

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

Patient Experience Report:

Emergency Services Continuous Survey

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Report Period: January 2018

Date of Report: April 2018

Results for January 2018

Response

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

122 responses were received over the following four week period. This equates to a 30.3% 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

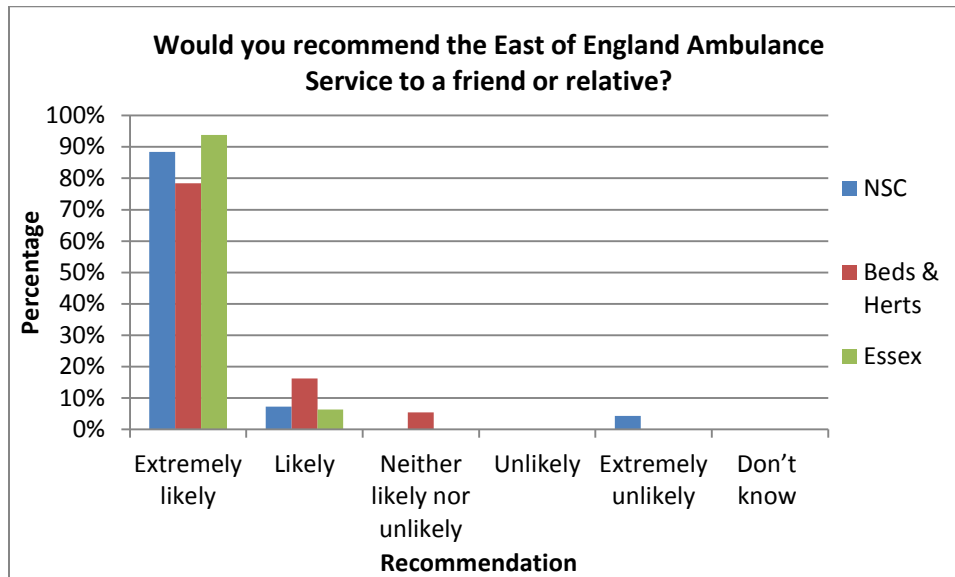
Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	61 88.4%	29 78.4%	15 93.8%	105 86.1%
Likely	5 7.2%	6 16.2%	1 6.3%	12 9.8%
Neither likely nor unlikely	0 0.0%	2 5.4%	0 0.0%	2 1.6%
Unlikely	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Extremely unlikely	3 4.3%	0 0.0%	0 0.0%	3 2.5%
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	69	37	16	122
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).

95.9% of patients who responded to the above question and had used the Trust's ES during the month of January 2018 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 1:



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	54 80.6%	27 75.0%	11 68.8%	92 77.3%	88/91 96.7%
The view of someone acting on behalf of the patient	13 19.4%	9 25.0%	5 31.3%	27 22.7%	24/26 92.3%
Total number of responses	67	36	16	119	117
No reply to question	2	1	0	3	2

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	19 25.7%	8 24.2%	1 8.3%	28 23.5%
NHS 111 Service	30 40.5%	9 27.3%	0 0.0%	39 32.8%
Out of Hours Doctor's Service	3 4.1%	1 3.0%	0 0.0%	4 3.4%
A walk in centre	1 1.4%	0 0.0%	0 0.0%	1 0.8%
Pharmacy	2 2.7%	0 0.0%	0 0.0%	2 1.7%
The ambulance service were the first health care provider contacted	16 21.6%	13 39.4%	11 91.7%	40 33.6%
Other	3 4.1%	2 6.1%	0 0.0%	5 4.2%
Total number of responses	74	33	12	119
No reply to question	6	7	4	17

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

- *“999.” (Patient 180, NSC)*
- *“Midwife.” (Patient 78, NSC)*
- *“Care service called ambulance.” (Patient 71, Beds & Herts)*
- *“Sainsbury’s first aid.” (Patient 84, Beds & Herts)*
- *“GP phoned for ambulance.” (Patient 22, Beds & Herts)*
- *“Palliative care nurse.” (Patient 200, NSC)*

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	52 89.7%	20 69.0%	11 78.6%	83 82.2%
Acceptable	6 10.3%	7 24.1%	3 21.4%	16 15.8%
Fairly acceptable	0 0.0%	1 3.4%	0 0.0%	1 1.0%
Unacceptable	0 0.0%	1 3.4%	0 0.0%	1 1.0%
Very unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	58	29	14	101
Unable to say	6	2	1	9
No reply to question	5	6	1	12

