

# Patient Experience Report: Emergency Services Continuous Survey

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# Results for August 2018

## Response

455 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 14<sup>th</sup> of August 2018.

131 responses were received over the following four week period. This equates to a 28.8% 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

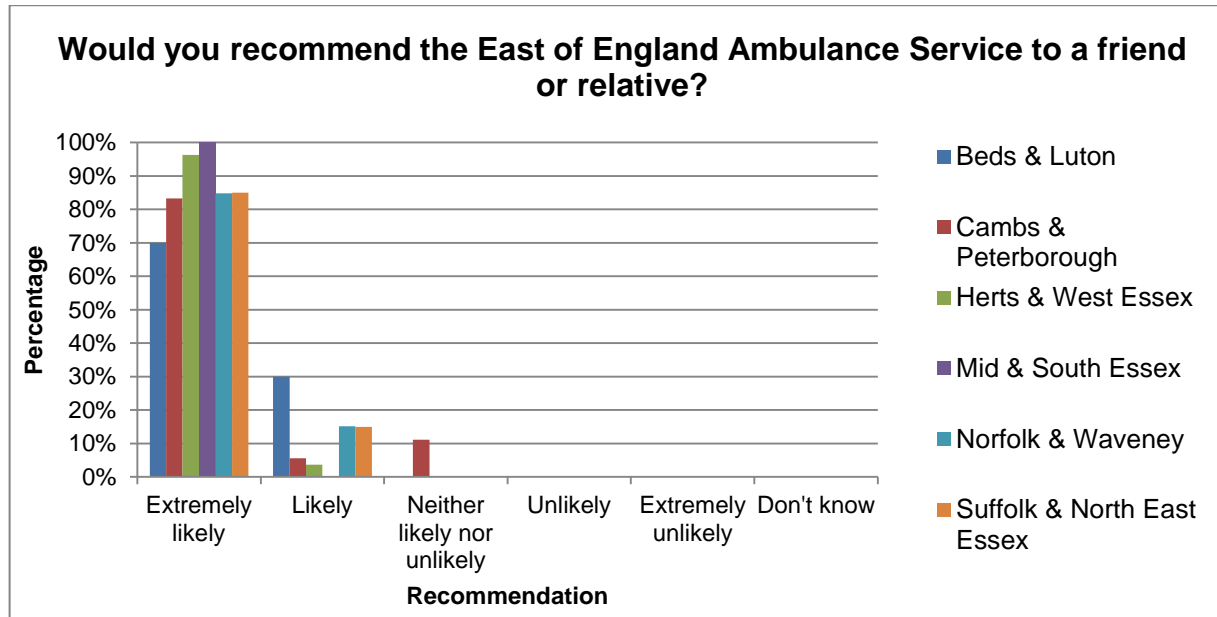
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Extremely likely	7 (70.0%)	15 (83.3%)	26 (96.3%)	20 (100%)	28 (84.8%)	17 (85.0%)	113 (88.3%)
Likely	3 (30.0%)	1 (5.6%)	1 (3.7%)	0 (0.0%)	5 (15.2%)	3 (15.0%)	13 (10.2%)
Neither likely nor unlikely	0 (0.0%)	2 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.6%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	10	18	27	20	33	20	128
No reply to question	0	1	1	0	1	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).

98.4% of patients who responded to the above question and had used the Trust's ES during the month of August 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	7 (70.0%)	14 (87.5%)	21 (75.0%)	15 (75.0%)	27 (87.1%)	12 (66.7%)	96 (78.0%)	96/96 (100%)
The view of someone acting on behalf of the patient	3 (30.0%)	2 (12.5%)	7 (25.0%)	5 (25.0%)	4 (12.9%)	6 (33.3%)	27 (22.0%)	26/26 (100%)
Total number of responses	10	16	28	20	31	18	123	122
No reply to question	0	3	0	0	3	2	8	1

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

**Q3 – Please tell us if you had contact with any of the following health care providers before contacting the ambulance service for this incident?**

