

## **Standard Patient Experience Report: Emergency Services Continuous Survey**

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**Report Period:** 1<sup>st</sup> to 23<sup>rd</sup> February 2016

**Date of Report:** April 2016

## Results for February 2016

### Response

368 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 23<sup>rd</sup> of February 2016.

98 responses were received within the following four week period. This equates to a 26.6% response rate.

The format of this report has changed in accordance with the new operational areas within the Trust and is grouped into the following 3 areas:

Norfolk, Suffolk & Cambridgeshire = (NSC)

Bedfordshire & Hertfordshire = (Beds & Herts)

Essex = (Essex)

### Completion

#### Q1 – 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	37 (78.7%)	26 (78.8%)	11 (73.3%)	74 (77.9%)	70/71 (98.6%)
The view of someone acting on behalf of the patient	10 (21.3%)	7 (21.2%)	4 (26.7%)	21 (22.1%)	19/20 (95.0%)
Total number of responses	47	33	15	95	91
No reply to question	1	1	1	3	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.*

## Results

**Q2 – 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 (19.7%)	4 (10.3%)	2 (14.3%)	18 (15.8%)
NHS 111 Service	18 (29.5%)	8 (20.5%)	0 (0.0%)	26 (22.8%)
Out of Hours Doctor's Service	2 (3.3%)	2 (5.1%)	0 (0.0%)	4 (3.5%)
A walk-in centre	1 (1.6%)	0 (0.0%)	1 (7.1%)	2 (1.8%)
Pharmacy	2 (3.3%)	0 (0.0%)	1 (7.1%)	3 (2.6%)
The ambulance service were the first health care provider contacted	21 (34.4%)	19 (48.7%)	10 (71.4%)	50 (43.9%)
Other	5 (8.2%)	6 (15.4%)	0 (0.0%)	11 (9.6%)
<b>Total number of responses</b>	<b>61</b>	<b>39</b>	<b>14</b>	<b>114</b>
No reply to question	3	1	2	6

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

- *"Age uk panic alarm." (Patient 48)*
- *"Crisis team." (Patient 177)*
- *"Community matron." (Patient 79)*
- *"My alarm service." (Patient 78)*
- *"Sheltered accomodation, pulled the cord." (Patient 322)*
- *"Careline service who then called the medics," (Patient 361)*
- *"Police." (Patient 329)*

**Q3 – How would you rate the handling of your call?**

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	36 (80.0%)	25 (75.8%)	15 (100%)	76 (81.7%)
Acceptable	8 (17.8%)	5 (15.2%)	0 (0.0%)	13 (14.0%)
Fairly acceptable	0 (0.0%)	1 (3.0%)	0 (0.0%)	1 (1.1%)
Unacceptable	0 (0.0%)	1 (3.0%)	0 (0.0%)	1 (1.1%)
Very unacceptable	1 (2.2%)	1 (3.0%)	0 (0.0%)	2 (2.2%)
<b>Total number of responses</b>	<b>45</b>	<b>33</b>	<b>15</b>	<b>93</b>
Unable to say	1	2	1	4
No reply to question	2	0	0	2

**Q4 – 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	40 (83.3%)	26 (76.5%)	14 (87.5%)	80 (81.6%)
Acceptable	7 (14.6%)	5 (14.7%)	2 (12.5%)	14 (14.3%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unacceptable	0 (0.0%)	3 (8.8%)	0 (0.0%)	3 (3.1%)
Very unacceptable	1 (2.1%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
<b>Total number of responses</b>	<b>48</b>	<b>34</b>	<b>16</b>	<b>98</b>
Unable to say	0	0	0	0
No reply to question	0	0	0	0

**Q5 – Did the ambulance service staff introduce themselves to you?**

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	44 (100%)	33 (100%)	13 (92.9%)	90 (98.9%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	0 (0.0%)	1 (7.1%)	1 (1.1%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	44	33	14	91
Unable to say	2	0	1	3
No reply to question	3	1	1	5

**Q6 – How would you describe the attitude of the ambulance service staff that attended you?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very professional	47 (100%)	33 (100%)	15 (100%)	95 (100%)
A little improvement necessary	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%)
Total number of responses	47	33	15	95
Unable to say	0	0	0	0
No reply to question	1	1	1	3

