

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

# Patient Experience Report:

## Emergency Services Continuous Survey

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Report Period: February 2018

Date of Report: May 2018

# Results for February 2018

## Response

387 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 17<sup>th</sup> of February 2018.

103 responses were received over the following four week period. This equates to a 26.6% 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

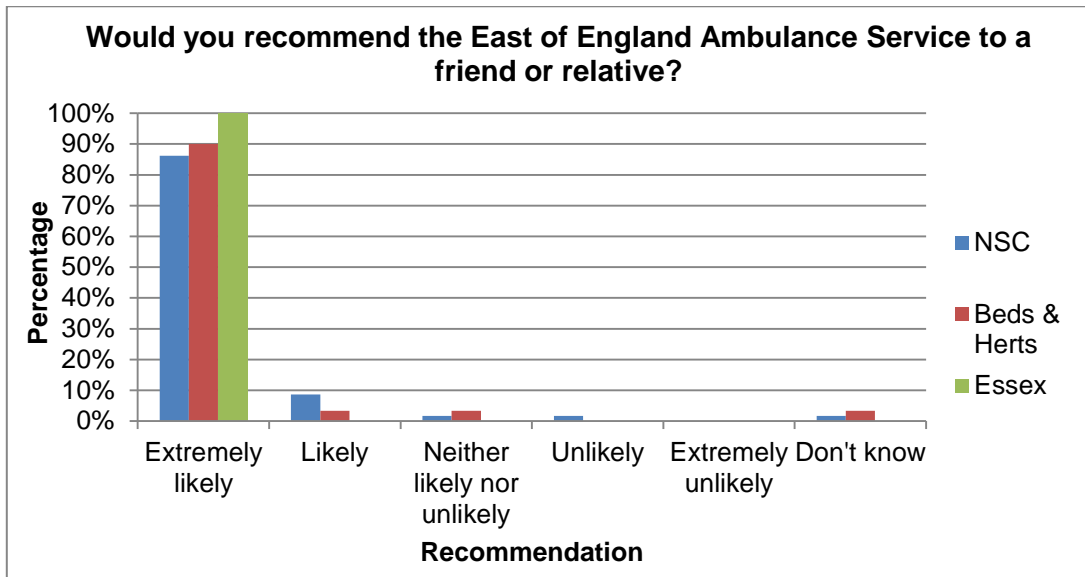
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	50 (86.2%)	27 (90.0%)	15 (100%)	92 (89.3%)
Likely	5 (8.6%)	1 (3.3%)	0 (0.0%)	6 (5.8%)
Neither likely nor unlikely	1 (1.7%)	1 (3.3%)	0 (0.0%)	2 (1.9%)
Unlikely	1 (1.7%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	1 (1.7%)	1 (3.3%)	0 (0.0%)	2 (1.9%)
Total number of responses	58	30	15	103
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).*

95.1% of patients who responded to the above question and had used the Trust's ES during the month of February 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	47 (90.4%)	23 (76.7%)	8 (53.3%)	78 (80.4%)	74/77 (96.1%)
The view of someone acting on behalf of the patient	5 (9.6%)	7 (23.3%)	7 (46.7%)	19 (19.6%)	19/19 (100%)
Total number of responses	52	30	15	97	96
No reply to question	6	0	0	6	6

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	13 (20.6%)	6 (18.2%)	3 (15.8%)	22 (19.1%)
NHS 111 Service	19 (30.2%)	7 (21.2%)	6 (31.6%)	32 (27.8%)
Out of Hours Doctor's Service	2 (3.2%)	2 (6.1%)	3 (15.8%)	7 (6.1%)
A walk in centre	1 (1.6%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Pharmacy	1 (1.6%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
The ambulance service were the first health care provider contacted	23 (36.5%)	11 (33.3%)	6 (31.6%)	40 (34.8%)
Other	4 (6.3%)	7 (21.2%)	1 (5.3%)	12 (10.4%)
<b>Total number of responses</b>	<b>63</b>	<b>33</b>	<b>19</b>	<b>115</b>
No reply to question	6	4	0	10

