A large, stylized circular graphic composed of two overlapping brushstrokes, one in yellow and one in light blue, framing the title text.

Patient Experience Report: Emergency Services Continuous Survey

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Report Period: June 2018

Date of Report: September 2018

Results for June 2018

Response

411 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st to the 15th of June 2018.

91 responses were received over the following four week period. This equates to a 22.1% 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

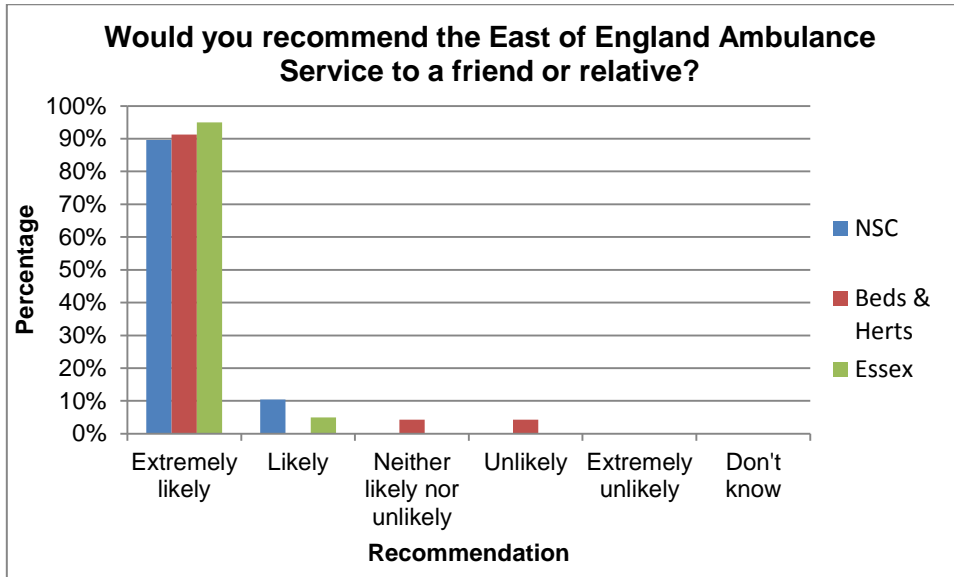
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	43 (89.6%)	21 (91.3%)	19 (95.0%)	83 (91.2%)
Likely	5 (10.4%)	0 (0.0%)	1 (5.0%)	6 (6.6%)
Neither likely nor unlikely	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (1.1%)
Unlikely	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (1.1%)
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	48	23	20	91
No reply to question	0	0	0	0

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).

97.8% of patients who responded to the above question and had used the Trust's ES during the month of June 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	Operational Area				Overall Key Performance Indicator (KPI)
	NSC	Beds & Herts	Essex	Total	
The view of the patient	33 (73.3%)	20 (87.0%)	17 (89.5%)	70 (80.5%)	68/69 (98.6%)
The view of someone acting on behalf of the patient	12 (26.7%)	3 (13.0%)	2 (10.5%)	17 (19.5%)	16/17 (94.1%)
Total number of responses	45	23	19	87	84
No reply to question	3	0	1	4	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	Operational Area			
	NSC	Beds & Herts	Essex	Total
GP Surgery	7 (15.2%)	2 (11.8%)	2 (9.5%)	11 (13.1%)
NHS 111 Service	16 (34.8%)	5 (29.4%)	5 (23.8%)	26 (31.0%)
Out of Hours Doctor's Service	1 (2.2%)	1 (5.9%)	1 (4.8%)	3 (3.6%)
A walk in centre	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (1.2%)
Pharmacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The ambulance service were the first health care provider contacted	18 (39.1%)	7 (41.2%)	11 (52.4%)	36 (42.9%)
Other	4 (8.7%)	1 (5.9%)	2 (9.5%)	7 (8.3%)
Total number of responses	46	17	21	84
No reply to question	7	7	2	16

