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

# Patient Experience Report: Emergency Services Continuous Survey

Author: Tessa Medler, Patient Experience Facilitator

Report Period: January 2019

Date of Report: June 2019

# Results for January 2019

## Response

473 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 13<sup>th</sup> of January 2019.

111 responses were received over the following four week period. This equates to a 23.5% response rate.

The format of this report is grouped into the following six STP areas:

Bedfordshire and Luton = (Beds & Luton)

Cambridgeshire and Peterborough = (Cambs & Peterborough)

Hertfordshire and West Essex = (Herts & West Essex)

Mid and South Essex = (Mid & South Essex)

Norfolk and Waveney = (Norfolk & Waveney)

Suffolk and North East Essex = (Suffolk & North East Essex)

## Results

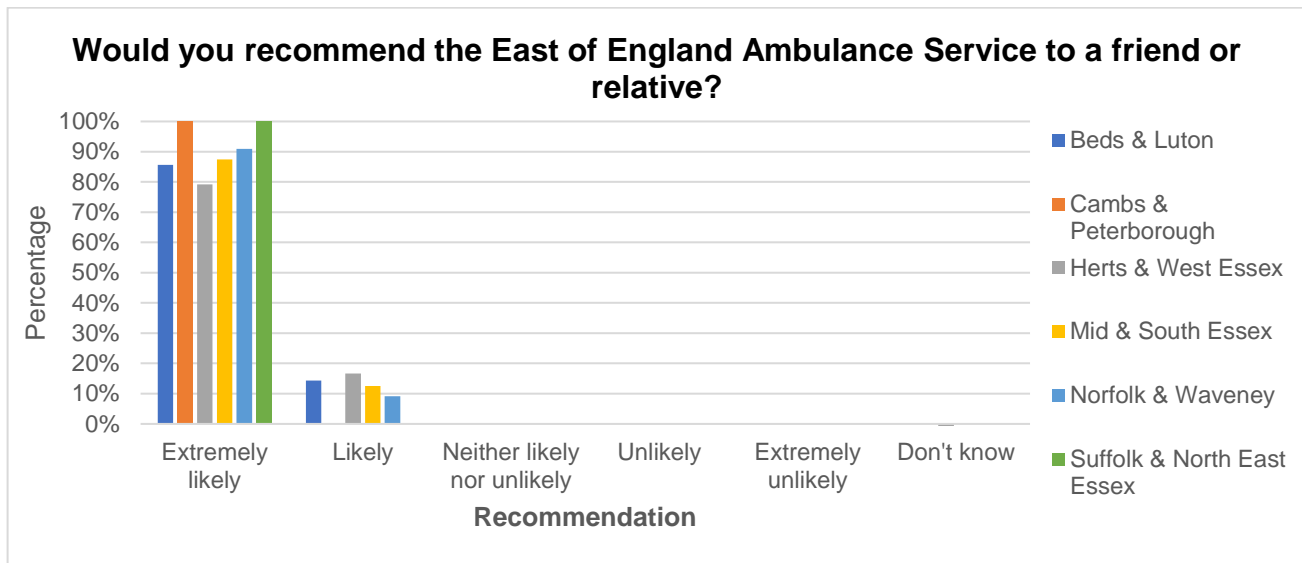
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						January all Areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Extremely likely	6 (85.7%)	17 (100%)	19 (79.2%)	14 (87.5%)	20 (90.9%)	23 (100%)	99 (90.8%)
Likely	1 (14.3%)	0 (0.0%)	4 (16.7%)	2 (12.5%)	2 (9.1%)	0 (0.0%)	9 (8.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	7	17	24	16	22	23	109
No reply to question	0	0	0	1	1	0	2

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).

99.1% of patients who responded to the above question and had used the Trust’s ES during the month of January answered that they would either be ‘likely’ or ‘extremely likely’ to recommend the service to a friend or a relative.

