



# Patient Experience Report: Emergency Services Continuous Survey

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Report Period: July 2018

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# Results for July 2018

## Response

428 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 July 2018.

100 responses were received over the following four week period. This equates to a 23.4% 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

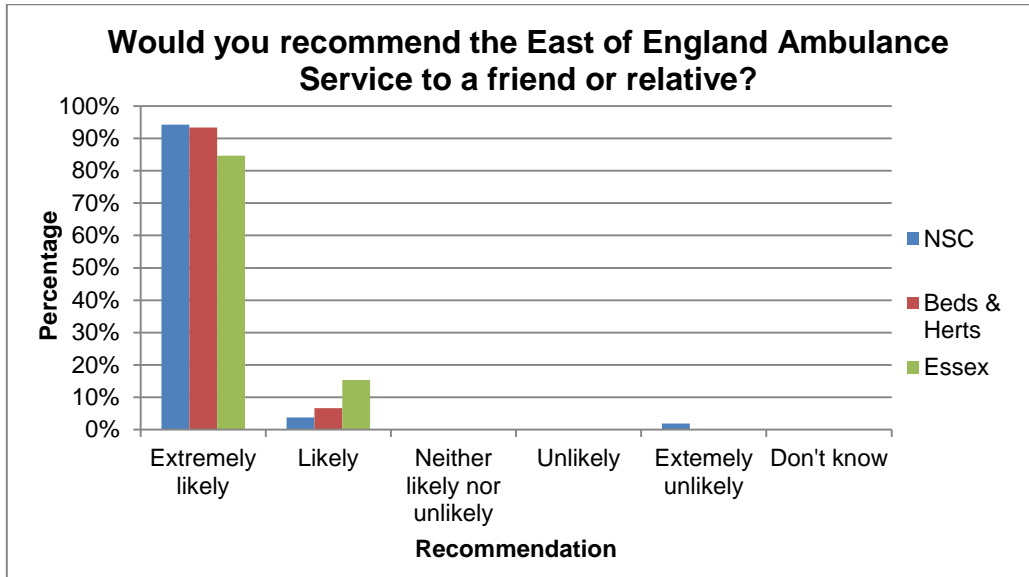
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	49 (94.2%)	28 (93.3%)	11 (84.6%)	88 (92.6%)
Likely	2 (3.8%)	2 (6.7%)	2 (15.4%)	6 (6.3%)
Neither likely nor unlikely	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%)
Extremely unlikely	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>52</b>	<b>30</b>	<b>13</b>	<b>95</b>
No reply to question	2	1	2	5

*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).*

98.9% of patients who responded to the above question and had used the Trust's ES during the month of July 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:



## Additional Comments

Patient number	Area	Positive comments
23	NSC	You couldn't improve it the way your staff treated me was excellent. I couldn't have wished for better.
127	NSC	It could not have been better.
138	NSC	The ambulance crew were professional whilst being friendly; I was kept informed at all times. When we arrived at the hospital the crew remained attentive and gave a full hand over. I was not expecting the continued support of the ambulance crew once in the hospital. They made a difficult experience easier. Thank you.
100	Beds & Herts	These people were wonderful. I can't fault them in any way.
16	NSC	Always been excellent when called.
66	NSC	Well satisfied.
23	Beds & Herts	"May be a cup of tea on the way home," No faults for both the journey to the hospital and home.
33	Beds & Herts	They were great, very calming and professional.
111	Beds & Herts	Fantastic service from start to finish.
112	Beds & Herts	I could not have wished for better care.
24	NSC	You do a wonderful job.
78	NSC	The service was brilliant. All the staff were caring and looked after me and my family really well.
169	NSC	Hard to improve on present budget! Well done.
175	NSC	Absolutely splendid medics. Arrived promptly. So very caring, helpful and as I suffer from mental Health problems, they were so supportive. Cannot rate them highly enough. Nothing was too much trouble. 100 out of 10. On the way to hospital they talked to me which again made a huge difference for me.
37	Essex	My overall experience with the ambulance service was a very good one. I had suffered a small stroke and am subject to TIAs. After initial discussion with a GP, the 'on call' service at the retirement complex where I live, telephoned for an ambulance which seemed to arrive in minutes. The paramedics (or technician) after examination, got in touch with the Stroke ambulance. I was given a CT scan on that ambulance, then taken to Southend university hospital where I was transferred straight onto a bed on the Stroke ward. Excellent service.
67	Essex	Nothing could have been better. Very very good & helpful.
77	NSC	No improvements, lovely team.
94	NSC	In my opinion everything is fine could not want better thank you all very much.
60	NSC	Extremely pleased no improvements needed.
70	NSC	No they were excellent.
135	NSC	The service was brilliant and no way could be improved.
155	NSC	Totally satisfied!

