



## Emergency Service Patient Experience additional patient comments – April to June 2022

**Additional comments received in response to the open-ended question: “Please can you tell us why you gave this answer:” following on from the overall satisfaction (Friends and Family Test) question:**

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
30	April	Beds & Luton	The paramedics were friendly and reassuring.
42	April	Beds & Luton	Crews were polite, knowledgeable and good communication skills.
56	April	Beds & Luton	I was told the wait could be up to 3 hours but the ambulance came in about one and a quarter hours so was less stressed than I might have been.
58	April	Beds & Luton	They have been very efficient, have come in good time. Have had to call alot and have been very good and very thorough.
67	April	Beds & Luton	Paramedics were patient and attentive.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
69	April	Beds & Luton	As I thought the service was excellent as I am classed as a venerable person.
106	May	Beds & Luton	Attendance was very prompt, Service was professional, diagnosis was accurate and arrangement for medication was carried out. I can only say that I was totally satisfied with the service provided.
112	May	Beds & Luton	Very professional and we're very caring and understanding that I had physical problems but also due to my severe MH they help put me ease.
118	May	Beds & Luton	The response time was really fast and the paramedics were lovely, kind and supportive. I felt safe once they arrived and even though I felt that I was wasting their time they were lovely.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
130	May	Beds & Luton	<p>The ambulance arrived very quick and spoke to me and reassured me. Check me over. My partner had made me comfortable as I was in a very very small space and lying on concrete. The ambulance people also covered me in the silver blanket and gave me gas and air. Unfortunately this was not enough so they called the paramedic. They arrived quite quickly and put a canular in to give me pain relief. They all helped to reassure me. They did have a job to get me out of the narrow passage but managed very well putting me on the special stretcher. I was very pleased with all the help and reassurance they gave me.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
133	May	Beds & Luton	The response was excellent. Shortly after the 999 operator took the details I received a phone call from a senior paramedic. He gave advice to my husband on how to try to stop the bleeding and remained in contact throughout. He became concerned about blood loss as we were unable to stop the bleeding permanently and advised that he would arrange an ambulance. The paramedics were able to stop the bleeding and then gave me a thorough check out. I was taken to L & D hospital A&E for treatment and then a GP consultation on the condition, and ways to prevent it happening again as I am on Edoxaban anticoagulant.
147	May	Beds & Luton	I felt I was being treated very well.
159	May	Beds & Luton	The staff were very caring and reassuring. They moved me around with great diligence. This was my second fall this year and at 96 it is very frightening- they offered reassurance as well as pain killers.
191	June	Beds & Luton	The ambulance crew were absolutely brilliant at making me feel less scared about what was happening, I felt alot more at ease after speaking with them before being taken into hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
170	May	Beds & Luton	<p>We called 111 and we're told an emergency ambulance was on the way. I advised we could drive to the hospital if needed as it's very close however we were told it was on its way and to wait at the end of the road This seemed extreme for the symptoms our baby was experiencing however at the mention of an emergency ambulance we became very worried. We had no ambulance arrive after 45 minutes and then received another call asking for more information. At this point I asked where the ambulance was and was told it hadn't been requested. Instead, we were told to visit the doctor which seemed more relevant for the issue we had. The mention of an ambulance caused us unnecessary worry. Having received the letter requesting feedback I am now unsure if an ambulance was called however, one never arrived.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
194	June	Beds & Luton	It was good because the medics that attended to me were very professional and showed empathy but sadly the people at the call centre didn't show any empathy considering how much of discussion my wife had with them and they kept tossing her around from around 1am she made the 1st call until they finally agreed to send an ambulance around 4am even though I may not be sure of the time but I believe it should be around the times I mentioned above.
221	June	Beds & Luton	Ambulance Crew were excellent but wait of 5 hours outside A and E was not.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
225	June	Beds & Luton	They were efficient, kind, knowledgeable about various options following this incident. They took time to talk to me and my wife I cannot say how wonderful they both were.
229	June	Beds & Luton	Ambulance arrived within 30 mins, which was a bonus after being told it could be 90 minutes + However, after carrying out tests, I was advised to get myself to Bedford Hospital as they could prescribe additional medication to help reduce my BP which was over 200.....After spending almost 8 hours in A&E, I was taken via 'blue lights' to Papworth Hospital, Cambridge where I had a PPCI following a STEMI.
259	June	Beds & Luton	Short waiting time and very caring & considerate paramedics.
19	April	Cambs & Peterborough	Two very pleasant, polite young ladies attended and looked after me. They could not do enough to make me as comfortable as possible. I'd just had a hip replacement operation on 01/04/2022 so I wasn't very mobile and in pain. I'd like to thank them both for their care as although I'd thanked them at the time due to not feeling my best perhaps I did not show how grateful I was at the time.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
21	April	Cambs & Peterborough	Your staff were prompt, very calming and reassuring and knowledgeable and professional whilst being friendly.
25	April	Cambs & Peterborough	They arrived quite quickly and helped me.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
43	April	Cambs & Peterborough	<p>My GP gave me a prescription for amoxicillin for 7 days. He said if my swollen glands were not better after I had finished them, I was to go to A and E. At this stage, I felt a few more tablets would help (I used to receive 10 days worth of antibiotics when I experienced tonsillitis, swollen glands etc when I was young), so I rang 111 to see if they could help and to ask which hospital I should need to go to if they couldn't. The young lady was polite but by asking questions led me to believe the swollen glands could be more serious, maybe a tumour on the jaw. She insisted an ambulance would come for me. I explained that I was quite capable of driving, or my husband could drive, if she would just tell me which hospital to go to. At this point she became insistent, and I started to become anxious so I agreed to stay at home. I was astounded and ashamed that an ambulance crew came from Fakenham with blue lights thinking I was an emergency. The ambulance crew were lovely and put my mind at rest as I explained what had happened. They assured me that they would have been diverted if there had been an emergency elsewhere, but I was still embarrassed that the 111 lady had insisted on something that was a waste of NHS staff</p>