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	41 63.1%	16 50.0%	11 73.3%	68 60.7%
Acceptable	21 32.3%	7 21.9%	0 0.0%	28 25.0%
Fairly acceptable	1 1.5%	5 15.6%	3 20.0%	9 8.0%
Unacceptable	0 0.0%	3 9.4%	0 0.0%	3 2.7%
Very unacceptable	2 3.1%	1 3.1%	1 6.7%	4 3.6%
Total number of responses	65	32	15	112
Unable to say	1	5	0	6
No reply to question	3	0	1	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	61 93.8%	31 96.9%	15 100.0%	107 95.5%
Yes, but I would have liked them to introduce themselves to a greater extent	3 4.6%	0 0.0%	0 0.0%	3 2.7%
No	1 1.5%	1 3.1%	0 0.0%	2 1.8%
Total number of responses	65	32	15	112
Unable to say	2	0	0	2
No reply to question	2	5	1	8

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	63 92.6%	33 91.7%	16 100.0%	112 93.3%
A little improvement necessary	2 2.9%	3 8.3%	0 0.0%	5 4.2%
Not professional	3 4.4%	0 0.0%	0 0.0%	3 2.5%
Total number of responses	68	36	16	120
Unable to say	0	0	0	0
No reply to question	1	1	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	65 97.0%	35 97.2%	16 100.0%	116 97.5%
Yes, to some extent	0 0.0%	1 2.8%	0 0.0%	1 0.8%
No, I was not treated with dignity and respect	2 3.0%	0 0.0%	0 0.0%	2 1.7%
Total number of responses	67	36	16	119
Unable to say	1	0	0	1
No reply to question	1	1	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	63 95.5%	34 97.1%	15 93.8%	112 95.7%
Yes, to some extent	2 3.0%	1 2.9%	1 6.3%	4 3.4%
No, I was not treated with privacy	1 1.5%	0 0.0%	0 0.0%	1 0.9%
Total number of responses	66	35	16	117
Unable to say	2	1	0	3
No reply to question	1	1	0	2

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	65 95.6%	33 94.3%	16 100.0%	114 95.8%
Yes, to some extent	1 1.5%	0 0.0%	0 0.0%	1 0.8%
No, I did not feel that I could trust the ambulance service staff	2 2.9%	2 5.7%	0 0.0%	4 3.4%
Total number of responses	68	35	16	119
Unable to say	0	0	0	0
No reply to question	1	2	0	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	56 86.2%	27 77.1%	16 100.0%	99 85.3%
Yes, to some extent	8 12.3%	7 20.0%	0 0.0%	15 12.9%
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	1 1.5%	1 2.9%	0 0.0%	2 1.7%
Total number of responses	65	35	16	116
Unable to say	2	0	0	2
No reply to question	2	2	0	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	26 51.0%	13 46.4%	11 73.3%	50 53.2%
Yes, to some extent	11 21.6%	4 14.3%	2 13.3%	17 18.1%
No, I was not given any choice	10 19.6%	7 25.0%	0 0.0%	17 18.1%
No, I did not receive any treatment	4 7.8%	4 14.3%	2 13.3%	10 10.6%
Total number of responses	51	28	15	94
Unable to say / No treatment was given	11	3	1	15
No reply to question	7	6	0	13

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	43 68.3%	19 65.5%	11 73.3%	73 68.2%
Fairly involved	14 22.2%	9 31.0%	3 20.0%	26 24.3%
Not involved	6 9.5%	1 3.4%	1 6.7%	8 7.5%
Total number of responses	63	29	15	107
Unable to say	3	2	0	5
No reply to question	3	6	1	10

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	61 92.4%	27 93.1%	14 100.0%	102 93.6%
Satisfied	3 4.5%	1 3.4%	0 0.0%	4 3.7%
Fairly satisfied	1 1.5%	1 3.4%	0 0.0%	2 1.8%
Dissatisfied	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very dissatisfied	1 1.5%	0 0.0%	0 0.0%	1 0.9%
Total number of responses	66	29	14	109
No care was given	1	1	0	2
Unable to say	0	0	0	0
No reply to question	2	7	2	11