Bar chart illustrating the results of question one:



**Q2 – Whose views are being reported in this questionnaire?**

Response	STP Areas							Overall Key Performance Indicator (KPI)
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total	
The view of the patient	5 (83.3%)	13 (76.5%)	18 (78.3%)	10 (58.8%)	17 (89.5%)	17 (73.9%)	80 (76.2%)	77/78 (98.7%)
The view of someone acting on behalf of the patient	1 (16.7%)	4 (23.5%)	5 (21.7%)	7 (41.2%)	2 (10.5%)	6 (26.1%)	25 (23.8%)	25/25 (100%)
Total number of responses	6	17	23	17	19	23	105	103
No reply to question	1	0	1	0	4	0	6	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	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
GP Surgery	3 (33.3%)	6 (25.0%)	2 (8.3%)	4 (18.2%)	4 (18.2%)	3 (15.0%)	22 (18.2%)
NHS 111 Service	3 (33.3%)	7 (29.2%)	6 (25.0%)	7 (31.8%)	5 (22.7%)	8 (40.0%)	36 (29.8%)
Out of Hours Doctor's Service	1 (11.1%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.7%)
A walk in centre	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	2 (1.7%)
Pharmacy	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.8%)
The ambulance service were the first health care provider contacted	2 (22.2%)	7 (29.2%)	12 (50.0%)	10 (45.5%)	11 (50.0%)	8 (40.0%)	50 (41.3%)
Other	0 (0.0%)	1 (4.2%)	4 (16.7%)	1 (4.5%)	1 (4.5%)	1 (5.0%)	8 (6.6%)
Total number of responses	9	24	24	22	22	20	121
No reply to question	0	1	2	0	2	4	9

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

- *“Advised to call ambulance.” (Patient 56, Beds & Luton)*
- *“Hospital transfer.” (Patient 78, Herts & West Essex)*
- *“Pressed my panic button.” (Patient 72, Norfolk & Waveney)*
- *“I was advised to call ambulance.” (Patient 45, Suffolk & North East Essex)*
- *“Pressed alarm.” (Patient 55, Suffolk & North East Essex)*
- *“3 people named on my emergency button.” (Patient 9, Herts & West Essex)*
- *“Suffolk care line - have press button round neck.” (Patient 78, Suffolk & Norfolk)*
- *“999.” (Patient 4, Herts & West Essex)*
- *“111 first.” (Patient 16, Norfolk & Waveney)*
- *“Triage dementia frailty unit.” (Patient 61, Mid & South Essex)*

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very acceptable	6 (100%)	14 (87.5%)	19 (95.0%)	12 (85.7%)	18 (90.0%)	18 (85.7%)	87 (89.7%)
Acceptable	0 (0.0%)	2 (12.5%)	1 (5.0%)	2 (14.3%)	1 (5.0%)	3 (14.3%)	9 (9.3%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	1 (1.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The ambulance service were the first health care provider contacted	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Other	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total number of responses</b>	<b>6</b>	<b>16</b>	<b>20</b>	<b>14</b>	<b>20</b>	<b>21</b>	<b>97</b>
Unable to say	1	0	2	3	2	0	8
No reply to question	0	1	2	0	1	2	6

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very acceptable	6 (85.7%)	11 (68.8%)	15 (78.9%)	7 (43.8%)	18 (85.7%)	17 (77.3%)	74 (73.3%)
Acceptable	0 (0.0%)	5 (31.3%)	4 (21.1%)	5 (31.3%)	3 (14.3%)	5 (22.7%)	22 (21.8%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (12.5%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
Very unacceptable	1 (14.3%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
Total number of responses	7	16	19	16	21	22	101
Unable to say	0	0	2	1	1	0	4
No reply to question	0	1	3	0	1	1	6

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	7 (100%)	16 (100%)	22 (100%)	16 (100%)	20 (95.2%)	21 (95.5%)	102 (98.1%)
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%)	1 (4.8%)	1 (4.5%)	2 (1.9%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	16	22	16	21	22	104
Unable to say	0	0	1	1	1	0	3
No reply to question	0	1	1	0	1	1	4