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

- *“First aid from staff.” (Patient 32, B&H)*
- *“Was the warden that contacted.” (Patient 3, B&H)*
- *“Helpline rang ambulance for my mother.” (Patient 124, B&H)*
- *“The police.” (Patient 86, B&H)*
- *“Norfolk Swift response.” (Patient 5, NSC)*
- *“Called 111.” (Patient 5, B&H)*
- *“999.” (Patient 80, NSC)*
- *“Dangerous blood pressure. Transferred to South Wing and discharged.” (Patient 43, B&H)*
- *“Via patient care line button.” (Patient 41, B&H)*
- *“District nurse.” (Patient 64, Essex)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	40 (74.1%)	1 (81.8%)	11 (78.6%)	69 (76.7%)
Acceptable	11 (20.4%)	4 (18.2%)	3 (21.4%)	18 (20.0%)
Fairly acceptable	1 (1.9%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
Unacceptable	2 (3.7%)	0 (0.0%)	0 (0.0%)	2 (2.2%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>54</b>	<b>22</b>	<b>14</b>	<b>90</b>
Unable to say	2	5	1	8
No reply to question	2	3	0	5

**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	34 (60.7%)	17 (63.0%)	11 (73.3%)	62 (63.3%)
Acceptable	14 (25.0%)	6 (22.2%)	0 (0.0%)	20 (20.4%)
Fairly acceptable	5 (8.9%)	1 (3.7%)	3 (20.0%)	9 (9.2%)
Unacceptable	2 (3.6%)	1 (3.7%)	0 (0.0%)	3 (3.1%)
Very unacceptable	1 (1.8%)	2 (7.4%)	1 (6.7%)	4 (4.1%)
<b>Total number of responses</b>	<b>56</b>	<b>27</b>	<b>15</b>	<b>98</b>
Unable to say	1	2	0	3
No reply to question	1	1	0	2

**Q6 – 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	55 (98.2%)	28 (100%)	15 (100%)	98 (99.0%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	56	28	15	99
Unable to say	2	1	0	3
No reply to question	1	1	0	2

**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	57 (98.3%)	29 (100%)	15 (100%)	101 (99.0%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Not professional	1 (1.7%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	58	29	15	102
Unable to say	0	0	0	0
No reply to question	0	1	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	57 (98.3%)	29 (100%)	15 (100%)	101 (99.0%)
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	1 (1.7%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	58	29	15	102
Unable to say	0	0	0	0
No reply to question	0	1	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	55 (96.5%)	28 (96.6%)	15 (100%)	98 (97.0%)
Yes, to some extent	2 (3.5%)	1 (3.4%)	0 (0.0%)	3 (3.0%)
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>57</b>	<b>29</b>	<b>15</b>	<b>101</b>
Unable to say	1	0	0	1
No reply to question	0	1	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	56 (96.6%)	29 (100%)	15 (100%)	100 (98.0%)
Yes, to some extent	2 (3.4%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
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%)
<b>Total number of responses</b>	<b>58</b>	<b>29</b>	<b>15</b>	<b>102</b>
Unable to say	0	0	0	0
No reply to question	0	1	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	55 (96.5%)	29 (100%)	14 (100%)	98 (98.0%)
Yes, to some extent	2 (3.5%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
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%)
<b>Total number of responses</b>	<b>57</b>	<b>29</b>	<b>14</b>	<b>100</b>
Unable to say	1	0	1	2
No reply to question	0	1	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	34 (63.0%)	17 (73.9%)	10 (66.7%)	61 (66.3%)
Yes, to some extent	12 (22.2%)	2 (8.7%)	1 (6.7%)	15 (16.3%)
No, I was not given any choice	5 (9.3%)	3 (13.0%)	1 (6.7%)	9 (9.8%)
No, I did not receive any treatment	3 (5.6%)	1 (4.3%)	3 (20.0%)	7 (7.6%)
<b>Total number of responses</b>	<b>54</b>	<b>23</b>	<b>15</b>	<b>92</b>
Unable to say / No treatment was given	2	6	0	8
No reply to question	2	1	0	3



