

Standard Patient Experience Report: Emergency Services Continuous Survey

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Report Period: 1st to 8th November 2016

Date of Report: January 2017

Results for November 2016

Response

352 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1st and 8th November 2016.

89 responses were received over the following four week period. This equates to a 25.3% 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	34 (85.0%)	22 (73.3%)	12 (70.9%)	68 (78.2%)	64/64 (100.0%)
The view of someone acting on behalf of the patient	6 (15.0%)	8 (26.7%)	5 (29.4%)	19 (21.8%)	16/17 (94.1%)
Total number of responses	40	30	17	87	81
No reply to question	1	0	1	2	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.

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	6 (13.6%)	6 (20.7%)	3 (15.8%)	15 (16.3%)
NHS 111 Service	14 (31.8%)	6 (20.7%)	5 (26.3%)	25 (27.2%)
Out of Hours Doctor's Service	6 (13.6%)	0 (0.0%)	1 (5.3%)	7 (7.6%)
A walk-in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Pharmacy	1 (2.3%)	0 (0.0%)	0 (0.0%)	1 (1.9%)
The ambulance service were the first health care provider contacted	14 (31.8%)	13 (44.8%)	6 (31.6%)	33 (35.9%)
Other	3 (6.8%)	4 (13.8%)	4 (21.1%)	11 (12.0%)
Total number of responses	44	29	19	92
No reply to question	3	1	0	4

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

- "None" (Patient 392)
- "Helpline rang for ambulance" (Patient 310)
- "No help" (Patient 93)
- "Life line" (Patient 207)
- "Telecare services / private emergency service (recommended by central Bedfordshire)." (Patient 223)
- "Teachers at Ramsden school" (Patient 385)
- "Personal alarm" (Patient 86)
- "Nuffield hospital, Brentwood" (Patient 353)
- "District nurse o/therapy" (Patient 374)
- "Oncology dept, West Suffolk hospital" (Patient 79)
- "My daughter" (Patient 426)

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very acceptable	31 (81.6%)	26 (96.3%)	10 (58.8%)	67 (81.7%)
Acceptable	5 (13.2%)	1 (3.7%)	6 (35.3%)	12 (14.6%)
Fairly acceptable	2 (5.3%)	0 (0.0%)	1 (5.9%)	3 (3.7%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	38	27	17	82
Unable to say	2	1	1	4
No reply to question	1	2	0	3

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	25 (64.1%)	22 (73.3%)	12 (66.7%)	59 (67.8%)
Acceptable	8 (20.5%)	4 (13.3%)	3 (16.7%)	15 (17.2%)
Fairly acceptable	5 (12.8%)	2 (6.7%)	1 (5.6%)	8 (9.2%)
Unacceptable	1 (2.6%)	2 (6.7%)	2 (11.1%)	5 (5.7%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	30	18	87
Unable to say	1	0	0	1
No reply to question	1	0	0	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes	35 (100%)	27 (96.4%)	16 (100%)	78 (98.7%)
Yes, but I would have liked them to introduce themselves to a greater extent	0 (0.0%)	1 (3.6%)	0 (0.0%)	1 (1.3%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	35	28	16	79
Unable to say	2	2	0	4
No reply to question	4	0	2	6

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	37 (97.4%)	29 (96.7%)	16 (100%)	82 (97.6%)
A little improvement necessary	1 (2.6%)	1 (3.3%)	0 (0.0%)	2 (2.4%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	38	30	16	84
Unable to say	0	0	0	0
No reply to question	3	0	2	5

