7%)	30 (39.5%)
Fairly Comfortable	8 (19.5%)	3 (15.8%)	2 (12.5%)	13 (17.1%)
Uncomfortable	1 (2.4%)	2 (10.5%)	0 (0.0%)	3 (3.9%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	41	19	16	76
Unable to say	0	0	1	1
I wasn't transported by ambulance	13	1	2	16
No reply to question	4	1	2	7

Q18 – How would you describe the following?

The appearance of ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	54 (100.0%)	19 (100.0%)	19 (100.0%)	92 (100.0%)
Fairly acceptable	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%)
Total number of responses	54	19	19	92
Unable to say	0	1	0	1
No reply to question	4	1	2	7

The cleanliness of equipment used by ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	47 (100.0%)	18 (100.0%)	20 (100.0%)	85 (100.0%)
Fairly acceptable	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%)
Total number of responses	47	18	20	85
Unable to say	1	1	0	2
No reply to question	10	2	1	13

The cleanliness of the interior of the ambulance:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	37 (100.0%)	18 (100.0%)	19 (100.0%)	74 (100.0%)
Fairly acceptable	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%)
Total number of responses	37	18	19	74
Unable to say	9	1	1	11
No reply to question	12	2	1	15

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

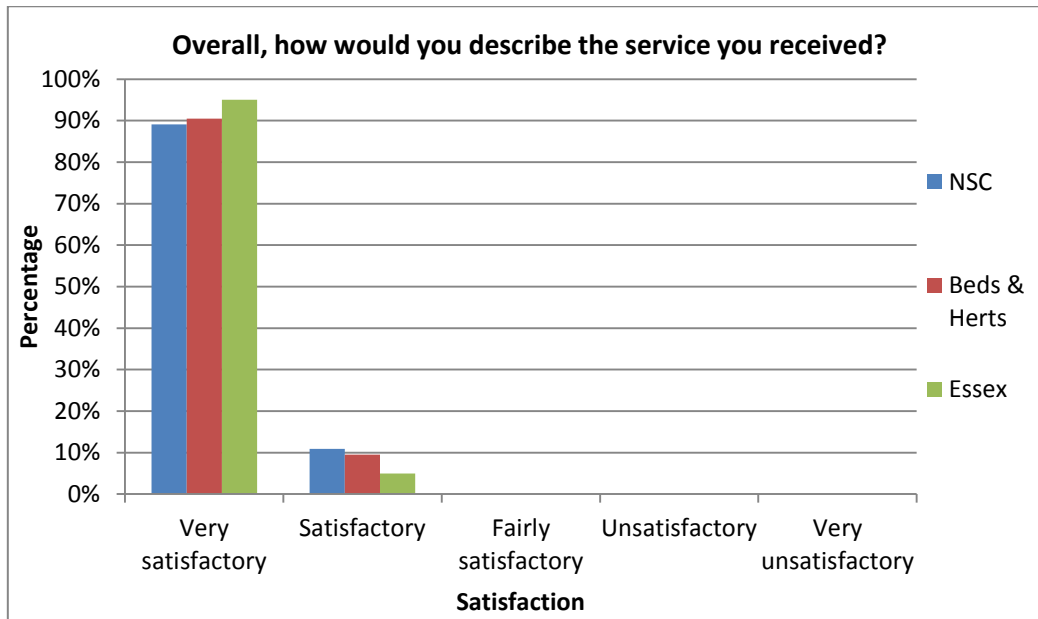
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	30 (54.5%)	8 (38.1%)	13 (65.0%)	51 (53.1%)
Met my expectations	25 (45.5%)	11 (52.4%)	7 (35.0%)	43 (44.8%)
Reasonably met my expectations	0 (0.0%)	2 (9.5%)	0 (0.0%)	2 (2.1%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	55	21	20	96
No reply to question	3	0	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	49 89.1%	19 90.5%	19 95.0%	87 90.6%
Satisfactory	6 10.9%	2 9.5%	1 5.0%	9 9.4%
KPI Result – (very satisfactory + satisfactory/Total number of responses)	55/55 100.0%	21/21 100.0%	20/20 100.0%	96/96 100.0%
Fairly satisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	55	21	20	96
No reply to question	3	0	1	4

100.0% of patients who responded to the above question and had used the Trust's ES during the 1st to the 11th of May 2018 rated the service they received as being either 'satisfactory' or 'very satisfactory.'