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	57 86.4%	21 77.8%	11 84.6%	89 84.0%
No	3 4.5%	2 7.4%	0 0.0%	5 4.7%
No, but it was obvious I was not in pain	6 9.1%	4 14.8%	2 15.4%	12 11.3%
Total number of responses	66	27	13	106
Unable to say	1	3	1	5
No reply to question	2	7	2	11

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	27 42.9%	13 46.4%	5 38.5%	45 43.3%
I declined pain relief	1 1.6%	1 3.6%	0 0.0%	2 1.9%
Yes	16 25.4%	3 10.7%	3 23.1%	22 21.2%
No	19 30.2%	11 39.3%	5 38.5%	35 33.7%
Total number of responses	63	28	13	104
Cannot remember/unable to say	3	2	0	5
No reply to question	3	7	3	13

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	21 39.6%	16 59.3%	6 60.0%	43 47.8%
Comfortable	23 43.4%	8 29.6%	3 30.0%	34 37.8%
Fairly Comfortable	6 11.3%	3 11.1%	1 10.0%	10 11.1%
Uncomfortable	2 3.8%	0 0.0%	0 0.0%	2 2.2%
Very uncomfortable	1 1.9%	0 0.0%	0 0.0%	1 1.1%
Total number of responses	53	27	10	90
Unable to say	2	0	0	2
I wasn't transported by ambulance	11	3	4	18
No reply to question	3	7	2	12

Q18 – How would you describe the following?

The appearance of ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	64 97.0%	35 94.6%	16 100.0%	115 98.3%
Fairly acceptable	2 2.1%	0 0.0%	0 0.0%	2 1.7%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	66	37	16	117
Unable to say	3	0	0	3
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	62 96.9%	29 100.0%	12 100.0%	103 98.1%
Fairly acceptable	2 3.1%	0 0.0%	0 0.0%	2 1.9%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	64	29	12	105
Unable to say	3	0	2	5
No reply to question	2	8	2	12

The cleanliness of the interior of the ambulance:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	53 98.1%	24 100.0%	12 100.0%	89 98.9%
Fairly acceptable	1 1.9%	0 0.0%	0 0.0%	1 1.1%
Unacceptable	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total number of responses	54	24	12	90
Unable to say	10	5	2	17
No reply to question	5	8	2	15

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

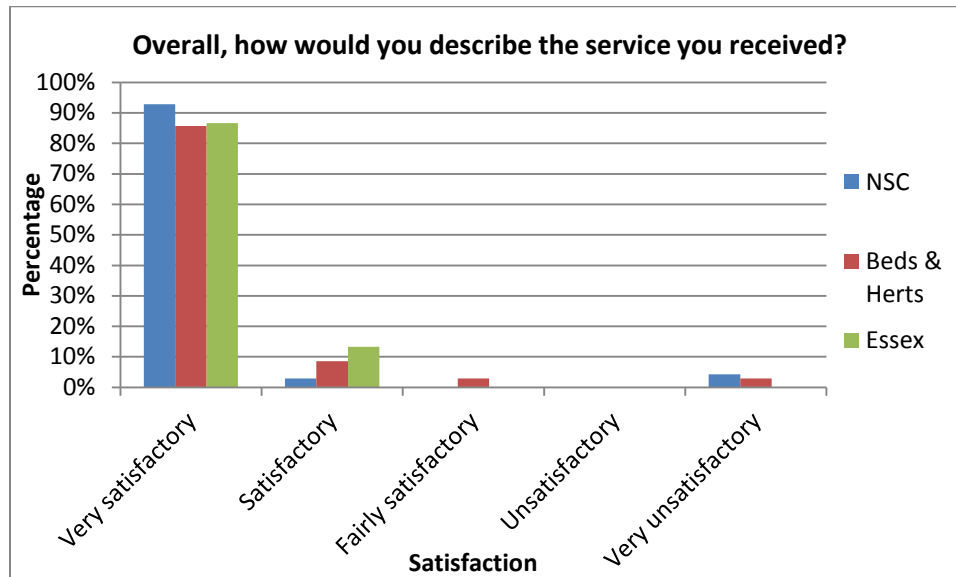
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	32 46.4%	11 31.4%	11 73.3%	54 45.4%
Met my expectations	32 46.4%	21 60.0%	4 26.7%	57 47.9%
Reasonably met my expectations	2 2.9%	2 5.7%	0 0.0%	4 3.4%
Barely met my expectations	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Did not meet my expectations	3 4.3%	1 2.9%	0 0.0%	4 3.4%
Total number of responses	69	35	15	119
No reply to question	0	2	1	3