**Q7 – Did the ambulance service staff treat you with dignity and respect?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	46 (97.9%)	33 (100%)	15 (100%)	94 (98.9%)
Yes, to some extent	1 (2.1%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
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	47	33	15	95
Unable to say	0	0	0	0
No reply to question	1	1	1	3

**Q8 – Did the ambulance service staff treat you with privacy?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	46 (97.9%)	32 (100%)	14 (100%)	92 (98.9%)
Yes, to some extent	1 (2.1%)	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	47	32	14	93
Unable to say	0	1	1	2
No reply to question	1	1	1	3

**Q9 – Did you feel that you could trust the ambulance service staff?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	46 (97.9%)	32 (100%)	14 (93.3%)	92 (97.9%)
Yes, to some extent	1 (2.1%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
No, I did not feel that I could trust the ambulance service staff	0 (0.0%)	0 (0.0%)	1 (6.7%)	1 (1.0%)
Total number of responses	47	32	15	94
Unable to say	0	0	0	0
No reply to question	1	2	1	4

**Q10 – 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	41 (89.1%)	28 (90.3%)	14 (93.3%)	83 (90.2%)
Yes, to some extent	5 (10.9%)	3 (9.7%)	1 (6.7%)	9 (9.8%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	46	31	15	92
Unable to say	1	2	0	3
No reply to question	1	1	1	3

**Q11 – Did the ambulance service staff give you a choice of treatment?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	34 (41.9%)	23 (76.7%)	7 (58.3%)	64 (74.4%)
Yes, to some extent	4 (9.1%)	2 (6.7%)	1 (8.3%)	7 (8.1%)
No, I was not given any choice	5 (11.4%)	2 (6.7%)	4 (33.3%)	11 (12.8%)
No, I did not receive any treatment	1 (2.3%)	3 (10.0%)	0 (0.0%)	4 (4.7%)
<b>Total number of responses</b>	<b>44</b>	<b>30</b>	<b>12</b>	<b>86</b>
Unable to say / No treatment was given	2	3	2	7
No reply to question	2	1	2	5

**Q12 – How involved do you feel you were in the decisions made regarding your care?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very involved	33 (73.3%)	28 (87.5%)	10 (76.9%)	71 (78.9%)
Fairly involved	10 (22.2%)	3 (9.4%)	2 (15.4%)	15 (16.7%)
Not involved	2 (4.4%)	1 (3.1%)	1 (7.7%)	4 (4.4%)
<b>Total number of responses</b>	<b>45</b>	<b>32</b>	<b>13</b>	<b>90</b>
Unable to say	3	0	3	6
No reply to question	0	2	0	2

**Q13 – Were you satisfied with the care you received from the ambulance service staff?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	45 (93.8%)	30 (90.9%)	15 (100%)	90 (93.8%)
Satisfied	3 (6.3%)	3 (9.1%)	0 (0.0%)	6 (6.3%)
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>48</b>	<b>33</b>	<b>15</b>	<b>96</b>
No care was given	0	0	0	0
Unable to say	0	1	1	2
No reply to question	0	0	0	0

**Q14 – Did the ambulance service staff make an assessment of your pain?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	39 (86.7%)	26 (81.3%)	12 (75.0%)	77 (82.8%)
No	1 (2.2%)	1 (3.1%)	0 (0.0%)	2 (2.2%)
No, but it was obvious I was not in pain	5 (11.1%)	5 (15.6%)	4 (25.0%)	14 (15.0%)
<b>Total number of responses</b>	<b>45</b>	<b>32</b>	<b>16</b>	<b>93</b>
Unable to say	2	1	0	3
No reply to question	1	1	0	2



**Q15 – Did the ambulance service staff give you 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	24 (50.0%)	8 (25.8%)	4 (25.0%)	36 (37.9%)
I declined pain relief	2 (4.2%)	2 (6.5%)	1 (6.3%)	5 (5.3%)
Yes	17 (35.4%)	9 (29.0%)	4 (25.0%)	30 (31.6%)
No	5 (10.4%)	12 (38.7%)	7 (43.8%)	24 (25.3%)
Total number of responses	48	31	16	95
Cannot remember/unable to say	0	3	0	3
No reply to question	1	2	0	3

