



# Patient Experience Report: Emergency Services Continuous Survey

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# Results for October 2018

## Response

497 patient experience surveys were posted to patients who had used the Trust's Emergency Services (ES) between the 1<sup>st</sup> to the 4<sup>th</sup> of October 2018.

113 responses were received over the following four week period. This equates to a 22.7% 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

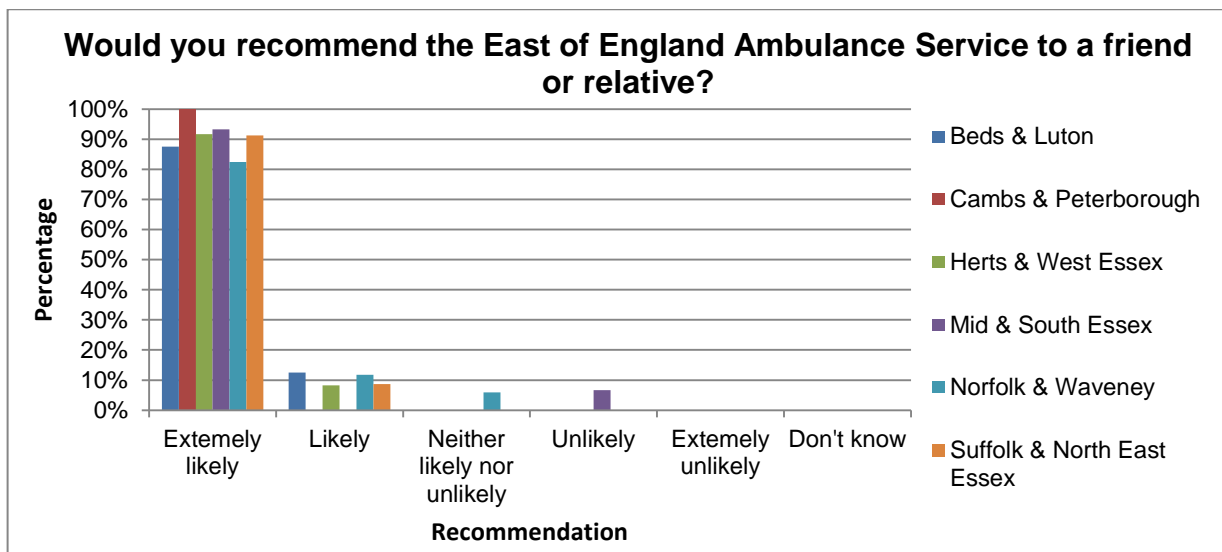
### Q1 – Would you recommend the East of England Ambulance Service to a friend or relative?

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	October all Areas Total
Extremely likely	7 (87.5%)	24 (100%)	22 (91.7%)	14 (93.3%)	14 (82.4%)	21 (91.3%)	102 (91.9%)
Likely	1 (12.5%)	0 (0.0%)	2 (8.3%)	0 (0.0%)	2 (11.8%)	2 (8.7%)	7 (6.3%)
Neither likely nor unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (0.9%)
Unlikely	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
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	8	24	24	15	17	23	111
No reply to question	0	0	0	0	2	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).

98.2% of patients who responded to the above question and had used the Trust's ES during the month of October 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	6 (75.0%)	19 (82.6%)	14 (63.6%)	7 (46.7%)	13 (81.3%)	14 (60.9%)	73 (68.2%)	72/73 (98.6%)
The view of someone acting on behalf of the patient	2 (25.0%)	4 (17.4%)	8 (36.4%)	8 (53.3%)	3 (18.8%)	9 (39.1%)	34 (31.8%)	30/32 (93.8%)
Total number of responses	8	23	22	15	16	23	107	105
No reply to question	0	1	2	0	2	1	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	8 (47.1%)	7 (25.9%)	6 (26.1%)	4 (25.0%)	3 (18.8%)	8 (36.4%)	28 (24.8%)
NHS 111 Service	4 (23.5%)	6 (22.2%)	5 (21.7%)	5 (31.3%)	4 (25.0%)	6 (27.3%)	30 (26.5%)
Out of Hours Doctor's Service	0 (0.0%)	1 (3.7%)	1 (4.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (1.8%)
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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The ambulance service were the first health care provider contacted	4 (23.5%)	12 (44.4%)	11 (47.8%)	6 (37.5%)	8 (50.0%)	8 (36.4%)	49 (43.4%)
Other	1 (5.9%)	1 (3.7%)	0 (0.0%)	1 (6.3%)	1 (6.3%)	0 (0.0%)	4 (3.5%)
Total number of responses	17	27	23	16	16	22	113
No reply to question	0	3	2	1	3	3	12

