A large, stylized circular graphic composed of two overlapping brushstrokes, one yellow and one teal, framing the title text.

# Patient Experience Report: Emergency Services Continuous Survey

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Report Period: December 2018

Date of Report: May 2019

# Results for December 2019

## Response

539 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 31<sup>st</sup> of December 2018.

116 responses were received over the following four week period. This equates to a 21.5% 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

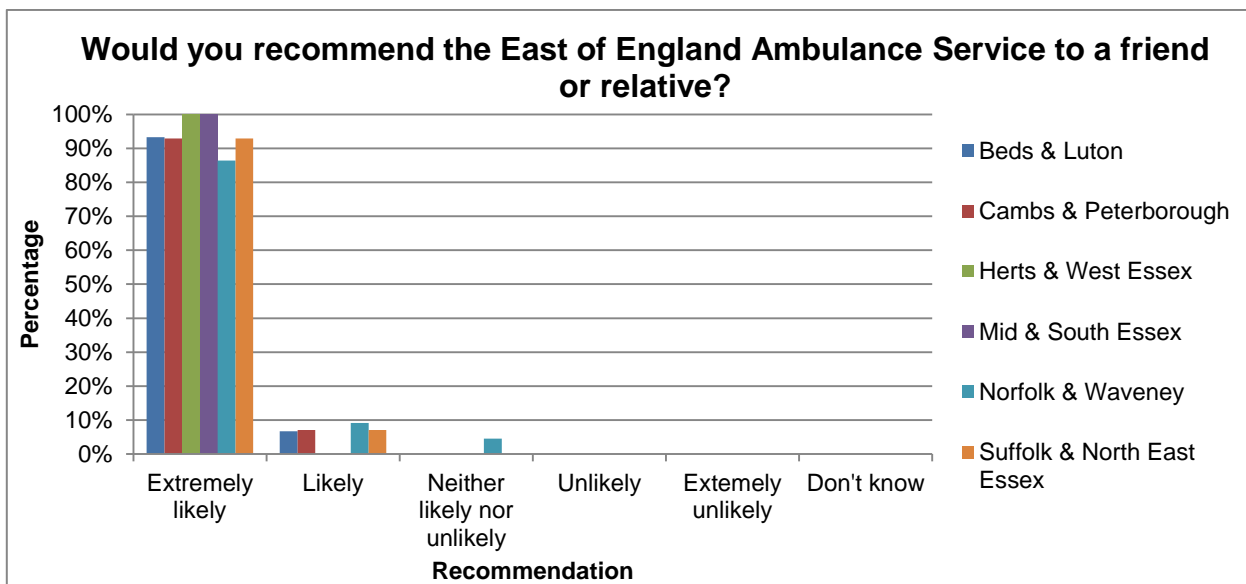
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						November all Areas Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Extremely likely	14 (93.3%)	13 (92.9%)	27 (100%)	24 (100%)	19 (86.4%)	13 (92.9%)	110 (94.8%)
Likely	1 (6.7%)	1 (7.1%)	0 (0.0%)	0 (0.0%)	2 (9.1%)	1 (7.1%)	5 (4.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (0.9%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total number of responses	15	14	27	24	22	14	116
No reply to question	0	0	0	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).

99.1% of patients who responded to the above question and had used the Trust's ES during the month of December 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	10 (66.7%)	9 (69.2%)	19 (76.0%)	15 (62.5%)	17 (81.0%)	9 (69.2%)	79 (71.2%)	78/79 (98.7%)
The view of someone acting on behalf of the patient	5 (33.3%)	4 (30.8%)	6 (24.0%)	9 (37.5%)	4 (19.0%)	4 (30.8%)	32 (28.8%)	32/32 (100%)
Total number of responses	15	13	25	24	21	13	111	110
No reply to question	0	1	2	0	1	1	5	0

*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	2 (14.3%)	0 (0.0%)	3 (12.5%)	5 (21.7%)	3 (12.0%)	2 (16.7%)	15 (13.5%)
NHS 111 Service	5 (35.7%)	7 (53.8%)	12 (50.0%)	9 (39.1%)	14 (56.0%)	5 (41.7%)	52 (46.8%)
Out of Hours Doctor's Service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
A walk in centre	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Pharmacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.0%)	0 (0.0%)	1 (0.9%)
The ambulance service were the first health care provider contacted	5 (35.7%)	5 (38.5%)	6 (25.0%)	8 (34.8%)	7 (28.0%)	5 (41.7%)	36 (32.4%)
Other	2 (14.3%)	1 (7.7%)	3 (12.5%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	7 (6.3%)
Total number of responses	14	13	24	23	25	12	111
No reply to question	2	1	3	4	1	2	13