**Q16 – How would you describe the comfort of your journey in the ambulance?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	20 (50.0%)	16 (55.2%)	3 (27.3%)	39 (48.8%)
Comfortable	12 (30.0%)	12 (41.4%)	5 (45.5%)	29 (36.3%)
Fairly Comfortable	7 (17.5%)	0 (0.0%)	2 (18.2%)	9 (11.3%)
Uncomfortable	1 (2.5%)	1 (3.4%)	1 (9.1%)	3 (3.7%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	40	29	11	80
Unable to say	0	0	1	1
I wasn't transported by ambulance	8	5	4	17
No reply to question	0	0	0	0

**Q17 – How would you describe the following?**

**The appearance of ambulance service staff:**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	47 (100%)	31 (100%)	16 (100%)	94 (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	47	31	16	94
Unable to say	1	1	0	2
No reply to question	0	2	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	45 (100%)	28 (100%)	15 (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	45	28	15	88
Unable to say	0	3	1	4
No reply to question	3	3	0	6

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	38 (100%)	24 (100%)	13 (100%)	75 (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	38	24	13	75
Unable to say	4	6	3	13
No reply to question	6	4	0	10

**Q18 – How would you describe the service you received in relation to your expectations?**

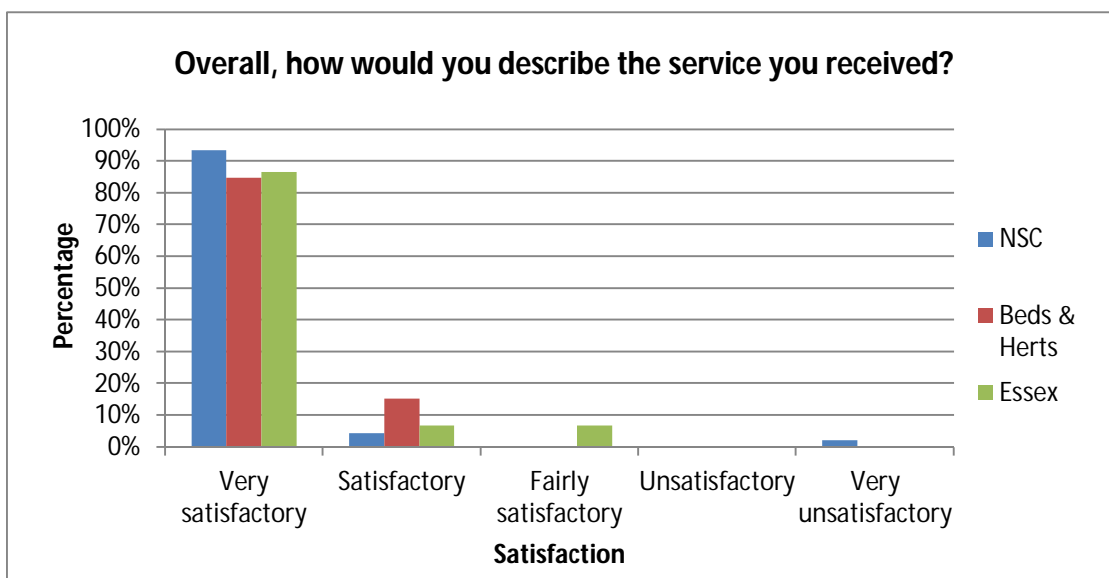
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	28 (60.9%)	16 (51.6%)	9 (60.0%)	53 (57.6%)
Met my expectations	17 (37.0%)	15 (48.4%)	5 (33.3%)	37 (40.2%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	1 (2.2%)	0 (0.0%)	1 (6.7%)	2 (2.2%)
<b>Total number of responses</b>	<b>46</b>	<b>31</b>	<b>15</b>	<b>92</b>
No reply to question	2	3	1	6