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

- *“Doctor came in.” (Patient 20, Mid & South Essex)*
- *“Cared nursing.” (Patient 6, Cambridgeshire & Peterborough)*
- *“Cancer unit at NNUH.” (Patient 63, Norfolk & Waveney)*
- *“999.” (Patient 8, Mid & South Essex)*
- *“Emergency call system at home.” (Patient 44, Bedfordshire & Luton)*

**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	6 (85.7%)	21 (100%)	17 (77.3%)	10 (66.7%)	11 (78.6%)	16 (100%)	81 (85.3%)
Acceptable	1 (14.3%)	0 (0.0%)	5 (22.7%)	4 (26.7%)	2 (14.3%)	0 (0.0%)	12 (12.6%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	1 (7.1%)	0 (0.0%)	2 (2.1%)
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>7</b>	<b>21</b>	<b>22</b>	<b>15</b>	<b>14</b>	<b>16</b>	<b>95</b>
Unable to say	1	3	1	0	0	3	8
No reply to question	0	0	1	0	4	5	10

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Very acceptable	5 (62.5%)	17 (73.9%)	14 (58.3%)	6 (40.0%)	11 (68.8%)	17 (81.0%)	70 (65.4%)
Acceptable	3 (37.5%)	6 (26.1%)	8 (33.3%)	5 (33.3%)	2 (12.5%)	3 (14.3%)	27 (25.2%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	1 (4.2%)	2 (13.3%)	1 (6.3%)	1 (4.8%)	5 (4.7%)
Unacceptable	0 (0.0%)	0 (0.0%)	1 (4.2%)	2 (13.3%)	1 (6.3%)	0 (0.0%)	4 (3.7%)
Very unacceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	1 (0.9%)
Total number of responses	8	23	24	15	16	21	107
Unable to say	0	1	0	0	1	1	3
No reply to question	0	0	0	0	1	2	3

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Total
Yes	7 (87.5%)	23 (100%)	23 (100%)	14 (93.3%)	17 (100%)	21 (100%)	105 (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%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
No	1 (12.5%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	2 (1.9%)
Total number of responses	8	23	23	15	17	21	107
Unable to say	0	0	1	0	0	1	2
No reply to question	0	1	0	0	1	2	4

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Very professional	8 (100%)	24 (100%)	23 (95.8%)	13 (86.7%)	15 (88.2%)	24 (100%)	107 (95.5%)
A little improvement necessary	0 (0.0%)	0 (0.0%)	1 (4.2%)	1 (6.7%)	2 (11.8%)	0 (0.0%)	4 (3.6%)
Not professional	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	8	24	24	15	17	24	112
Unable to say	0	0	0	0	0	0	0
No reply to question	0	0	0	0	1	0	1

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	8 (100%)	24 (100%)	24 (100%)	14 (93.3%)	17 (100%)	24 (100%)	111 (99.1%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	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%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	8	24	24	15	17	24	112
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	8 (100%)	24 (100%)	23 (95.8%)	14 (100%)	16 (94.1%)	23 (95.8%)	108 (97.3%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	1 (4.2%)	0 (0.0%)	1 (5.9%)	1 (4.2%)	3 (2.7%)
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	8	24	24	14	17	24	111
Unable to say	0	0	0	1	0	0	1
No reply to question	0	0	0	0	1	0	1

**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	8 (100%)	24 (100%)	23 (100%)	13 (86.7%)	16 (94.1%)	24 (100%)	108 (97.3%)
Yes, to some extent	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	1 (5.9%)	0 (0.0%)	2 (1.8%)
No, I did not feel that I could trust the ambulance service staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.7%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Total number of responses	8	24	23	15	17	24	111
Unable to say	0	0	1	0	0	0	1
No reply to question	0	0	0	0	1	0	1