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

- *“Emergency response team (via pendant) they phoned the ambulance service.” (Patient 2, NSC)*
- *“Ambulance service.” (Patient 181, NSC & Patient 144, NSC)*
- *“Dr via NHS 111.” (Patient 71, Beds & Herts)*
- *“District nurse/Carer.” (Patient 43, NSC)*
- *“By Brentwood community hospital.” (Patient 22, Essex)*
- *“Welwyn Garden QE 2 minor case.” (Patient 83, Beds & Herts)*
- *“Called by personal alarm.” (Patient 180, NSC)*
- *“Labour ward.” (Patient 168, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	34 (82.9%)	10 (71.4%)	16 (94.1%)	60 (83.3%)
Acceptable	7 (17.1%)	3 (21.4%)	1 (5.9%)	11 (15.3%)
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%)
Very unacceptable	0 (0.0%)	1 (7.1%)	0 (0.0%)	1 (1.4%)
Total number of responses	41	14	17	72
Unable to say	2	4	1	7
No reply to question	5	5	2	12

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	30 (66.7%)	8 (40.0%)	12 (70.6%)	50 (61.0%)
Acceptable	11 (24.4%)	6 (30.0%)	4 (23.5%)	21 (25.6%)
Fairly acceptable	4 (8.9%)	4 (20.0%)	1 (5.9%)	9 (11.0%)
Unacceptable	0 (0.0%)	1 (5.0%)	0 (0.0%)	1 (1.2%)
Very unacceptable	0 (0.0%)	1 (5.0%)	0 (0.0%)	1 (1.2%)
Total number of responses	45	20	17	82
Unable to say	0	1	1	2
No reply to question	3	2	2	7

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	44 (97.8%)	16 (84.2%)	18 (100%)	78 (95.1%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (1.2%)
No	1 (2.2%)	2 (10.5%)	0 (0.0%)	3 (3.7%)
Total number of responses	45	19	18	82
Unable to say	2	2	0	4
No reply to question	1	2	2	5

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	46 (97.9%)	21 (95.5%)	19 (100%)	86 (97.7%)
A little improvement necessary	1 (2.1%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Not professional	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (1.1%)
Total number of responses	47	22	19	88
Unable to say	0	0	0	0
No reply to question	1	1	1	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	47 (100%)	21 (95.5%)	19 (100%)	87 (98.9%)
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%)	1 (4.5%)	0 (0.0%)	1 (1.1%)
Total number of responses	47	22	19	88
Unable to say	0	0	0	0
No reply to question	1	1	1	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	45 (97.8%)	22 (100%)	19 (100%)	86 (98.9%)
Yes, to some extent	1 (2.2%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
No, I was not treated with privacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	46	22	19	87
Unable to say	0	0	0	0
No reply to question	2	1	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	47 (100%)	21 (95.5%)	19 (100%)	87 (98.9%)
Yes, to some extent	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (1.1%)
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%)
Total number of responses	47	22	19	88
Unable to say	0	0	0	0
No reply to question	1	1	1	3

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	40 (87.0%)	17 (85.0%)	19 (100%)	76 (89.4%)
Yes, to some extent	6 (13.0%)	2 (10.0%)	0 (0.0%)	8 (9.4%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, no explanation was given	0 (0.0%)	1 (5.0%)	0 (0.0%)	1 (1.2%)
Total number of responses	46	20	19	85
Unable to say	0	2	0	2
No reply to question	2	1	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	27 (64.3%)	10 (58.8%)	14 (73.7%)	51 (65.4%)
Yes, to some extent	9 (21.4%)	2 (11.8%)	0 (0.0%)	11 (14.1%)
No, I was not given any choice	5 (11.9%)	3 (17.6%)	2 (10.5%)	10 (12.8%)
No, I did not receive any treatment	1 (2.4%)	2 (11.8%)	3 (15.8%)	6 (7.7%)
Total number of responses	42	17	19	78
Unable to say / No treatment was given	1	3	0	4
No reply to question	5	3	1	9

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	35 (81.4%)	16 (72.7%)	19 (100%)	70 (83.3%)
Fairly involved	8 (18.6%)	5 (22.7%)	0 (0.0%)	13 (15.5%)
Not involved	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (1.2%)
Total number of responses	43	22	19	84
Unable to say	2	0	0	2
No reply to question	3	1	1	5