**Q19 – Overall, how would you describe the service you received?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	43 (93.5%)	28 (84.8%)	13 (86.7%)	84 (89.4%)
Satisfactory	2 (4.3%)	5 (15.2%)	1 (6.7%)	8 (8.5%)
<b>KPI Result (Very satisfactory + satisfactory/Total number of responses)</b>	<b>45/46 (97.8%)</b>	<b>33/33 (100%)</b>	<b>14/15 (93.3%)</b>	<b>92/94 (97.9%)</b>
Fairly satisfactory	0 (0.0%)	0 (0.0%)	1 (6.7%)	1 (1.1%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	1 (2.2%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
<b>Total number of responses</b>	<b>46</b>	<b>33</b>	<b>15</b>	<b>94</b>
No reply to question	2	1	1	4

97.9% of patients who responded to this question and had used the Trust's ES during February 2016 rated the service received as being either 'satisfactory' or 'very satisfactory.' 1 patient felt that the service they received was 'very unsatisfactory,' but no patients rated the service as being 'unsatisfactory.'

**Bar chart illustrating the results of Q19:**



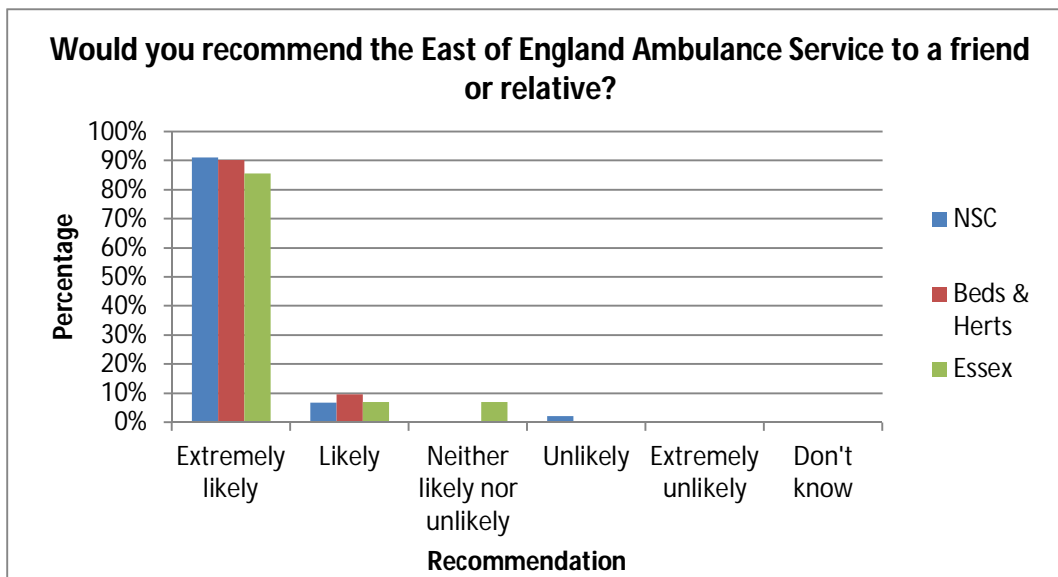
**Q20 – Would you recommend the East of England Ambulance Service to a friend or relative?**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	41 (91.1%)	28 (90.3%)	12 (85.7%)	81 (90.0%)
Likely	3 (6.7%)	3 (9.7%)	1 (7.1%)	7 (7.8%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	1 (7.1%)	1 (1.1%)
Unlikely	1 (2.2%)	0 (0.0%)	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%)
<b>Total number of responses</b>	<b>45</b>	<b>31</b>	<b>14</b>	<b>90</b>
No reply to question	3	3	2	8

NHS England guidelines now state that the FFT score should move away from a net promoter scoring system (Subtracting the proportion of respondents who provided 'neither likely nor unlikely,' 'unlikely' and 'extremely unlikely' responses from the proportion of patients who provided 'extremely likely' responses) and instead be replaced with the percentage of respondents that either would recommend/would not recommend the service (Recommend percentage = Extremely likely + Likely/Total number of responses x 100, Not recommend percentage = Extremely unlikely + Unlikely/Total number of responses x 100)

97.8% of patients who responded to this question and had used the Trust's ES during the month of February 2016 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. 1 patient responded that they would be 'unlikely' to provide a recommendation, but no patients advised that they would be 'extremely unlikely' to do so.