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	64 92.8%	30 85.7%	13 86.7%	107 89.9%
Satisfactory	2 2.9%	3 8.6%	2 13.3%	7 5.9%
KPI Result – (very satisfactory + satisfactory/Total number of responses)	66/69 95.7%	33/35 94.3%	15	114/119 95.8%
Fairly satisfactory	0 0.0%	1 2.9%	0 0.0%	1 0.8%
Unsatisfactory	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Very unsatisfactory	3 4.3%	1 2.9%	0 0.0%	4 3.4%
Total number of responses	69	35	15	119
No reply to question	0	2	1	3

95.8% of patients who responded to the above question and had used the Trust's ES during January 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
154	NSC	My whole experience was excellent. The 2 paramedics who came to me were professional, but kind and compassionate too. They explained everything they did and also why they needed to take me to hospital. I cannot fault the care I received.
16	Essex	I was very happy with the ambulance service.
31	Essex	No complaint.
19	NSC	No improvement required - service excellent.
22	NSC	The service I had was very good.
41	NSC	None.
56	NSC	No the service is fine as it is.
117	NSC	No, the person concerned carried out a professional medical examination.
128	NSC	I cannot think of anything that could have improved my experience (Apart from letting me drive the ambulance, which I was informed was not allowed, especially following a suspected heart attack!) The crew showed compassion and good humour which helped me to stay calm and relaxed.
172	NSC	I had an excellent service, the ambulance staff were first class.
38	Essex	No the ambulance staff was perfect, very professional.
27	Beds & Herts	Excellent service.
44	Beds & Herts	No it was excellent and couldn't have been improved.
45	Beds & Herts	Excellent service.

54	Beds & Herts	No very good.
75	Beds & Herts	The ambulance, the times I have been picked up off the floor by the ambulance men woman have been excellent, very nice people to have in your home. I wish all people were the same always very jolly and pleasant. But most of all very professional. I think they are all very good.
122	NSC	No they were prompt, friendly and efficient.
206	NSC	Not at all, please see enclosed letter, thank you.
62	Essex	Every time I have had need of an ambulance it has been first class. I am a frightened person when it comes to anything medical and the ambulance staff were always a great help every time.
64	Beds & Herts	Just carry on as you are!
84	Beds & Herts	I blacked out in Sainsbury's and the first aid team there called an ambulance as I am pregnant (was about 6.5 months at the time). I would not have called the ambulance ordinarily and felt bad that I was potentially taking up someone else's 'space' who needed urgent care. The experience itself was v good.
121	Beds & Herts	The experience was excellent.
12	NSC	I think the service was top rate, thank you so much.
58	Beds & Herts	Very quick response, 20-25 minutes. Paramedic excellent. Once at A&E into a ward in 15-20mins at 9-10am on a Monday.
86	Beds & Herts	The ambulance service is under extreme pressure, yet the crew perform an incredible and caring service. True professionals!
121	NSC	I was happy with the service I received.
64	Essex	The ambulance arrived within 5 minutes. Three men helped my daughter. They were wonderful, so kind and very knowledgeable, patient and understanding.
7	Beds & Herts	Service that was provided to me was excellent.
28	Beds & Herts	Quick, efficient and could not fault the service.
176	NSC	The staff and ambulance service are first class. We feel very lucky to have such a dedicated team. 5* and more.
82	Beds & Herts	To all concerned, thank you for being so kind and extremely professional.
149	NSC	No very good now.
200	NSC	No improvements required.