			<p>time, energy and money. The ambulance driver advised me to go back to the GP and tell him that he had been unable to prescribe antibiotics but that in his opinion, I was correct and I needed a few days more. I did that and the GP eventually gave me a second prescription. If I had answered this question as very good, that would be right for the ambulance staff but the poor is for the 111 staff.</p>
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
38	April	Cambs & Peterborough	Crew were and always are professional and have great attitude.
45	April	Cambs & Peterborough	They were attended interested in what happened, took the time to ensure I was OK, referred me to other services.
49	April	Cambs & Peterborough	They were prompt caring and polite while being professional they spoke to me throughout the journey and made me feel comfortable until they handed me over to the hospital.
80	April	Cambs & Peterborough	The ambulance crew that turned up ere excellent. But it took over 7 hours. I telephoned at approx 23:45. It turned up at 7.30 am.
94	May	Cambs & Peterborough	During my time of need the control operators were incredibly informative to my family and kept them calm throughout the issues I was going through, they gave them important information and other treatments to speak with my GP about due to the hospitals not investigating the issues well enough. The ambulance crew that arrived were also amazing, providing information to myself about routes into the ambulance service *once my issues dissipated* and kept me calm in a moment when both myself and my family thought I was going to die. They upgraded the call grade immediately

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			after finding out that my condition got incredibly worse and provided top class care to myself.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
81	April	Cambs & Peterborough	The Paramedics arrived quickly, they were courteous, caring, thorough and put us all at ease, especially my 92yr old Mum who was the patient.
97	May	Cambs & Peterborough	We contacted 111 after our 2 year old daughter was having breathing difficulties again. After the initial 111 call, we had a call from a clinician within 10 minutes which resulted in an ambulance attendance. The crew of 426 arrived within about 10 minutes of the clinician call and they were amazing with our daughter. Even to the point of trying to get a Disney film up on their phone for her to watch on the ride to ambulance. They were incredibly thorough and incredibly kind and caring and put our mind at ease through a stressful and worrying time. We just want to say thank you to the crew for being so amazing!
111	May	Cambs & Peterborough	The ambulance arrived less than 5 minutes after my accident. They stopped the bleeding to a head wound immediately. I was in the ambulance on a stretcher in maybe 3 minutes and transported at QE at Kings Lynn promptly. I felt very comfortable talking to the ambulance staff. I had broken finger and other wounds but I felt at ease all the time.