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
GP Surgery	1 (10.0%)	5 (19.2%)	4 (17.4%)	3 (15.8%)	3 (10.7%)	4 (19.0%)	20 (15.7%)
NHS 111 Service	4 (40.0%)	11 (42.3%)	7 (30.4%)	6 (31.6%)	6 (21.4%)	7 (33.3%)	41 (32.3%)
Out of Hours Doctor's Service	1 (10.0%)	3 (11.5%)	1 (4.3%)	0 (0.0%)	1 (3.6%)	1 (4.8%)	7 (5.5%)
A walk in centre	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
Pharmacy	0 (0.0%)	1 (3.8%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
The ambulance service were the first health care provider contacted	3 (30.0%)	4 (15.4%)	7 (30.4%)	10 (52.6%)	17 (60.7%)	8 (38.1%)	49 (38.6%)
Other	1 (10.0%)	2 (7.7%)	3 (13.0%)	0 (0.0%)	1 (3.6%)	1 (4.8%)	8 (6.3%)
Total number of responses	10	26	23	19	28	21	127
No reply to question	1	4	0	2	3	1	11

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

- *“Holiday Camp Staff.” (Patient 95, Norfolk & Waveney)*
- *“2nd time call from home.” (Patient 46, Suffolk & North East Essex)*
- *“Palliative care team.” (Patient 29, Bedfordshire & Luton)*
- *“999 Call.” (Patient 62, Hertfordshire & West Essex)*
- *“District nurse called for you.” (Patient 49, Hertfordshire & West Essex)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very acceptable	3 (50.0%)	13 (92.9%)	16 (76.2%)	17 (89.5%)	21 (72.4%)	14 (73.7%)	84 (77.8%)
Acceptable	3 (50.0%)	0 (0.0%)	5 (23.8%)	2 (10.5%)	7 (24.1%)	4 (21.1%)	21 (19.4%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.4%)	1 (5.3%)	2 (1.9%)
Unacceptable	0 (0.0%)	1 (7.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Very 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	6	14	21	19	29	19	108
Unable to say	2	5	3	1	4	1	16
No reply to question	2	0	4	0	1	0	7

**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	4 (44.4%)	8 (50.0%)	14 (53.8%)	14 (70.0%)	19 (57.6%)	11 (55.0%)	70 (56.5%)
Acceptable	3 (33.3%)	5 (31.3%)	8 (30.8%)	4 (20.0%)	9 (27.3%)	6 (30.0%)	35 (28.2%)
Fairly acceptable	2 (22.2%)	1 (6.3%)	3 (11.5%)	2 (10.0%)	5 (15.2%)	1 (5.0%)	14 (11.3%)
Unacceptable	0 (0.0%)	1 (6.3%)	1 (3.8%)	0 (0.0%)	0 (0.0%)	2 (10.0%)	4 (3.2%)
Very unacceptable	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
Total number of responses	9	16	26	20	33	20	124
Unable to say	0	3	0	0	0	0	3
No reply to question	1	0	2	0	1	0	4

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	9 (100%)	18 (94.7%)	24 (92.3%)	20 (100%)	32 (97.0%)	20 (100%)	123 (96.9%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	1 (5.3%)	2 (7.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (2.4%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.0%)	0 (0.0%)	1 (2.4%)
Total number of responses	9	19	26	20	33	20	127
Unable to say	0	0	1	0	1	0	2
No reply to question	1	0	1	0	0	0	2

**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	10 (100%)	18 (94.7%)	28 (100%)	19 (95.0%)	33 (2.9%)	19 (95.0%)	127 (96.9%)
A little improvement necessary	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (5.0%)	1 (2.9%)	1 (5.0%)	4 (3.1%)
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	10	19	28	20	34	20	131
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	10 (100%)	18 (94.7%)	26 (92.9%)	20 (100%)	34 (100%)	20 (100%)	128 (97.7%)
Yes, to some extent	0 (0.0%)	1 (5.3%)	2 (7.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (2.3%)
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	10	19	28	20	34	20	131
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	10 (100%)	16 (94.1%)	25 (92.6%)	20 (100%)	33 (97.1%)	20 (100%)	124 (96.9%)
Yes, to some extent	0 (0.0%)	1 (5.9%)	2 (7.4%)	0 (0.0%)	1 (2.9%)	0 (0.0%)	4 (3.1%)
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	10	17	27	20	34	20	128
Unable to say	0	0	0	0	0	0	0
No reply to question	0	2	1	0	0	0	3