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	39 (100%)	30 (100%)	16 (100%)	85 (100%)
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	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	30	16	85
Unable to say	0	0	0	0
No reply to question	2	0	2	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	39 (100%)	29 (100%)	16 (100%)	84 (100%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No, I was not treated with privacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	29	16	84
Unable to say	0	1	0	1
No reply to question	2	0	2	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	39 (100%)	30 (100%)	16 (100%)	85 (100%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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%)
Total number of responses	39	30	16	85
Unable to say	0	0	0	0
No reply to question	2	0	2	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	36 (94.7%)	26 (86.7%)	14 (87.5%)	76 (90.5%)
Yes, to some extent	2 (2.6%)	4 (13.3%)	2 (12.5%)	8 (9.5%)
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	38	30	16	84
Unable to say	1	0	0	1
No reply to question	2	0	2	4

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Yes, definitely	24 (66.7%)	18 (64.3%)	7 (50.0%)	49 (62.8%)
Yes, to some extent	3 (8.3%)	1 (3.6%)	5 (35.7%)	9 (11.5%)
No, I was not given any choice	7 (19.4%)	7 (25.0%)	1 (7.1%)	15 (19.2%)
No, I did not receive any treatment	2 (5.6%)	2 (7.1%)	1 (7.1%)	5 (6.4%)
Total number of responses	36	28	14	78
Unable to say / No treatment was given	2	2	1	5
No reply to question	3	0	3	6

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	31 (75.6%)	22 (81.5%)	12 (70.6%)	65 (76.5%)
Fairly involved	8 (19.5%)	4 (14.8%)	5 (29.4%)	17 (20.0%)
Not involved	2 (4.9%)	1 (3.7%)	0 (0.0%)	3 (3.5%)
Total number of responses	41	27	17	85
Unable to say	0	3	0	3
No reply to question	0	0	1	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfied	37 (90.2%)	25 (83.3%)	16 (88.9%)	78 (87.6%)
Satisfied	3 (7.3%)	5 (16.7%)	2 (11.1%)	10 (11.2%)
Fairly satisfied	1 (2.4%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
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%)
Total number of responses	41	30	18	89
No care was given	0	0	0	0
Unable to say	0	0	0	0
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	32 (82.1%)	22 (75.9%)	12 (75.0%)	66 (78.6%)
No	0 (0.0%)	1 (3.4%)	0 (0.0%)	1 (1.2%)
No, but it was obvious I was not in pain	7 (17.9%)	6 (20.7%)	4 (25.0%)	17 (20.2%)
Total number of responses	39	29	16	84
Unable to say	2	0	1	3
No reply to question	0	1	1	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	18 (51.4%)	12 (50.0%)	4 (25.0%)	34 (45.3%)
I declined pain relief	3 (8.6%)	1 (4.2%)	0 (0.0%)	4 (5.3%)
Yes	6 (17.1%)	4 (16.7%)	3 (18.8%)	13 (17.3%)
No	8 (22.9%)	7 (29.2%)	9 (56.3%)	24 (32.0%)
Total number of responses	35	24	16	75
Cannot remember/unable to say	7	6	1	14
No reply to question	0	0	1	1

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very Comfortable	15 (48.4%)	12 (57.1%)	5 (3.3%)	32 (47.8%)
Comfortable	12 (38.7%)	7 (33.3%)	9 (90.0%)	28 (41.8%)
Fairly Comfortable	4 (12.9%)	1 (4.8%)	1 (6.7%)	6 (9.0%)
Uncomfortable	0 (0.0%)	1 (4.8%)	0 (0.0%)	1 (1.5%)
Very uncomfortable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	31	21	15	67
Unable to say	0	2	1	3
I wasn't transported by ambulance	9	7	2	18
No reply to question	1	0	0	1

Q17 – How would you describe the following?

