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# Patient Experience Report: Emergency Services Continuous Survey

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# Results for April 2018

## Response

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

119 responses were received over the following four week period. This equates to a 29.2% 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

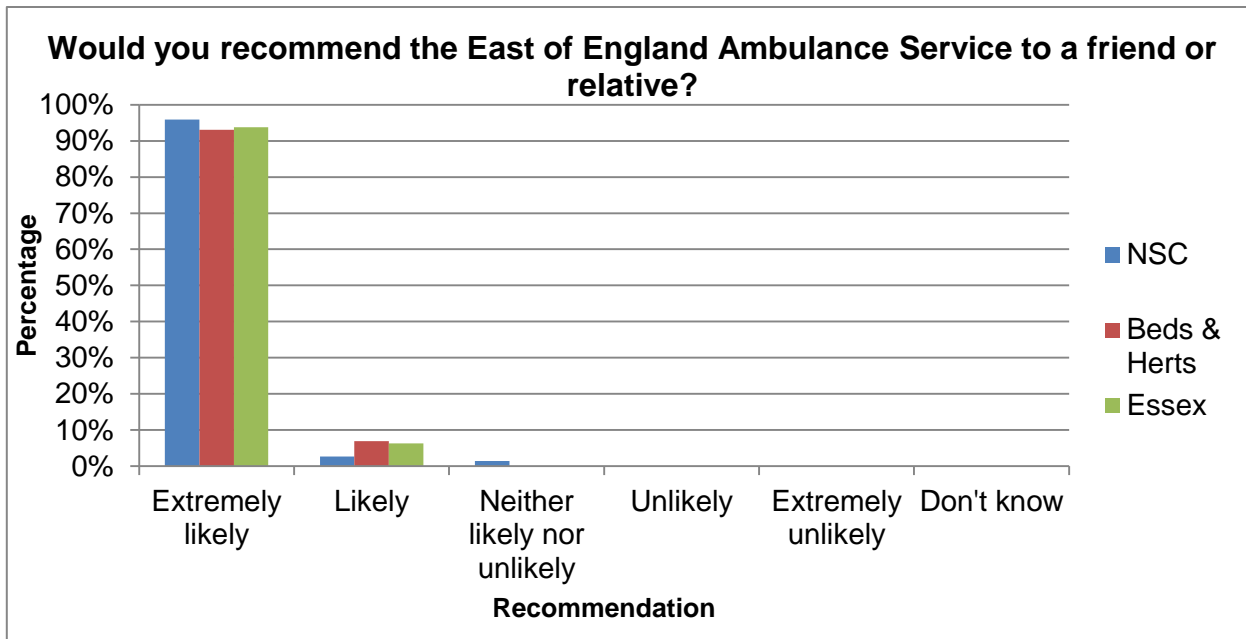
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	71 (95.9%)	27 (93.1%)	15 (93.8%)	113 (95.0%)
Likely	2 (2.7%)	2 (6.9%)	1 (6.3%)	5 (4.2%)
Neither likely nor unlikely	1 (1.4%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	74	29	16	119
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).*

99.2% of patients who responded to the above question and had used the Trust's ES during the month of April 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	56 (75.7%)	22 (78.6%)	13 (92.9%)	91 (78.4%)	90/90 (100%)
The view of someone acting on behalf of the patient	18 (24.3%)	6 (21.4%)	1 (7.1%)	25 (21.6%)	25/25 (100%)
Total number of responses	74	28	14	116	115
No reply to question	0	1	2	3	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	16 (21.6%)	4 (12.5%)	2 (11.1%)	22 (17.7%)
NHS 111 Service	21 (28.4%)	11 (34.4%)	7 (38.9%)	39 (31.5%)
Out of Hours Doctor's Service	2 (2.7%)	3 (9.4%)	0 (0.0%)	5 (4.0%)
A walk in centre	0 (0.0%)	0 (0.0%)	1 (5.6%)	1 (0.8%)
Pharmacy	2 (2.7%)	0 (0.0%)	0 (0.0%)	2 (1.6%)
The ambulance service were the first health care provider contacted	32 (43.2%)	13 (40.6%)	5 (27.8%)	50 (40.3%)
Other	1 (1.4%)	1 (3.1%)	3 (16.7%)	5 (4.0%)
<b>Total number of responses</b>	<b>74</b>	<b>32</b>	<b>18</b>	<b>124</b>
No reply to question	8	2	3	13