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very professional	7 (100%)	17 (100%)	23 (95.8%)	16 (94.1%)	23 (100%)	23 (100%)	109 (98.2%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	1 (4.2%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	2 (1.8%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	17	24	17	23	23	111
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes, definitely	7 (100%)	17 (100%)	23 (95.8%)	17 (100%)	23 (100%)	23 (100%)	110 (99.1%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
No, I was not treated with dignity and respect	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	17	24	17	23	23	111
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0



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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	7 (100%)	17 (100%)	23 (95.8%)	17 (100%)	22 (95.7%)	23 (100%)	109 (98.2%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	2 (1.8%)
No, I was not treated with privacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	17	24	17	23	23	111
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	7 (100%)	17 (100%)	23 (95.8%)	17 (100%)	23 (100%)	23 (100%)	110 (99.1%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
No, I did not feel that I could trust the ambulance service staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	17	24	17	23	23	111
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	7 (100%)	16 (94.1%)	19 (79.2%)	11 (73.3%)	20 (95.2%)	19 (86.4%)	92 (86.8%)
Yes, to some extent	0 (0.0%)	1 (5.9%)	5 (20.8%)	4 (26.7%)	0 (0.0%)	3 (13.6%)	13 (12.3%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, no explanation was given	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)	0 (0.0%)	1 (0.9%)
Total number of responses	7	17	24	15	21	22	106
Unable to say	0	0	0	1	1	0	2
No reply to question	0	0	0	1	1	1	3

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	4 (66.7%)	12 (75.0%)	8 (38.1%)	6 (46.2%)	11 (57.9%)	16 (80.0%)	57 (60.0%)
Yes, to some extent	1 (16.7%)	1 (6.3%)	5 (23.8%)	3 (23.1%)	2 (10.5%)	2 (10.0%)	14 (14.7%)
No, I was not given any choice	1 (16.7%)	2 (12.5%)	5 (23.8%)	2 (15.4%)	4 (21.1%)	1 (5.0%)	15 (15.8%)
No, I did not receive any treatment	0 (0.0%)	1 (6.3%)	3 (14.3%)	2 (15.4%)	2 (10.5%)	1 (5.0%)	9 (9.5%)
Total number of responses	6	16	21	13	19	20	95
Unable to say / No treatment was given	1	0	1	3	3	1	9
No reply to question	0	1	2	1	1	2	7

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very involved	5 (71.4%)	12 (70.6%)	13 (68.4%)	6 (40.0%)	17 (77.3%)	23 (100%)	76 (73.8%)
Fairly involved	2 (28.6%)	5 (29.4%)	5 (26.3%)	7 (46.7%)	3 (13.6%)	0 (0.0%)	22 (21.4%)
Not involved	0 (0.0%)	0 (0.0%)	1 (5.3%)	2 (13.3%)	2 (9.1%)	0 (0.0%)	5 (4.9%)
Total number of responses	7	17	19	15	22	23	103
Unable to say	0	0	2	2	0	0	4
No reply to question	0	0	3	0	1	0	4

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfied	7 (100%)	17 (100%)	21 (95.5%)	12 (70.6%)	20 (90.9%)	23 (100%)	100 (92.6%)
Satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (23.5%)	2 (9.1%)	0 (0.0%)	6 (5.6%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	1 (4.5%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	2 (1.9%)
Dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	17	22	17	22	23	108
No care was given	0	0	0	0	0	0	0
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	2	0	1	0	3

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	6 (100%)	14 (82.4%)	19 (90.5%)	12 (70.6%)	17 (89.5%)	16 (72.7%)	84 (82.4%)
No	0 (0.0%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.0%)
No, but it was obvious I was not in pain	0 (0.0%)	2 (11.8%)	2 (9.5%)	5 (29.4%)	2 (10.5%)	6 (27.3%)	17 (16.7%)
Total number of responses	6	17	21	17	19	22	102
Unable to say	1	0	0	0	1	0	2
No reply to question	0	0	3	0	3	1	7