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

- *“Several nurse practitioners and 1 physio nurse who called ambulance to take to N&N Hospital.” (Patient 96, Norfolk & Waveney)*
- *“Someone called the ambulance.” (Patient 64, Norfolk & Waveney)*
- *“Police contacted ambulance.” (Patient 7, Cambs & Peterborough)*
- *“My daughter called 111 first they were good and called 999.” (Patient 10, Cambs & Peterborough)*
- *“NHS111.” (Patient 41, Beds & Luton)*
- *“111 Contacted Ambulance.” (Patient 40, Beds & Luton)*
- *“Via 999.” (Patient 30, Beds & Luton)*
- *“Age UK pendant service.” (Patient 24, Beds & Luton)*

- “A&E Department.” (Patient 71, Mid & South Essex)
- “Paramedics 1st responder.” (Patient 48, Herts & West Essex)
- “Called 999.” (Patient 64, Herts & West Essex)
- “Wife phoned for an ambulance.” (Patient 5, Herts & West Essex)
- “After falling.” (Patient 16, Suffolk & North Essex)
- “999.” (Patient 15, Beds & Luton)
- “Carers agency.” (Patient 53, Beds & Luton)
- “A&E dept. Broomfield.” (Patient 40, Mid & South Essex)
- “RRAS.” (Patient 93, Mid & South Essex)
- “999 Call, out of hours paramedic called.” (Patient 62, Cambs & Peterborough)

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very acceptable	9 (90.0%)	8 (72.7%)	23 (92.0%)	17 (89.5%)	13 (68.4%)	7 (63.6%)	77 (81.1%)
Acceptable	1 (10.0%)	3 (27.3%)	2 (8.0%)	2 (10.5%)	5 (26.3%)	2 (18.2%)	15 (15.8%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	1 (9.1%)	2 (2.1%)
Unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	1 (1.1%)
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>10</b>	<b>11</b>	<b>25</b>	<b>19</b>	<b>19</b>	<b>11</b>	<b>95</b>
Unable to say	3	1	2	3	3	3	15
No reply to question	2	2	0	2	0	0	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	10 (66.7%)	10 (76.9%)	21 (77.8%)	15 (65.2%)	13 (59.1%)	7 (53.8%)	76 (67.3%)
Acceptable	3 (20.0%)	3 (23.1%)	6 (22.2%)	5 (21.7%)	5 (22.7%)	4 (30.8%)	26 (23.0%)
Fairly acceptable	1 (6.7%)	0 (0.0%)	0 (0.0%)	3 (13.0%)	2 (9.1%)	2 (15.4%)	8 (7.1%)
Unacceptable	1 (6.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	2 (1.8%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (0.9%)
Total number of responses	15	13	27	23	22	13	113
Unable to say	0	0	0	0	0	0	0
No reply to question	0	1	0	1	0	1	3

**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	15 (100%)	13 (100%)	26 (100%)	24 (100%)	20 (100%)	14 (100%)	112 (100%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
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	15	13	26	24	20	14	112
Unable to say	0	0	1	0	2	0	3
No reply to question	0	1	0	0	0	0	1

**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	15 (100%)	14 (100%)	27 (100%)	23 (95.8%)	22 (100%)	13 (92.9%)	114 (98.3%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	1 (7.1%)	2 (1.7%)
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	15	14	27	24	22	14	116
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	15 (100%)	13 (92.9%)	27 (100%)	23 (95.8%)	20 (95.2%)	13 (92.9%)	111 (96.5%)
Yes, to some extent	0 (0.0%)	1 (7.1%)	0 (0.0%)	1 (4.2%)	1 (4.8%)	1 (7.1%)	4 (3.5%)
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	15	14	27	24	21	14	115
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	1	0	1