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

- *“Crisis Team.” (Patient 61, NSC)*
- *“Contacted by the estate manager.” (Patient 87, NSC)*
- *“999.” (Patient 123, NSC)*
- *“Refused ambulance by 999, Ambulance was sent by 111.” (Patient 43, Essex)*
- *“By care home.” (Patient 25, Beds & Herts)*
- *“Hospital ward I was discharged from the day before.” (Patient 73, Beds & Herts)*
- *“Doctor passing by.” (Patient 92, NSC)*
- *“Had recently been discharged from Barnet on this occasion.” (Patient 100, Beds & Herts)*
- *“Maternity hospital.” (Patient 67, Essex)*
- *“Care line.” (Patient 48, NSC)*
- *“Carer in residential care home where my mother resides.” (Patient 151, NSC)*
- *“999.” (Patient 33, NSC)*
- *“GP told us to call 111/2 - So we dialled 999!” (Patient 174, NSC)*
- *“District nurse.” (Patient 1, Essex)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	59 (89.4%)	22 (88.0%)	12 (85.7%)	93 (88.6%)
Acceptable	7 (10.6%)	2 (8.0%)	2 (14.3%)	11 (10.5%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unacceptable	0 (0.0%)	1 (4.0%)	0 (0.0%)	1 (1.0%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>66</b>	<b>25</b>	<b>14</b>	<b>105</b>
Unable to say	4	3	1	8
No reply to question	4	2	0	6

**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	54 (75.0%)	16 (57.1%)	12 (80.0%)	82 (71.3%)
Acceptable	16 (22.2%)	12 (42.9%)	1 (6.7%)	29 (25.2%)
Fairly acceptable	2 (2.8%)	0 (0.0%)	2 (13.3%)	4 (3.5%)
Unacceptable	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%)
<b>Total number of responses</b>	<b>72</b>	<b>28</b>	<b>15</b>	<b>115</b>
Unable to say	1	0	1	2
No reply to question	1	1	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	67 (94.4%)	27 (100%)	14 (100%)	108 (96.4%)
Yes, but I would have liked them to introduce themselves to a greater extent	3 (4.2%)	0 (0.0%)	0 (0.0%)	3 (2.7%)
No	1 (1.4%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	71	27	14	112
Unable to say	2	1	1	4
No reply to question	1	1	1	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very professional	73 (98.6%)	28 (96.6%)	16 (100%)	117 (98.3%)
A little improvement necessary	1 (1.4%)	1 (3.4%)	0 (0.0%)	2 (1.7%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	74	29	16	119
Unable to say	0	0	0	0
No reply to question	0	0	0	0

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	73 (98.6%)	27 (93.1%)	16 (100%)	116 (97.5%)
Yes, to some extent	1 (1.4%)	2 (6.9%)	0 (0.0%)	3 (2.5%)
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	74	29	16	119
Unable to say	0	0	0	0
No reply to question	0	0	0	0

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

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	69 (94.5%)	27 (93.1%)	15 (93.8%)	111 (94.1%)
Yes, to some extent	4 (5.5%)	2 (6.9%)	1 (6.3%)	7 (5.9%)
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>73</b>	<b>29</b>	<b>16</b>	<b>118</b>
Unable to say	1	0	1	2
No reply to question	0	0	0	0

