



Patient Experience Report: Emergency Services Continuous Survey

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Report Period: September 2018

Date of Report: February 2019

Results for September 2018

Response

502 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st to the 6th of September 2018.

141 responses were received over the following four week period. This equates to a 28.1% 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

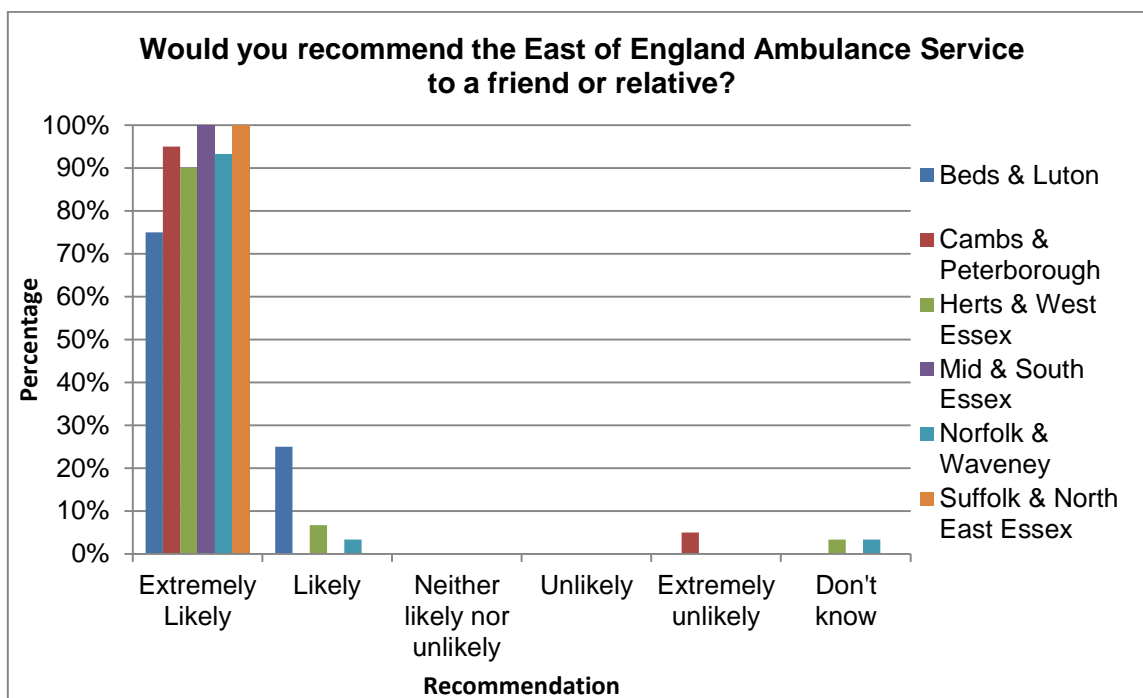
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Extremely likely	9 (75.0%)	19 (95.0%)	27 (90.0%)	18 (100.0%)	28 (93.3%)	31 (100.0%)	132 (93.6%)
Likely	3 (25.0%)	0 (0.0%)	2 (6.7%)	0 (0.0%)	1 (3.3%)	0 (0.0%)	6 (4.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	1 (5.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
Don't know	0 (0.0%)	0 (0.0%)	1 (3.3%)	0 (0.0%)	1 (3.3%)	0 (0.0%)	2 (1.4%)
Total number of responses	12	20	30	18	30	31	141
No reply to question	0	0	0	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).

97.9% of patients who responded to the above question and had used the Trust's ES during the month of September 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						Total	Overall Key Performance Indicator (KPI)
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex		
The view of the patient	9 (75.0%)	10 (58.8%)	18 (64.3%)	17 (94.4%)	23 (79.3%)	24 (77.4%)	101 (74.8%)	96/97 (99.0%)
The view of someone acting on behalf of the patient	3 (25.0%)	7 (41.2%)	10 (35.7%)	1 (5.6%)	6 (20.7%)	7 (22.6%)	34 (25.2%)	34/34 (100%)
Total number of responses	12	17	28	18	29	31	135	131
No reply to question	0	3	2	0	1	0	6	4