Bar chart illustrating the results of question 20:



Additional Comments

Patient number	Area	Positive comments
184	NSC	My experience gets 10/10. The ambulance/paramedic arrived in very quick time. Was efficient, comforting, friendly and respectful and gave excellent help and advice. On leaving I felt reassured and more at peace with myself.
171	NSC	I am filling your survey for my husband, we were very impressed with the service of the paramedics.
92	NSC	There is nothing to add. Ambulance staff were brilliant, soon made me feel at ease.
59	NSC	Very satisfied.
14	NSC	Excellent all round service.
38	NSC	Staff were first rate + very professional.
49	NSC	Very good kind helpful.
89	NSC	No. They already know what they are doing and leave one feeling that it doesn't matter what happens next because they are in charge.
200	NSC	I have had to have the ambulance service out two or three times and I have always been very happy with the service. They talk to you and try to put your mind at ease.
122	NSC	Everything was very, very good. 1 st Class.
84	NSC	The experience was first class.
13	NSC	This incident was result of taking sleeping tablets. I did not know I rang the alarm bell. I only remember being on the floor. The ambulance staff had telephone contact with my daughter, which seems to work very well. Please thank them.
139	NSC	Our experience was very good considering we live in a

		rural area. We have a local ambulance station at Saxmundham so we had a very quick response. I have since learnt that this station is due to close which will be a great shame and I'm sure will affect response times for this area.
126	NSC	The ambulance service staff were excellent, arrived in 10mins - staff were very pleasant and efficient, and made you feel at ease, and comfortable in the ambulance, we were so grateful to them. Top marks for all three staff - they are great value to the ambulance service. The service was perfection - cannot see how you can improve on perfection. Well done.
75	NSC	On all of the recent calls we have had to make, your ambulance staff/paramedics have been 1 st class/ professional in all aspects of my care. On the last 999 call they contributed to saving my life, for which I will be forever grateful. It is about time the governments realised what a special NHS service we have and it needs more funding to fix it before it breaks forever!
137	NSC	Not required they were a great team.
105	NSC	Both times paramedics were called 25.4.18 & 6.5.18, the paramedics were kind, thorough and professional. They put both my young, poorly daughter and worried parents at ease. I couldn't fault them in any way.
15	NSC	I have been treated with the utmost kindness & care at all times, which are quite a few. Nothing was too much trouble, made me feel cared about. I thank them all so much.
100	NSC	The ambulance arrived promptly and the paramedics were wonderful. They treated my mother with kindness & dignity & stayed with us until a space was found in A&E. I'm only sorry I didn't note their names. They were wonderful.
161	NSC	I can't remember anything they should have done differently or better.
29	NSC	Can't think of any way they could have made my experience any better. The paramedics were first class.
108	NSC	In no way - a perfect service.
120	B&H	Nothing to improve. The service was exactly as i expected. First class.
44	B&H	Could not fault.
81	B&H	No improvement needed all brilliant who came out.
33	B&H	Excellent service, 2 female paramedics were so nice!
35	B&H	Unable to improve on perfect.
94	B&H	They did their work very good they were friendly and cooperative.
122	B&H	Excellent care and attention.
72	B&H	The experience could not be improved, as the team I had were very professional and caring.
20	Essex	Excellent service, no complaints. Paramedics very kind and caring.
44	Essex	My service could not have been improved both girls were very caring and very professional.