Patient number	Area	Mixed/Neutral comments
13	NSC	I don't think you need to improve, you are at breaking point, you need more staff. I had to wait 3 hours in the car park but you looked after me fetching tea making sure I was warm. Thank you.
31	NSC	The ambulance only took 20mins to reach me - excellent! At A&E, the crew and I had to wait in the ambulance until instructed to go into A&E. Even though the wait was two hours, it went very quickly as the crew were very friendly and chatty, they even supplied coffee. Once inside A&E, I was fast tracked through the system and had an operation early that evening (infected hip Joint). The only improvement could be less time waiting in the ambulance.
98	NSC	Not at all. Our thanks to two young women crew - sorry don't know their names. On a wider view I feel the ambulance service is very unfairly treated - how can you be expected to keep the service flowing smoothly if you have to stay at hospital delivery for hours? We need more receivers at A&E to free up the crews for next calls.
162	NSC	If the answers to the questions raised could be transferred to hospital via software (maybe this happens already).
189	NSC	Yes, not experience of ambulance drivers, they are short staffed, blamed for what isn't their fault. I am terrified of hospitals or any medical thing, but I had no choice of going in. They were that efficient they had the cannula in to help speed up at the other end, which again was so busy not enough staff. But the crews were waiting with all their patients to hand over to hospital staff. They have one pair of hands, do their job the excellent way, best they can. Come on government give them a break, spend a night with them and see if you can still smile next day. Funding is what they need, they've got ability (not funds. I had Lyn crew and live in March Cambs).
110	Beds & Herts	The only negative comment would be on the time delay for the ambulance. I first called 111 who sent out a doctor who then asked Lister hospital for an ambulance to be sent. Once the ambulance arrived my husband who had had a seizure and collapsed (about 2 hours after the doctor's visit) was treated professionally, efficiently and in a very caring way by the ambulance staff. There is no way you could improve on their treatment of my husband.
188	NSC	I have had to call 999 twice previously and the operators before dealt with my husband's problems in a very efficient and reassuring way, but on this occasion I felt I was not listened to, but had to answer questions which were not always appropriate e.g. Did I have a heart defibrillator, but I can only express thanks for the excellent service once the ambulance arrived. My husband was not aware of anything that was happening to him until he was leaving for hospital.

63	NSC	The 2 crew members I had were very good and excellent, caring skills. The bloke could have listened better to my medical history.
83	Beds & Herts	Certainly a quicker response would be an improvement but one must be realistic. My wife and I have had cause to use the service on a number of times in the last few years. It has always been to the same high standard as my most recent experience. The staff are great! Keep it up!
8	NSC	The ambulance arrived in good time although the first time it was called we were told it would be 7 hours before it would get there and it was on the insistence of the caller that it arrived within ½ hour. We had to wait at the hospital in the ambulance for about 4 hours. We do realise that it is very busy and hard or impossible to be seen quickly unless very serious, ambulance staff were kind and helpful on both occasions.

Patient number	Area	Negative comments
45	NSC	Yes but this is not the ambulance service's fault! I was left in this virtual ambulance corridor for an unacceptable time.
198	NSC	On Wednesday the 10 th , the March crew that came. The lady in the back with me sat behind me and played on her phone most of the way. On Thursday the 18 th , the ambulance staff were both amazing. They were Peterborough crew. Both times I went in for the same reasons.
208	NSC	See attached letter.
32	NSC	Waiting time to access A&E Dr and treatment = hosp problem? No anti sickness drug was administered until we had been waiting for a while in the corridor. This I had to ask for as there seemed to be a conflict as to who was responsible for my sister whilst we waited in the corridor! I accept nothing could have been done about the wait, but the drug would have made her much more comfortable. This should not have happened as it could have been easily rectified. I had to be forthright for her!
22	Beds & Herts	The ambulance took too long to arrive.
38	Beds & Herts	Shorter waiting time.
60	NSC	By responding/attending more quickly as patient was left on the floor for over 12 hours waiting for paramedics to arrive. He was in pain and staff were unable to move him in case he had sustained any injuries. NB: Patient is unable to answer this questionnaire as he lacks capacity due to dementia. It has therefore been completed on his behalf.
52	Essex	Earlier arrival - We waited 1½ hours (though it wasn't urgent - needed to get patient off floor after a fall).
30	Beds & Herts	On the morning of 1 Jan 2018 I collapsed, my husband found me on the floor bleeding profusely from a deep gash on the