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	3 (21.4%)	5 (29.4%)	5 (17.9%)	5 (27.8%)	6 (20.0%)	6 (16.7%)	30 (21.0%)
NHS 111 Service	5 (35.7%)	7 (41.2%)	7 (25.0%)	6 (33.3%)	10 (33.3%)	8 (22.2%)	43 (30.1%)
Out of Hours Doctor's Service	1 (7.1%)	1 (5.9%)	3 (10.7%)	0 (0.0%)	1 (3.3%)	0 (0.0%)	6 (4.2%)
A walk in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Pharmacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.8%)	1 (0.7%)
The ambulance service were the first health care provider contacted	5 (35.7%)	3 (17.6%)	11 (39.3%)	7 (38.9%)	12 (40.0%)	20 (55.6%)	58 (40.6%)
Other	0 (0.0%)	1 (5.9%)	2 (7.1%)	0 (0.0%)	1 (3.3%)	1 (2.8%)	5 (3.5%)
Total number of responses	14	17	28	18	30	36	143
No reply to question	0	7	6	3	2	0	18

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

- "GP home visit." (Patient 34, Cambs & Peterborough)
- "Call out." (Patient 49, Suffolk & North East Essex)
- "Doctor called ambulance." (Patient 7, Herts & West Essex)
- "Hospital." (Patient 26, Herts & West Essex)
- "Midwife unit at Lister." (Patient 91, Herts & West Essex)
- "Only carers at Friary CT Home." (Patient 30, Cambs & Peterborough)
- "111 called an ambulance." (Patient 14, Norfolk & Waveney)
- "Someone from ambulance service phoned to check details they had got from 111." (Patient 97, Norfolk & Waveney)
- "Was not given choice." (Patient 84, Norfolk & Waveney)
- "Called 999." (Patient 76, Mid & South Essex)
- "Ipswich Hospital." (Patient 5, Suffolk & North East Essex)

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very acceptable	4 (50.0%)	15 (93.8%)	24 (92.3%)	17 (94.4%)	22 (84.6%)	24 (92.3%)	106 (88.3%)
Acceptable	4 (50.0%)	1 (6.3%)	1 (3.8%)	1 (5.6%)	3 (11.5%)	2 (7.7%)	12 (10.0%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	1 (3.8%)	0 (0.0%)	1 (3.8%)	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%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The ambulance service were the first health care provider contacted	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	8	16	26	18	26	26	120
Unable to say	3	4	2	0	1	3	13
No reply to question	1	0	2	0	3	2	8

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very acceptable	4 (40.0%)	9 (50.0%)	13 (46.4%)	12 (70.6%)	16 (59.3%)	18 (62.1%)	72 (55.8%)
Acceptable	3 (30.0%)	6 (33.3%)	9 (32.1%)	4 (23.5%)	4 (14.8%)	10 (34.5%)	36 (27.9%)
Fairly acceptable	2 (20.0%)	1 (5.6%)	3 (10.7%)	1 (5.9%)	5 (18.5%)	1 (3.4%)	13 (10.1%)
Unacceptable	1 (10.0%)	1 (5.6%)	2 (7.1%)	0 (0.0%)	2 (7.4%)	0 (0.0%)	6 (4.7%)
Very unacceptable	0 (0.0%)	1 (5.6%)	1 (3.6%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.6%)
Total number of responses	10	18	28	17	27	29	129
Unable to say	2	2	1	0	1	1	7
No reply to question	0	0	1	1	2	1	5

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 (90.0%)	18 (94.7%)	28 (96.6%)	18 (100.0%)	29 (100.0%)	31 (100.0%)	133 (97.8%)
Yes, but I would have liked them to introduce themselves to a greater extent	1 (10.0%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.5%)
No	0 (0.0%)	0 (0.0%)	1 (3.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
Total number of responses	10	19	29	18	29	31	136
Unable to say	2	1	0	0	0	0	3
No reply to question	0	0	1	0	1	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	11 (100.0%)	19 (100.0%)	28 (100.0%)	18 (100.0%)	30 (100.0%)	31 (100.0%)	137 (100.0%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	11	19	28	18	30	31	137
Unable to say	1	1	0	0	0	0	2
No reply to question	0	0	2	0	0	0	2