39	Essex	My service could not have been improved both girls were very caring and very professional.
11	Essex	No as they went above and beyond in the help they gave me.
7	Essex	No everything excellent.
42	Essex	I don't think so, I found it efficient, friendly & professional.

Patient number	Area	Mixed/Neutral comments
98	NSC	My husband (91) fell down on Sunday morning 1:30am. After a long wait for an ambulance, which was quite understandable being a bank holiday weekend? We were treated with great
53	NSC	I had cause to use the service on two recent occasions April/May. On both occasions the service was prompt and highly professional. There is the old issue at A&E which causes your teams to be held waiting through no fault of their own (A&E needs sorting out big time, I have many further observations/comments in this regard).
179	NSC	My father has use the ambulance service approx. 7 times since 24-01-2018. On 14-02-18, the crew that brought him home were concerned about him being discharged to an unsuitable environment and raised a spoc. On 15-02-18, a second crew helped dad downstairs following a fall and also brought a single bed downstairs. Both crews were very good. On 16-02-18, doctor phoned for an ambulance at 3.29pm for a non-emergency hospital admission. Ambulance arrives at 5.35am on the 17-02-18 a 14 hour wait. I received several calls from ambulance controllers but they were not prepared to give any indication of when an ambulance would be arriving. Dad sat in his arm chair for approx. 16 hours, but could have gone to bed if we had known that he would be waiting so long. Is 14 hrs acceptable?
74	B&H	Unhappily for us both, while your lovely 2 guys were wheeling me into A&E Lister, I came face to face with the errant paramedic I recently complained about. I'm nit picking of course-no one could have foreseen this.
24	Essex	Your service can only be improved by more money from the government - you know who I mean.

Patient number	Area	Negative comments
69	NSC	Waiting less time to be called back as waited over an hour and my husband had to call again as I was in excruciating pain.
188	NSC	I waited so long both for ambulance and at hospital.
85	B&H	Journey time Wigc to Stevenage north too long.
12	Essex	Your staff said the reason for their delay was due to their sat nav took them the long way, it is a comment I have heard before maybe you need to re-look at your sat navs.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	43 (46.2%)
Female	50 (53.8%)
Total number of responses	93
Declined to answer question	0
No reply to question	7

Age

Age	Total
Range	1 to 96 years
Mean	67 years
Median	74 years
Mode	88 years
Total number of responses	92
Declined to answer question	0
No reply to question	8

Ethnicity

Ethnicity	Total
White British	89 (97.8%)
White Irish	0 (0.0%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	0 (0.0%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	0 (0.0%)
Black African	2 (2.2%)
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	91
Declined to answer question	2
No reply to question	7

Religion or Belief

Religion or Belief	Total
Christian	65 (73.9%)
Hindu	0 (0.0%)
Jewish	1 (1.1%)
Muslim	1 (1.1%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	16 (18.2%)
Other	5 (5.7%)
Total number of responses	88
Declined to answer question	4
No reply to question	8

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

- "RC" (Patient 48, NSC)
- "C of E." (Patient 137, NSC)
- "Roman Catholic" (Patient 46, Essex)
- "Jehovah's Witness" (Patient 72 NSC & Patient 74, B&H)

Sexual Orientation

Sexual Orientation	Total
Heterosexual	61 (92.4%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (1.5%)
Other	4 (6.1%)
Total number of responses	66
Declined to answer question	7
No reply to question	27

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

- *“Normal.” (Patient 84, NSC)*
- *“Too old”. (Patient 122, NSC)*
- *“Are there more, I’m just me female” (Patient 137, NSC)*
- *“Unknown.” (Patient 59, Essex)*

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	27 (24.1%)
Physical impairment	25 (22.3%)
Sensory impairment	6 (5.4%)
Long standing condition	28 (25.0%)
Learning disability	1 (0.9%)
Mental health disorder	9 (8.0%)
Other	16 (14.3%)
Total number of responses	112
Declined to answer question	3
No reply to question	15