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

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
I was not experiencing any pain	3 (50.0%)	5 (29.4%)	9 (56.3%)	9 (56.3%)	9 (45.0%)	11 (47.8%)	46 (46.9%)
I declined pain relief	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (6.3%)	2 (10.0%)	0 (0.0%)	4 (4.1%)
Yes	1 (16.7%)	7 (41.2%)	5 (31.3%)	5 (31.3%)	3 (15.0%)	3 (13.0%)	24 (24.5%)
No	2 (33.3%)	4 (23.5%)	2 (12.5%)	1 (6.3%)	6 (30.0%)	9 (39.1%)	24 (24.5%)
Total number of responses	6	17	16	16	20	23	98
Cannot remember / unable to say	1	0	5	0	1	0	7
No reply to question	0	0	3	1	3	1	8

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very comfortable	2 (33.3%)	6 (46.2%)	11 (55.0%)	7 (50.0%)	6 (40.0%)	8 (47.1%)	40 (47.1%)
Comfortable	2 (33.3%)	6 (46.2%)	6 (30.0%)	5 (35.7%)	6 (40.0%)	8 (47.1%)	33 (38.8%)
Fairly comfortable	1 (16.7%)	1 (7.7%)	1 (5.0%)	2 (14.3%)	3 (20.0%)	1 (5.9%)	9 (10.6%)
Uncomfortable	1 (16.7%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.4%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Total number of responses	6	13	20	14	15	17	85
Unable to say	0	0	0	0	0	1	1
I wasn't transported by ambulance	1	4	1	3	7	5	21
No reply to question	0	0	3	0	1	0	4

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

**The appearance of ambulance service staff:**

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Acceptable	7 (100%)	17 (100%)	20 (100%)	16 (94.1%)	22 (100%)	22 (95.7%)	104 (98.1%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (4.3%)	2 (1.9%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	7	17	20	17	22	23	106
Unable to say	0	0	0	0	1	0	1
No reply to question	0	0	4	0	0	0	4

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Acceptable	6 (100%)	15 (100%)	17 (100%)	15 (100%)	18 (100%)	21 (100%)	92 (100%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	6	15	17	15	18	21	92
Unable to say	0	0	1	1	3	1	6
No reply to question	1	2	6	1	2	1	13

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Acceptable	5 (100%)	12 (100%)	17 (100%)	14 (93.3%)	16 (100%)	16 (94.1%)	80 (97.6%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	1 (5.9%)	2 (2.4%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	5	12	17	15	16	17	82
Unable to say	1	2	1	1	4	4	13
No reply to question	1	3	6	1	3	2	16