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117	May	Cambs & Peterborough	Received excellent service from all who looked after me, paramedics, A&E staff, everyone.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
123	May	Cambs & Peterborough	The 2 gentleman who arrived were very polite, tried to make a bad situation better, very reassuring and friendly.
126	May	Cambs & Peterborough	The paramedics came quickly, they were friendly and thorough in their checks.
145	May	Cambs & Peterborough	Was disappointed with the time an ambulance was going to take, so when my chest pain and nausea improved my wife ended up driving me to ED However, we were told by 999 to contact them if I deteriorated on route. 999 operators were very good.
154	May	Cambs & Peterborough	Staff were friendly and helpful.
160	May	Cambs & Peterborough	Caring and thoughtful when moving me & good humoured, pleasant demeanour.
162	May	Cambs & Peterborough	I realise the amb' didn't come until 2hrs. My mum had fallen and broken her hip on arrival the amb men x2 were very caring of my mum of 86yrs. The paramedic (whose birthday it was and very handsome I may say) came within minutes, canula straight in, bag on the door, injections inserted and I must comment on how good they were (3) machines on the floor - very quick - and was with my mum for approx 2 1/2 hrs - excellent.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
163	May	Cambs & Peterborough	Due to my illness I have gained a lot of weight. I am very embarrassed, but the staff are very polite and helpful, from leaving home to getting back.
169	May	Cambs & Peterborough	The ambulance took a very long while to come but the crew where brilliant and helpful once they arrived. The phone call to 999 was unhelpful to say the least. They did not confirm an ambulance would actually arrive. I was told that someone might ring back within the next 8hrs and not to ring back unless my mum got worse. When I asked for advice on moving my mum from the floor the operator was of no help whatsoever, which was very distressing at the time.
175	June	Cambs & Peterborough	I feel it is necessary to say thank you, especially to the crew who came out to see to me I was treated with professionalism kindness and courtesy.
184	June	Cambs & Peterborough	They were all very good, very quick to arrive, made my husband comfortable. I have got to say the 3 people who attended were all brilliant. and lovely. No complaints at all very, very good service. Please pass on our thanks to the crew members who attended.



Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
182	June	Cambs & Peterborough	The ambulance paramedics (name) and (name) were kind reassuring polite and went WAY above and beyond by putting a call into Ely hospital to speed up my getting seen there.
188	June	Cambs & Peterborough	The 2 paramedics who came were wonderful. Totally reassuring while putting me at my ease and treated me wonderfully. I'm so grateful to them.
190	June	Cambs & Peterborough	Ambulance arrived around predicted timescale. Ambulance service staff were very professional and put me at ease.
208	June	Cambs & Peterborough	On that day when we called the ambulance my son was very nervous and was about to cry with the struggle of breathing. Three people came with the ambulance and very friendly. The lady who came to my house of that staff so kind and my son was very comfortable with them. Because of them as a mom I had peace in my mind... Me and my husband was so worried about our son but they have done everything at their best and we really appreciate their great job. They checked my son's oxygen level, given him pap and finally took him to the hospital. We would like to give a big Thankyou.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
213	June	Cambs & Peterborough	Regrettably I didn't know anything about the experience (semi conscious / 40+ temp). I was told by my wife that after calling 999 a crew was attending to me within 15mins. Yet again hearsay they were very professional and diagnosed Sepsis and immediately taken to HBH, Huntingdon.
224	June	Cambs & Peterborough	They arrived in a reasonable time and most helpful and friendly.
228	June	Cambs & Peterborough	The Ambulance arrived promptly, I was checked over and advised that hospital was advisable, I was treated with courtesy and kindness at all times.
243	June	Cambs & Peterborough	The ambulance crew arrived at the right time. The first crew arrived in a car very quickly and cared my husband. They have arranged for the ambulance to take him to CUH until then they have waited. My husband is a chronic neutropenic patient. When he was Covid + with high temperature I was so afraid. When he reached the hospital, his temperature was 40.9. If the ambulance crew wasn't quick enough I would have lost him due neutropenic septic shock due to Covid too. I am very very grateful to them 🙏