**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	15 (100%)	14 (100%)	26 (96.3%)	24 (100%)	22 (100%)	13 (92.9%)	114 (98.3%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (3.7%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	2 (1.7%)
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	15	14	27	24	22	14	116
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	15 (100%)	13 (92.9%)	26 (100%)	23 (95.8%)	21 (100%)	13 (92.9%)	111 (97.4%)
Yes, to some extent	0 (0.0%)	1 (7.1%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	1 (7.1%)	3 (2.6%)
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	15	14	26	24	21	14	114
Unable to say	0	0	1	0	1	0	2
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	13 (86.7%)	11 (84.6%)	26 (96.3%)	20 (83.3%)	18 (85.7%)	12 (85.7%)	100 (87.7%)
Yes, to some extent	1 (6.7%)	2 (15.4%)	1 (3.7%)	3 (12.5%)	2 (9.5%)	1 (7.1%)	10 (8.8%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.8%)	1 (7.1%)	2 (1.8%)
No, no explanation was given	1 (6.7%)	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	2 (1.8%)
Total number of responses	15	13	27	24	21	14	114
Unable to say	0	1	0	0	0	0	1
No reply to question	0	0	0	0	1	0	1

**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	8 (57.1%)	8 (66.7%)	15 (57.7%)	15 (71.4%)	12 (66.7%)	9 (64.3%)	67 (63.8%)
Yes, to some extent	4 (28.6%)	0 (0.0%)	5 (19.2%)	3 (14.3%)	1 (5.6%)	3 (21.4%)	16 (15.2%)
No, I was not given any choice	1 (7.1%)	2 (16.7%)	5 (19.2%)	2 (9.5%)	3 (16.7%)	0 (0.0%)	13 (12.4%)
No, I did not receive any treatment	1 (7.1%)	2 (16.7%)	1 (3.8%)	1 (4.8%)	2 (11.1%)	2 (14.3%)	9 (8.6%)
Total number of responses	14	12	26	21	18	14	105
Unable to say / No treatment was given	0	1	1	2	4	0	8
No reply to question	1	1	0	1	0	0	3

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very involved	8 (53.3%)	6 (54.5%)	21 (84.0%)	17 (77.3%)	15 (78.9%)	9 (69.2%)	76 (72.4%)
Fairly involved	6 (40.0%)	5 (45.5%)	2 (8.0%)	5 (22.7%)	3 (15.8%)	4 (30.8%)	25 (23.8%)
Not involved	1 (6.7%)	0 (0.0%)	2 (8.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	4 (3.8%)
Total number of responses	15	11	25	22	19	13	105
Unable to say	0	0	2	1	1	1	5
No reply to question	0	3	0	1	2	0	6

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very satisfied	15 (100%)	11 (91.7%)	25 (92.6%)	22 (91.7%)	21 (95.5%)	13 (92.9%)	107 (93.9%)
Satisfied	0 (0.0%)	1 (8.3%)	2 (7.4%)	1 (4.2%)	1 (4.5%)	1 (7.1%)	6 (5.3%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
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	15	12	27	24	22	14	114
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	2	0	0	0	0	2

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes	12 (80.0%)	12 (100%)	25 (92.6%)	18 (78.3%)	16 (84.2%)	10 (71.4%)	93 (84.5%)
No	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	0 (0.0%)	1 (0.9%)
No, but it was obvious I was not in pain	3 (20.0%)	0 (0.0%)	2 (7.4%)	5 (21.7%)	2 (10.5%)	4 (28.6%)	16 (14.5%)
Total number of responses	15	12	27	23	19	14	110
Unable to say	0	0	0	0	3	0	3
No reply to question	0	2	0	1	0	0	3

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
I was not experiencing any pain	7 (46.7%)	4 (36.4%)	9 (36.0%)	9 (42.9%)	6 (31.6%)	7 (53.8%)	42 (40.4%)
I declined pain relief	0 (0.0%)	1 (9.1%)	0 (0.0%)	1 (4.8%)	1 (5.3%)	0 (0.0%)	3 (2.9%)
Yes	4 (26.7%)	4 (36.4%)	7 (28.0%)	4 (19.0%)	6 (31.6%)	3 (23.1%)	28 (26.9%)
No	4 (26.7%)	2 (18.2%)	9 (36.0%)	7 (33.3%)	6 (31.6%)	3 (23.1%)	31 (29.8%)
Total number of responses	15	11	25	21	19	13	104
Cannot remember / unable to say	0	1	2	2	3	0	8
No reply to question	0	2	0	1	0	1	4