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

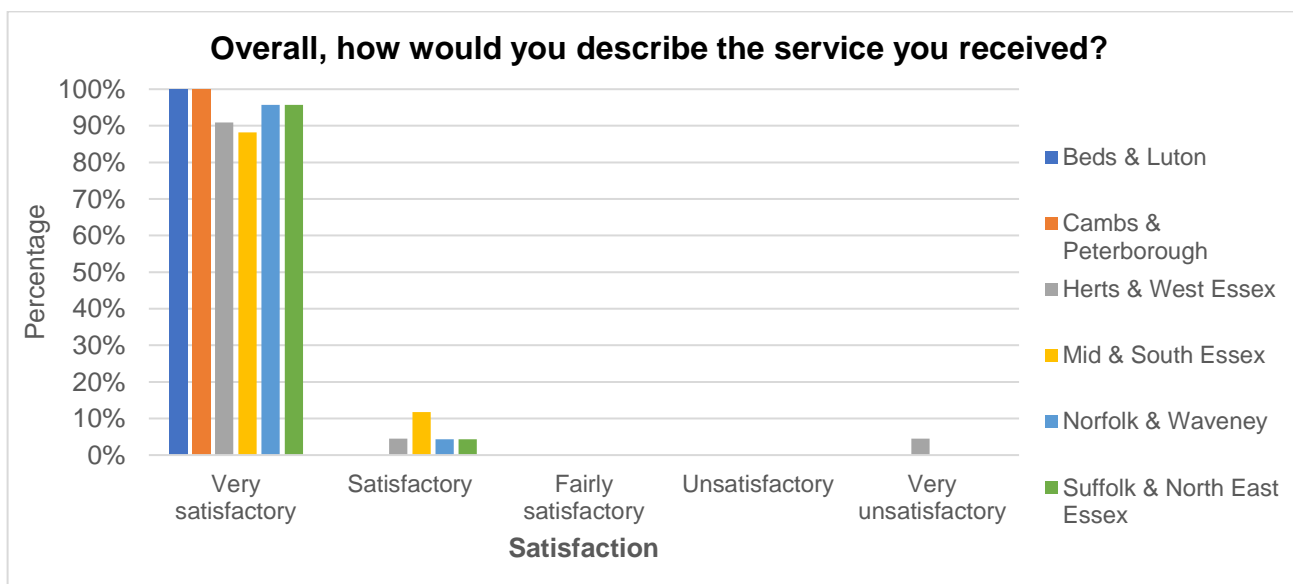
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Exceeded my expectations	2 (28.6%)	11 (64.7%)	12 (57.1%)	6 (35.3%)	12 (52.2%)	13 (56.5%)	56 (51.9%)
Met my expectations	5 (71.4%)	6 (35.3%)	8 (38.1%)	9 (52.9%)	10 (43.5%)	10 (43.5%)	48 (44.4%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)	1 (4.3%)	0 (0.0%)	2 (1.9%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	1 (4.8%)	1 (5.9%)	0 (0.0%)	0 (0.0%)	2 (1.9%)
Total number of responses	7	17	21	17	23	23	108
No reply to question	0	0	3	0	0	0	3

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

Response	STP Areas						November all areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very satisfactory	7 (100%)	17 (100%)	20 (90.9%)	15 (88.2%)	22 (95.7%)	22 (95.7%)	103 (94.5%)
Satisfactory	0 (0.0%)	0 (0.0%)	1 (4.5%)	2 (11.8%)	1 (4.3%)	1 (4.3%)	5 (4.6%)
KPI Result – (very satisfactory + satisfactory/Tot al number of responses)	7/7 (100%)	17/17 (100%)	21/22 (95.5%)	17/17 (100%)	23/23 (100%)	23/23 (100%)	108/109 (99.1%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	7	17	22	17	23	23	109
No reply to question	0	0	2	0	0	0	2

99.1% of patients who responded to the above question and had used the Trust’s ES during January 2019 rated the service received as being either ‘satisfactory’ or ‘very satisfactory.’

**Bar chart illustrating the results of question 20:**





## Additional Comments

Patient number	STP	Positive comments
8	Beds & Luton	Wonderful caring people. Great.
48	Cambs & Peterborough	We were very thankful for the care and support. twice in two months.
30	Herts & West Essex	Couldn't improve the service and experience staff were friendly and professional and I am most grateful. The ambulance came from Stevenage but arrived very quickly. Many thanks.
43	Mid & South Essex	Excellent service could not be improved.
31	Norfolk & Waveney	The ambulance men were very attentive to me. I cannot thank them enough.
33	Norfolk & Waveney	Service I received was 1st class and I cannot see any way to improve it.
67	Norfolk & Waveney	Excellent service.
7	Suffolk & North East Essex	The service is excellent.
45	Suffolk & North East Essex	Paramedics and staff at the hospital, were very helpful, kind and supporting to my ill husband, and also to me, reassuring. Made me welcome to stay overnight with my husband. They do a wonderful job, to help us all. Well done.
72	Suffolk & North East Essex	I cannot see anyway that your service can be bettered.
48	Norfolk & Waveney	Please pass on our thanks to the young lady and gentleman - they put me at ease we had a laugh. Because I did not want to go to hospital they would not leave until I promised to go home with my daughter as they felt I should not be left alone. And also to see my GP the next day.
65	Cambs & Peterborough	We thought the staff and service was wonderful in every way. I am filling these forms in my Husband 'the patient' is approving.
82	Norfolk & Waveney	No improvement needed they were very good.
56	Norfolk & Waveney	No improvement possible, they were superb!
16	Norfolk & Waveney	Couldn't have improved it at all as they were amazing can't thank them enough. They do an amazing job.