Bar chart illustrating the results of Q20:



Additional Comments

Patient Number	Area	SLM Area	Positive comments
244	Essex	West Essex	The standard of care I received was excellent, the ambulance arrived within minutes and the paramedics were superb in their thoroughness & care, as were the staff at the hospital. I wrote to the hospital to thank the staff for their care and asked for my thanks & appreciation to be passed to the ambulance paramedics.
119	NSC	East Suffolk	Very happy with the service, couldn't fault it. They took such great care in my daughter.
208	NSC	South Cambridgeshire	I cannot praise them more highly.
39	NSC	West Norfolk	The ambulance staff diagnosis of my wife far exceeded that of our local GP surgery who were contacted twice over the previous 7 days. I am filling this form in on my wife's behalf one week since ambulance was called, she is still in hospital with double pneumonia. Thank again for your help.
280	Essex	North Essex	Ambulance called February 2016. The ambulance service were very helpful & professional & it felt like they were here within 5 minutes! Cannot praise them enough.
169	NSC	West Suffolk	My first experience, it was very professional made me feel confident. Their good humour was much appreciated, I liked that they handed me over to the staff in A&E in taking responsibility for me.
161	NSC	North Cambridgeshire	I could not have had better service. Sorry about writing - broken right wrist & I'm right handed.
201	NSC	North Cambridgeshire	The ambulance staff were brilliant & they took me to a drop in centre. My mum was there and they had a word with her.
193	NSC	North Cambridgeshire	I had the best treatment anybody could have wished for. Two very good men.
240	Essex	North Essex	The ambulance service have been very helpful to me, kind and reassuring. Very prompt, the young ambulance first responder in fact, on passing through A&E, he stopped and asked me how I was. Please thank him from me very efficient.

62	NSC	West Suffolk	We were very impressed with the ambulance man and lady, discussed the situation and treatment with us. We were very impressed with the way they handled our situation.
109	NSC	West Suffolk	The staff were very professional, very caring and polite. Very, very, good.
271	Essex	South West Essex	Never having had to call for help before, the two ambulance men did an extremely good job. We are grateful for their help, please pass our thanks on to the ambulance crew, I would never have been able to lift my large husband without help.
44	NSC	East Norfolk	We have yet to meet any personal within the ambulance service who did not listen to what we had to say and in some cases went out of their way to help both of us. I am 88 and my husband is 86, it has been our pleasure to meet them all.
211	Essex	North Essex	Have used ambulance service on many occasions, they have always been very polite considering what was happening at the time. Can't fault them. Sorry could not say anyone was better than anyone else, made me the wife very safe.
8	NSC	East Suffolk	Well done boys, you kept me informed throughout and answered all my questions. Thank you.
27	NSC	East Norfolk	I cannot remember the 2 gentlemen's names that came out to my son, although they did tell me (sorry!) It was Saturday 6th February 2016 about 2pm. I would just like to say a huge thank you they were fantastic.
147	NSC	North Cambridgeshire	The paramedics were extremely considerate and understanding. They did everything they could to stabilise me and make me comfortable.
11	NSC	West Norfolk	The ambulance crew were very professional and listened to our views, they helped the lady feel relaxed and at ease.
135	NSC	East Suffolk	Was not expecting an ambulance. Called 111 for advice and they sent one. Very happy with service received, paramedics very friendly and good with 2 year old.
407	Beds & Herts	North East Hertfordshire	So grateful to them. They were brilliant! Thank you.
296	Beds & Herts	West Hertfordshire	The staff were quick to arrive, caring and nice. Very satisfactory as was the hospital care.
353	NSC	Waveney	No comment to make except they were kind and helpful. Thank you.
360	NSC	South Cambridgeshire	Both the ambulance crew were not only treating and alleviating my needs they also were concerned with my husband's needs and were very calming.
322	Beds & Herts	South Bedfordshire	Fully satisfied.
361	NSC	East Norfolk	My grateful thanks to all concerned.
404	Beds & Herts	North East Hertfordshire	I appreciate being given the choice of hospital for my husband (the patient) to be taken to. My husband has mild dementia & the ambulance staff were understanding of this.
307	Beds & Herts	South Bedfordshire	I thanked the paramedic lady and the ambulance crew for all they did for me.
295	Beds & Herts	South Bedfordshire	I was very pleased with the care and attention I received from the ambulance staff and would like to express my thanks to all involved.
384	Essex	West Essex	The paramedic was absolutely brilliant made my mother at ease. Then when the ambulance arrived they were fantastic and their friendliness came over so well. I had to call an ambulance on the 23/02/16 as mum had a fall. I found her in the bedroom so I rang for your good selves, brilliant once again.
336	NSC	East Norfolk	The service was used several times for my grandmother & I was in attendance each time. Every member of staff was professional & had their own qualities. I cannot remember the guy that I need to compliment the most but he was the last paramedic to see my nan & called in a female colleague, they were truly amazing with their care & advice.