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	70 (97.2%)	28 (96.6%)	16 (100%)	114 (97.4%)
Yes, to some extent	2 (2.8%)	1 (3.4%)	0 (0.0%)	3 (2.6%)
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>72</b>	<b>29</b>	<b>16</b>	<b>117</b>
Unable to say	1	0	0	1
No reply to question	1	0	0	1

**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	65 (89.0%)	28 (96.6%)	15 (93.8%)	108 (91.5%)
Yes, to some extent	7 (9.6%)	1 (3.4%)	1 (6.3%)	9 (7.6%)
Yes, but not in a way I was able to understand	1 (1.4%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
No, no explanation was given	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>73</b>	<b>29</b>	<b>16</b>	<b>118</b>
Unable to say	0	0	0	0
No reply to question	1	0	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	35 (53.8%)	16 (64.0%)	10 (71.4%)	61 (58.7%)
Yes, to some extent	12 (18.5%)	2 (8.0%)	1 (7.1%)	15 (14.4%)
No, I was not given any choice	9 (13.8%)	5 (20.0%)	0 (0.0%)	14 (13.5%)
No, I did not receive any treatment	9 (13.8%)	2 (8.0%)	3 (21.4%)	14 (13.5%)
<b>Total number of responses</b>	<b>65</b>	<b>25</b>	<b>14</b>	<b>104</b>
Unable to say / No treatment was given	5	2	0	7
No reply to question	4	2	2	8

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very involved	52 (74.3%)	23 (85.2%)	12 (80.0%)	87 (77.7%)
Fairly involved	15 (21.4%)	3 (11.1%)	3 (20.0%)	21 (18.8%)
Not involved	3 (4.3%)	1 (3.7%)	0 (0.0%)	4 (3.6%)
<b>Total number of responses</b>	<b>70</b>	<b>27</b>	<b>15</b>	<b>112</b>
Unable to say	3	1	1	5
No reply to question	1	1	0	2



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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	69 (94.5%)	28 (100%)	14 (87.5%)	111 (94.9%)
Satisfied	4 (5.5%)	0 (0.0%)	2 (12.5%)	6 (5.1%)
Fairly satisfied	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%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>73</b>	<b>28</b>	<b>16</b>	<b>117</b>
No care was given	0	0	0	0
Unable to say	0	0	0	0
No reply to question	1	1	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	57 (81.4%)	22 (84.6%)	15 (93.8%)	94 (83.9%)
No	1 (1.4%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
No, but it was obvious I was not in pain	12 (17.1%)	4 (15.4%)	1 (6.3%)	17 (15.2%)
<b>Total number of responses</b>	<b>70</b>	<b>26</b>	<b>16</b>	<b>112</b>
Unable to say	4	2	0	6
No reply to question	0	1	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
I was not experiencing any pain	26 (38.8%)	10 (43.5%)	5 (38.5%)	41 (39.8%)
I declined pain relief	3 (4.5%)	1 (4.3%)	1 (7.7%)	5 (4.9%)
Yes	20 (29.9%)	5 (21.7%)	5 (38.5%)	30 (29.1%)
No	18 (26.9%)	7 (30.4%)	2 (15.4%)	27 (26.2%)
Total number of responses	67	23	13	103
Cannot remember/unable to say	6	3	2	11
No reply to question	1	3	1	5

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

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	27 (45.8%)	13 (50.0%)	5 (50.0%)	45 (47.4%)
Comfortable	23 (39.0%)	4 (15.4%)	3 (30.0%)	30 (31.6%)
Fairly Comfortable	5 (8.5%)	7 (26.9%)	2 (20.0%)	14 (14.7%)
Uncomfortable	3 (5.1%)	2 (7.7%)	0 (0.0%)	5 (5.3%)
Very uncomfortable	1 (1.7%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	59	26	10	95
Unable to say	2	1	0	3
I wasn't transported by ambulance	12	1	6	19
No reply to question	1	2	0	3