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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, definitely	10 (100%)	17 (94.4%)	28 (100%)	20 (100%)	34 (100%)	20 (100%)	129 (99.2%)
Yes, to some extent	0 (0.0%)	1 (5.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
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	10	18	28	20	34	20	130
Unable to say	0	0	0	0	0	0	1
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, definitely	10 (100%)	13 (72.2%)	25 (92.6%)	19 (95.0%)	31 (93.9%)	19 (95.0%)	117 (91.4%)
Yes, to some extent	0 (0.0%)	5 (27.8%)	2 (7.4%)	1 (5.0%)	2 (6.1%)	1 (5.0%)	11 (8.6%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, no explanation was given	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	10	18	27	20	33	20	128
Unable to say	0	0	0	0	0	0	0
No reply to question	0	1	1	0	1	0	3

**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	6 (60.0%)	8 (53.3%)	18 (75.0%)	13 (76.5%)	20 (69.0%)	9 (50.0%)	74 (65.5%)
Yes, to some extent	2 (20.0%)	6 (40.0%)	2 (8.3%)	1 (5.9%)	3 (10.3%)	7 (38.9%)	21 (18.6%)
No, I was not given any choice	0 (0.0%)	0 (0.0%)	2 (8.3%)	2 (11.8%)	3 (10.3%)	1 (5.6%)	8 (7.1%)
No, I did not receive any treatment	2 (20.0%)	1 (6.7%)	2 (8.3%)	1 (5.9%)	3 (10.3%)	1 (5.6%)	10 (8.8%)
Total number of responses	10	15	24	17	29	18	113
Unable to say / No treatment was given	0	3	2	2	3	2	12
No reply to question	0	1	2	1	2	0	6

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very involved	7 (77.8%)	12 (70.6%)	16 (66.7%)	19 (95.0%)	21 (67.7%)	17 (89.5%)	92 (76.7%)
Fairly involved	2 (22.2%)	5 (29.4%)	7 (29.2%)	1 (5.0%)	5 (16.1%)	2 (10.5%)	22 (18.3%)
Not involved	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	5 (16.1%)	0 (0.0%)	6 (5.0%)
Total number of responses	9	17	24	20	31	19	120
Unable to say	0	1	3	0	0	1	5
No reply to question	1	1	1	0	3	0	6

**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	9 (100%)	18 (94.7%)	25 (92.6%)	19 (95.0%)	31 (91.2%)	19 (95.0%)	121 (93.8%)
Satisfied	0 (0.0%)	1 (5.3%)	2 (7.4%)	1 (5.0%)	2 (5.9%)	1 (5.0%)	7 (5.4%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.9%)	0 (0.0%)	1 (0.8%)
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	9	19	27	20	34	20	129
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	0	0	2

**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	8 (100%)	14 (77.8%)	21 (84.0%)	14 (77.8%)	22 (68.8%)	16 (84.2%)	95 (79.2%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (12.5%)	0 (0.0%)	4 (3.3%)
No, but it was obvious I was not in pain	0 (0.0%)	4 (22.2%)	4 (16.0%)	4 (22.2%)	6 (18.8%)	3 (15.8%)	21 (17.5%)
Total number of responses	8	18	25	18	32	19	120
Unable to say	1	1	2	2	1	0	7
No reply to question	1	0	1	0	1	1	4

**Q16 – Did the ambulance service staff provide you with any pain relief?**  
*(All answer types are listed, some multiple answers)*