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, definitely	11 (100.0%)	19 (100.0%)	28 (100.0%)	18 (100.0%)	30 (100.0%)	31 (100.0%)	137 (100.0%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	11	19	28	18	30	31	137
Unable to say	1	1	0	0	0	0	2
No reply to question	0	0	2	0	0	0	2

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, definitely	11 (100.0%)	18 (94.7%)	27 (100.0%)	18 (100.0%)	30 (100.0%)	30 (96.8%)	134 (98.5%)
Yes, to some extent	0 (0.0%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (3.2%)	2 (1.5%)
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	11	19	27	18	30	31	136
Unable to say	1	1	1	0	0	0	3
No reply to question	0	0	2	0	0	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	11 (100.0%)	20 (100.0%)	28 (100.0%)	18 (100.0%)	30 (100.0%)	31 (100.0%)	138 (100.0%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	11	20	28	18	30	31	138
Unable to say	1	0	0	0	0	0	1
No reply to question	0	0	2	0	0	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	10 (100.0%)	17 (89.5%)	25 (89.3%)	17 (100.0%)	29 (96.7%)	28 (90.3%)	126 (93.3%)
Yes, to some extent	0 (0.0%)	2 (10.5%)	3 (10.7%)	0 (0.0%)	1 (3.3%)	3 (9.7%)	9 (6.7%)
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	19	28	17	30	31	135
Unable to say	2	1	0	1	0	0	4
No reply to question	0	0	2	0	0	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	10 (100.0%)	10 (83.3%)	25 (89.3%)	10 (100.0%)	10 (90.9%)	28 (90.3%)	126 (93.3%)
Yes, to some extent	0 (0.0%)	2 (16.7%)	3 (10.7%)	0 (0.0%)	1 (9.1%)	3 (9.7%)	9 (6.7%)
No, I was not given any choice	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, I did not receive any treatment	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	12	28	10	11	31	135
Unable to say/ No treatment was given	2	1	0	1	0	0	4
No reply to question	0	0	2	0	0	0	2

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	9 (81.8%)	15 (78.9%)	22 (73.3%)	11 (73.3%)	22 (84.6%)	18 (72.0%)	97 (77.0%)
Fairly involved	2 (18.2%)	2 (10.5%)	6 (20.0%)	4 (26.7%)	4 (15.4%)	6 (24.0%)	24 (19.0%)
Not involved	0 (0.0%)	2 (10.5%)	2 (6.7%)	0 (0.0%)	0 (0.0%)	1 (4.0%)	5 (4.0%)
Total number of responses	11	19	30	15	26	25	126
Unable to say	1	1	0	1	2	1	6
No reply to question	0	0	0	2	2	5	9

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 (81.8%)	20 (100.0%)	29 (96.7%)	15 (100.0%)	27 (96.4%)	28 (100.0%)	128 (97.0%)
Satisfied	2 (18.2%)	0 (0.0%)	1 (3.3%)	0 (0.0%)	1 (3.6%)	0 (0.0%)	4 (3.0%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	11	20	30	15	28	28	132
No care was given	0	0	0	0	0	0	0
Unable to say	1	0	0	0	0	0	1
No reply to question	0	0	0	3	2	3	8

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	7 (77.8%)	12 (66.7%)	24 (82.8%)	12 (75.0%)	22 (84.6%)	23 (88.5%)	100 (80.6%)
No	0 (0.0%)	2 (11.1%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	3 (2.4%)
No, but it was obvious I was not in pain	2 (22.2%)	4 (22.2%)	5 (17.2%)	3 (18.8%)	4 (15.4%)	3 (11.5%)	21 (16.9%)
Total number of responses	9	18	29	16	26	26	124
Unable to say	3	1	0	0	1	1	6
No reply to question	0	1	1	2	3	4	11