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	45 (97.8%)	18 (81.8%)	19 (100%)	82 (94.3%)
Satisfied	1 (2.2%)	2 (9.1%)	0 (0.0%)	3 (3.4%)
Fairly satisfied	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (1.1%)
Dissatisfied	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (1.1%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	46	22	19	87
No care was given	0	0	0	0
Unable to say	0	0	0	0
No reply to question	2	1	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	34 (75.6%)	16 (72.7%)	16 (88.9%)	66 (77.6%)
No	1 (2.2%)	2 (9.1%)	0 (0.0%)	3 (3.5%)
No, but it was obvious I was not in pain	10 (22.2%)	4 (18.2%)	2 (11.1%)	16 (18.8%)
Total number of responses	45	22	18	85
Unable to say	1	0	0	1
No reply to question	2	1	2	5

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	16 (37.2%)	9 (50.0%)	4 (25.0%)	29 (37.7%)
I declined pain relief	3 (7.0%)	1 (5.6%)	2 (12.5%)	6 (7.8%)
Yes	8 (18.6%)	5 (27.8%)	7 (43.8%)	20 (26.0%)
No	16 (37.2%)	3 (16.7%)	3 (18.8%)	22 (28.6%)
Total number of responses	43	18	16	77
Cannot remember/unable to say	4	3	1	8
No reply to question	3	2	3	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	24 (58.5%)	10 (45.5%)	9 (52.9%)	43 (53.8%)
Comfortable	10 (24.4%)	11 (50.0%)	6 (35.3%)	27 (33.8%)
Fairly Comfortable	3 (7.3%)	0 (0.0%)	1 (5.9%)	4 (5.0%)
Uncomfortable	2 (4.9%)	0 (0.0%)	1 (5.9%)	3 (3.8%)
Very uncomfortable	2 (4.9%)	1 (4.5%)	0 (0.0%)	3 (3.8%)
Total number of responses	41	22	17	80
Unable to say	0	0	0	0
I wasn't transported by ambulance	4	0	2	6
No reply to question	3	1	1	5

Q18 – How would you describe the following?

The appearance of ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	46 (100%)	23 (100%)	19 (100%)	88 (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	46	23	19	88
Unable to say	0	0	0	0
No reply to question	2	0	1	3

The cleanliness of equipment used by ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	40 (100%)	22 (100%)	18 (100%)	80 (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	40	22	18	80
Unable to say	0	0	0	0
No reply to question	8	1	2	11

The cleanliness of the interior of the ambulance:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	35 (97.2%)	21 (95.5%)	17 (94.4%)	73 (96.1%)
Fairly acceptable	1 (2.8%)	1 (4.5%)	1 (5.6%)	3 (3.9%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	36	22	18	76
Unable to say	2	0	0	2
No reply to question	10	1	2	13

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

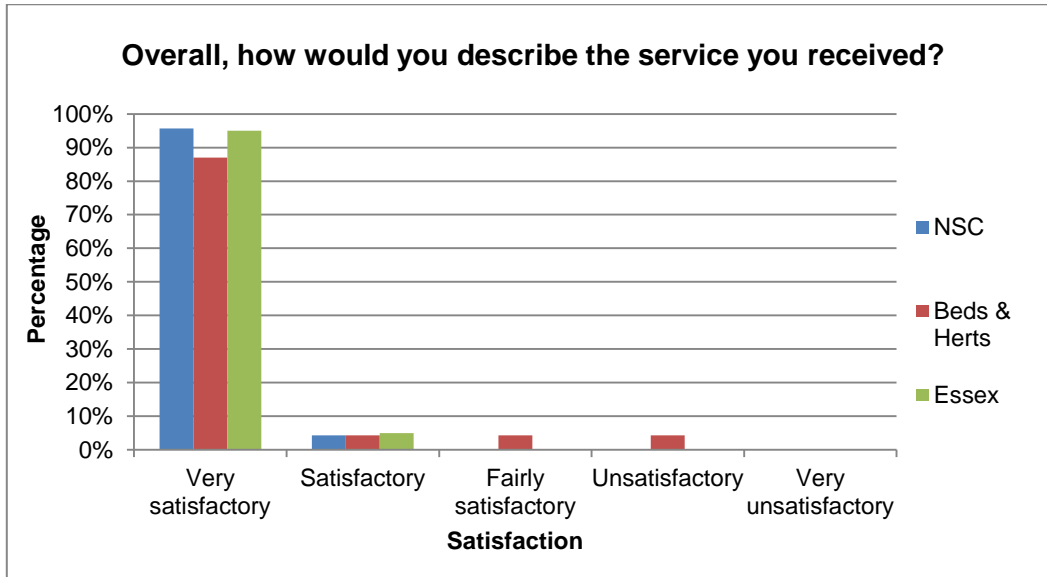
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	26 (55.3%)	7 (30.4%)	12 (60.0%)	45 (50.0%)
Met my expectations	21 (44.7%)	13 (56.5%)	8 (40.0%)	42 (46.7%)
Reasonably met my expectations	0 (0.0%)	2 (8.7%)	0 (0.0%)	2 (2.2%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (1.1%)
Total number of responses	47	23	20	90
No reply to question	1	0	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	45 (95.7%)	20 (87.0%)	19 (95.0%)	84 (93.3%)
Satisfactory	2 (4.3%)	1 (4.3%)	1 (5.0%)	4 (4.4%)
KPI Result – (very satisfactory + satisfactory/Total number of responses)	47/47 (100%)	21/23 (91.3%)	20/20 (100%)	88/90 (97.8%)
Fairly satisfactory	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (1.1%)
Unsatisfactory	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (1.1%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	47	23	20	90
No reply to question	1	0	0	1