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
233	June	Cambs & Peterborough	Once the ambulance actually arrived (it took a very long time) everything was very good - so the "good" rating takes into account the delay in it arriving. Paramedics very efficient and friendly.
251	June	Cambs & Peterborough	Paramedics were caring efficient and happy to spend the time needed to car for my wife.
253	June	Cambs & Peterborough	The response was prompt and efficient.
256	June	Cambs & Peterborough	Their swift arrival and treatment helped to save my life! They were professional, caring and respectful. I had anaphylactic shock and this was a 999 response as part of my bee sting allergy (I am a beekeeper).
257	June	Cambs & Peterborough	Having a heart attack and waiting over 2 hrs for ambulance response is not acceptable.
260	June	Cambs & Peterborough	I have never had to call an ambulance out before. I thought the service was 1st class.
262	June	Cambs & Peterborough	The ambulance arrived quite quickly. The 2 crew put me at ease, acted professional and friendly. Took heart readings and decided to take me to Hinchinbrook. Unfortunately, hospital not quite so good being understaffed and slow.

6	April	Herts & West Essex	The air ambulance brought a doctor which greatly improved the time of my treatment process.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
7	April	Herts & West Essex	Soon put me on oxygen.
10	April	Herts & West Essex	Excellence of paramedics.
11	April	Herts & West Essex	They were quick and very pleasant.
13	April	Herts & West Essex	Arrived in 15 minutes after calling 999 both the female medics where very helpful and kept me calm as I was having a heart attack, took me to Watford hospital went straight in to be seen too, no waiting, was in hospital for 5 days had 2 stents fitted, back home and feeling great, glad it's all over well done to all the staff at Watford hospital and your medics all did a first class job NHS 5 star *****
16	April	Herts & West Essex	Quick response, very thorough, very courteous.
18	April	Herts & West Essex	The paramedics were very accommodating for me and my son. He was very poorly and they were reassuring and done well at calling me.
24	April	Herts & West Essex	Although initially told wait could be up to 4 hours, further explanation of need provided a response within 45 minutes.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
51	April	Herts & West Essex	The ambulance staff who assisted my grandad were very thorough and spent a lot of time doing tests. As soon as they identified an irregular heartbeat, they sent him straight to the hospital and he was there further looked after incredibly well. The ambulance staff were friendly and comforting and made the whole process easy as it possibly could be.
57	April	Herts & West Essex	The ambulance crew were so kind and attentive, they did their job in a most professional way, I couldn't of asked for better care. They came in quick time. Very pleased with the service that I receive.
61	April	Herts & West Essex	The paramedics that attended my flat then took me to hospital were very understanding, calming and gave me plenty of gas and air, which I needed as was in chronic pain. After waiting at the hospital for over 12 hours in agony, it was found that I had a fatal condition, with only 2 days to live, then went through emergency major surgery for over 8 hours.
44	April	Herts & West Essex	Prompt and efficient. Staff were polite and very professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
65	April	Herts & West Essex	The two paramedics were professional and also kind and considerate but I waited approximately 4 hrs for the ambulance to arrive.
68	April	Herts & West Essex	Paramedics that attended me were very caring and reassuring.
71	April	Herts & West Essex	Although I knew I had broken my femur following a fall in the gym at Birchwood school, it took several hours to obtain an ambulance, which fully understand because of the ambulance 'crisis' However, why could not a first responder or a paramedic in a car to at least confirm the diagnosis, and give me adequate analgesia? Even though very fit for my age, a # of the femur for an 84 year old obviously needs very prompt attention. I have no complaints what-so-ever for the conduct and treatment of all concerned.
72	April	Herts & West Essex	The Paramedics were very kind and considerate, gave me a thorough check over and then advised me of my options. All very professionally done.
78	April	Herts & West Essex	Ambulance Staff who attended were very good, even though there was a long wait at the Hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
84	May	Herts & West Essex	(names) attended to my father who has dementia today following a fall, they treated him with respect and kindness. We talked through the best options for dads care as I wanted to avoid A&E if possible. They gave my mother time to talk and be involved as well.



Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
86	May	Herts & West Essex	Called 999 as husband became very unwell. Ambulance arrived approx 10 mins. (name) and his team were excellent. Calm professional put our minds at rest. Very thorough and nothing was too much trouble. Answered every question explaining in detail. Very very grateful Thank you.
90	May	Herts & West Essex	The two ladies, (names) were amazing, extremely professional, kind and patient, they made me feel at ease in a stressful situation.
107	May	Herts & West Essex	The ambulance arrived within 30 mins. Both paramedics were pleasant, polite and considerate. More importantly they were professional and thorough. They determined my husbands needs and quickly arranged for him to attend hospital. They were very considerate of my worries and made sure I was able to follow, on arrival at A&E they handed my husbands care to staff in resus, informed the staff I was outside the department and ensured that I had somewhere to sit whilst I waited. Before leaving they again checked I was ok this was a stressful and worrying experience which was alleviated by their kindness.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
103	May	Herts & West Essex	The people were professional, friendly and made me feel at ease.
110	May	Herts & West Essex	Very prompt and efficient response to 999 call.
113	May	Herts & West Essex	The call handler was excellent and so was the follow up call from a paramedic. However, the fact that an ambulance was not able to be sent to me when I was in crisis was very scary hence my rating of neither good or poor.
116	May	Herts & West Essex	They arrived much more quickly than we anticipated. They were calm, efficient, professional and caring - exactly what was required.
120	May	Herts & West Essex	Because of the care and attention I received.
122	May	Herts & West Essex	Their whole approach from arrival to transferring me to A & E at Princess Alexandra in Harlow was reassuring and totally professional. They carried out a number of tests and procedures the results of which were explained to me very clearly so at all times I was fully aware of what was happening.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
125	May	Herts & West Essex	Because the ambulance arrives in less than 45 minutes from the call. The medics were knowledgeable, efficient and respected my dignity. They took me to hospital and waited with me outside A&E whilst nurses and doctors came back and forth from hospital to ambulance. They made sure I was comfortable at all times and that I understood what was going on. I have no complaints whatever about the care I received from the 2 medics.
127	May	Herts & West Essex	The crew were professional and attentive, listening to answers and clearly using that information in their assessment. They adapted their speech and terminology to suit (both my wife and I are first aid instructors and had a good grasp of the clinical situation) in order that I did not feel 'talked down to'. They were calming and reassuring.
134	May	Herts & West Essex	Fast response, within 10 minutes. advice and support professional and reassuring excellent person skills follow up plan arranged by paramedic and doctor very reassuring.
150	May	Herts & West Essex	They were brilliant.
151	May	Herts & West Essex	Your paramedics were first class.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
161	May	Herts & West Essex	I had to call the service twice, firstly just after midnight and then again in the morning (a Saturday, the paramedics again took my b.p. did an ecg they transported me to Waford general hospital after 1/4 hours they left me in hospital care.
167	May	Herts & West Essex	My care was paramount in the behaviour of all the staff, from my phone call to being given to the hospital, not once did I have any concerns with the quality of attention.
189	June	Herts & West Essex	I am 73 years old and was laying on the floor with a 4" gash to the front of my leg, blood everywhere, very frightened and was told that I would have to wait 480 minutes for an ambulance. Not an acceptable time for a pensioner.
193	June	Herts & West Essex	Ambulance arrived quickly, staff polite/friendly, fully checked my daughter over and took her into Harlow hospital.
200	June	Herts & West Essex	They were very kind and caring. they did all the tests and made me feel comfortable and then transferred me to A&E in Harlow Hospital.
207	June	Herts & West Essex	The ambulance arrived reasonably quickly and the paramedics were very nice, pleasant and reassuring, and advised