The appearance of ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	38 (97.4%)	28 (100%)	18 (100%)	84 (98.8%)
Fairly acceptable	1 (2.6%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	28	18	85
Unable to say	2	1	0	3
No reply to question	0	1	0	1

The cleanliness of equipment used by ambulance service staff:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	34 (97.1%)	27 (100%)	17 (100%)	78 (98.7%)
Fairly acceptable	1 (2.9%)	0 (0.0%)	0 (0.0%)	1 (1.3%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	35	27	17	79
Unable to say	2	2	1	5
No reply to question	4	1	0	5

The cleanliness of the interior of the ambulance:

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Acceptable	34 (97.1%)	27 (100%)	17 (100%)	64 (98.5%)
Fairly acceptable	1 (2.9%)	0 (0.0%)	0 (0.0%)	1 (1.5%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	35	27	17	65
Unable to say	2	2	1	7
No reply to question	4	1	0	7

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

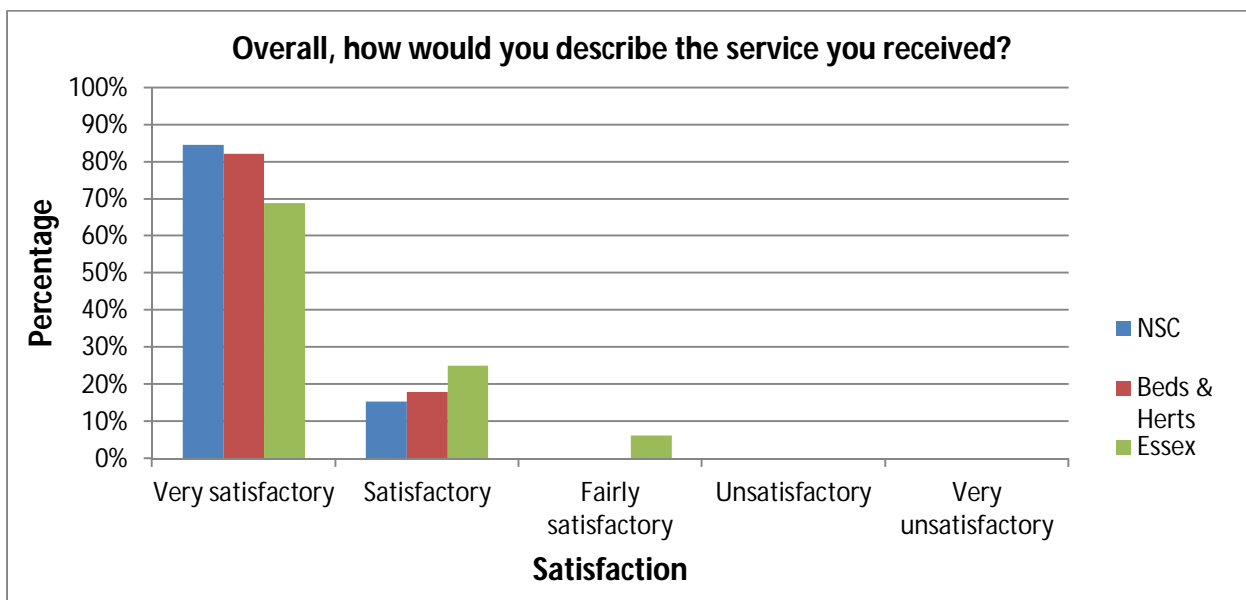
Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Exceeded my expectations	24 (60.0%)	16 (57.1%)	6 (37.5%)	46 (54.8%)
Met my expectations	16 (40.0%)	11 (39.3%)	9 (56.3%)	36 (42.9%)
Reasonably met my expectations	0 (0.0%)	1 (3.6%)	1 (6.3%)	2 (2.4%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	40	28	16	84
No reply to question	1	2	2	5

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

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Very satisfactory	33 (84.6%)	23 (82.1%)	11 (68.8%)	67 (80.7%)
Satisfactory	6 (15.4%)	5 (17.9%)	4 (25.0%)	15 (18.1%)
KPI Result (Very satisfactory) satisfactory/Total number of responses)	39/39	28/28	15/16	82/83 (98.8%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	1 (6.3%)	1 (1.2%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Very unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	39	28	16	83
No reply to question	2	2	2	6

82 (98.8%) of respondents to this question and had used the Trust's ES during November 2016 rated the service received as being either 'satisfactory' or 'very satisfactory.' One respondent felt that the service they received was 'fairly satisfactory' and no patients rated the service as being either 'unsatisfactory' or 'very unsatisfactory'.