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

- *“Dementia.” (Patient 206, NSC)*
- *“Spinal other problems.” (Patient 42, Essex)*
- *“Heart condition, diabetes, asthma.” (Patient 59, NSC)*
- *“Deaf.” (Patient 81, B&H)*
- *“Deaf, dizziness, dim eyesight, no taste/smell.” (Patient 89, NSC)*
- *“Pfeiffer’s Syndrome.” (Patient 48, NSC)*
- *“Currently a broken ankle.” (Patient 93, NSC)*
- *“.Heart rate was too low, ok now.” (Patient 44, Essex)*
- *“Age.” (Patient 121, NSC)*
- *“Stroke patient left side paralysis.” (Patient 11, NSC)*
- *“Spine injury from the past horse riding.” (Patient 137 NSC)*
- *“Fibromyalgia.” (Patient 11, Essex)*
- *“Replacement hip” (Patient 76 B&H)*
- *“Pacemaker and other conditions several.” (Patient 15 NSC)*
- *“Hearing.” (Patient 85 NSC)*
- *“Only bad arthritis and pain.” (Patient 24 Essex)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Marriage/Civil partnership	Total
Yes	53 (62.4%)
No	18 (21.2%)
Other	14 (16.5%)
Total number of responses	85
Declined to answer question	1
No reply to question	19

Of the 14 patients who answered 'other' in response to this question; 10 patients advised that they had been 'widowed,' two patients responded that they were 'separated'; one patient answered that they were 'co-habiting,' and 1 patient advised 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	42 (65.6%)
No, I do not have a child under 12 months old	19 (29.7%)
Yes, I am pregnant	2 (3.1%)
Yes, I have a child under 12 months old	1 (1.6%)
Total number of responses	64
Declined to answer question	3
No reply to question	49

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

Gender Reassignment	Total
Yes	0 (0.0%)
No	74 (100.0%)
Total number of responses	74
Declined to answer question	1
No reply to question	25

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	69 (89.6%)
Braille	1 (1.3%)
British Sign Language (BSL) interpreter	1 (1.3%)
Browse aloud (website)	1 (1.3%)
Deafblind advocate	1 (1.3%)
Deafblind interpreter	1 (1.3%)
Easy read	1 (1.3%)
Large print	1 (1.3%)
Page magnification (website)	1 (1.3%)
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	77
Declined to answer question	3
Did not answer	29

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

- *“Don’t like ticking other peoples’ suggested answers!” (Patient 89, NSC)*

Impact on the service received

Impact on Service	Total
No	71 (93.4%)
Yes, in a positive way	4 (5.3%)
Yes, in a negative way	1 (1.3%)
Total	76
Did not answer	24

71 patients (93.4%) felt that the service they received was not affected by any of the aforementioned strands of diversity. 4 patients (5.3%) responded that the service they received was affected in a positive way and 1 patient (1.3%) answered that the service they received was affected in a negative way. 24 patients did not respond to this question.

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

- *"I don't like having to be anonymous. I think the ambulance service is absolutely excellent in every way and I think this questionnaire is unnecessary!" (Patient 89, NSC)*
- *"Waited 6hrs for ambulances, then 7 hrs in A/E. Feeling very ill". (Patient 188, NSC)*
- *"5 star service - amazing thank you!" (Patient 39, NSC)*
- *"Maybe I'm wrong but perhaps my religious refusal of blood transfusions could perhaps made them more careful to find out how much blood I'd already lost and get me to immediate treatment in A&E. And the two ambulance men (as well as the staff at Lister A&E) were ever so kind and polite about it all. But perhaps they are with everyone (I was suffering a big bleed from the bowel)". (Patient 74, B&H)*

Aftercare

Following this survey, 6 letters of appreciation were received in relation to the service. These were logged onto the DATIX system and passed to the appropriate teams concerned.