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Yes, definitely	6 (75.0%)	24 (100%)	21 (91.3%)	12 (80.0%)	13 (76.5%)	23 (95.8%)	99 (89.2%)
Yes, to some extent	2 (25.0%)	0 (0.0%)	2 (8.7%)	3 (20.0%)	3 (17.6%)	1 (4.2%)	11 (9.9%)
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 (5.9%)	0 (0.0%)	1 (0.9%)
<b>Total number of responses</b>	<b>8</b>	<b>24</b>	<b>23</b>	<b>15</b>	<b>17</b>	<b>24</b>	<b>111</b>
Unable to say	0	0	1	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	5 (62.5%)	17 (77.3%)	12 (57.1%)	11 (64.7%)	9 (64.3%)	13 (65.0%)	65 (65.0%)
Yes, to some extent	2 (25.0%)	2 (9.1%)	5 (23.8%)	3 (17.6%)	2 (14.3%)	5 (25.0%)	19 (19.0%)
No, I was not given any choice	0 (0.0%)	3 (13.6%)	4 (19.0%)	3 (17.6%)	1 (7.1%)	2 (10.0%)	13 (13.0%)
No, I did not receive any treatment	1 (12.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (14.3%)	0 (0.0%)	3 (3.0%)
Total number of responses	8	22	21	17	14	20	100
Unable to say / No treatment was given	0	1	3	0	0	1	5
No reply to question	0	1	0	0	4	3	8

**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	8 (100%)	19 (86.4%)	14 (70.0%)	9 (69.2%)	13 (76.5%)	19 (86.4%)	82 (80.4%)
Fairly involved	0 (0.0%)	3 (13.6%)	3 (15.0%)	4 (30.8%)	4 (23.5%)	3 (13.6%)	17 (16.7%)
Not involved	0 (0.0%)	0 (0.0%)	3 (15.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (2.9%)
Total number of responses	8	22	20	13	17	22	102
Unable to say	0	1	3	0	0	0	4
No reply to question	0	1	1	2	1	2	7

**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	8 (100%)	23 (95.8%)	19 (86.4%)	11 (84.6%)	14 (82.4%)	21 (95.5%)	96 (90.6%)
Satisfied	0 (0.0%)	1 (4.2%)	2 (9.1%)	1 (7.7%)	1 (5.9%)	1 (4.5%)	6 (5.7%)
Fairly satisfied	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	2 (11.8%)	0 (0.0%)	3 (2.8%)
Dissatisfied	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
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	8	24	22	13	17	22	106
No care was given	0	0	0	0	0	0	0
Unable to say	0	0	1	0	0	0	1
No reply to question	0	0	1	2	1	2	6

**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	5 (62.5%)	20 (83.3%)	14 (77.8%)	10 (76.9%)	14 (82.4%)	19 (90.5%)	82 (81.2%)
No	1 (12.5%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.0%)
No, but it was obvious I was not in pain	2 (25.0%)	3 (12.5%)	4 (22.2%)	3 (23.1%)	3 (17.6%)	2 (9.5%)	17 (16.8%)
Total number of responses	8	24	18	13	17	21	101
Unable to say	0	0	3	0	0	1	4
No reply to question	0	0	3	2	1	2	8

**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	1 (14.3%)	10 (45.5%)	11 (57.9%)	5 (41.7%)	7 (46.7%)	8 (42.1%)	42 (44.7%)
I declined pain relief	0 (0.0%)	2 (9.1%)	0 (0.0%)	1 (8.3%)	1 (6.7%)	0 (0.0%)	4 (4.3%)
Yes	3 (42.9%)	6 (27.3%)	3 (15.8%)	2 (16.7%)	4 (26.7%)	5 (26.3%)	23 (24.5%)
No	3 (42.9%)	4 (18.2%)	5 (26.3%)	4 (33.3%)	3 (20.0%)	6 (31.6%)	25 (26.6%)
Total number of responses	7	22	19	12	15	19	94
Cannot remember / unable to say	1	2	3	1	2	3	12
No reply to question	0	0	2	2	1	2	7