		back of my right leg. He called for some help from a neighbour who could see straight away from the amount of blood on the floor I needed medical attention. After speaking to the Drs, she rang 999 ambulance, gave them my details and that I had recently had a heart attack and on blood thinning tablets. 11.40am her call was made, 3.45pm a paramedic arrived, 4 hours from her 999 call. After assessing my condition he requested an ambulance, then within a few minutes cancelled his request. He took me in his 4x4 directly to hospital. The ambulance still came over ½ hour after we had left according to neighbour. Lack of communication, 999 call failure to see serious injury.
83	NSC	Certainly - everything was ok up until phone call from paramedic... Whilst on the phone was on loud speaker he stated I am listed as addicted to (Benzo...?) opiates. I queried this - I asked if it was because I have been on MST for a long time, he stated something about withdrawal which I have never had. He also stated 'oh attempted suicide' – my goodness me, I felt like a whack in the soul – my 17 year old daughter looks at me...I'm pretty shocked and do feel it was verging unprofessional, stated – I don't even remember it – he gave no more details. He did not send an ambulance, he literally spoke his way out of one – I invite you to hear the recording!
16	Beds & Herts	My fiancé had had a seizure and hit his head on a hard floor. He suffers from dissociative seizures so this was not new. After 1 day of feeling worse than normal we contacted 111 to see what they suggested. It was advised he go to A&E to get checked out. As we were getting ready he falls in the bathroom and hits his head again (above his eye). Ambulance is called and arrives 30 mins later. During these 30 minutes, patient is very disorientated, more so than normal and having trouble remembering his name, my name and his birthday alongside all conversations with me. I made the paramedics aware of this when he arrived and he replied with "so why have they sent me." He did not once check his head for injury yet allowed us not to go to hospital as the waiting times were bad. 2 days later, as he's not felt better. Patient goes to A&E and is diagnosed with concussion.
100	Beds & Herts	We had to wait too long.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	56 50.0%
Female	56 50.0%
Total number of responses	112
Declined to answer question	1
No reply to question	9

Age

Age	Total
Range	3 to 95 years
Mean	69 years
Median	71 years
Mode	61 years
Total number of responses	109
Declined to answer question	2
No reply to question	11

Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	101 87.1%
White Irish	2 1.7%
Any other White background	4 3.4%
Mixed White and Black Caribbean	1 0.9%
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	0 0.0%
Black African	1 0.9%
Any other Black background	0 0.0%
Chinese	0 0.0%
Any other ethnic group	0 0.0%
Other	7 6.0%
Total number of responses	116
Declined to answer question	2
No reply to question	8

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

- "Mixed Jewish." (Patient 45, NSC)
- "Greek Orthodox." (Patient 49, Essex)
- "I am English." (Patient 75, Beds & Herts)
- "American." (Patient 118, Beds & Herts)
- "White English." (Patient 91, Beds & Herts)
- "Italian." (Patients 23 and 47, Beds & Herts)

Religion or Belief

(All answer types are listed, some multiple answers)

Religion or Belief	Total
Christian	83 76.1%
Hindu	0 0.0%
Jewish	0 0.0%
Muslim	0 0.0%
Sikh	0 0.0%
Buddhist	0 0.0%
None	21 19.3%
Other	5 4.6%
Total number of responses	109
Declined to answer question	3
No reply to question	11

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

- "Salvation army." (Patient 31, Essex)
- "Pagan." (Patient 76, NSC)
- "C of E." (Patient 75, Beds & Herts)
- "Catholic." (Patient 118, Beds & Herts)
- "Roman catholic." (Patient 62, Essex)

Sexual Orientation

Sexual Orientation	Total
Heterosexual	87 100.0%
Lesbian	0 0.0%
Gay	0 0.0%
Bisexual	0 0.0%
Other	0 0.0%
Total number of responses	87
Declined to answer question	6
No reply to question	29

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	41 28.1%
Physical impairment	23 15.8%
Sensory impairment	5 3.4%
Long standing condition	38 26.0%
Learning disability	2 1.4%
Mental health disorder	7 4.8%
Other	30 20.5%
Total number of responses	146
Declined to answer question	2
No reply to question	19