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	3 (33.3%)	8 (50.0%)	15 (60.0%)	10 (66.7%)	8 (28.6%)	7 (30.4%)	51 (44.0%)
I declined pain relief	1 (11.1%)	1 (6.3%)	1 (4.0%)	0 (0.0%)	2 (7.1%)	2 (8.7%)	7 (6.0%)
Yes	1 (11.1%)	4 (25.0%)	2 (8.0%)	4 (26.7%)	9 (32.1%)	6 (26.1%)	26 (22.4%)
No	4 (44.4%)	3 (18.8%)	7 (28.0%)	1 (6.7%)	9 (32.1%)	8 (34.8%)	32 (27.6%)
Total number of responses	9	16	25	15	28	23	116
Cannot remember / unable to say	3	4	5	1	1	1	15
No reply to question	0	0	0	2	3	7	12

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%)	5 (33.3%)	12 (46.2%)	4 (30.8%)	10 (50.0%)	7 (29.2%)	41 (39.0%)
Comfortable	3 (42.9%)	6 (40.0%)	6 (23.1%)	5 (38.5%)	4 (20.0%)	11 (45.8%)	35 (33.3%)
Fairly comfortable	1 (14.3%)	4 (26.7%)	6 (23.1%)	4 (30.8%)	4 (20.0%)	5 (20.8%)	24 (22.9%)
Uncomfortable	0 (0.0%)	0 (0.0%)	2 (7.7%)	0 (0.0%)	2 (10.0%)	1 (4.2%)	5 (4.8%)
Very uncomfortable	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	7	15	26	13	20	24	105
Unable to say	1	2	0	0	1	0	4
I wasn't transported by ambulance	4	3	4	3	7	4	25
No reply to question	0	0	0	2	2	3	7

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	9 (100.0%)	18 (94.7%)	29 (100.0%)	18 (100.0%)	28 (100.0%)	28 (100.0%)	130 (99.2%)
Fairly acceptable	0 (0.0%)	1 (5.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	9	19	29	18	28	28	131
Unable to say	1	1	0	0	1	0	3
No reply to question	2	0	1	0	1	3	7

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	8 (100.0%)	17 (100.0%)	26 (100.0%)	12 (100.0%)	27 (100.0%)	26 (92.9%)	116 (98.3%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (7.1%)	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	8	17	26	12	27	28	118
Unable to say	0	1	1	0	1	0	3
No reply to question	4	2	3	6	2	3	20

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	5 (83.3%)	14 (100.0%)	24 (100.0%)	10 (100.0%)	24 (100.0%)	21 (91.3%)	98 (97.0%)
Fairly acceptable	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (8.7%)	3 (3.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	6	14	24	10	24	23	101
Unable to say	4	2	3	2	2	3	16
No reply to question	2	4	3	6	4	5	24