101	Beds & Herts	Given the circumstances the ambulance service delivered exceptional care, starting with a fast response time. The emergency staff were reassuring, witty and skilful and explained us everything right after the unplanned home delivery of our child. The emergency service team acted as a critical friend during the most important event of our lives (child birth). We could not have asked for a better quality of service (care) from the team.
91	NSC	They were fantastic, arrived very quickly and put me at ease straight away. When my daughter was stable they amused my 3 year old who was with me by showing him the lights etc, made it much easier.
24	Essex	The care I received was of a very high quality. The paramedics dealt with me in a kind caring manner.
128	NSC	No improvement needed the crew were excellent.

Patient number	Area	Mixed/Neutral comments
60	Beds & Herts	No it is ok.
166	NSC	The ambulance was a long time arriving, but this was because we had given the call handler incorrect information regarding our whereabouts. As we were on the motorway it is a pity that the call handler did not ask for the nearest milepost number. We did not think of it at the time.
52	NSC	Our experience with the ambulance service has been exceptional. The staff without exception, have been brilliant. The only problem we can see is the inordinate amount of time they have to wait at the hospital before they can discharge their patients - surely this is a waste of valuable resources.
207	NSC	I do appreciate that emergency calls must come first but a 9 hour wait for an ambulance is by no means acceptable.
36	Beds & Herts	GP was called to see my father and called for an ambulance to take him to Bedford hospital - she advised that it would probably be about a 2 hr wait. This turned out to be a 6½ hr wait and as my father was mobile and not in pain, I feel that I would have been quicker to have driven him in myself by car.
72	Beds & Herts	Perhaps to be told how long the ambulance would be. Regular update. I am aware there were more crucial people than me so I was prepared to wait but some form of update would have been good. Apart from that it was pretty good.
87	NSC	I would like to ensure that the professionalism of the ambulance team who brought me on Monday 9th July at about 12:30-1pm is not compromised by others. My clear toiletries bag with pink handles went missing until my first home visit on Friday 14th July. The ambulance team carried and placed my bags x2 in the rear of their ambulance with that toiletries bag on top of one bag.

Patient number	Area	Negative comments
82	NSC	The 2 ambulance staff attending me at home did not diagnose my problem immediately I was told I had a migraine and to take painkillers where I had suffered a brain haemorrhage. It was my wife who questioned the decision not to take me in. As soon as I went to A&E they told me there were enough indications this was serious.

**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	44 (88.0%)	21 (72.4%)	14 (93.3%)	79 (84.0%)	76/77 (98.7%)
The view of someone acting on behalf of the patient	6 (12.0%)	8 (27.6%)	1 (6.7%)	15 (16.0%)	14/15 (93.3%)
Total number of responses	50	29	15	94	92
No reply to question	4	2	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	Operational Area			
	NSC	Beds & Herts	Essex	Total
GP Surgery	12 (26.1%)	13 (39.4%)	2 (16.7%)	27 (29.7%)
NHS 111 Service	16 (34.8%)	11 (33.3%)	5 (41.7%)	32 (35.2%)
Out of Hours Doctor's Service	1 (2.2%)	0 (0.0%)	1 (8.3%)	2 (2.2%)
A walk in centre	0 (0.0%)	2 (6.1%)	0 (0.0%)	2 (2.2%)
Pharmacy	0 (0.0%)	1 (3.0%)	0 (0.0%)	1 (1.1%)
The ambulance service were the first health care provider contacted	17 (37.0%)	6 (18.2%)	4 (33.3%)	27 (29.7%)
Other	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>46</b>	<b>33</b>	<b>12</b>	<b>91</b>
No reply to question	9	2	4	15