Patient number	STP	Mixed/Neutral comments
57	Herts & West Essex	Only had two women very rude once years ago. They put me on a bed and said hope I got the money to get home. A very kind nurse heard them and told me he would take me home if need be. I was age 74 and felt unwell. They had a bad a bad attitude. All others very kind to me. Had to use them a lot and thank them muchly.
66	Suffolk & North East Essex	Perhaps quicker answering of phone, had difficulty cancelling routine hospital transport to hospital.
75	Herts & West Essex	Perhaps Paramedics could have explained what medication / procedure they are administering and why, as this may relieve some anxiety.
52	Norfolk & Waveney	I am deaf and only lip-read, I phoned but couldn't hear them, just told them my problem and address.

## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>Total</b>
Male	59 (57.3%)
Female	44 (42.7%)
<b>Total number of responses</b>	<b>103</b>
Declined to answer question	0
No reply to question	8

### Age

<b>Age</b>	<b>Total</b>
Range	-1 to 96 years
Mean	73 years
Median	78 years
Mode	70 years
<b>Total number of responses</b>	<b>102</b>
Declined to answer question	0
No reply to question	9

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	91 (85.8%)
White Irish	5 (4.7%)
Any other White background	4 (3.8%)
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	1 (0.9%)
Asian Pakistani	0 (0.0%)
Asian Bangladeshi	0 (0.0%)
Any other Asian background	1 (0.9%)
Black Caribbean	0 (0.0%)
Black African	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	0 (0.0%)
Any other ethnic group	0 (0.0%)
Other	4 (3.8%)
Total number of responses	106
Declined to answer question	0
No reply to question	9

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

- "Polish." (Patient 45, Cambs & Peterborough)
- "British Asian." (Patient 75, Herts & West Essex)
- "American." (Patient 82, Norfolk & Waveney)
- "White Italian." (Patient 32, Herts & West Essex)

## Religion or Belief

Religion or Belief	Total
Christian	80 (83.3%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	1 (1.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	10 (10.4%)
Other	5 (5.2%)
Total number of responses	96
Declined to answer question	3
No reply to question	12

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

- "C of E." (Patient 57, Herts & West Essex)
- "Catholic." (Patient 55, Suffolk & North East Essex)
- "Roman Catholic." (Patient 20, Beds & Luton)
- "Catholic." (Patient 4, Herts & West Essex)
- "C of E." (Patient 54, Cambs & Peterborough)

## Sexual Orientation

(All answer types are listed, some multiple answers)

Sexual Orientation	Total
Heterosexual	69 (94.5%)
Lesbian	1 (1.4%)
Gay	0 (0.0%)
Bisexual	0 (0.0%)
Other	3 (4.1%)
Total number of responses	73
Declined to answer question	6
No reply to question	32

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

- *“Straight.” (Patient 45, Suffolk & North East Essex)*
- *“None of the above.” (Patient 78, Suffolk & North East Essex)*
- *“Normal.” (Patient 52, Norfolk & Waveney)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	27 (21.6%)
Physical impairment	30 (24.0%)
Sensory impairment	7 (5.6%)
Long standing condition	28 (22.4%)
Learning disability	0 (0.0%)
Mental health disorder	7 (5.6%)
Other	26 (20.8%)
<b>Total number of responses</b>	<b>125</b>
Declined to answer question	2
No reply to question	23