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

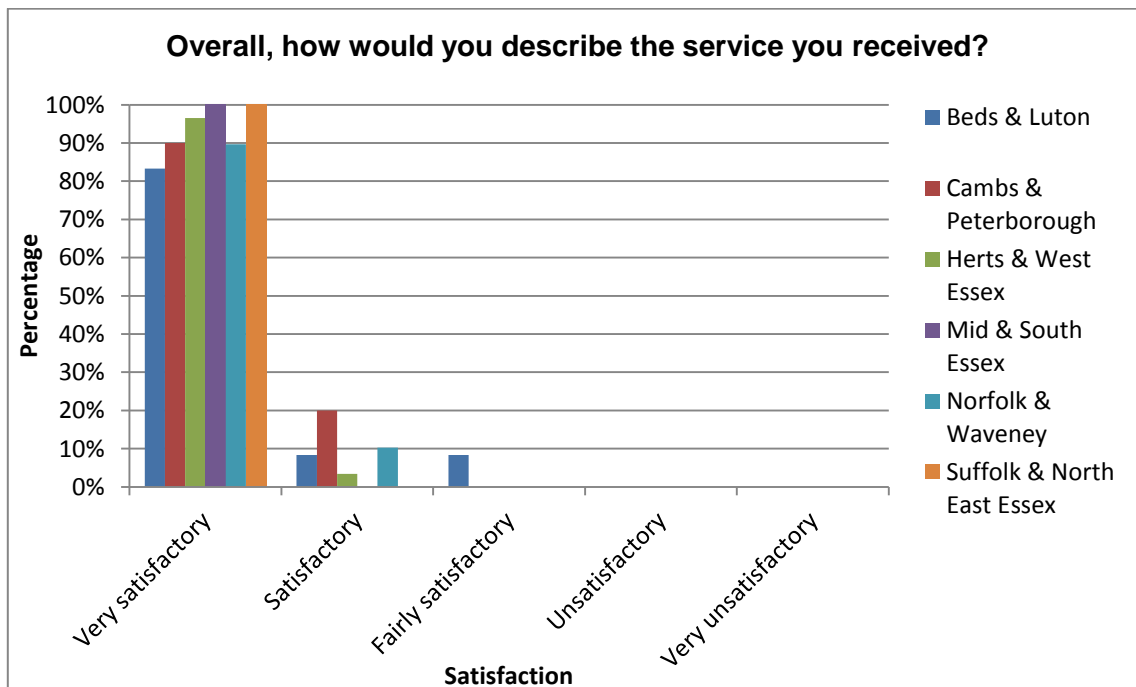
Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Exceeded my expectations	5 (50.0%)	8 (40.0%)	16 (55.2%)	12 (66.7%)	17 (58.6%)	16 (57.1%)	74 (55.2%)
Met my expectations	4 (40.0%)	11 (55.0%)	12 (41.4%)	6 (33.3%)	11 (37.9%)	12 (42.9%)	56 (41.8%)
Reasonably met my expectations	1 (10.0%)	1 (5.0%)	1 (3.4%)	0 (0.0%)	1 (3.4%)	0 (0.0%)	4 (3.0%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	10	20	29	18	29	28	134
No reply to question	2	0	1	0	1	3	7

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very satisfactory	10 (83.3%)	18 (90.0%)	28 (96.5%)	18 (100.0%)	26 (89.7%)	28 (100.0%)	128 (94.1%)
Satisfactory	1 (8.3%)	2 (20.0%)	1 (3.4%)	0 (0.0%)	3 (10.3%)	0 (0.0%)	7 (5.1%)
KPI Result – (very satisfactory + satisfactory/Total number of responses)	11/12 (91.7%)	20/20 (100.0%)	29/29 (100.0%)	18/18 (100.0%)	29/29 (100.0%)	28/28 (100.0%)	135/136 (99.3%)
Fairly satisfactory	1 (8.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.7%)
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	12	20	29	18	29	28	136
No reply to question	0	0	1	0	1	3	5

99.3% of patients who responded to the above question and had used the Trust’s ES during September 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
31	Herts & West Wessex	Couldn't have been more useful and helpful if they tried. Absolutely brilliant.
59	Suffolk & North East Essex	The paramedics that came out to see my mum were very professional. They treated my mum with respect and in a safe and kind way. I cannot fault them in any way. They gave her pain relief as soon as they could. Assessed her condition and transported her to hospital as soon as they got her pain under control. I cannot think of anything they could have done better. They were excellent.
77	Suffolk & North East Essex	No. They were so quick coming and so thorough, made me feel so comfortable and relaxed. Great work.
80	Suffolk & North East Essex	I do not see how the care I received could be improved. I was completely at ease with the way I was looked after and I would like to thank the ambulance staff very much.
60	Norfolk & Waveney	In my case you could not have bettered the treatment I got. The 3 paramedics were a credit to the ambulance service.
79	Mid & South Essex	Excellent service.
1	Herts & West Essex	The ambulance arrived quickly and the staff on board were very professional and charming.
2	Suffolk & North East Essex	They were the kindest and considerate I could wish for.
25	Cambs & Peterborough	Having used your service lately, I found the service one hundred percent, and cannot fault it in anyway. I don't think there is anything to improve.
37	Herts & West Essex	Very professional, excellent, couldn't wish for more - even the 111 service marvellous.
95	Herts & West Essex	I cannot think of anything, they were excellent.
30	Herts & West Essex	Excellent service.
15	Cambs & Peterborough	You arrived promptly, were polite, efficient and were most professional. I cannot tell you how to improve the experience as I grade it as 100%. (Written by son as father was unable to understand what was happening).
24	Cambs & Peterborough	While expecting advice from the 111 service, I was surprised to see an ambulance arrive. That said, the service was perfect and could not have been improved.
33	Suffolk & North East Essex	No suggestions. They were amazing.
65	Suffolk & North East Essex	We used an ambulance (stretcher) for hospital visits for my 89 year old father on more than one occasion. The various crews we had were extremely caring and helpful in moving him from chair to stretcher, stretcher to hospital stretcher etc. and even helped me dress/undress him for scans etc. because I wasn't