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
I was not experiencing any pain	1 (14.3%)	8 (40.0%)	9 (42.9%)	8 (47.1%)	10 (34.5%)	7 (46.7%)	43 (39.4%)
I declined pain relief	0 (0.0%)	2 (10.0%)	0 (0.0%)	1 (5.9%)	1 (3.4%)	0 (0.0%)	4 (3.7%)
Yes	2 (28.6%)	1 (5.0%)	6 (28.6%)	3 (17.6%)	10 (34.5%)	4 (26.7%)	26 (23.9%)
No	4 (57.1%)	9 (45.0%)	6 (28.6%)	5 (29.4%)	8 (27.6%)	4 (26.7%)	36 (33.0%)
Total number of responses	7	20	21	17	29	15	109
Cannot remember / unable to say	2	0	4	2	6	2	16
No reply to question	1	0	2	1	0	3	7

**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	3 (42.9%)	9 (60.0%)	9 (47.4%)	9 (50.0%)	19 (67.9%)	4 (30.8%)	53 (53.0%)
Comfortable	4 (57.1%)	1 (6.7%)	6 (31.6%)	3 (16.7%)	4 (14.3%)	3 (23.1%)	21 (21.0%)
Fairly comfortable	0 (0.0%)	4 (26.7%)	2 (10.5%)	5 (27.8%)	4 (14.3%)	4 (30.8%)	19 (19.0%)
Uncomfortable	0 (0.0%)	0 (0.0%)	2 (10.5%)	1 (5.6%)	1 (3.6%)	2 (15.4%)	6 (6.0%)
Very uncomfortable	0 (0.0%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	7	15	19	18	28	13	100
Unable to say	0	0	1	0	0	0	1
I wasn't transported by ambulance	2	3	7	2	6	7	27
No reply to question	1	1	1	0	0	0	3

**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	10 (100%)	18 (100%)	28 (100%)	20 (100%)	32 (94.1%)	20 (100%)	128 (98.5%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (5.9%)	0 (0.0%)	2 (1.5%)
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	10	18	28	20	34	20	130
Unable to say	0	1	0	0	0	0	1
No reply to question	0	0	0	0	0	0	0

**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	10 (100%)	16 (100%)	24 (100%)	18 (100%)	27 (93.1%)	18	113 (98.3%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (6.9%)	0 (0.0%)	2 (1.7%)
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	10	16	24	18	29	18	115
Unable to say	0	1	1	0	0	0	2
No reply to question	0	2	3	2	5	2	14

**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	9 (100%)	14 (100%)	19 (95.0%)	16 (100%)	22 (88.0%)	11 (100%)	91 (95.8%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	3 (12.0%)	0 (0.0%)	4 (4.2%)
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	9	14	20	16	25	11	95
Unable to say	1	3	5	1	4	7	21
No reply to question	0	2	3	3	5	2	15