Bar chart illustrating the results of Q19:



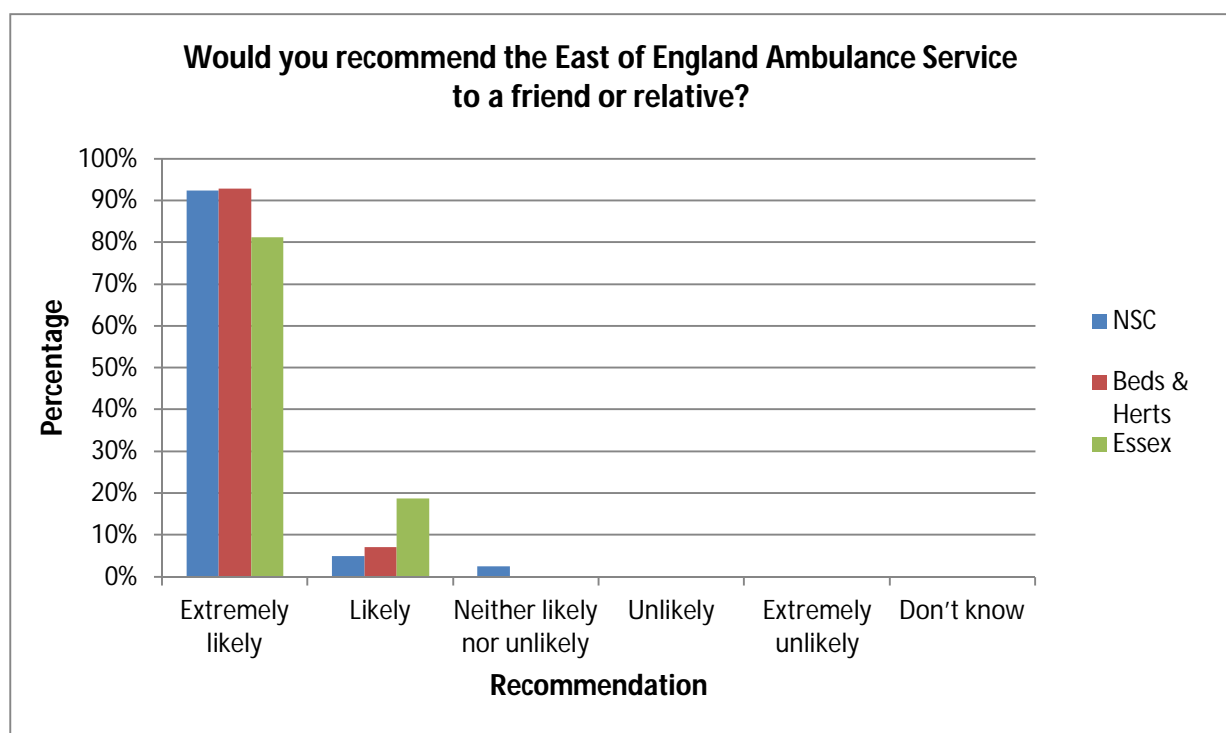
Q20 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	Operational Area			
	NSC	Beds & Herts	Essex	Total
Extremely likely	37 (92.5%)	26 (92.9%)	13 (81.3%)	76 (90.5%)
Likely	2 (5.0%)	2 (7.1%)	3 (18.8%)	7 (8.3%)
Neither likely nor unlikely	1 (2.5%)	0 (0.0%)	0 (0.0%)	1 (1.2%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Extremely unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	40	28	16	84
No reply to question	1	2	2	5

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 / Total number of responses x 100, Not recommend percentage = Extremely unlikely / Total number of responses x 100)

98.8% of patients who responded to this question and had used the Trust's ES during the month of November 2016 answered that they would either be 'likely' or 'extremely likely' to recommend the service to a friend or a relative. No patients responded that they would be 'unlikely' or 'extremely unlikely' to provide a recommendation.