209	NSC	South Cambridgeshire	Both crews were very helpful, to lift my husband on the first time had fallen and they lifted him and got him comfortable in bed. The second time he was stuck in the bath (on a bath board as could not stand), they were able to lift him and get him back to bed, my husband weighs 16 1/2 stone so it is no easy task to lift him, he is unable to help with the lifting of him.
329	Beds & Herts	South Bedfordshire	I suffer severe PTSD and psychosis. On 5 <sup>th</sup> February 2016 I was attended to by (names), both very professional in their work, they made me feel safe and secure during a flashback I was experiencing. They took me to hospital and stayed with me until I was assessed by a doctor there. Two men a credit to your ambulance service.
300	Beds & Herts	South Bedfordshire	I would like to personally thank (name), a truly amazing man. He was great with my daughter and was so friendly towards all of us, so professional. I felt I could trust him and if I could pick I would only want him, although all your staff are great he really stood out, 5 stars to him!

Patient Number	Area	SLM Area	Mixed/Neutral comments
35	NSC	East Norfolk	My daughter rang 111 as was worried about her father (the patient) when visited and from the conversation an ambulance was sent. I wasn't sure it was necessary but was worn down by caring for him. Better be safe than sorry I thought as he was very confused with having a high temperature and never experienced anything like it before.
114	NSC	East Suffolk	I think Q20 is irrelevant. Excellent service provided.
54	NSC	West Norfolk	A scan at the hospital identified the problem, recovering from pneumonia. Insufficient antibiotics supplied by gp.
34	NSC	West Norfolk	2 ambulance staff checked blood pressure, then doctor came in said I had food poisoning; I had been for dinner out.
239	Essex	South East Essex	Q20 is not applicable because you don't have a choice as to which ambulance service to use.
317	Beds & Herts	South Bedfordshire	Q20?? Really?? I work for emergency services I find the question poor, I received great care but recommending an ambulance?? Is being a casualty in east of England recommended? I do however have relatives in Scotland can I recommend they call you in the event they need you?
374	NSC	East Norfolk	Ambulance took quite a while to reach us but once they did the service was excellent.

Patient Number	Area	SLM Area	Negative comments
216	Essex	South East Essex	The patient has learning disabilities and is non-verbal; his hospital passport was taken with him by the ambulance services but never reached the hospital. This has all his personal information in it, and then was unable to treat him due to leak of information about him.
337	NSC	East Norfolk	17th January - when ambulance service was called my wife was told an assessor would call back within an hour, although they were told I had severe crohn's pain and needed urgent help. Assessor called back within 10 minutes then said ambulance would come within the hour. My wife stressed that the pain was unbearable. After another 20 minutes my wife called again to chase the ambulance as I was in unbearable pain and close to passing out. A paramedic arrived within 10minutes - although was unable to administer pain relief, she then called through urgently for an ambulance. The ambulance staff and paramedic were amazing but the whole 999 phone system needs investigating. Call handlers need more training on assessing initial calls. Bowel could have ruptured if left longer.
358	Beds & Herts	North East Hertfordshire	It took ambulance 3/4 of an hour to arrive and considering I had chest pain I wasn't too impressed with this. Could have been life threatening.