**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	45 (80.4%)	19 (73.1%)	12 (80.0%)	76 (78.4%)
Fairly involved	9 (16.1%)	4 (15.4%)	2 (13.3%)	15 (15.5%)
Not involved	2 (3.6%)	3 (11.5%)	1 (6.7%)	6 (6.2%)
Total number of responses	56	26	15	97
Unable to say	0	2	0	2
No reply to question	2	2	0	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	53 (93.0%)	29 (100%)	15 (100%)	97 (96.0%)
Satisfied	3 (5.3%)	0 (0.0%)	0 (0.0%)	3 (3.0%)
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	1 (1.8%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Total number of responses	57	29	15	101
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	45 (83.3%)	24 (85.7%)	11 (73.3%)	80 (82.5%)
No	2 (3.7%)	1 (3.6%)	0 (0.0%)	3 (3.1%)
No, but it was obvious I was not in pain	7 (13.0%)	3 (10.7%)	4 (26.7%)	14 (14.4%)
<b>Total number of responses</b>	<b>54</b>	<b>28</b>	<b>15</b>	<b>97</b>
Unable to say	2	1	0	3
No reply to question	2	1	0	3

**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	28 (50.0%)	11 (42.3%)	6 (42.9%)	45 (46.9%)
I declined pain relief	4 (7.1%)	0 (0.0%)	0 (0.0%)	4 (4.2%)
Yes	15 (26.8%)	1 (3.8%)	4 (28.6%)	20 (20.8%)
No	9 (16.1%)	14 (53.8%)	4 (28.6%)	27 (28.1%)
<b>Total number of responses</b>	<b>56</b>	<b>26</b>	<b>14</b>	<b>96</b>
Cannot remember/unable to say	1	5	2	8
No reply to question	3	1	0	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	14 (28.6%)	10 (50.0%)	4 (36.4%)	28 (35.0%)
Comfortable	24 (49.0%)	7 (35.0%)	6 (54.5%)	37 (46.3%)
Fairly Comfortable	8 (16.3%)	3 (15.0%)	1 (9.1%)	12 (15.0%)
Uncomfortable	2 (4.1%)	0 (0.0%)	0 (0.0%)	2 (2.5%)
Very uncomfortable	1 (2.0%)	0 (0.0%)	0 (0.0%)	1 (1.3%)
<b>Total number of responses</b>	<b>49</b>	<b>20</b>	<b>11</b>	<b>80</b>
Unable to say	2	0	1	3
I wasn't transported by ambulance	6	9	3	18
No reply to question	1	1	0	2

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

**The appearance of ambulance service staff:**

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	57 (100%)	27 (96.4%)	14 (100%)	98 (99.0%)
Fairly acceptable	0 (0.0%)	1 (3.6%)	0 (0.0%)	1 (1.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>57</b>	<b>28</b>	<b>14</b>	<b>99</b>
Unable to say	0	0	0	0
No reply to question	1	2	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	52 (100%)	27 (100%)	13 (100%)	92 (100%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	52	27	13	92
Unable to say	0	0	0	0
No reply to question	6	3	2	11

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	45 (95.7%)	20 (100%)	10 (100%)	75 (97.4%)
Fairly acceptable	2 (4.3%)	0 (0.0%)	0 (0.0%)	2 (2.6%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	47	20	10	77
Unable to say	4	7	3	14
No reply to question	7	3	2	12