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

- *“GP called ambulance.” (Patient 138, NSC)*
- *“Home visit GP contacted ambulance.” (Patient 169, NSC)*
- *“Piper alarm system.” (Patient 97, Beds & Herts)*
- *“Unexpected and surprised visit by GP, Resp clinician + AM HP.” (Patient 87, NSC)*
- *“First aider.” (Patient 203, NSC)*
- *“Social worker.” (Patient 94, NSC)*
- *“999 service.” (Patient 28, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	28 (68.3%)	20 (80.0%)	8 (88.9%)	56 (74.7%)
Acceptable	9 (22.0%)	4 (16.0%)	0 (0.0%)	13 (17.3%)
Fairly acceptable	1 (2.4%)	0 (0.0%)	0 (0.0%)	1 (1.3%)
Unacceptable	0 (0.0%)	1 (4.0%)	1 (11.1%)	2 (2.7%)
Very unacceptable	3 (7.3%)	0 (0.0%)	0 (0.0%)	3 (4.0%)
<b>Total number of responses</b>	<b>41</b>	<b>25</b>	<b>9</b>	<b>75</b>
Unable to say	8	4	2	14
No reply to question	5	2	4	11

**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	31 (62.0%)	13 (46.4%)	9 (75.0%)	53 (58.9%)
Acceptable	12 (24.0%)	7 (25.0%)	2 (16.7%)	21 (23.3%)
Fairly acceptable	5 (10.0%)	8 (28.6%)	1 (8.3%)	14 (15.6%)
Unacceptable	1 (2.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Very unacceptable	1 (2.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
<b>Total number of responses</b>	<b>50</b>	<b>28</b>	<b>12</b>	<b>90</b>
Unable to say	1	1	0	2
No reply to question	3	2	3	8



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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	44 (89.8%)	29 (100%)	11 (100%)	84 (94.4%)
Yes, but I would have liked them to introduce themselves to a greater extent	4 (8.2%)	0 (0.0%)	0 (0.0%)	4 (4.5%)
No	1 (2.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Total number of responses	49	29	11	89
Unable to say	2	1	1	4
No reply to question	3	1	3	7

**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	50 (94.3%)	30 (100%)	15 (100%)	95 (96.9%)
A little improvement necessary	3 (5.7%)	0 (0.0%)	0 (0.0%)	3 (3.1%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	53	30	15	98
Unable to say	0	0	0	0
No reply to question	1	1	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	52 (100%)	29 (100%)	15 (100%)	96 (100%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, I was not treated with dignity and respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	52	29	15	96
Unable to say	0	1	0	1
No reply to question	2	1	0	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	50 (96.2%)	29 (100%)	15 (100%)	94 (97.9%)
Yes, to some extent	2 (3.8%)	0 (0.0%)	0 (0.0%)	2 (2.1%)
No, I was not treated with privacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>52</b>	<b>29</b>	<b>15</b>	<b>96</b>
Unable to say	0	1	0	1
No reply to question	2	1	0	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	51 (96.2%)	30 (100%)	14 (93.3%)	95 (96.9%)
Yes, to some extent	2 (3.8%)	0 (0.0%)	1 (6.7%)	3 (3.1%)
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%)
<b>Total number of responses</b>	<b>53</b>	<b>30</b>	<b>15</b>	<b>98</b>
Unable to say	0	0	0	0
No reply to question	1	1	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	48 (92.3%)	28 (96.6%)	12 (85.7%)	88 (92.6%)
Yes, to some extent	2 (3.8%)	1 (3.4%)	1 (7.1%)	4 (4.2%)
Yes, but not in a way I was able to understand	1 (1.9%)	0 (0.0%)	1 (7.1%)	2 (2.1%)
No, no explanation was given	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
<b>Total number of responses</b>	<b>52</b>	<b>29</b>	<b>14</b>	<b>95</b>
Unable to say	1	1	0	2
No reply to question	1	1	1	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	24 (49.0%)	17 (70.8%)	8 (66.7%)	49 (57.6%)
Yes, to some extent	9 (18.4%)	4 (16.7%)	1 (8.3%)	14 (16.5%)
No, I was not given any choice	9 (18.4%)	1 (4.2%)	3 (25.0%)	13 (15.3%)
No, I did not receive any treatment	7 (14.3%)	2 (8.3%)	0 (0.0%)	9 (10.6%)
<b>Total number of responses</b>	<b>49</b>	<b>24</b>	<b>12</b>	<b>85</b>
Unable to say / No treatment was given	2	5	1	8
No reply to question	3	2	2	7