		able to manage. We later had to call out an ambulance as an emergency and it attended immediately, dad needed to stay in hospital for 12 days. On Dad's return home he had 3 falls in 3 weeks and we had to call an ambulance to check for broken bones and lift him on 3 rd fall. The crew was patient and made light of his position (wedged beside the loo!). They reached us in 1 hour 45 mins when we'd been told it would be 3 hours! We have been very impressed with your service. Thank you!
79	Suffolk & North East Essex	N/A, excellent service.
11	Norfolk & Waveney	The service could not be improved, I called 999 after calling a doctor on 3 occasions, the ambulance staff were fantastic with my resident and took him to hospital where he was diagnosed with sepsis and retention.
45	Norfolk & Waveney	No they were great.
12	Norfolk & Waveney	The quickness and fast response was professional and there was nothing they could of improved, first class service.
67	Norfolk & Waveney	I was looked after extremely well, definitely no complaints.
84	Norfolk & Waveney	No, they were very good. We had them twice and it was so good to have professional people. So sure and helpful checking all medicines and pills and everything. As well as trying everything they could.
94	Mid & South Essex	The two paramedics were brilliant, cannot think how you could improve on perfection. This would apply also to the second ambulance that took me and my wife to Basildon Hospital.
21	Mid & South Essex	No, very happy with the attention I received.
91	Norfolk & Waveney	Treatment and care was exceptional.
73	Suffolk & North East Essex	The ambulance crew were very thorough and explained everything. They made us feel calm and were very friendly to our children. They both seemed confident in their work and made sure all areas of the service were covered.
87	Mid & South Essex	I have always found the service excellent, especially with my wife who has svt, and this time with my TIA, your team were here to see to me in less than 10 minutes. Thanks.
10	Herts & West Essex	Experience was perfect.
3	Beds & Luton	Arrived promptly at the scene of the accident. Very good experience and made a bad situation bearable.
15	Herts & West Essex	You did a fantastic job.
68	Norfolk & Waveney	I have epilepsy: Nocturnal seizures. This was my first day time seizure in the street. I was unconscious, but became aware that I was in and out of consciousness but unable to help myself or respond. I was aware at times that the ambulance men were talking to me and telling me what was happening even though I couldn't respond. I was aware that when my answers were incoherent, the ambulance staff were incredibly patient with me.

		Excellent work and no improvement needed. Keep up the great work. Many thanks.
24	Suffolk & North East Essex	No complaints! Unable to write a letter as suffering from a broken wrist, so please compliment the staff from Stowmarket. Well done and many thanks.
54	Suffolk & North East Essex	Could not improve, very lovely people but unfortunately we can't remember their names.
57	Suffolk & North East Essex	No. Very good.