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

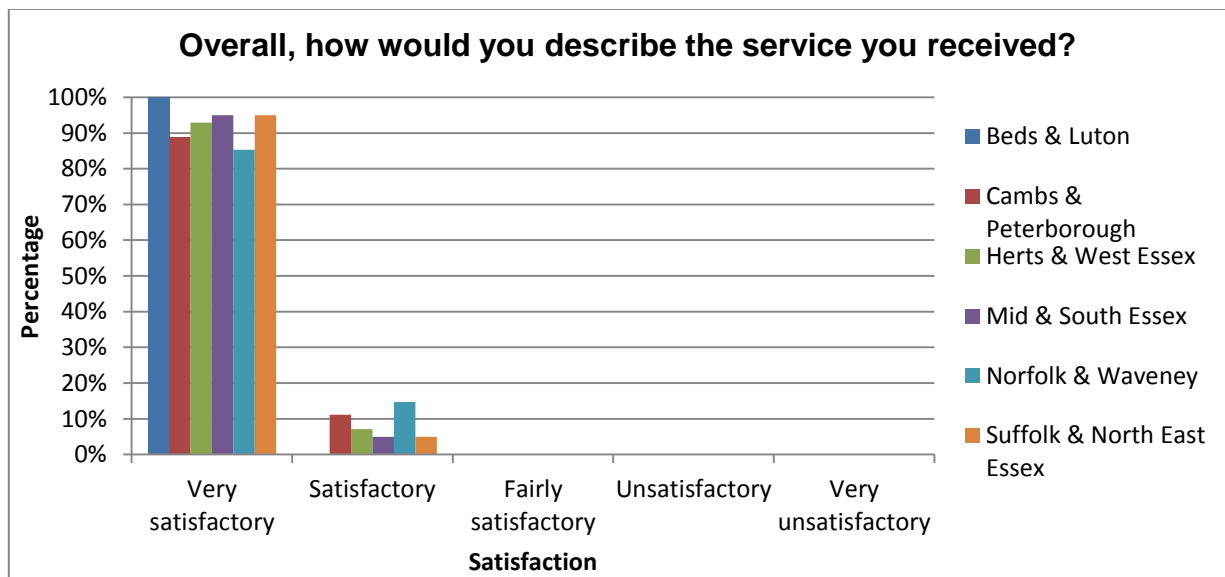
Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Exceeded my expectations	5 (50.0%)	11 (61.1%)	18 (64.3%)	7 (35.0%)	17 (51.5%)	9 (45.0%)	67 (51.9%)
Met my expectations	5 (50.0%)	5 (27.8%)	10 (35.7%)	13 (65.0%)	15 (45.5%)	10 (50.0%)	58 (45.0%)
Reasonably met my expectations	0 (0.0%)	2 (11.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.0%)	3 (2.3%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.0%)	0 (0.0%)	1 (0.8%)
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	10	18	28	20	33	20	129
No reply to question	0	1	0	0	1	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfactory	10 (100%)	16 (88.9%)	26 (92.9%)	19 (95.0%)	29 (85.3%)	19 (95.0%)	119 (91.5%)
Satisfactory	0 (0.0%)	2 (11.1%)	2 (7.1%)	1 (5.0%)	5 (14.7%)	1 (5.0%)	11 (8.5%)
KPI Result – (very satisfactory + satisfactory/Tot al number of responses)	10/10 (100%)	18/18 (100%)	28/28 (100%)	20/20 (100%)	34/34 (100%)	20/20 (100%)	130/130 (100%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	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	10	18	28	20	34	20	130
No reply to question	0	1	0	0	0	0	1

100% of patients who responded to the above question and had used the Trust’s ES during August 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
10	Cambridgeshire & Peterborough	Totally grateful for all they did.
20	Bedfordshire & Luton	I had to call the ambulance at about 11pm on the 6th April after having been in great pain for nearly two hours with a violent bilious attack. I was extremely fortunate with the two men who arrived as they were extremely efficient and soon diagnosed the trouble and started to check all my readings on what I would call a miniature computer. I received the greatest kindness all the time and although my condition had considerably improved it was decided they would take me to MK Hospital where I was discharged the next day.
97	Norfolk & Waveney	The service was excellent, the medics and everyone were so kind, I couldn't have been treated better. I'm 94 and seem to be going downhill rapidly, good days and bad days. The staff in the hospital were wonderful nothing was too much trouble. If I feel really ill my daughter takes over and makes all decisions (she's very stubborn) I'm over ruled. Can I just say the staff in hospital were so busy, but they took time to listen to what I had to say.
95	Norfolk & Waveney	Could not have been better. Staff did everything they could to reassure me and get me out and to safety.
31	Norfolk & Waveney	No, you were superb and professional.
41	Suffolk & North East Essex	Could not have been better.
49	Mid & South Essex	Very satisfied.
26	Norfolk & Waveney	The experience I had, and it was first time in an ambulance there is no need for improvement the treatment I received was excellent.
11	Cambridgeshire & Peterborough	I can't fault the service I received on the many occasions I called & needed the ambulance.
23	Hertfordshire & West Essex	I can't think of any improvement.
5	Norfolk & Waveney	I was treated with care and kindness by all the ambulance personnel.
63	Mid & South Essex	I struggle to think of any improvements.
69	Mid & South Essex	I had the best experience, no improvement needed from my point of view.
5	Hertfordshire & West Essex	Nothing they were prompt, polite and friendly. Also professional and caring.
75	Suffolk & North East Essex	Completely satisfied with the service. Top marks to the two paramedics. Especially trying to get my son down the stairs!!
22	Norfolk & Waveney	You were excellent.