**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	32 (68.1%)	22 (75.9%)	9 (69.2%)	63 (70.8%)
Fairly involved	13 (27.7%)	6 (20.7%)	4 (30.8%)	23 (25.8%)
Not involved	2 (4.3%)	1 (3.4%)	0 (0.0%)	3 (3.4%)
<b>Total number of responses</b>	<b>47</b>	<b>29</b>	<b>13</b>	<b>89</b>
Unable to say	2	0	0	2
No reply to question	5	2	2	9

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	44 (88.0%)	27 (93.1%)	11 (84.6%)	82 (89.1%)
Satisfied	5 (10.0%)	2 (6.9%)	2 (15.4%)	9 (9.8%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Dissatisfied	1 (2.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>50</b>	<b>29</b>	<b>13</b>	<b>92</b>
No care was given	0	0	0	0
Unable to say	0	0	0	0
No reply to question	4	2	2	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	36 (73.5%)	25 (92.6%)	9 (75.0%)	70 (79.5%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, but it was obvious I was not in pain	13 (26.5%)	2 (7.4%)	3 (25.0%)	18 (20.5%)
<b>Total number of responses</b>	<b>49</b>	<b>27</b>	<b>12</b>	<b>88</b>
Unable to say	1	3	1	5
No reply to question	4	1	2	7

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

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
I was not experiencing any pain	20 (45.5%)	10 (35.7%)	7 (53.8%)	37 (43.5%)
I declined pain relief	2 (4.5%)	1 (3.6%)	0 (0.0%)	3 (3.5%)
Yes	11 (25.0%)	7 (25.0%)	2 (15.4%)	20 (23.5%)
No	11 (25.0%)	10 (35.7%)	4 (30.8%)	25 (29.4%)
<b>Total number of responses</b>	<b>44</b>	<b>28</b>	<b>13</b>	<b>85</b>
Cannot remember/unable to say	6	3	1	10
No reply to question	4	1	2	7

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	18 (46.2%)	9 (40.9%)	5 (55.6%)	32 (45.7%)
Comfortable	17 (43.6%)	8 (36.4%)	2 (22.2%)	27 (38.6%)
Fairly Comfortable	3 (7.7%)	3 (13.6%)	1 (11.1%)	7 (10.0%)
Uncomfortable	1 (2.6%)	2 (9.1%)	1 (11.1%)	4 (5.7%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>39</b>	<b>22</b>	<b>9</b>	<b>70</b>
Unable to say	2	2	0	4
I wasn't transported by ambulance	7	6	3	16
No reply to question	6	1	3	10

**Q18 – How would you describe the following?**

**The appearance of ambulance service staff:**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	52 (100%)	28 (100%)	15 (100%)	95 (100%)
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	52	28	15	95
Unable to say	0	1	0	1
No reply to question	2	2	0	4

**The cleanliness of equipment used by ambulance service staff:**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	43 (97.7%)	23 (95.8%)	13 (100%)	79 (97.5%)
Fairly acceptable	0 (0.0%)	1 (4.2%)	0 (0.0%)	1 (1.2%)
Unacceptable	1 (2.3%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Total number of responses	44	24	13	81
Unable to say	1	1	1	3
No reply to question	9	6	1	16

**The cleanliness of the interior of the ambulance:**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	35 (100%)	18 (94.7%)	11 (100%)	64 (98.5%)
Fairly acceptable	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (1.5%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	35	19	11	65
Unable to say	7	5	1	13
No reply to question	12	7	3	22

**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	28 (53.8%)	18 (62.1%)	10 (66.7%)	56 (58.3%)
Met my expectations	20 (38.5%)	10 (34.5%)	4 (26.7%)	34 (35.4%)
Reasonably met my expectations	2 (3.8%)	1 (3.4%)	1 (6.7%)	4 (4.2%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	2 (3.8%)	0 (0.0%)	0 (0.0%)	2 (2.1%)
<b>Total number of responses</b>	<b>52</b>	<b>29</b>	<b>15</b>	<b>96</b>
No reply to question	2	2	0	4