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

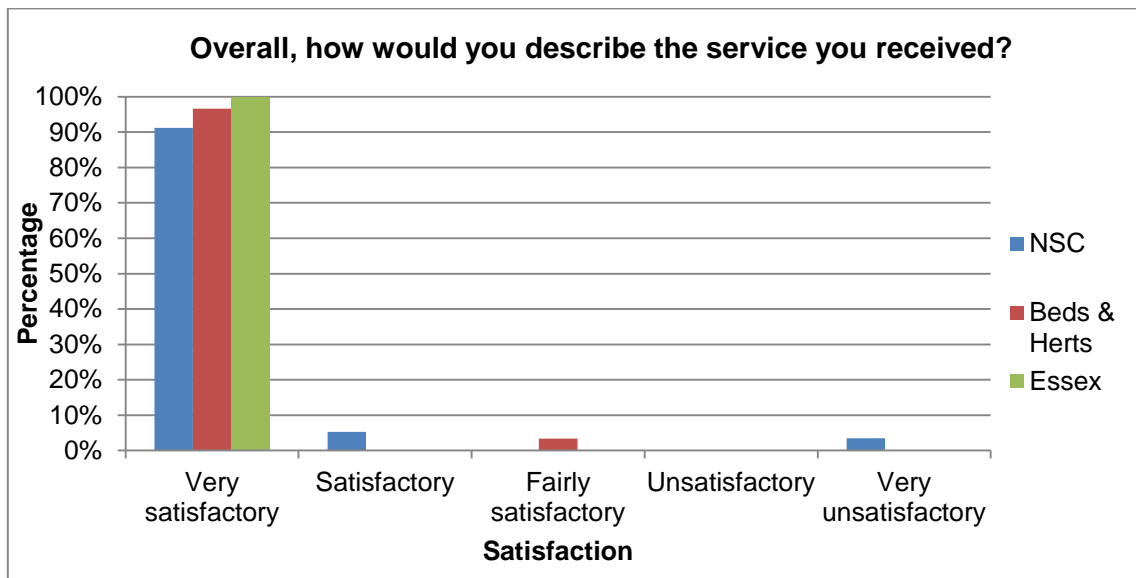
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	27 (47.4%)	15 (53.6%)	9 (60.0%)	51 (51.0%)
Met my expectations	28 (49.1%)	12 (42.9%)	6 (40.0%)	46 (46.0%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Barely met my expectations	0 (0.0%)	1 (3.6%)	0 (0.0%)	1 (1.0%)
Did not meet my expectations	2 (3.5%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
Total number of responses	57	28	15	100
No reply to question	1	2	0	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	52 (91.2%)	28 (96.6%)	15 (100%)	95 (94.1%)
Satisfactory	3 (5.3%)	0 (0.0%)	0 (0.0%)	3 (3.0%)
KPI Result – (very satisfactory + satisfactory/Total number of responses)	55/57 (96.5%)	28/29 (100%)	15/15 (100%)	98/101 (97.0%)
Fairly satisfactory	0 (0.0%)	1 (3.4%)	0 (0.0%)	1 (1.0%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	2 (3.5%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
Total number of responses	57	29	15	101
No reply to question	1	1	0	2

97.0% of patients who responded to the above question and had used the Trust’s ES during February 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
196	NSC	Every contact I have had with the ambulance service has been positive.
192	NSC	No improvements need to be made; ambulance was at my address within 20 mins. Very kind service throughout. Thank you.
53	NSC	I was well looked after very kind people. I do suffer from mental health bipolar.
109	NSC	Crew were very professional!
150	NSC	I have already sent a letter concerning the excellent care I received from your paramedics.
94	NSC	I cannot think of any improvement on what was impressively good service.
106	NSC	None all was very good & helpful.
37	NSC	Very efficient.
57	Essex	No, it was excellent.
115	B&H	Could not be bettered, excellent thank you.
116	B&H	The paramedics were excellent.
36	B&H	There is nothing I can say negative about the ambulance service I experienced.
50	Essex	No - The service was excellent.
200	NSC	Ambulance crew were brilliant, they couldn't have been of more assertive. I would like you to pass on my thanks to them they managed to get me a lot of medical help as well for the future, as well as the wonderful help and support at the time. If all your staff are like them you don't have to improve anywhere.
51	B&H	If the ambulance staff spoke Geordie and supported Newcastle united it would of been brilliant!!! lol They were the best professional staff you could hope to meet when your ill, thank you !!
20	Essex	The whole experience was handled really well, Paramedics were caring and made us feel at ease. We couldn't fault it in any way. Job well done all round. Thank you very much.
66	Essex	Your service was great but in fact we needed a local out of hours GP to visit instead of an ambulance. So I feel like the system which led to us using you (111 followed by a call from an out of hours GP somewhere in the north of England who called 999) was flawed. Your guys were great!
54	Essex	Excellent service received by the two medics - could not have been better - lovely people doing a brilliant job!!!