**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	5 (38.5%)	1 (11.1%)	15 (60.0%)	7 (35.0%)	8 (42.1%)	4 (44.4%)	40 (42.1%)
Comfortable	5 (38.5%)	5 (55.6%)	8 (32.0%)	9 (45.0%)	7 (36.8%)	2 (22.2%)	36 (37.9%)
Fairly comfortable	3 (23.1%)	3 (33.3%)	2 (8.0%)	4 (20.0%)	3 (15.8%)	2 (22.2%)	17 (17.9%)
Uncomfortable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.3%)	1 (11.1%)	2 (2.1%)
Very uncomfortable	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	13	9	25	20	19	9	95
Unable to say	0	0	0	0	0	0	0
I wasn't transported by ambulance	2	3	2	4	3	5	19
No reply to question	0	2	0	0	0	0	2

**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	15	14	27	24	22	14	116
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	15	14	27	24	22	14	116
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	0	0	0

**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	13 (100%)	12 (100%)	23 (100%)	21 (100%)	20 (100%)	12 (100%)	101 (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	13	12	23	21	20	12	101
Unable to say	1	0	0	0	0	1	2
No reply to question	1	2	4	3	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	10 (90.9%)	10 (100%)	22 (100%)	19 (100%)	18 (100%)	10 (100%)	89 (98.9%)
Fairly acceptable	1 (9.1%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.1%)
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	11	10	22	19	18	10	90
Unable to say	3	1	1	2	2	3	12
No reply to question	1	3	4	3	2	1	14

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

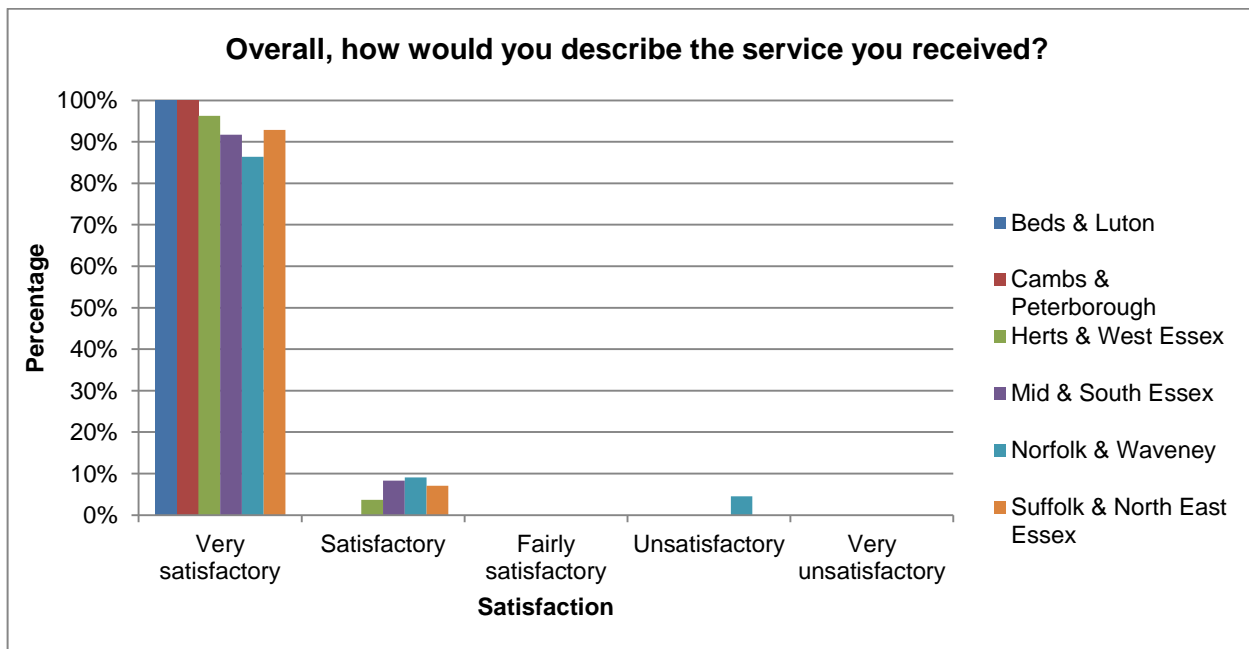
Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Exceeded my expectations	5 (33.3%)	5 (35.7%)	19 (70.4%)	14 (58.3%)	12 (54.5%)	6 (42.9%)	61 (51.7%)
Met my expectations	10 (66.7%)	9 (64.3%)	8 (29.6%)	10 (41.7%)	9 (40.9%)	7 (50.0%)	53 (44.9%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	1 (0.8%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (0.8%)
Did not meet my expectations	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	15	14	27	24	22	14	116
No reply to question	0	0	0	0	0	0	0