**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	3 (50.0%)	11 (57.9%)	9 (56.3%)	5 (50.0%)	5 (41.7%)	9 (47.4%)	42 (51.2%)
Comfortable	3 (50.0%)	5 (26.3%)	1 (6.3%)	2 (20.0%)	4 (33.3%)	5 (26.3%)	20 (24.4%)
Fairly comfortable	0 (0.0%)	3 (15.8%)	3 (18.8%)	1 (10.0%)	3 (25.0%)	5 (26.3%)	15 (18.3%)
Uncomfortable	0 (0.0%)	0 (0.0%)	3 (18.8%)	2 (20.0%)	0 (0.0%)	0 (0.0%)	5 (6.1%)
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	6	19	16	10	12	19	82
Unable to say	0	0	1	0	0	0	1
I wasn't transported by ambulance	2	5	5	3	5	3	23
No reply to question	0	0	2	2	1	2	7

**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	8 (100%)	24 (100%)	22 (100%)	14 (100%)	15 (93.8%)	22 (100%)	105 (99.1%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	0 (0.0%)	1 (0.9%)
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	8	24	22	14	16	22	106
Unable to say	0	0	1	0	1	2	4
No reply to question	0	0	1	1	1	0	3

**The cleanliness of equipment used by 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%)	24 (100%)	20 (100%)	13 (100%)	12 (92.3%)	22 (100%)	98 (99.0%)
Fairly acceptable	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.7%)	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%)
Total number of responses	7	24	20	13	13	22	99
Unable to say	0	0	1	0	1	2	4
No reply to question	1	0	3	2	4	0	10

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

Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Acceptable	6 (100%)	19 (100%)	17 (100%)	10 (100%)	10 (100%)	20 (100%)	82 (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	19	17	10	10	20	82
Unable to say	1	4	3	1	2	4	15
No reply to question	1	1	4	4	6	0	16

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

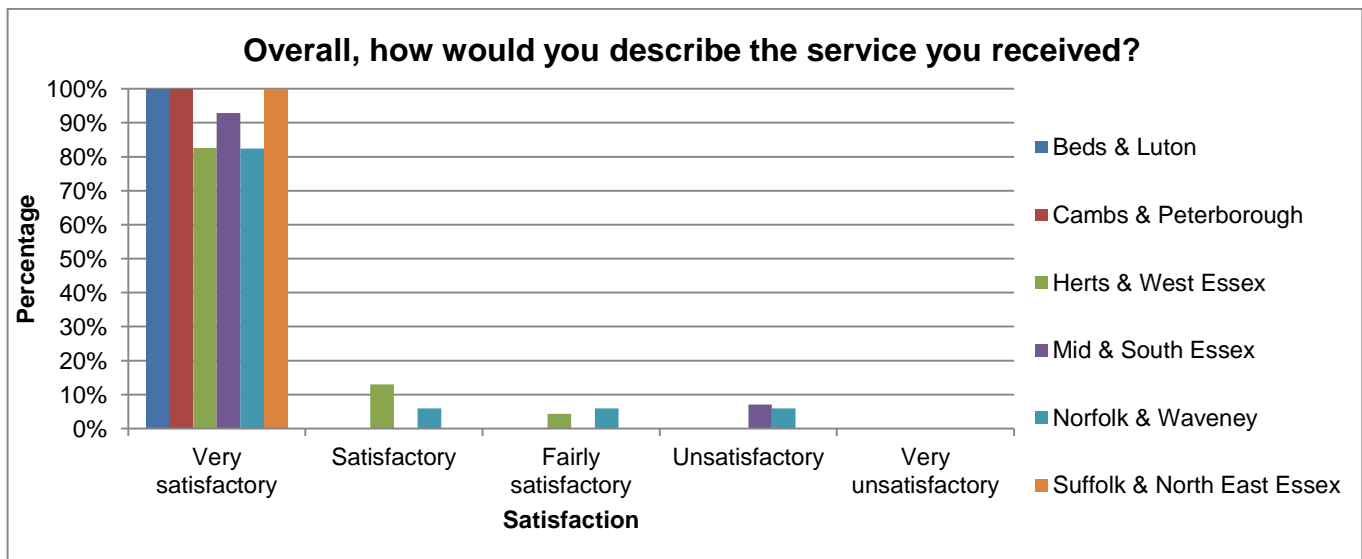
Response	STP Areas						Total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	
Exceeded my expectations	6 (75.0%)	16 (66.7%)	12 (54.5%)	8 (57.1%)	7 (41.2%)	11 (45.8%)	60 (55.0%)
Met my expectations	2 (25.0%)	8 (33.3%)	9 (40.9%)	5 (35.7%)	8 (47.1%)	13 (54.2%)	45 (41.3%)
Reasonably met my expectations	0 (0.0%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	2 (1.8%)
Barely met my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	0 (0.0%)	0 (0.0%)	1 (0.9%)
Did not meet my expectations	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (0.9%)
Total number of responses	8	24	22	14	17	24	109
No reply to question	0	0	2	1	1	0	4