Bar chart illustrating the results of Q20:



Additional Comments

Patient Number	Area	SLM Area	Positive comments
364	Essex	South West Essex	The two members of staff who helped me were exceptional I cannot praise them highly enough.
123	NSC	West Suffolk	In my long experience of the ambulance service over 8 years of travelling by ambulance superb/excellent.
346	Beds & Herts	North East Hertfordshire	From the first paramedic who was very reassuring and kind, to the ambulance crew I cannot speak highly enough, excellent: Thank you so much all of you.
232	Beds & Herts	North Bedfordshire	They were so, so good. I have already written a letter of thanks to the ambulance station Biggleswade. I hope it's pinned on their noticeboard.
102	NSC	West Suffolk	Friday evening dr came first 11pm Nov 4th. Ambulance came 11.30ish, did checks took me to hospital around midnight. The service was first class. A big thank you to the ambulance staff that attended me.
132	NSC	South West Essex	We were deeply impressed and would not change anything. Highly commend every single one involved.
84	NSC	West Suffolk	As I have ticked all top boxes I cannot think of any improvements. My treatment was first class in every way and I'm most grateful to the two young men concerned.
223	Beds & Herts	South Bedfordshire	No. The service given was very professional. Excellent, as well as Luton and Dunstable A&E department. I would certainly recommend the service to anyone. Please keep this very high standard. Lastly a very big thank you. Regards.
51	NSC	West Norfolk	There is no way you could improve this service, it is excellent in every way. I have nothing but praise for this service.
138	NSC	South Cambridgeshire	Absolutely 1st class, could not be bettered.
350	Beds & Herts	North East Hertfordshire	From my experience there were no areas that could be improved. I am only too pleased to be able to thank the ambulance crew and the staff at the hospital. I was treated very well!!
309	Beds & Herts	West Hertfordshire	Wonderful!
189	NSC	South Cambridgeshire	I cannot speak highly enough of the service I received with all the people I came in contact with, and will be forever grateful and for this I thank you.
307	Beds & Herts	West Hertfordshire	No improvement, excellent service.
79	NSC	West Suffolk	Very good care received. Friendly & caring staff.
329	Beds & Herts	West Hertfordshire	No, excellent care and attention given.
313	Beds & Herts	North East Hertfordshire	The two gentlemen were extremely professional and caring.
234	Beds & Herts	South Bedfordshire	No, they were amazing.

Patient Number	Area	SLM Area	Mixed/Neutral comments
129	NSC	East Suffolk	If the 111 service is kept up it would be good if the government paid to have the two 111 & 999 services linked to save your crews time. I know it's costly but let's hope they arrange it in the end. Just one computer system would be so much help to them. Very pleased with your service. Thank you.
251	Beds & Herts	North Bedfordshire	I find this question odd, of course I would myself for someone who needed it.
86	NSC	West Suffolk	I don't think the caller explained I was passing and vomiting, so seemed 1½ hours was a long wait.

Patient Number	Area	SLM Area	Negative comments
235	Beds & Herts	South Bedfordshire	Ambulance to arrive quicker.
310	Beds & Herts	West Hertfordshire	Had to wait 2 hours for ambulance, despite having a fall and being unable to get up off the floor.
258	Beds & Herts	North Bedfordshire	My only slight worry is that there was miscommunication between the paramedics and the A&E staff. I don't feel that they conveyed that I was unable to walk as I am a wheelchair user and was not offered a wheelchair in the A&E department.
419	Essex	North Essex	45 minute wait causes patient to have further seizures before arrival of ambulance.
28	NSC	East Norfolk	Don't leave their used items behind on floor etc., not a big thing but it happens often.
408	Essex	South West Essex	The only criticism was the length of time waiting for the ambulance. I was told it was around 45 mins. I was ok but if it was a different situation I could have worsened.
241	Beds & Herts	North Bedfordshire	Writing on behalf of a school pupil - ambulance called for a suspected seizure. I found the female crew member quite dismissive of the pupil; she made little effort to communicate or reassure but left it to me.