**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	15 (100%)	14 (100%)	26 (96.3%)	22 (91.7%)	19 (86.4%)	13 (92.9%)	109 (94.0%)
Satisfactory	0 (0.0%)	0 (0.0%)	1 (3.7%)	2 (8.3%)	2 (9.1%)	1 (7.1%)	6 (5.2%)
KPI Result – (very satisfactory + satisfactory/Tot al number of responses)	15/15 (100%)	14/14 (100%)	27/27 (100%)	24/24 (100%)	21/22 (95.5%)	14/14 (100%)	115/116 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%)	1 (4.5%)	0 (0.0%)	1 (0.9%)
Very unsatisfactory	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	15	14	27	24	22	14	116
No reply to question	0	0	0	0	0	0	0

99.1% of patients who responded to the above question and had used the Trust’s ES during December 2018 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
69	Norfolk & Waveney	My good comments are that this is the first time i have had any personal experience with this service and i cannot fault them in any way. Being in pain and not knowing why they all went out of their way to help and comfort me, in my home and all the way to the hospital. You should be proud of all your crews.
53	Norfolk & Waveney	Quick response crew very helpful and friendly.
57	Norfolk & Waveney	No improvement needed. Ambulance service was quick, efficient, polite, professional and focussed.
51	Norfolk & Waveney	No when needed urgently the ambulance was here within 3 mins. Another time when we phoned 111 for advice they sent an ambulance.
4	Norfolk & Waveney	We really could not fault the service. The ambulance controller kept my bipolar husband calm and confident (without knowing he was bipolar) This meant he was able to regain consciousness and help. Generally the paramedics on both occasions were very cheerful, gave us confidence and helped me to breathe against spasms in chest and lower back muscles - a scary experience. I now know that the spasms caused a small fracture of thoracic vertebrae. I am receiving cancer treatment so cannot thank you all enough for the strength you gave us. We wish you a happy (less stressed) 2019.
82	Suffolk & North East Essex	I don't remember much about the event, but the person that called for help said the service was excellent.
13	Suffolk & North East Essex	No they were absolutely fantastic.
2	Cambs & Peterborough	There is nothing to do to improve your service.
71	Cambs & Peterborough	For me personally the response time was good and the paramedics acted in a caring professional manner.
41	Beds & Luton	Very good, kind, considerate and professional.
43	Beds & Luton	I would like to thank the 111 service, in calling the ambulance and being very efficient service. Also we would like to thank medical staff on the ambulance, very pleasant and efficient in the treatment they gave.
40	Beds & Luton	I myself, work for the NHS in primary care and know stretched and under pressure the Ambulance service are. They could not have been more helpful.
24	Beds & Luton	No, I don't think it could have been bettered. I seem to remember them as both being ladies and they were extremely efficient in the examinations they carried out. Full Marks.

19	Mid & South Essex	I do not think you can improve any better than my experience over the last few weeks. I think 3 times. Thank you once again.
71	Mid & South Essex	My experience was very good and the two gentlemen were fantastic. Put my mind at ease and gave me the full treatment.
32	Mid & South Essex	As far as I'm concerned the men and woman in the ambulance service have done me a great service every time they have been called. Which of late has been often, they have always put me at ease, given me the help I need.
45	Mid & South Essex	Excellent service to which i have already expressed my gratitude to the service via email. My wife had an earlier doctor's appointment for medication change. It would appear the dose was too strong - shes now on a lower dose which is giving the desired result. One of your team suggested that is what caused the problem and she was correct as the lower strength tablet is working. Many thanks for us both.
53	Herts & West Essex	When I needed to call Ambulance I was lucky li didn't wait more than 10 mins all ambulance staff couldn't be more helpful. Put me at ease straight away. Wonderful people to me, angels all of them. When I called for help when my husband was feeling unwell 3 min they were there. He passed away but I can't thank them enough for all the help they gave me. That was a year ago.
25	Herts & West Essex	Nothing everything they did was great.
64	Herts & West Essex	I called for the ambulance at a time of very great distress. Unfortunately i cannot now remember the names of the two staff members whom attended, but i cannot speak highly enough about their professionalism empathy and how much they did to try and make me feel better if you can trace their names. Please pass on my gratitude for the service that they provided me on that awful night.
58	Herts & West Essex	Absolutely amazing service. I am currently being treated by Hospital at home team so my nurse called ahead. Ambulance came in a short time. The guys were fantastic.
66	Herts & West Essex	No improvement needed as the service was excellent.
35	Herts & West Essex	I had excellent care for an hour before being taken to hospital so could not improve over that. Very kind, caring paramedics.
52	Herts & West Essex	Not at all, the ambulance arrived quickly and the Paramedics were outstanding. Couldn't have asked for better! Thank you. As the patient could i please have a copy of my Paramedic notes (as a district nurse i know these are usually left it the house).
22	Herts & West Essex	Re: Sat 24.11.18 - Indeed no, but i attach a letter of Thanks for your great assistance at this very stressful time. Re: Mon 3.12.18 - It felt like a very long wait for the ambulance - in fact 30 minutes but 3 men came and they were jovial and light hearted and did all that was necessary and insisted i call my GP for a visit the following day. which i duly did; i had chosen to remain at home.