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

- "Double amputee / Heart." (Patient 8, Beds & Luton)
- "Cardiac." (Patient 16, Beds & Luton)
- "Mesothelioma." (Patient 56, Beds & Luton)
- "Dementia." (Patient 3, Beds & Luton)
- "Very hard of hearing." (Patient 27, Cambs & Peterborough)
- "None! Just lower back pain." (Patient 71, Herts & West Essex)
- "Walking difficulty." (Patient 34, Norfolk & Waveney)
- "Back pain." (Patient 64, Suffolk & North East Essex)
- "Diabetic - insulin dependent." (Patient 45, Suffolk & North East Essex)
- "Terminal lung cancer." (Patient 66, Suffolk & North East Essex)
- "Balance not too good, result of fall." (Patient 78, Suffolk & North East Essex)
- "I cannot be certain how to answer this question." (Patient 72, Suffolk & North East Essex)
- "Alzheimer's / Parkinson." (Patient 24, Suffolk & North East Essex)
- "Old age aches and pains." (Patient 35, Suffolk & North East Essex)
- "Hard of hearing." (Patient 76, Suffolk & North East Essex)
- "Atrial fibrillation, enlarged prostate." (Patient 65, Cambs & Peterborough)
- "Registered partially blind & deaf." (Patient 53, Cambs & Peterborough)
- "Deaf (aid worn)." (Patient 74, Herts & West Essex)
- "Type 2 diabetes." (Patient 44, Herts & West Essex)
- "Epilepsy." (Patient 20, Beds & Luton)
- "Parkinson's." (Patient 77, Norfolk & Waveney)
- "Angina." (Patient 49, Suffolk & North East Essex)
- "Seizures." (Patient 69, Norfolk & Waveney)
- "Fused knee." (Patient 59, Suffolk & North East Essex)
- "Dementia." (Patient 76, Herts & West Essex)
- "Leg problems." (Patient 27, Beds & Luton)

**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	55 (61.1%)
No	20 (22.2%)
Other	15 (16.7%)
<b>Total number of responses</b>	<b>90</b>
Declined to answer question	2
No reply to question	22

Of the 15 patients who answered 'other' in response to this question, 14 patients advised that they had been 'widowed' and one patient advised that they had been '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	42 (68.9%)
No, I do not have a child under 12 months old	16 (26.2%)
Yes, I am pregnant	2 (3.3%)
Yes, I have a child under 12 months old	1 (1.6%)
<b>Total number of responses</b>	<b>61</b>
Declined to answer question	2
No reply to question	61

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	1 (1.4%)
No	72 (98.6%)
<b>Total number of responses</b>	<b>73</b>
Declined to answer question	3
No reply to question	35



**Did you require any of the following information in a different format to assist you with access to the service?**

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

<b>Format</b>	<b>Total</b>
I did not require a different format	70 (95.9%)
Braille	0 (0.0%)
British Sign Language (BSL) interpreter	1 (1.4%)
Browse aloud (website)	0 (0.0%)
Deafblind advocate	0 (0.0%)
Deafblind interpreter	0 (0.0%)
Easy read	0 (0.0%)
Large print	2 (2.7%)
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>73</b>
Declined to answer question	2
Did not answer	39

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

- *“Hard of hearing.” (Patient 27, Beds & Luton)*

## Impact on the service received

Impact on Service	Total
No	70 (95.9%)
Yes, in a positive way	3 (4.1%)
Yes, in a negative way	0 (0.0%)
Total	73
Did not answer	38

70 patients (95.9%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Three patients (4.1%) responded that the service they received was affected in a positive way, no patients responded that the service they received was affected in a negative way. 38 patients did not answer this question.

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

- *“Only more knowledge of my condition - myeloma - with amyloids - my type. Only diagnosis at Royal London much explaining.” (Patient 64, Suffolk & North East Essex)*
- *“They were very helpful and did all they could to sort my problem out.” (Patient 82, Norfolk & Waveney)*
- *“The response was first class. Paramedics were very good.” (Patient 45, Herts & West Essex)*

## Aftercare

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