Patient Number	Area	SLM Area	Comments received from patients not relating to the Emergency services
18	NSC	East Norfolk	Only an eye test was required subsequently given by Norwich hospital.

Demographics and Equality and Diversity Information

Gender

Gender	Total
Male	31 (46.3%)
Female	36 (53.7%)
Total number of responses	67
Declined to answer question	0
No reply to question	22

Age

Age	Total
Range	2 to 102 years
Mean	69 years
Median	75 years
Mode	85 years
Total number of responses	66
Declined to answer question	0
No reply to question	23

Ethnicity

Ethnicity	Total
White British	66 (98.5%)
White Irish	1 (1.5%)
Total number of responses	67
Declined to answer question	0
No reply to question	22

Religion or Belief

Religion or Belief	Total
Christian	45 (70.3%)
Hindu	0 (0.0%)
Jewish	0 (0.0%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	18 (28.1%)
Other	1 (1.6%)
Total number of responses	64
Declined to answer question	3
No reply to question	22

Example of comment received from the patient who responded 'other' in answer to this question can be found below:

- 'C of E' (Patient 57).

Sexual Orientation

Sexual Orientation	Total
Heterosexual	48 (98.0%)
Lesbian	0 (0.0%)
Gay	0 (0.0%)
Bisexual	1 (2.0%)
Total number of responses	49
Declined to answer question	3
No reply to question	37

Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	19 (24.4%)
Physical impairment	18 (23.1%)
Sensory impairment	4 (5.1%)
Long standing condition	26 (33.3%)
Learning disability	1 (1.3%)
Mental health disorder	5 (6.4%)
Other	5 (6.4%)
Total number of responses	78
Declined to answer question	2
No reply to question	29

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

- "Heart problems" (Patient 392)
- "Not very mobile" (Patient 57)
- "Parkinson's" (Patient 151)
- "Epileptic" (Patient 419)
- "Amputee" (Patient 374)

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	33 (53.2%)
No, I am not married or in a civil partnership	20 (32.3%)
Other	9 (14.5%)
Total number of responses	62
Declined to answer question	0
No reply to question	29

All nine patients who responded 'other' in answer to this question advised that they were 'widowed'.

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	52 (78.8%)
No, I do not have a child under 12 months old	13 (19.7%)
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	35

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	62 (100%)
Total number of responses	62
Declined to answer question	0
No reply to question	27

Impact on the service received

Impact on Service	Total
No	50 (96.2%)
Yes, in a positive way	1 (1.9%)
Yes, in a negative way	1 (1.9%)
Total	52
Did not answer	37

50 (96.2%) patients felt that the service they received was not affected by any of the aforementioned strands of diversity. One patient responded that the service they received was affected in a positive way and also one patient answered that the service they received was affected in a negative way. 37 patients did not answer this question.

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

- *"They are perfect"* (Patient 28)
- *"I have only ticked the above as I feel we spend too much time worrying about this no matter what my ethnic origin or sexuality. Maybe you are there to help and treat spend all your time considering this. If anyone has a problem they should spend more time thinking what would happen if you were not there instead of their concerns about their race or sexuality".* (Patient 408)
- *"Henry's learning difficulties are always very well handled by all the ambulance staff we have come in contact with"* (Patient 95)
- *"As this information was not relevant, my condition was. The staff were excellent very friendly, polite and put me at ease. Please extend my thanks to them."* (Patient 329)

Aftercare

Following this survey; 15 letters of appreciation were received and one questionnaire which contained a signed complaint box. These were passed to the Patient Services team for further action as appropriate.