5	Herts & West Essex	The ambulance paramedics are excellent. No complaints at all. A transport ambulance even got me home when i was discharged from Addenbrookes Hospital on 13/12/18. I was admitted to Addenbrooked on 2/12/18 following two falls and a number of other falls at home due to progressive cancer.
19	Beds & Luton	The staff were very professional and put me at ease.
10	Mid & South Essex	I was very happy that all the ambulance crew kept us informed at all times. The only one area I feel could have been better was the fact my little grandson (2 years old) was very distressed having to be strapped into the stretcher on his own. It would have been less stressful if I could have held him on the stretcher to calm him down.
40	Mid & South Essex	First class service, all very good.
93	Mid & South Essex	Ambulance crew was not really happy to transport my husband to A&E, and called GP to try and get GP to see husband, GP was insistent that husband go to A&E. This ended up being the right call as husband has severe heart failure and was hospitalised for 2 weeks. Crew was always polite.
10	Norfolk & Waveney	It's difficult to recommend the ambulance service as it's an essential service, not an optional one. We had to wait over 2 hours but that was expected due to shortages.
59	Beds & Luton	N/A The Paramedics were brilliant.
24	Norfolk & Waveney	In relation to Q1, are there any alternative options should someone need emergency care? The ambulance guys were perfect but getting to the hospital and waiting in an ambulance just to get into the actual hospital wasn't ideal. Then, after being seen, they moved me to "escalation" (i think it was called) "Escalation" is the fancy word for "we're going to put you in the corridor now!" I feel bad for the people under so much pressure; they do a great job given their constraints. Thank you!

Patient number	STP	Mixed/Neutral comments
28	Suffolk & North East Essex	Overall experience very good. Only improvement would be to have more paramedics and ambulances available to deal with demand therefore less delays etc.
30	Beds & Luton	Only the time it took the ambulance to arrive as we waited an hour for it.

Patient number	STP	Negative comments
53	Beds & Luton	My wife laid on the floor for 4.5 hours with a fractured pelvis.

## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>Total</b>
Male	54 (47.4%)
Female	60 (52.6%)
Total number of responses	114
Declined to answer question	0
No reply to question	2

### Age

<b>Age</b>	<b>Total</b>
Range	1 to 95 years
Mean	62 years
Median	68 years
Mode	80 years
Total number of responses	114
Declined to answer question	0
No reply to question	2

## Ethnicity

(All answer types are listed, some multiple answers)

Ethnicity	Total
White British	113 (98.3%)
White Irish	0 (0.0%)
Any other White background	0 (0.0%)
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 (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	1 (0.9%)
Total number of responses	115
Declined to answer question	1
No reply to question	1

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

- "Sri Lankan." (Patient 64, Herts & West Essex)

## Religion or Belief

Religion or Belief	Total
Christian	70 (66.7%)
Hindu	1 (1.0%)
Jewish	4 (3.8%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	27 (25.7%)
Other	3 (2.9%)
Total number of responses	105
Declined to answer question	5
No reply to question	6

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

- *"Catholic." (Patient 48, Herts & West Essex)*
- *"Jehovah's witness." (Patient 62, Cambs & Peterborough)*
- *"C/E." (Patient 15, Cambs & Peterborough)*

## Sexual Orientation

(All answer types are listed, some multiple answers)