97.8% of patients who responded to the above question and had used the Trust's ES during June 2018 rated the service received as being either 'satisfactory' or 'very satisfactory.'

Bar chart illustrating the results of question 20:



Additional Comments

Patient number	Area	Positive comments
45	NSC	No not at all. From the initial call to the attendance at the hospital I was impressed by the professionalism and non-judgemental way in which we were treated. The ambulance staff made us all calm and dealt with both my children in a caring and relaxing manner which made them comfortable. They are an absolute credit to the service.
185	NSC	I do not think there is much room for improvement as they were very professional helpful and caring and I thought they were first class.
210	NSC	The service was speedy, professional, caring and empathetic for me, the patient, and my wife.
13	Beds & Herts	No, the care I received was outstanding and the ambulance staff made you feel safe.
10	Essex	Excellent throughout.
12	Essex	You cannot improve perfection.
54	NSC	The experience I received was absolutely amazing, no improvements would be necessary.
54	Beds & Herts	On this occasion very happy. Service was prompt (only about 20-30 minutes). Paramedics very friendly and helpful. However, on previous occasions have waited about 5 hours.
118	Beds & Herts	Service spot on.
38	Essex	Service was professional from the start, very happy with care given.
70	NSC	I could not have been looked after better than anybody. They were friendly, helpful & looked after me when we got to hospital. I had to go on my own but they did not leave me one second until I was handed over to the hospital & see me comfortable. Thank you for my recent journey. You are a very special lot.
27	NSC	The ambulance service couldn't have been better, they were brilliant!
159	NSC	I could not have had a better service. Thank my team for all their help.
112	NSC	We do have to call a few times a year and are always pleased with the service. We cannot praise your staff enough. Thank you.
188	NSC	The service provided for myself was very very good and professional. The crew were very understanding. Pleasant and I could not have had better treatment. 2 Trainees were with the crew and they too were very good and will make a good member of any crew, Thanks to all. The crew who made me feel very good and in safe hands. Very professional.

Patient number	Area	Mixed/Neutral comments
98	Beds & Herts	We waited quite a long time for ambulance to attend.
49	NSC	You could provide more up to date vehicles!
104	Beds & Herts	Only time is to get here over 4 hours and time to bring back over 3 hours.
46	Beds & Herts	Ambulance took over an hour to arrive.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	38 (46.3%)
Female	44 (53.7%)
Total number of responses	82
Declined to answer question	0
No reply to question	9

Age

Age	Total
Range	2 to 98 years
Mean	63 years
Median	71 years
Mode	78 years
Total number of responses	81
Declined to answer question	0
No reply to question	10

Ethnicity

Ethnicity	Total
White British	79 (92.9%)
White Irish	1 (1.2%)
Any other White background	2 (2.4%)
Mixed White and Black Caribbean	1 (1.2%)
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	1 (1.2%)
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	1 (1.2%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Other	0 (0.0%)
Total number of responses	85
Declined to answer question	0
No reply to question	6

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

- *“English.” (Patient 124, NSC)*
- *“White/Black/Chinese/Indian.” (Patient 8, Beds & Herts)*
- *“Catholic.” (Patient 26, Beds & Herts)*