## Demographics and Equality and Diversity Information

### Gender

Gender	Total
Male	42 (53.8%)
Female	36 (46.2%)
Total number of responses	78
Declined to answer question	0
No reply to question	20

### Age

Age	Total
Range	1 to 93 years
Mean	63 years
Median	68 years
Mode	85 years
Total number of responses	79
Declined to answer question	0
No reply to question	19



## Ethnicity

Ethnicity	Total
White British	79 (98.8%)
Ethnic Minority	1 (1.3%)
Total number of responses	80
Declined to answer question	0
No reply to question	18

## Religion or Belief

Religion or Belief	Total
Christian	58 (76.3%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	16 (21.0%)
Other	2 (2.6%)
Total number of responses	76
Declined to answer question	3
No reply to question	19

Examples of comments received from the patients who responded 'other' in answer to this question can be found below:

- "Salvationist." (Patient 265)
- "C of E." (Patient 353)

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	53 (98.1%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (1.9%)
Total number of responses	54
Declined to answer question	5
No reply to question	39

## Disabilities

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

Disabilities	Total
I do not have any disabilities	38 (40.4%)
Physical impairment	15 (16.0%)
Sensory impairment	3 (3.2%)
Long standing condition	19 (20.2%)
Learning disability	2 (2.1%)
Mental health disorder	5 (5.3%)
Other	12 (12.8%)
Total number of responses	94
Declined to answer question	0
No reply to question	26

Examples of comments received from the patients who responded 'other' in answer to this question can be found below:

- *"Multiple sclerosis." (Patient 39)*
- *"Heart." (Patient 31)*
- *"Loss of hearing & loss of balance." (Patient 62)*
- *"Crohn's, kidney disease, pace maker heart." (Patient 211)*
- *"COPD." (Patients 222 & 61)*
- *"Impaired hearing, I use hidden hearing aids." (Patient 386)*
- *"Angina." (Patient 353)*
- *"Dementia-mild." (Patient 404)*
- *"Dementia." (Patients 384, 336 & 209)*

**Are you married or in a civil partnership?***(All answer types are listed, some multiple answers)*

Married/Civil partnership	Total
Yes, I am married or in a civil partnership	47 (60.3%)
No, I am not married or in a civil partnership	21 (26.9%)
Other	10 (12.8%)
Total number of responses	78
Declined to answer question	0
No reply to question	24

Of the 10 patients who responded 'other' in answer to this question; 7 patients advised that they had been widowed, 1 patient answered that they were 'engaged', 1 patient responded that they were 'bereaved' and 1 respondent advised that this question was not applicable as the patient was 'an infant.'

**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	49 (74.2%)
No, I do not have a child under 12 months old	16 (24.2%)
Yes, I am currently pregnant	0 (0.0%)
Yes, I have a child under 12 months old	1 (1.5%)
Total number of responses	66
Declined to answer question	0
No reply to question	46

**Are you or have you been undergoing gender reassignment?**

Gender Reassignment	Total
Yes, I am currently going through gender reassignment	0 (0.0%)
No, I have not or am not currently undergoing gender reassignment	54 (100%)
Total number of responses	54
Declined to answer question	1
No reply to question	43

## Impact on the service received

54 patients felt that the service they received was not affected by any of the aforementioned strands of diversity. 4 patients responded that the service they received was affected in a positive way, but no patients answered that the service they received was affected in a negative way. 40 patients did not answer this question.

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

- *"This is not applicable." (Patient 208)*
- *"I am very grateful every time they come to my call. They explain everything to me about my heart & what was going on and give advice to you to I'm sure an make me feel less worried about myself. They help you through the time when I feel a little bit frightened & calm you down, then it don't seem too bad. Many thanks for the service." (Patient 31)*
- *"I could not stop being sick & living on my own. I have right hip replacement and right wrist plate and left knee plate." (Patient 34)*
- *"My wife has Alzheimer's." (Patient 361)*
- *"My mother has mixed dementia, the service provided to allow for this is brilliant. Although I must answer some of the questions." (Patient 384)*

## Aftercare

Following this survey; 8 letters of appreciation were received, along with 2 letters of complaint and 3 questionnaires which contained a signed complaint box. These were passed to the Patient Services team for further action as appropriate.