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

Response	STP Areas						
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Sept all areas Total
Very satisfactory	8 (100%)	24 (100%)	19 (82.6%)	13 (92.9%)	14 (82.4%)	24 (100%)	102 (92.7%)
Satisfactory	0 (0.0%)	0 (0.0%)	3 (13.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	4 (3.6%)
KPI Result – (very satisfactory + satisfactory/Total number of responses)	8/8 (100%)	24/24 (100%)	22/23 (95.7%)	13/13 (100%)	15/17 (88.2%)	24/24 (100%)	106/110 (96.4%)
Fairly satisfactory	0 (0.0%)	0 (0.0%)	1 (4.3%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	2 (1.8%)
Unsatisfactory	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (7.1%)	1 (5.9%)	0 (0.0%)	2 (1.8%)
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	8	24	23	14	17	24	110
No reply to question	0	0	1	1	1	0	3

96.4% of patients who responded to the above question and had used the Trust’s ES during October 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
37	Cambridgeshire & Peterborough	Excellent service.
49	Cambridgeshire & Peterborough	It could not be better.
2	Bedfordshire & Luton	I was treated with the best team and they were very polite and helpful in every way. Thanks so much to all the help I've had.
60	Cambridgeshire & Peterborough	Ambulance was quick on arrival & patient, was quickly dealt with and put our minds at rest.
10	Hertfordshire & West Essex	Absolutely excellent in all respects.
40	Hertfordshire & West Essex	Very professional ambulance men I am satisfied with the service.
44	Hertfordshire & West Essex	The crews couldn't have been any better than they were. Fantastic team.
54	Mid & South Essex	I honestly can't think of anything more you could have done for my husband. Three female ambulance crew arrived promptly, treated my husband with great respect and kindness and with patience persuaded him he needed to be in hospital. I can't thank them enough.
68	Mid & South Essex	Great service thank you.
28	Norfolk & Waveney	Experience was extremely good.
88	Norfolk & Waveney	The team which arrived to help me were absolutely marvellous! They immediately put me at ease and calmed me down. They were polite, kind, caring and considerate. They gave me enormous confidence that I was in safe hands. The paramedic in charge also gave me helpful advice which I have taken on board and which is helping me manage my condition.
63	Suffolk & North Essex	I am 94 years old. I weigh 15 stone and when I lose my balance no one at (name) can pick me up. It is not a care home and the staff have to phone for the ambulance service. The ambulance staff are always very efficient and extremely caring. I use the ambulance transport regularly to go to hospital. It would be impossible for me to walk the long corridors of the hospital. I have always had excellent service & admire the paramedics & staff & am grateful for the help & care I receive.
44	Cambridgeshire & Peterborough	I cannot fault the service I received - first class!
63	Norfolk & Waveney	Could not have wished for a better service.

6	Cambridgeshire & Peterborough	The service is outstanding; me and my family just wished the level of care given by the ambulance service was carried out/on throughout the whole of the NHS services. (There have been 2 incidents in October alone where I have had to call and be seen by the ambulance service, I'm not sure which incident this applies to but the above applies to both.
27	Norfolk & Waveney	My transportation to the hospital 100% could not have been any better very happy with the service supplied to me on every occasion.
44	Bedfordshire & Luton	My husband's treatment was excellent he was treated with great care and respect, they even helped me put my husband to bed as I had no help and my husband would be safe in bed, they were wonderful.
48	Suffolk & North Essex	We have been so thankful how my husband has been treated by all our ambulance staff. They have shown us compassion and thoughtfulness and kindness to me & my wife.
58	Cambridgeshire & Peterborough	N/A Excellent service received.
60	Suffolk & North Essex	I always thought if it was a emergency phone 999 and to ask if I would recommend the service i find this a degrading to the brave people on the front line of our ambulance service. They never know what they are going to walk into and what they have to do. I thank you all.
21	Bedfordshire & Luton	The ambulance was called on two dates in October - 4th and the 10th. On the 4th I had a very kind lady and a gentleman. They were a delight very efficient and thorough. The lady put a cannula in my wrist and I did not feel a thing! Usually cannula's have been very sore. This one - superb. On the 10th the medics were (name) & (name). They had a wonderful sense of humour and really cheered me up! Please tell them. I hope they all come again if I need them. The bedroom is a bit small for a party. I'll get some Crackers!
64	Cambridgeshire & Peterborough	No everything was 1st class.