73	Hertfordshire & West Essex	The ambulance crew were very helpful. I don't know the names of either of the two crews - But if you know them through the references above. Please thank them on our behalf. I cannot think how anything could have been improved.
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Patient number	STP	Mixed/Neutral comments
29	Cambridgeshire & Peterborough	If the young lady attending had listened a little more then I may have not been so reluctant to want to go to hospital. However the paramedic (male) did listen, did take action and also stuck to his word when I arrived at the hospital. The young lady I felt, needed a little more understanding of 'the elderly' and their problems. However, I would recommend the service to friends and family regardless.
19	Bedfordshire & Luton	Response time was according to urgency which is understandable. I think the 'tick box' questions took too long and not needed.
100	Norfolk & Waveney	Could have been more worried about problems not visible. The left side of my neck was in pain but the seemed more interested in my head injury as well as my knee.
51	Mid & South Essex	I was referred by a doctor's (G.P'S) home visit. I would have preferred to have waited an hour less or so.
46	Cambridgeshire & Peterborough	My injury was caused by a fall and involved cuts to my finger. By the time I was seen in A&E my finger was much more swollen. It would have helped if the ring had been cut off straight away.

Patient number	STP	Negative comments
53	Cambridgeshire & Peterborough	The length of time taken for ambulance to arrive was very long which was worrying at the time.
42	Suffolk & North East Essex	Doctor requested ambulance within 1 hour because my wife's condition was causing concern. Response time was about 2½ hours I think. Not very satisfactory, why was she put on such a slow response, her age?

## Demographics and Equality and Diversity Information

### Gender

Gender	Total
Male	57 (48.3%)
Female	61 (51.7%)
Total number of responses	118
Declined to answer question	0
No reply to question	13

### Age

Age	Total
Range	1 to 98 years
Mean	68 years
Median	75 years
Mode	76 years
Total number of responses	119
Declined to answer question	0
No reply to question	12

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	112 (91.0%)
White Irish	2 (1.6%)
Any other White background	3 (2.4%)
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	3 (2.4%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	1 (0.8%)
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 (1.6%)
Total number of responses	123
Declined to answer question	1
No reply to question	9

Additional comments received in answer to this question:

- “Spanish.” (Patient 17, Mid & South Essex)
- “Afghanistan.” (Patient 69, Mid & South Essex)

## Religion or Belief

Religion or Belief	Total
Christian	77 (68.8%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	4 (3.6%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	25 (22.3%)
Other	6 (5.4%)
Total number of responses	112
Declined to answer question	5
No reply to question	14

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

- *"Orthodox Greek." (Patient 27, Bedfordshire & Luton)*
- *"Christian/native American." (Patient 29, Cambridgeshire & Peterborough)*
- *"Catholic." (Patient 12, Hertfordshire & West Essex)*
- *"Rock 'n' roll." (Patient 42, Suffolk & North East Essex)*
- *"C of E." (Patient 68, Norfolk & Waveney)*
- *"Roman Catholic." (Patient 88, Hertfordshire & West Essex)*

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	81 (94.2%)
Lesbian	0 (0.0%)
Gay	1 (1.2%)
Bisexual	0 (0.0%)
Other	4 (4.7%)
Total number of responses	86
Declined to answer question	9
No reply to question	36

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

- *"Normal." (patient 37, Norfolk & Waveney)*
- *"He is a child." (Patient 69, Mid & South Essex)*
- *"Normal orientation." (Patient 21, Hertfordshire & West Essex)*
- *"Normal." (Patient 49, Hertfordshire & West Essex)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	41 (30.4%)
Physical impairment	24 (17.8%)
Sensory impairment	7 (5.2%)
Long standing condition	36 (26.7%)
Learning disability	2 (1.5%)
Mental health disorder	6 (4.4%)
Other	19 (14.0%)
Total number of responses	135
Declined to answer question	5
No reply to question	21