Patient number	STP	Mixed/Neutral comments
94	Herts & West Wessex	The speed at which the paramedic and then the ambulance arrived was excellent. The attention, treatment, care and advice given by the paramedic and the ambulance crew was superb. My only concern was the very 'rough ride' on the ambulance. Its suspension was not good!
38	Herts & West Essex	We need more ambulances and trained staff.
4	Norfolk & Waveney	I had to wait 4 hours for the ambulance to arrive, and I was in excruciating pain. I had broken my right hip. Could not control the pain, very uncomfortable, needed more pain relief, also I had to wait so long. Wanted to be sedated it was that painful. Very grateful, treated lovely, the paramedics I had were excellent, very good at their jobs. I felt in very safe hands. But could not control the pain, never known pain like it. The ambulance service was brilliant, very satisfactory, treated very well, 'cannot' fault it at all. Thank you to all the staff at James Paget ambulance who helped me.
59	Norfolk & Waveney	The only negative comment that we have is that we feel that we had a long wait for the ambulance to arrive. We waited 4 hours for the ambulance to come to my 98 year old grandmother with a suspected dislocated shoulder following a fall. Once they did arrive however, the service that we received was excellent.
76	Mid & South Essex	Could do with more ambulances as the paramedics are over stretched to the limit. Well done guys.
34	Beds & Luton	Apologise due to seizure unable to write.
47	Suffolk & North East Essex	I was concerned at the time I was kept in the ambulance outside my flat while further tests and enquiries were carried out. Having Diarrhoea and a massive bleed, I was in fear of a personal failure and making a mess. The service was excellent.
5	Beds & Luton	Apart from the 3 hours on the floor unable to get up, the medics were very good.

Patient number	STP	Negative comments
34	Cambs & Peterborough	Not waiting 6 hours for ambulance to arrive.
5	Herts & West Essex	I received prompt and professional care, the only upset for me was the uncomfortable ambulance journey.
28	Herts & West Essex	Yes, the six hour wait for assistance was too long when my mother (85) fell and cracked her head open. P.S I don't blame you, I blame this government who seem to think the poor, the old and the sick don't seem to matter, so let's rob the NHS of as much money as we can. (You people work too hard for too little and thank god you're there).
54	Norfolk & Waveney	More help, empathy for psychiatric care. To take myself all the way to A and E when I am feeling extremely unwell anyway is totally soul destroying. I was then told that I was not going to get any help because there was no one to see me. Was so disappointing, I am so tired with fighting for what I consider to be my right.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	80 (59.3%)
Female	55 (40.7%)
Total number of responses	135
Declined to answer question	0
No reply to question	6

Age

Age	Total
Range	0 to 98 years
Mean	69 years
Median	76 years
Mode	85 years
Total number of responses	134
Declined to answer question	1
No reply to question	6

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	123 (89.1%)
White Irish	3 (2.2%)
Any other White background	5 (3.6%)
Mixed White and Black Caribbean	1 (0.7%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	2 (1.4%)
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	1 (0.7%)
Other	3 (2.2%)
Total number of responses	138
Declined to answer question	0
No reply to question	5

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

- "Italian." (Patient 48, Mid & South Essex)
- "South African." (Patient 33, Suffolk & North East Essex)
- "Arab." (Patient 53, Norfolk & Waveney)

Religion or Belief

Religion or Belief	Total
Christian	99 (76.7%)
Hindu	2 (1.6%)
Jewish	1 (0.8%)
Muslim	1 (0.8%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	18 (14.0%)
Other	8 (6.2%)
Total number of responses	129
Declined to answer question	3
No reply to question	9

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

- *"Baptist." (Patient 81, Suffolk & North East Essex)*
- *"Catholic." (Patient 48, Mid & South Essex)*
- *"Humanist." (Patient 18, Cambs & Peterborough)*
- *"Baha'." (Patient 14, Norfolk & Waveney)*
- *"C of E." (Patient 76, Mid & South Essex)*
- *"Spiritual." (Patient 28, Cambs & Peterborough)*
- *"Catholic." (Patient 40, Beds & Luton)*
- *"RC." (Patient 22, Beds & Luton)*

Sexual Orientation

Sexual Orientation	Total
Heterosexual	85 (91.4%)
Lesbian	1 (1.1%)
Gay	2 (2.2%)
Bisexual	2 (2.2%)
Other	3 (3.2%)
Total number of responses	93
Declined to answer question	11
No reply to question	37

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

- "Ordinary." (Patient 81, Suffolk & North East Essex)
- "Normal." (Patient 25, Cambs & Peterborough)
- "Child." (Patient 35, Herts & West Essex)

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	45 (29.0%)
Physical impairment	26 (16.8%)
Sensory impairment	11 (7.1%)
Long standing condition	39 (25.2%)
Learning disability	2 (1.3%)
Mental health disorder	5 (3.2%)
Other	27 (17.4%)
Total number of responses	155
Declined to answer question	5
No reply to question	19