136	NSC	In Feb when the ambulance arrived they were very re-assuring and calmed both myself the patient and my mum having to see me unwell again (only discharged from hospital 2 days before I needed to go back to hospital) But when they found out that I worked for the NHS 111 service the lead paramedic began an attack on the service and the staff, saying how much time we waste, trained monkeys could do a better job. In my view not very professional. I was unwell, in pain and on gas & air, I didn't need the added feeling of being attacked, insulted and belittled.
124	B&H	I was hurt and distressed. The ambulance staff were very kind, understanding, which helped me a lot.
5	NSC	Hope that future patients do not have to use this service.
80	NSC	I was very happy with the service: I had very efficient care. So kind and caring, putting me at ease. Wonderful.
54	NSC	I could find no area where improvement could be made.
22	Essex	I don't think you could improve the experience I had it was excellent. Thank you so much.
9	B&H	It was excellent service, thank you.
105	B&H	We are happy about the service.

Patient number	Area	Mixed/Neutral comments
168	NSC	Ambulance crews responded to calls from my mother's careline on the following occasions: 21st October- Paramedics had difficulty deciding whether or not to take mum to hospital. She was discharged on 22nd Oct. 25th Oct 17: Discharged on 30th Oct, I dialled 999. 21st Nov - Discharged on 4th Dec. Medication altered. Mum fell and complained of sore hip. Paramedics took a while to decide to take her into A&E. 4th Feb 2018 careline called after fall detector alerted them. Mum had another heart attack 5/6th Feb which hospital missed, too busy trying to discharge her. Mum died 08/02/18.
133	NSC	Q1 is a strange question. The ambulance service is a necessary service to be used for accident and emergencies, there is no alternative. No I do not think they could have dealt with the situation any better. My call out was on 11/02/18. Very interesting in the fact the ambulance man diagnosed my injury as a possible break or fracture; however I was x-rayed in A&E and told all ok. I was then called by the hospital 4 days later after they had received my x-rays to tell me I had a fractured scapular. Therefore the ambulance man examined me was more professional than the doctor!
110	NSC	The above question is abit strange, if you need an ambulance in an emergency you need the vehicle and specialists that come with it. It is not a case of recommending, what do you suggest saying to friend/family, "Oh you are suffering to such an extent that you have dialled 999 - I wouldn't recommend that you use the ambulance." I was told there was a 6½ hour wait for an ambulance

79	NSC	I think it's terrible you lost the PTS contract. You gonna lose some great staff. The PTS crews at WSH are great.
89	NSC	Answered best possible.
93	NSC	I was unhappy that they didn't suggest I get dressed to go to the A&E department. I had to wait nearly 9pm to see a doctor in the smaller waiting section of A&E, sitting in just my nightdress and dressing gown and wearing slippers on a cold February day.
42	Essex	Overall, the ambulance service is excellent, a true lifeline, but there are problems! My mother fell and fractured her hip. I am fully aware that this would not be a priority, but it is not acceptable to wait 3½ hours. I understand that this is a problem for central government, not the ambulance service. Resources available cannot meet the demand at certain times and until the whole structure of the NHS is revised, the problems will continue, and get worse.

Patient number	Area	Negative comments
32	B&H	The waiting time is ridiculous for a possible spinal injury to be told the wait could be 4hrs is ridiculous. Luckily the injury was minor but to an under 16 child who is scared it was uncalled for.
41	B&H	Response time could be improved. 3 1/2 hours in awkward position is uncomfortably unacceptable.
59	Essex	The wait for the ambulance was a long time as my 88 year old mum was lying on the floor. I do understand there has to be priorities and presume that they were very busy. The 2 ambulance paramedics were excellent with mum and very professional and friendly. The arranged for doctor's surgery to follow up later that evening and thus avoided trip to A&E for mum. Thank you.