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

- "Stroke." (Patient 67, Norfolk & Waveney)
- "Many." (Patient 29, Cambridgeshire & Peterborough)
- "COPD." (Patient 19, Bedfordshire & Luton)
- "Hard of hearing." (Patient 71, Hertfordshire & West Essex)
- "A.F. High Blood Pressure. Shortness of breath." (Patient 59, Norfolk & Waveney)
- "I'm old and everything is going downhill." (Patient 97, Norfolk & Waveney)
- "COPD, Gallstones, Angina, heart not pumping properly." (Patient 49, Norfolk & Waveney)
- "Early diagnosed cancer." (Patient 83, Mid & South Essex)
- "Partially sighted." (Patient 15, Mid & South Essex)
- "Non-epileptic seizures." (Patient 31, Mid & South Essex)
- "Epilepsy." (Patient 51, Norfolk & Waveney)
- "Severely sight impaired." (Patient 74, Norfolk & Waveney)
- "Multiple Sclerosis." (Patient 8, Cambridgeshire & Peterborough)
- "High or elevated right diaphragm but did the operation to fix it." (Patient 69, Mid & South Essex)
- "COPD, double hernia, fluid retention." (Patient 10, Hertfordshire & West Essex)
- "A degree of deafness(Hearing aids)." (Patient 69, Norfolk & Waveney)
- "Alzheimer's." (Patient 46 & Patient 39, Cambridgeshire & Peterborough)
- "Heart/Diabetic/Lung." (Patient 49, Hertfordshire & West Essex)

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

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

<b>Married/Civil partnership</b>	<b>Total</b>
Yes	57 (57.6%)
No	28 (28.3%)
Other	14 (14.1%)
<b>Total number of responses</b>	<b>99</b>
Declined to answer question	5
No reply to question	28

Of the 14 patients who answered 'other' in response to this question; 12 patients advised that they had been 'widowed,' and two patients 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)*

<b>Pregnancy/had a child within last 12 months</b>	<b>Total</b>
No, I am not pregnant	56 (75.7%)
No, I do not have a child under 12 months old	16 (21.6%)
Yes, I am pregnant	1 (1.4%)
Yes, I have a child under 12 months old	1 (1.4%)
<b>Total number of responses</b>	<b>74</b>
Declined to answer question	3
No reply to question	68

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	0 (0.0%)
No	84 (100%)
<b>Total number of responses</b>	<b>84</b>
Declined to answer question	1
No reply to question	46

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

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

<b>Format</b>	<b>Total</b>
I did not require a different format	86 (92.5%)
Braille	1 (1.1%)
British Sign Language (BSL) interpreter	2 (2.2%)
Browse aloud (website)	1 (1.1%)
Deafblind advocate	1 (1.1%)
Deafblind interpreter	0 (0.0%)
Easy read	0 (0.0%)
Large print	1 (1.1%)
Page magnification (website)	1 (1.1%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (website)	0 (0.0%)
<b>Total</b>	<b>93</b>
Declined to answer question	1
Did not answer	42



## Impact on the service received

(All answer types are listed, some multiple answers)

Impact on Service	Total
No	88 (95.7%)
Yes, in a positive way	3 (3.3%)
Yes, in a negative way	1 (1.1%)
Total	92
Did not answer	40

88 patients (95.7%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Three patients (3.3%) responded that the service they received was affected in a positive way and one patient responded that the service they received was affected in a negative way. 40 patients did not answer this question.

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

- *“The one paramedic took his time and listened. However, sometimes the elderly who have long standing serious illnesses, infirmity and mental health problems are 'patronised' beyond belief. This is not helpful to anyone and can cause more problems and less understanding. The younger staff member perhaps, in this case, I feel needed a little more training.” (Patient 29, Cambridgeshire & Peterborough)*
- *“Such helpful services cannot thank the team enough!” (Patient 35, Hertfordshire & West Essex)*

## Aftercare

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