Patient number	STP	Mixed/Neutral comments
14	Norfolk & Waveney	None I can think of.
34	Hertfordshire & West Essex	Not possible.
5	Hertfordshire & West Essex	I feel guilty when the fast responder has to sit & wait with me (or my husband) until an ambulance can be found. This means other people cannot have the attention of the fast responder.

Patient number	STP	Negative comments
91	Norfolk & Waveney	What do you want me to do, the man said to me; I replied I want you to help me please. It was not a good thing to say to me, it upset me even more. I was retching & feeling very ill, and was taken to hospital. I needed reassurance, they got to chair out but was made to walk to the ambulance feeling very ill.
50	Mid & South Essex	My son was experiencing difficulty breathing all night, his asthma pump was not helping. He had been unwell for a couple of days with a virus; we barely had any sleep in 2 days. I felt I needed to act by calling 999 and the ambulance came within 20 mins or so. I felt a little hostility from the driver in particular. When I said I would prefer them to drive me and my son to A&E as I had not slept properly in 2 nights. The driver's response was "well we work a 14 hrs shift and we still have to drive". I felt very uncomfortable and felt my concerns over my son needing to get a 2nd opinion from the doctors was being dismissed. Also the other ambulance man failed to spot wheezing on my sons lungs I had to make him listen to my son's chest a 2nd time.

## Demographics and Equality and Diversity Information

### Gender

<b>Gender</b>	<b>Total</b>
Male	46 (42.6%)
Female	62 (57.4%)
Total number of responses	108
Declined to answer question	1
No reply to question	4

### Age

<b>Age</b>	<b>Total</b>
Range	1 to 96 years
Mean	68 years
Median	76 years
Mode	85 years
Total number of responses	107
Declined to answer question	0
No reply to question	6

## Ethnicity

(All answer types are listed, some multiple answers)

<b>Ethnicity</b>	<b>Total</b>
White British	104 (93.7%)
White Irish	2 (1.8%)
Any other White background	0 (0.0%)
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	1 (0.9%)
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	0 (0.0%)
Any other Black background	0 (0.0%)
Chinese	1 (0.9%)
Any other ethnic group	0 (0.0%)
Other	2 (1.8%)
<b>Total number of responses</b>	<b>111</b>
Declined to answer question	0
No reply to question	3

There were no additional comments received in answer to this question:

- “Asian British.” (Patient 6, Beds & Luton)
- “Welsh.” (Patient 21, Cambridgeshire & Peterborough)

## Religion or Belief

Religion or Belief	Total
Christian	85 (80.2%)
Hindu	1 (0.9%)
Jewish	1 (0.9%)
Muslim	0 (0.0%)
Sikh	0 (0.0%)
Buddhist	0 (0.0%)
None	16 (15.1%)
Other	3 (2.8%)
<b>Total number of responses</b>	<b>106</b>
Declined to answer question	3
No reply to question	4

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

- *“Salvation Army.” (Patient 13, Cambridgeshire & Peterborough)*
- *“Mixed religions.” (Patient 21, Cambridgeshire & Peterborough)*
- *“Quaker.” (Patient 16, Suffolk & North Essex)*

## Sexual Orientation

Sexual Orientation	Total
Heterosexual	70 (93.3%)
Lesbian	1 (1.3%)
Gay	1 (1.3%)
Bisexual	0 (0.0%)
Other	3 (4.0%)
<b>Total number of responses</b>	<b>75</b>
Declined to answer question	10
No reply to question	28

## Disabilities

(All answer types are listed, some multiple answers)

Disabilities	Total
I do not have any disabilities	30 (23.1%)
Physical impairment	24 (18.5%)
Sensory impairment	9 (6.9%)
Long standing condition	31 (23.8%)
Learning disability	3 (2.3%)
Mental health disorder	11 (8.5%)
Other	22 (16.9%)
<b>Total number of responses</b>	<b>130</b>
Declined to answer question	3
No reply to question	18