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

**The appearance of ambulance service staff:**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	71 (97.3%)	27 (96.4%)	13 (86.7%)	111 (95.7%)
Fairly acceptable	2 (2.7%)	1 (3.6%)	2 (13.3%)	5 (4.3%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>73</b>	<b>28</b>	<b>15</b>	<b>116</b>
Unable to say	0	1	0	1
No reply to question	1	0	1	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	64 (97.0%)	20 (86.9%)	14 (93.3%)	98 (94.2%)
Fairly acceptable	2 (3.0%)	3 (13.1%)	1 (6.7%)	6 (5.8%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>66</b>	<b>23</b>	<b>15</b>	<b>104</b>
Unable to say	0	0	0	0
No reply to question	8	6	1	15

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

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	52 (94.5%)	20 (95.2%)	9 (81.8%)	81 (93.1%)
Fairly acceptable	2 (3.6%)	1 (4.8%)	2 (18.2%)	5 (5.7%)
Unacceptable	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
<b>Total number of responses</b>	<b>55</b>	<b>21</b>	<b>11</b>	<b>87</b>
Unable to say	9	1	2	12
No reply to question	11	7	3	21

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

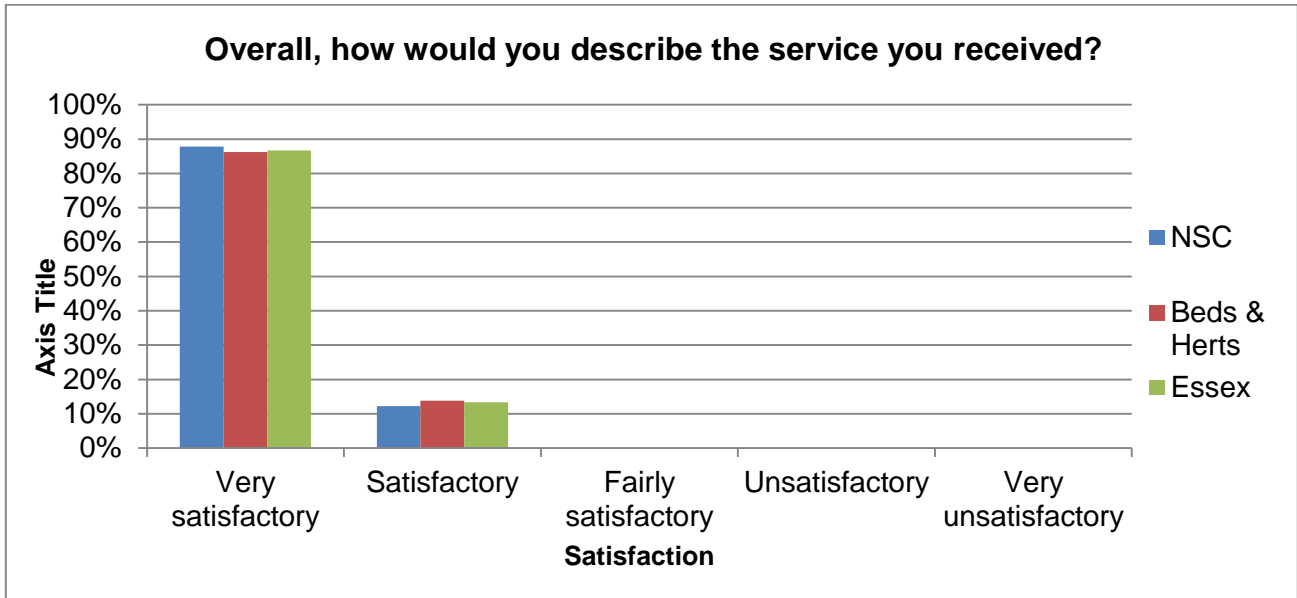
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	33 (45.2%)	13 (44.8%)	6 (40.0%)	52 (44.4%)
Met my expectations	39 (53.4%)	15 (51.7%)	8 (53.3%)	62 (53.0%)
Reasonably met my expectations	1 (1.4%)	1 (3.4%)	1 (6.7%)	3 (2.6%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>73</b>	<b>29</b>	<b>15</b>	<b>117</b>
No reply to question	1	0	1	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	65 (87.8%)	25 (86.2%)	13 (86.7%)	103 (87.3%)
Satisfactory	9 (12.2%)	4 (13.8%)	2 (13.3%)	15 (12.7%)
KPI Result – (very satisfactory + satisfactory/Total number of responses)	74/74 (100%)	29/29 (100%)	15/15 (100%)	118/118 (100%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>74</b>	<b>29</b>	<b>15</b>	<b>118</b>
No reply to question	0	0	1	1