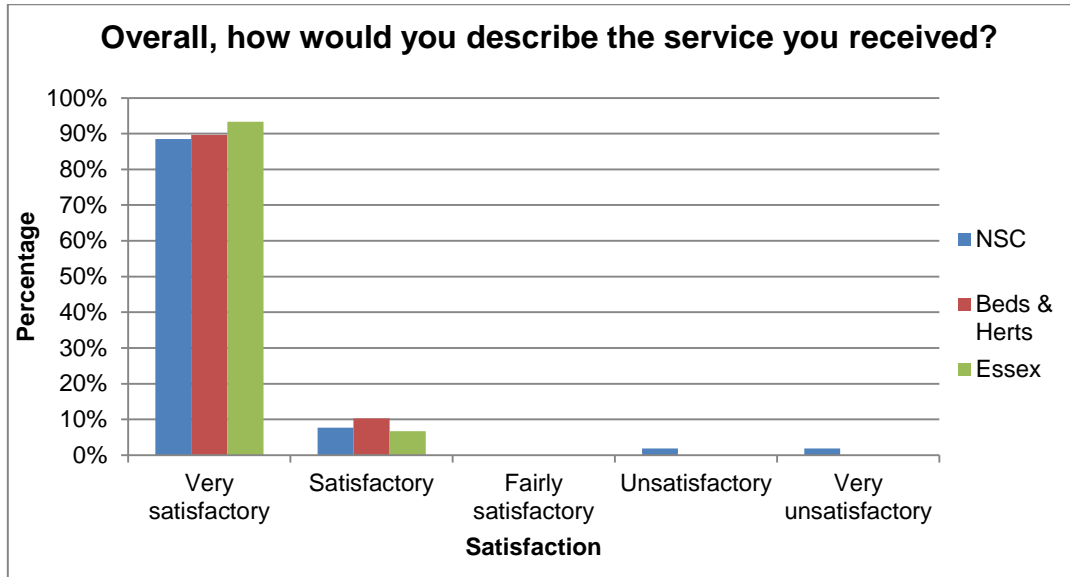
**Q20 – Overall, how would you describe the service you received?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	46 (88.5%)	26 (89.7%)	14 (93.3%)	86 (89.6%)
Satisfactory	4 (7.7%)	3 (10.3%)	1 (6.7%)	8 (8.3%)
<b>KPI Result – (very satisfactory + satisfactory/Total number of responses)</b>	<b>50/52 (96.2%)</b>	<b>29/29 (100%)</b>	<b>15/15 (100%)</b>	<b>94/96 (97.9%)</b>
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unsatisfactory	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Very unsatisfactory	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
<b>Total number of responses</b>	<b>52</b>	<b>29</b>	<b>15</b>	<b>96</b>
No reply to question	2	2	0	4

97.9% of patients who responded to the above question and had used the Trust's ES during July 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'



Bar chart illustrating the results of question 20:



## Demographics and Equality and Diversity Information

### Gender

Gender	Total
Male	41 (47.7%)
Female	45 (52.3%)
Total number of responses	86
Declined to answer question	2
No reply to question	12

### Age

Age	Total
Range	1 to 98 years
Mean	66 years
Median	69 years
Mode	53 years
Total number of responses	86
Declined to answer question	1
No reply to question	13

## Ethnicity

Ethnicity	Total
White British	76 (87.4%)
White Irish	1 (1.1%)
Any other White background	5 (5.7%)
Mixed White and Black Caribbean	1 (1.1%)
Mixed White and Black African	1 (1.1%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	2 (2.3%)
Asian Pakistani	0 (0.0%)
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	3 (3.4%)
<b>Total number of responses</b>	<b>87</b>
Declined to answer question	0
No reply to question	13

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

- *“White British.” (Patient 23, Beds & Herts)*
- *“English.” (Patient 68, Beds & Herts)*
- *“South African.” (Patient 28, NSC)*

## Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	67 (76.1%)
Hindu	1 (1.1%)
Jewish	1 (1.1%)
Muslim	0 (0.0%)
Sikh	1 (1.1%)
Buddhist	0 (0.0%)
None	15 (17.0%)
Other	3 (3.4%)
<b>Total number of responses</b>	<b>88</b>
Declined to answer question	1
No reply to question	12