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

- *"Have had cancer twice & osteoarthritis." (Patient 91, Norfolk & Waveney)*
- *"Old age." (Patient 84, Norfolk & Waveney)*
- *"COPD." (Patient 2, Bedfordshire & Luton)*
- *"Diabetes 2." (Patient 40, Hertfordshire & West Essex)*
- *"Asthma (chronic)." (Patient 82, Hertfordshire & West Essex)*
- *"ADHD + ASD." (Patient 44, Hertfordshire & West Essex)*
- *"Diabetes type 1/ anxiety." (Patient 21, Cambridgeshire & Peterborough)*
- *"Dementia." (Patient 20, Hertfordshire & West Essex)*
- *"Chronic obstructive pulmonary disease. Asbestos exposure. Alzheimer's." (Patient 20, Mid & South Essex)*
- *"Osteoarthritis not mobile, impaired sight left eye, I've had 2 hips 2 knees replaced stenosis spine." (Patient 63, Suffolk & North Essex)*
- *"Deafness - Poor eyesight mobility." (Patient 14, Cambridgeshire & Peterborough)*
- *"Registered as partially sighted." (Patient 43, Hertfordshire & West Essex)*
- *"Hypermobility." (Patient 39, Suffolk & North Essex)*
- *"Deaf and blind." (Patient 57, Suffolk & North Essex)*
- *"Cancer (Lungs)." (Patient 63, Norfolk & Waveney)*
- *"Vascular dementia & Alzheimer's." (Patient 44, Bedfordshire & Luton)*
- *"Dementia." (Patient 1, Cambridgeshire & Peterborough)*
- *"Rheumatoid arthritis." (Patient 35, Suffolk & North Essex)*
- *"Arthritis." (Patient 77, Suffolk & North Essex)*
- *"I have kidney failure and have dialysis." (Patient 16, Bedfordshire & Luton)*
- *"Full time carer for 21 years." (Patient 5, Hertfordshire & West Essex)*

- “Chronic asthma.” (Patient 56, Mid & South Essex)

**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	60 (57.7%)
No	30 (28.8%)
Other	14 (13.5%)
<b>Total number of responses</b>	<b>104</b>
Declined to answer question	0
No reply to question	14

Of the 14 patients who answered ‘other’ in response to this question; 13 patients advised that they had been ‘widowed,’ and one patient responded that they were ‘divorced’.

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

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

<b>Pregnancy/had a child within last 12 months</b>	<b>Total</b>
No, I am not pregnant	73 (81.1%)
No, I do not have a child under 12 months old	14 (15.6%)
Yes, I am pregnant	2 (2.2%)
Yes, I have a child under 12 months old	1 (1.1%)
<b>Total number of responses</b>	<b>90</b>
Declined to answer question	0
No reply to question	38



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

<b>Gender Reassignment</b>	<b>Total</b>
Yes	0 (0.0%)
No	86 (100%)
<b>Total number of responses</b>	<b>86</b>
Declined to answer question	0
No reply to question	27

**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	71 (85.5%)
Braille	1 (1.2%)
British Sign Language (BSL) interpreter	1 (1.2%)
Browse aloud (website)	1 (1.2%)
Deafblind advocate	1 (1.2%)
Deafblind interpreter	1 (1.2%)
Easy read	2 (2.4%)
Large print	1 (1.2%)
Page magnification (website)	1 (1.2%)
Text only web page (including ability to change colours)	1 (1.2%)
Text only web page (including ability to change font size)	1 (1.2%)
Text re-sizing (website)	1 (1.2%)
<b>Total</b>	<b>83</b>
Declined to answer question	4
Did not answer	38

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

- *"I am registered as partially sighted (AMD)." (Patient 43, Hertfordshire & West Essex)*

## Impact on the service received

Impact on Service	Total
No	85 (97.7%)
Yes, in a positive way	2 (2.3%)
Yes, in a negative way	0 (0.0%)
Total	87
Did not answer	26

85 patients (97.7%) felt that the service they received was not affected by any of the aforementioned strands of diversity. Two patients (2.3%) responded that the service they received was affected in a positive way and no patients responded that the service they received was affected in a negative way. 26 patients did not answer this question.

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

- *“Extremely professional - thank you!” (Patient 21, Cambridgeshire & Peterborough)*

## Aftercare

Following this survey; nine 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.