Religion or Belief

Religion or Belief	Total
Christian	54 (65.9%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	1 (1.2%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	20 (24.4%)
Other	7 (8.5%)
Total number of responses	82
Declined to answer question	1
No reply to question	8

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

- *"Atheist." (Patient 124, NSC)*
- *"C of E." (Patient 137, NSC and Patient 22, Essex)*
- *"RC" (Patient 144, NSC and Patient 46, Beds & Herts)*
- *"Catholic." (Patient 18, Essex and Patient 26, Beds & Herts)*

Sexual Orientation

Sexual Orientation	Total
Heterosexual	46 (92.0%)
Lesbian	1 (2.0%)
Gay	0 (0.0%)
Bisexual	1 (2.0%)
Other	2 (4.0%)
Total number of responses	50
Declined to answer question	5
No reply to question	36

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

- *"Normal."* (Patient 23, Beds & Herts)
- *"None."* (Patient 70, NSC)

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	31 (36.0%)
Physical impairment	11 (12.8%)
Sensory impairment	4 (4.7%)
Long standing condition	19 (22.1%)
Learning disability	0 (0.0%)
Mental health disorder	3 (3.5%)
Other	18 (20.9%)
Total number of responses	86
Declined to answer question	4
No reply to question	9

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

- *"Frail due to age." (Patient 2, NSC)*
- *"Awaiting hip surgery." (Patient 109, NSC)*
- *"Non-epileptic unresponsive dissociative seizures requiring Hydrocortisone 100mg iv/im." (Patient 124, NSC)*
- *"Spondylitis, Osteoarthritis, Diabetes." (Patient 23, Beds & Herts)*
- *"Diabetic, Mobility problems." (Patient 76, Beds & Herts)*
- *"Diabetic." (Patient 51, Essex)*
- *"Alzheimer's." (Patient 107, NSC)*
- *"Parkinson's." (Patient 43, NSC)*
- *"MND." (Patient 104, Beds & Herts)*
- *"Autism." (Patient 65, Essex)*
- *"Heart Surgery 2017." (Patient 118, Beds & Herts)*
- *"FMS/ Adhesions / Depression." (Patient 153, NSC)*
- *"Had a stroke." (Patient 27, Beds & Herts)*
- *"Autism." (Patient 70, Essex)*
- *"Old age." (Patient 70, NSC)*
- *"COPD." (Patient 112, NSC)*
- *"Vascular dementia." (Patient 200, NSC)*
- *"At the moment I am using a walking frame as I fell and broke my hip on June 12th 2018." (Patient 59, Essex)*

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes	44 (54.3%)
No	26 (32.1%)
Other	11 (13.6%)
Total number of responses	81
Declined to answer question	1
No reply to question	12

Of the 11 patients who answered 'other' in response to this question; 10 patients advised that they had been 'widowed,' and one patient responded that they were 'separated'.

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	43 (79.6%)
No, I do not have a child under 12 months old	9 (16.7%)
Yes, I am pregnant	1 (1.9%)
Yes, I have a child under 12 months old	1 (1.9%)
Total number of responses	54
Declined to answer question	0
No reply to question	45

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

Gender Reassignment	Total
Yes	0 0.0%
No	67 (100%)
Total number of responses	67
Declined to answer question	0
No reply to question	24

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

Format	Total
I did not require a different format	60 (98.4%)
Braille	0 (0.0%)
British Sign Language (BSL) interpreter	0 (0.0%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind interpreter	0 (0.0%)
Easy read	0 (0.0%)
Large print	1 (1.6%)
Page magnification (website)	0 (0.0%)
Text only web page (including ability to change colours)	0 (0.0%)
Text only web page (including ability to change font size)	0 (0.0%)
Text re-sizing (website)	0 (0.0%)
Total	61
Declined to answer question	2
Did not answer	28

Impact on the service received

Impact on Service	Total
No	59 (93.7%)
Yes, in a positive way	4 (6.3%)
Yes, in a negative way	0 (0.0%)
Total	63
Did not answer	28

59 patients (93.7%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Four patients (6.3%) 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. 28 patients did not answer this question.

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

- *“Explained everything in a way I could understand as I struggle to process info due to my Autism.” (Patient 65, Essex)*
- *“Do not understand the question.” (Patient 27, Beds & Herts)*

Aftercare

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