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

- "Breast cancer treatment." (Patient 98, Herts & West Essex)
- "Epilepsy, stroke, post neuro pain, Diabetes Type 2." (Patient 43, Beds & Luton)
- "Deaf L/side." (Patient 49, Suffolk & North East Essex)
- "Cannot walk far." (Patient 67, Suffolk & North East Essex)
- "Old age! But I'm still breathing!" (Patient 2, Suffolk & North East Essex)
- "Diabetic etc." (Patient 62, Cambs & Peterborough)
- "Partially sighted." (Patient 49, Beds & Luton)
- "High blood pressure." (Patient 37, Herts & West Essex)
- "Hearing and impaired vision." (Patient 30, Cambs & Peterborough)
- "Arthritis, Fibromyalgia, Asthma." (Patient 21, Suffolk & North East Essex)
- "Deaf, poorly sighted, weak (anaemic)!" (Patient 65, Suffolk & North East Essex)
- "Just old age." (Patient 56, Suffolk & North East Essex)
- "Limited use of right hand." (Patient 16, Suffolk & North East Essex)
- "Parkinson's." (Patient 77, Norfolk & Waveney)
- "Dementia." (Patient 11, Norfolk & Waveney and Patient 28, Suffolk & North East Essex)
- "Deaf, ME, Depression." (Patient 4, Norfolk & Waveney)
- "COPD, Emphysema." (Patient 76, Mid & South Essex)
- "COPD." (Patient 7, Mid & South Essex and Patient 27, Herts & West Essex)
- "COPD, osteoporosis, heart problems." (Patient 40, Beds & Luton)

- “Blind in left eye.” (Patient 10, Herts & West Essex)
- “Diabetes & osteoarthritis.” (Patient 3, Beds & Luton)
- “Alzheimer’s.” (Patient 30, Beds & Luton)
- “Epilepsy (started 2 years ago).” (Patient 68, Norfolk & Waveney)
- “Arthritis - Osteoarthritis and rheumatoid.” (Patient 20, Cambs & Peterborough)
- “Diabetes.” (Patient 100, Norfolk & Waveney)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes	77 (63.1%)
No	34 (27.9%)
Other	11 (9.0%)
Total number of responses	122
Declined to answer question	6
No reply to question	13

Of the 11 patients who answered ‘other’ in response to this question; 9 patients advised that they had been ‘widowed,’ one patient advised they were ‘divorced’ and 1 patient was a child so the question did not apply.

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	64 (77.1%)
No, I do not have a child under 12 months old	18 (21.7%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	1 (1.2%)
Total number of responses	83
Declined to answer question	1
No reply to question	70

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

Gender Reassignment	Total
Yes	0 (0.0%)
No	102 (100.0%)
Total number of responses	102
Declined to answer question	1
No reply to question	38

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	95 (97.9%)
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	2 (2.1%)
Large print	0 (0.0%)
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	97
Declined to answer question	1
Did not answer	43

Impact on the service received

Impact on Service	Total
No	103 (95.4%)
Yes, in a positive way	3 (2.8%)
Yes, in a negative way	2 (1.9%)
Total	108
Did not answer	33

103 patients (95.4%) felt that the service they received was not affected by any of the aforementioned strands of diversity. 3 patients (2.8%) responded that the service they received was affected in a positive way and 2 patients (1.9%) advised that the service they received was affected in a negative way. 33 patients did not answer this question.

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

- *“Long wait laying on floor.” (Patient 30, Cambs & Peterborough)*
- *“Don’t understand question.” (Patient 39, Suffolk & North East Essex)*
- *“Whatever patient needed, the experience from the ambulance service was very good.” (Patient 56, Suffolk & North East Essex)*
- *“Very quick response, excellent care to both hospitals.” (Patient 94, Mid & South Essex)*
- *“More paperwork, takes time away from patient care.” (Patient 40, Beds & Luton)*

Aftercare

Following this survey; 11 letters of appreciation were received, which were passed to the relevant teams concerned. Any comments of concern were also passed to the Patient Experience Team (Bedford) for further action as appropriate.