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

- *"Baptist." (Patient 73, Beds & Herts)*
- *"Agnostic." (Patient 166, NSC)*
- *"Later day saint or Mormon." (Patient 37, Essex)*

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	60 (96.8%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (1.6%)
Other	1 (1.6%)
Total number of responses	62
Declined to answer question	6
No reply to question	32

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

- *"Normal." (Patient 136, Beds & Herts)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	22 (19.6%)
Physical impairment	15 (13.4%)
Sensory impairment	5 (4.5%)
Long standing condition	32 (28.6%)
Learning disability	1 (0.9%)
Mental health disorder	16 (14.3%)
Other	21 (18.8%)
<b>Total number of responses</b>	<b>112</b>
Declined to answer question	3
No reply to question	20

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

- *“Suffering from brain aneurysm.” (Patient 52, NSC)*
- *“Low BP, intense pain.” (Patient 7, NSC)*
- *“COPD asthma.” (Patient 16, NSC)*
- *“Diabetic.” (Patient 19, NSC)*
- *“Normal problems for elderly patient.” (Patient 111, Beds & Herts)*
- *“Varicose veins / ulcers.” (Patient 112, Beds & Herts)*
- *“Mixed dementia.” (Patient 36, Beds & Herts)*
- *“Nerve damage in right leg.” (Patient 2, NSC)*
- *“Heart problems.” (Patient 15, NSC)*
- *“Partially sighted and had a stroke previously.” (Patient 103, NSC)*
- *“Heart and lung related.” (Patient 169, NSC)*
- *“Rehabilittee/after major operation.” (Patient 72, Beds & Herts)*
- *“Old age.” (Patient 97, Beds & Herts)*
- *“Post effects of viral encephalitis + breast cancer.” (Patient 87, NSC)*
- *“Stroke r/h side 9 years ago.” (Patient 84, Beds & Herts)*
- *“Back problems.” (Patient 136, Beds & Herts)*
- *“Brain damage, atrial fibrillation, epilepsy, DVT, blood clots in left leg, difficulty in walking.” (Patient 68, Beds & Herts)*
- *“Deaf both ears.” (Patient 8, Beds & Herts)*
- *“Knee replacement.” (Patient 54, NSC)*
- *“Balance problem.” (Patient 135, NSC)*
- *“Vascular dementia.” (Patient 68, 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	45 (56.3%)
No	23 (28.8%)
Other	12 (15.0%)
<b>Total number of responses</b>	<b>80</b>
Declined to answer question	1
No reply to question	21

Of the 12 patients who answered 'other' in response to this question; nine patients advised that they had been 'widowed,' one patient responded that they were 'cohabitating' and two patients 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)*

<b>Pregnancy/had a child within last 12 months</b>	<b>Total</b>
No, I am not pregnant	55 (80.9%)
No, I do not have a child under 12 months old	12 (17.6%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	1 (1.5%)
<b>Total number of responses</b>	<b>68</b>
Declined to answer question	2
No reply to question	42

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	0 (0.0%)
No	71 (100%)
<b>Total number of responses</b>	<b>71</b>
Declined to answer question	1
No reply to question	28

**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	62 (93.9%)
Braille	0 (0.0%)
British Sign Language (BSL) interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind interpreter	0 (0.0%)
Easy read	1 (1.5%)
Large print	3 (4.5%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (website)	0 (0.0%)
<b>Total</b>	<b>66</b>
Declined to answer question	2
Did not answer	34



## Impact on the service received

Impact on Service	Total
No	67 (97.1%)
Yes, in a positive way	2 (2.9%)
Yes, in a negative way	0 (0.0%)
Total	69
Did not answer	31

67 patients (97.1%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Two patients (2.9%) 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. 31 patients did not answer this question.

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

- *“OMG anyone complains must be mad!! You cannot do any more. Thank you.” (Patient 177, NSC)*
- *“I am a person not a description.” (Patient 95, NSC)*
- *“Reason being that no matter what gender, age, homeless, drunk etc., etc., the medics would have treated me exactly the same.” (Patient 175, NSC)*
- *“Can’t judge, but I suspect, no.” (Patient 54, NSC)*

## Aftercare

Following this survey; four 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.