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

- *“Spinal injuries after cauda equina 20 years ago.” (Patient 31, NSC)*
- *“Loss of right leg. Back, neck problems.” (Patient 90, NSC)*
- *“Parkinson’s, deaf.” (Patient 31, Essex)*
- *“Hard of hearing.” (Patient 3, NSC)*
- *“Partially disabled.” (Patient 15, NSC)*
- *“Multiple sclerosis.” (Patient 19, NSC)*
- *“Dementia.” (Patient 28, NSC)*
- *“Psoriatic arthritis and recent spinal fusion.” (Patient 92, NSC)*
- *“Dyslexia.” (Patient 162, NSC)*
- *“Back problem.” (Patient 172, NSC)*
- *“Dementia, arthritis.” (Patient 21, Essex)*
- *“Balance.” (Patient 38, Essex)*
- *“Parkinson’s, arthritis etc.” (Patient 49, Essex)*
- *“Memory loss - balance difficulty.” (Patient 65, Essex)*
- *“Hip replacements.” (Patient 44, Beds & Herts)*
- *“Breast cancer.” (Patient 45, Beds & Herts)*
- *“Pulmonary fibrosis.” (Patient 69, Beds & Herts)*
- *“I have had a bad head for the last 6 years.” (Patient 75, Beds & Herts)*
- *“My husband and has mesothelioma.” (Patient 110, Beds & Herts)*
- *“Alzheimer’s.” (Patients 104 & 169, NSC)*
- *“Type 2 blood pressure.” (Patient 208, NSC)*
- *“I require a hip replacement.” (Patient 62, Essex)*
- *“Parkinson’s disease.” (Patient 121, Beds & Herts)*
- *“Unable to walk without aid at the time.” (Patient 188, NSC)*

- “Breathing difficulties.” (Patient 126, NSC)
- “I don't read or write at all.” (Patient 149, NSC)
- “Anxiety.” (Patient 106, NSC)
- “Registered blind.” (Patient 11, Beds & Herts)
- “Cancer.” (Patient 8, NSC)

Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)

Married/Civil partnership	Total
Yes	70 65.4%
No	24 22.4%
Other	13 12.1%
Total number of responses	107
Declined to answer question	2
No reply to question	19

Of the 13 patients who answered ‘other’ in response to this question; 11 advised that they had been ‘widowed,’ 1 patient was ‘divorced’ and 1 patient was in a ‘partnership.’

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	67 77.0%
No, I do not have a child under 12 months old	18 20.7%
Yes, I am pregnant	1 1.1%
Yes, I have a child under 12 months old	1 1.1%
Total number of responses	87
Declined to answer question	3
No reply to question	46

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

Gender Reassignment	Total
Yes	0 0.0%
No	90 100.0%
Total number of responses	90
Declined to answer question	7
No reply to question	25

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	84 97.7%
Braille	0 0.0%
British Sign Language (BSL) interpreter	0 0.0%
Browse aloud (website)	0 0.0%
Deafblind advocate	0 0.0%
Deafblind interpreter	0 0.0%
Easy read	0 0.0%
Large print	2 2.3%
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	86
Declined to answer question	2
Did not answer	34

Impact on the service received

Impact on Service	Total
No	83 95.4%
Yes, in a positive way	1 1.1%
Yes, in a negative way	3 3.4%
Total	87
Did not answer	35

83 patients (95.4%) felt that the service they received was not affected by any of the aforementioned strands of diversity. 1 patient (1.1%) responded that the service they received was affected in a positive way and 3 patients (3.4%) felt that the service they received was affected in a negative way. 35 patients did not answer this question.

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

- *“It’s a very difficult one to achieve - Would require bigger ambulances or flip up equipment. Very scary going without my mobility scooter, as helped once there. (Patient 45, NSC)*
- *“I realise the ambulance service was under enormous pressure and under such circumstances they delivered a professional, caring service. Thank you.” (Patient 27, Beds & Herts)*
- *“I had wonderful treatment from everybody involved. It’s a shame I had to waste the ambulance crew’s time and hospital staff but my Drs surgery would not see me. Massive thanks to everyone who was part of my care.” (Patient 29, NSC)*
- *“You just need more ambulances - staff. But it good now.” (Patient 149, NSC)*
- *“It hurts, I cannot express in a box this size. It’s to do with previous medical notes and more.” (Patient 83, NSC)*
- *“As soon as we said patient suffered from a mental health condition and dissociative seizures (long standing condition) the member of staff did not treat the injuries seriously, as one would have had this not been stated.” (Patient 16, Beds & Herts)*

Aftercare

Following this survey; 11 letters of appreciation were received, together with 3 surveys containing signed complaint boxes and 1 letter of complaint. These were passed to the Patient Experience Department (Bedford) for further action as appropriate.