## Demographics and Equality and Diversity Information

### Gender

Gender	Total
Male	39 (41.5%)
Female	55 (58.5%)
Total number of responses	94
Declined to answer question	1
No reply to question	8

### Age

Age	Total
Range	3 to 92 years
Mean	68 years
Median	73 years
Mode	83 years
Total number of responses	94
Declined to answer question	1
No reply to question	8

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	81 (88.0%)
White Irish	0 (0.0%)
Any other White background	4 (4.3%)
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	1 (1.1%)
Black Caribbean	1 (1.1%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	2 (2.2%)
Other	3 (3.3%)
Total number of responses	92
Declined to answer question	2
No reply to question	9

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

- "White English." (Patient 117, NSC & 18, B&H)
- "White Swiss." (Patient 106, NSC)
- "South African." (Patient 40, Essex)
- "White Irish." (Patient 94, B&H)
- "Jewish/Irish." (Patient 142, NSC)
- "Portuguese." (Patient 73, NSC)
- "Czech Republic." (Patient 105, B&H)
- "British Indian." (Patient 119, NSC)

## Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	69 (76.7%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	1 (1.1%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	18 (20.0%)
Other	2 (2.2%)
Total number of responses	90
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:

- "Catholic." (Patient 69, NSC)
- "C of E." (Patient 116, B&H)

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	67 (93.1%)
Lesbian	0 (0.0%)
Gay	2 (2.8%)
Bisexual	1 (1.4%)
Other	2 (2.8%)
Total number of responses	72
Declined to answer question	6
No reply to question	25

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

- "Normal." (Patient 89, NSC)
- "Married." (Patient 32, NSC)

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	42 (37.5%)
Physical impairment	18 (16.1%)
Sensory impairment	6 (5.4%)
Long standing condition	27 (24.1%)
Learning disability	0 (0.0%)
Mental health disorder	7 (6.3%)
Other	12 (10.7%)
Total number of responses	112
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:

- "Urostomy stoma." (Patient 77, NSC)
- "Diabetic, AF, Osteoarthritis, vertigo." (Patient 117, NSC)
- "Suffer from fits." (Patient 40, Essex)
- "Somatization." (Patient 182, NSC)
- "Multiple sclerosis." (Patient 61, Essex)
- "Heart problem, angina." (Patient 46, B&H)
- "Blind in one eye." (Patient 20, Essex)
- "Feet/ legs." (Patient 89, NSC)
- "COPD." (Patient 5, B&H)
- "Technically blind." (Patient 94, B&H)
- "Heart." (Patient 93, B&H)

**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	46 (50.5%)
No	29 (31.9%)
Other	16 (17.6%)
<b>Total number of responses</b>	<b>91</b>
Declined to answer question	3
No reply to question	16

Of the 16 patients who answered 'other' in response to this question; 12 patients advised that they had been 'widowed,' one patient advised that they had a 'partner' and three patients responded that they were 'divorced'.

**Are you currently pregnant or had a child within the last twelve months?**

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

<b>Pregnancy/had a child within last 12 months</b>	<b>Total</b>
No, I am not pregnant	59 (79.7%)
No, I do not have a child under 12 months old	14 (18.9%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	1 (1.4%)
<b>Total number of responses</b>	<b>74</b>
Declined to answer question	2
No reply to question	41

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	1 (1.3%)
No	76 (98.7%)
<b>Total number of responses</b>	<b>77</b>
Declined to answer question	2
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?**

<b>Format</b>	<b>Total</b>
I did not require a different format	71 (95.9%)
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 (2.7%)
Large print	1 (1.4%)
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>74</b>
Declined to answer question	3
Did not answer	27

## Impact on the service received

Impact on Service	Total
No	76 (100%)
Yes, in a positive way	0 (0.0%)
Yes, in a negative way	0 (0.0%)
Total	76
Did not answer	27

76 patients (100%) felt that the service they received was not affected by any of the aforementioned strands of diversity. 27 patients did not answer this question.

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

- *“14 year old child - other than disabilities the rest of the questions are irrelevant.” (Patient 32, B&H)*
- *“Happy with service - thank you.” (Patient 9, B&H)*
- *“When I call, 999 go to me in mins blue/light very good. Always had to go in.” (Patient 88, B&H)*

## Aftercare

Following this survey; six letters of appreciation were received, together with two surveys containing signed complaint boxes. These were passed to the Patient Experience Department (Bedford) for further action as appropriate.