100% of patients who responded to the above question and had used the Trust's ES during April 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
44	B&H	No improvement required. Excellent care provided.
11	B&H	You could not have improved my experience as the Doctor calling you out was a total surprise to me, I have had the problem all my life and all I've been told before was to take 15-20 antihistamine tablets and I would be fine, so your service surpassed my expectations! Paramedics were really good efficient and friendly.
120	B&H	Brilliant.
53	B&H	I was very happy with the ambulance service they could not have done any better. I have no complaints to make against them. I certainly have no problem with them doing any better.
53	NSC	I thought ambulance service was professional and thorough. After I called we waited approx. 1 ½ hours. This was ok. As someone who has been involved with carer agencies for 30 years (I know all the pitfalls ambulance pitfall of later years) they listened to me, whilst dealing with my mother. They were accessible.
66	NSC	As far as my experience with the Ambulance personnel, I have found them very professional, caring and understanding. I know management people always say there's some room for improvement but how and where I don't know. Since Feb 2017 I have requested an Ambulance due to heart related (x5) problems I've found them brilliant.
79	NSC	No improvements needed they were awesome! The crew were very calm which calmed me down very quick and also came back to check on (name) before leaving the hospital.
87	NSC	Everything was fine paramedics were kind and helpful and treated me with respect.
123	NSC	The service given to me was superb and could not ask for anything better.
136	NSC	It was excellent, comforting and attentive.
53	Essex	No all your staff are supportive and reassuring and could not be kinder. I am just so sorry I call them sometimes but I can't seem to get answers with GPs.
170	NSC	Increase in ambulances & staff to reduce the pressure placed upon current services/staffing... Unable to fault the two staff who attended and were fantastic, respectful and very caring.
64	Essex	Very satisfied with the experience.
206	NSC	In this instance I consider that no improvement could be made. The whole 'operation' was smoothly and efficiently carried out.
154	NSC	Four visits + each one gave excellent service and good advice.
146	NSC	Not in any way at all. Wonderful people. Kind, helpful, cheerful sympathetic in short - 'Angels'.
86	NSC	I don't think I could have been treated any better.
127	NSC	No, the service was impeccable.