Sexual Orientation	Total
Heterosexual	78 (92.9%)
Lesbian	0 (0.0%)
Gay	1 (1.2%)
Bisexual	1 (1.2%)
Other	4 (4.8%)
Total number of responses	84
Declined to answer question	8
No reply to question	26

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

- *“Normal lady.” (Patient 71, Norfolk & Waveney)*
- *“Normal.” (Patient 83, Suffolk & North Essex)*
- *“Straight – Normal.” (Patient 25, Mid & South Essex)*
- *“Child.” (Patient 26, Norfolk & Waveney)*

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	43 (30.7%)
Physical impairment	24 (17.1%)
Sensory impairment	3 (2.1%)
Long standing condition	37 (26.4%)
Learning disability	0 (0.0%)
Mental health disorder	8 (5.7%)
Other	25 (17.9%)
<b>Total number of responses</b>	<b>140</b>
Declined to answer question	4
No reply to question	7

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

- "Age related problems." (Patient 21, Norfolk & Waveney)
- "Bad back weak heart." (Patient 64, Norfolk & Waveney)
- "Poor sight, hearing, low pressure (blood) heart valves family, Meniere's disease." (Patient 71, Norfolk & Waveney)
- "Autism." (Patient 62, Suffolk & North Essex)
- "Partial deafness in left ear." (Patient 82, Suffolk & North Essex)
- "Diabetic." (Patient 1, Suffolk & North Essex)
- "Nearly cancer of the blood." (Patient 43, Beds & Luton)
- "Auto immune disease RA." (Patient 30, Beds & Luton)
- "Vascular Dementia." (Patient 92, Mid & South Essex)
- "Epilepsy." (Patient 38, Mid & South Essex)
- "Deafness partial incontinent." (Patient 86, Mid & South Essex)
- "COPD." (Patient 32, Mid & South Essex)
- "Terminal cancer." (Patient 31, Mid & South Essex)
- "Arthritis in knee." (Patient 45, Mid & South Essex)
- "COPD." (Patient 25, Herts & West Essex)
- "Parkinson's disease, Alzheimer's." (Patient 56, Herts & West Essex)
- "Osteoarthritis." (Patient 17, Herts & West Essex)
- "Progressive Cancer." (Patient 5, Herts & West Essex)
- "Awkward feet and weak left arm." (Patient 16, Suffolk & North Essex)
- "Spinal injury." (Patient 18, Beds & Luton)
- "Signs of Dementia." (Patient 62, Beds & Luton)
- "Strokes, terminal cancer." (Patient 74, Mid & South Essex)
- "Disabled because of cancer." (Patient 68, Norfolk & Waveney)
- "Very weak." (Patient 39, Norfolk & Waveney)
- "Dementia." (Patient 33, Norfolk & Waveney)



**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	65 (62.5%)
No	30 (28.8%)
Other	9 (8.7%)
<b>Total number of responses</b>	<b>104</b>
Declined to answer question	3
No reply to question	12

Of the patients who answered 'other' in response to this question, all nine patients advised that they had been 'widowed.'

**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	71 (81.6%)
No, I do not have a child under 12 months old	16 (18.4%)
Yes, I am pregnant	0 (0.0%)
Yes, I have a child under 12 months old	0 (0.0%)
<b>Total number of responses</b>	<b>87</b>
Declined to answer question	0
No reply to question	40

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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	1 (1.1%)
No	89 (98.9%)
<b>Total number of responses</b>	<b>90</b>
Declined to answer question	1
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?**

<b>Format</b>	<b>Total</b>
I did not require a different format	88 (97.8%)
Braille	1 (1.1%)
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	1 (1.1%)
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>90</b>
Declined to answer question	0
Did not answer	26

## Impact on the service received

Impact on Service	Total
No	94 (94.9%)
Yes, in a positive way	4 (4.0%)
Yes, in a negative way	1 (1.0%)
Total	99
Did not answer	17

94 patients (94.9%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Four patients (4.0%) responded that the service they received was affected in a positive way and one patient (1.0%) responded that the service they received was affected in a negative way. 17 patients did not answer this question.

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

- *“Extremely polite, truly a credit to the service.” (Patient 3, Norfolk & Waveney)*
- *“Not understood question.” (Patient 35, Herts & West Essex)*

## Aftercare

Following this survey; six letters of appreciation were received together with one questionnaire containing comments of concern. These were passed to the Patient Experience Department (Bedford) for further action as appropriate.