15	Essex	Could not have been improved. Contact and treatment were impeccable.
105	NSC	None - A faultless service (on this occasion).
203	NSC	You could not improve the care, generosity empathy gentleness and good humour of your ambulance staff. I have cancer and have been rushed in by your wonderful people 3 times lately they were all without doubt the most genuine human beings I have ever met god bless them all.
187	NSC	The team did everything they could to minimise my pain and get me to hospital as efficiently as possible.
155	NSC	My experience was exemplary on what look like a busy day at the Peterborough City hospital.
182	NSC	No idea how you can improve on the service i was given, my thanks to these two men didn't seem enough. Made me feel relaxed and talked to reassure me. Couldn't fault one thing about my treatment.
42	NSC	I don't think it is possible to improve the service. I have always found it excellent.
180	NSC	Nothing to improve! The 2 men were polite, professional and caring.
189	NSC	No more could be done the Ambulance service was acting extremely professionally.
5	Essex	I was extremely impressed by the speed and the actions of the emergency crew that attended when I required help. I feel there are no areas in which they require to improve. My many thanks go out to them.
168	NSC	The experience could not have been better. Very attentive care and very good personal attitude could not have been better.
48	NSC	I was treated with dignity and respect. What more could you ask for.
126	NSC	Service excellent and prompt.
36	Essex	All the emergency ambulance staff were professional, kind, cheerful and did all they could to help. We are grateful to have such people and thank you.
51	NSC	Extremely helpful and kind.
142	NSC	There was no improvement needed as the Ambulance arrived very quick I was treated very well by the crew they got me to hospital very quick, I was looked after very well all the times.
38	NSC	Difficult to add anything. My experience was very positive.
69	NSC	Cannot Improve perfection.
169	NSC	The ambulance service staff suggested (strongly) that I should attend GP out of hours. Chest infection suspected, they were right. I received treatment and it cleared up some weeks later. Please thank them on my behalf. I have damaged lungs. Without their intervention and advice there would have been very adverse consequences.

Patient number	Area	Mixed/Neutral comments
29	NSC	My experience could only have been improved by smoother road surfaces & less drains & potholes. The staff were wonderful.
14	NSC	The experience could of been improved if the ambulance crew could of discharged me into the care of the hospital staff immediately instead of having to sit in an ambulance with me for 2 hours before leaving me in a hospital corridor for many more hours to follow. This is not the fault of the ambulance staff, but something which needs to be addressed.
43	Essex	999 did not accept my call as an emergency; I called 111 who sent the ambulance straight away. Without this emergency help I would not be here today. I made these calls on the evening of the 9th April.
73	B&H	None I can think of.
13	B&H	Have done this for my husband who has dementia.
151	NSC	If possible length of waiting could be shortened (I know this is almost impossible).

Patient number	Area	Negative comments
76	B&H	The only 1 time I felt a bit worried was when my first responder had to keep telling one of the paramedics from the ambulance not to do things. It was like he didn't know what to do and he was suggesting things that the first responder said would cause me more damage.



## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>Total</b>
Male	53 (48.2%)
Female	57 (51.8%)
Total number of responses	110
Declined to answer question	0
No reply to question	9

### Age

<b>Age</b>	<b>Total</b>
Range	-1 to 95 years
Mean	67 years
Median	73 years
Mode	81 years
Total number of responses	108
Declined to answer question	1
No reply to question	10

## Ethnicity

(All answer types are listed, some multiple answers)

<b>Ethnicity</b>	<b>Total</b>
White British	108 (97.3%)
White Irish	2 (1.8%)
Any other White background	0 (0.0%)
Mixed White and Black Caribbean	0 (0.0%)
Mixed White and Black African	0 (0.0%)
White and Black Asian	0 (0.0%)
Any other mixed background	0 (0.0%)
Asian Indian	0 (0.0%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	0 (0.0%)
Black Caribbean	1 (0.9%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Other	0 (0.0%)
<b>Total number of responses</b>	<b>111</b>
Declined to answer question	1
No reply to question	7

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

## Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	77 (74.8%)
Hindu	1 (1.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	22 (21.4%)
Other	3 (2.9%)
Total number of responses	103
Declined to answer question	4
No reply to question	13

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

- *"Catholic." (Patient 53, Beds & Herts)*
- *"Jehovah's Witness." (Patient 14, NSC)*
- *"Humanist." (Patient 127, NSC)*

## Sexual Orientation

(All answer types are listed, some multiple answers)

Sexual Orientation	Total
Heterosexual	67 (89.3%)
Lesbian	1 (1.3%)
Gay	2 (2.7%)
Bisexual	0 (0.0%)
Other	5 (6.7%)
Total number of responses	75
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:

- *"Single." (Patient 53, Beds & Herts)*
- *"Normal." (Patient 29, NSC)*
- *"Never asked her." (Patient 53, NSC)*
- *"Agnostic." (Patient 206, NSC)*
- *"Straight." (Patient 77, Beds & Herts)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	40 (30.1%)
Physical impairment	19 (14.3%)
Sensory impairment	11 (8.3%)
Long standing condition	29 (21.8%)
Learning disability	4 (3.0%)
Mental health disorder	5 (3.8%)
Other	25 (18.8%)
<b>Total number of responses</b>	<b>133</b>
Declined to answer question	3
No reply to question	18

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

- *"Breathing trouble, respiratory condition." (Patient 109, Beds & Herts)*
- *"Heart disease + Kidney problems." (Patient 53, Beds & Herts)*
- *"Profound deafness. Childhood polio." (Patient 53, NSC)*
- *"Now epic seizures." (Patient 72, NSC)*
- *Diabetes." (Patient 41, NSC, Patient 61, Essex and Patient 73, Beds & Herts)*
- *"Coeliac Disease, Autism/ADHD." (Patient 37, NSC)*
- *"Epilepsy." (Patient 149, NSC)*
- *"Arthritis. Diabetic inject self." (Patient 36, Beds & Herts)*
- *"Scoliosis of the spine." (Patient 76, Beds & Herts)*
- *"Cancer." (Patient 64, Essex)*
- *"Lots of physical health issues currently." (Patient 43, Essex)*
- *"Stroke effecting L side." (Patient 40, Essex)*
- *"Dementia Patient." 152, NSC)*
- *"Paraplegic since 1995." (Patient 146, NSC)*
- *"Atrial Fibrillation." (Patient 86, NSC)*
- *"Primary progressive m.s." (Patient 122, Beds & Herts)*
- *"Dementia." (Patient 105, NSC and Patient 43, Beds & Herts)*
- *"(illegible) Diabetes." (Patient 38, NSC)*
- *"Spine in metal case." (Patient 169, NSC)*
- *"COPD." (Patient 1, 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	61 (59.8%)
No	29 (28.4%)
Other	12 (11.8%)
<b>Total number of responses</b>	<b>102</b>
Declined to answer question	2
No reply to question	17

Of the 12 patients who answered 'other' in response to this question; nine patients advised that they had been 'widowed,' and three patients responded that they were 'in a partnership'.

**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	62 (72.9%)
No, I do not have a child under 12 months old	21 (24.7%)
Yes, I am pregnant	1 (1.2%)
Yes, I have a child under 12 months old	1 (1.2%)
<b>Total number of responses</b>	<b>85</b>
Declined to answer question	0
No reply to question	53

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	1 (1.1%)
No	88 (98.9%)
<b>Total number of responses</b>	<b>89</b>
Declined to answer question	2
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?**

<b>Format</b>	<b>Total</b>
I did not require a different format	80 (93.0%)
Braille	3 (3.5%)
British Sign Language (BSL) interpreter	1 (1.2%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	1 (1.2%)
Deafblind interpreter	0 (0.0%)
Easy read	0 (0.0%)
Large print	1 (1.2%)
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>86</b>
Declined to answer question	0
Did not answer	33

## Impact on the service received

Impact on Service	Total
No	86 (94.5%)
Yes, in a positive way	4 (4.4%)
Yes, in a negative way	1 (1.1%)
Total	91
Did not answer	28

86 patients (94.5%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Four patients (4.4%) responded that the service they received was affected in a positive way and one patient (1.1%) 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:

- *“Don’t know.” (Patient 61, Essex)*
- *“I have confidence and trust. Many thanks God bless you all.” (Patient 36, Beds & Herts)*
- *“Fantastic service.” (Patient 153, NSC)*
- *“When the term 'mental' is used, all people tend to not hear (or listen to) any discourse thereafter!” (Patient 174, NSC)*
- *“Although only based on anecdotal evidence ambulance appeared to be very good and accommodating.” (Patient 38, NSC)*

## Aftercare

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