			what I should bring to hospital. They stayed with me until the room was ready.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
226	June	Herts & West Essex	Despite our family was having COVID. Team attended me immediately and very well. Explained the situation very well. Overall happy with the set and emergency visit.
234	June	Herts & West Essex	Checked me out and gave me an ecg and assured me that I was ok.
240	June	Herts & West Essex	The paramedics were very caring helpful and nice.
248	June	Herts & West Essex	Prompt, professional, kind, reassuring.
261	June	Herts & West Essex	The service when provided is very good.
264	June	Herts & West Essex	Total care, had time for me, made me feel safe.
3	April	Mid & South Essex	The paramedic (name) was fantastic. Very thoughtful, thorough and professional.
5	April	Mid & South Essex	It was excellent.
32	April	Mid & South Essex	The ambulance came very quickly. The paramedics were very pleasant, polite and very efficient. I was immediately reassured.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
39	April	Mid & South Essex	The ambulance service staff were very thorough, helpful and relaxing.
40	April	Mid & South Essex	My mother waited from 16.00 when the call was first made to the 111 service until 01.30 the next morning for the ambulance to arrive. That said, the service provide by the two paramedics was excellent, they were professional but also very understanding and caring towards my mother is is 90 years old.
48	April	Mid & South Essex	The ambulance crew were professional, caring and very gentle when treating me.
50	April	Mid & South Essex	I was treated at home by a very efficient team from the ambulance after doing an ECG I was transported by them to Southend Hospital A&E after a short wait I was admitted to find later I had suffered a heart attack. Without the prompt action of the ambulance service and team I may not be here today.
75	April	Mid & South Essex	The doctor advised we had at least 12 hours wait. As most of that time was spent asleep so forewarned the wait was acceptable.
83	April	Mid & South Essex	I do understand the ambulance Corp is under pressure but they still arrive in fair time, within half hour.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
100	May	Mid & South Essex	The team were tender, polite and very caring.
102	May	Mid & South Essex	I was pleased with the length of time I waited for the paramedics to arrive and their thorough care and knowledge. There was a long wait at the hospital which I was fine with as not in any danger but I do feel this system needs looking at as the valuable paramedics need to get back out there helping others far quicker.
98	May	Mid & South Essex	I had a fall and broken my foot and was in extreme pain and distress. Someone rang 999 on Monday 30th May 22 at about 5.30 pm. She was told there would be an 6 hour delay and to leave me at the bottom of the stairs and do not move me. I had never ever felt pain like it and was screaming in pain. I then had chest pains I thought I was going to die. She rang back and they said they would send someone sooner but still took over an hour to arrive. I must say the crew was fantastic. I need to know why you are not able to respond sooner. I must say it's quite worrying that you are leaving people in this state.
100	May	Mid & South Essex	The team were tender, polite and very caring.



Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
102	May	Mid & South Essex	I was pleased with the length of time I waited for the paramedics to arrive and their thorough care and knowledge. There was a long wait at the hospital which I was fine with as not in any danger but I do feel this system needs looking at as the valuable paramedics need to get back out there helping others far quicker.
105	May	Mid & South Essex	They were professional, efficient and reassuring.
136	May	Mid & South Essex	Because it was excellent service and care.
138	May	Mid & South Essex	because it was a very good service - this is stupid question to ask
139	May	Mid & South Essex	Paramedics very caring.
164	May	Mid & South Essex	Service phoned at 3pm and ambulance eventually arrived at about 11.30pm.
174	June	Mid & South Essex	First responder was very attentive and thorough with all he did.
186	June	Mid & South Essex	All 4 crews patient, kind, reassuring.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
148	May	Mid & South Essex	<p>The operator on the phone when my husband called was very good, she was trying to help me while I needed to wait for the ambulance to arrive. When the ambulance crews arrived they start to help me with the pain, they been very friendly, professional and knowledgeable. They make me comfortable during the transition to the ambulance and during the journey to the hospital and they made sure I was taken care of when I got to the hospital. Even after I was taken into care by the A&amp;E at Basildon hospital the lady from ambulance paramedic Emily came back and brought me my phone as my husband wasn't let in to take care of me, and later on the the paramedic on training Ben, been back for something in the A&amp;E department had come and asked how I am and how my investigation for my accident is going. But all 3 paramedics from the ambulance, sorry I can't remember the name of the other gentlemen, but I was in a very bad pain that day, all 3 have been brilliant and I only have high praise for them and for the others paramedics have been attended my house for the past two years, when I been in trouble with my health issues.Thank you to you all.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
203	June	Mid & South Essex	Ambulance came very quickly and examined my husband very quickly and decided he needed to be in hospital.
216	June	Mid & South Essex	Treatment and concern was very good.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
199	June	Mid & South Essex	The ambulance came very quickly and they thought I had COVID, which it turned out I had. When we got to the hospital there was a 3hr wait outside the hospital but the girls were lovely and went and found me a drink and a sandwich. Once in hospital they did another test and said it was definitely covid and to go home and rest as much as possible. The only complaint was the unisex toilet in A&E at Bromfield wasn't very clean, there was toilet paper strewn everywhere and could be a source of infection, I didn't like using it as it was so dirty but I had to.
220	June	Mid & South Essex	Ambulance arrived very quickly and the service provided by the crew was excellent.
231	June	Mid & South Essex	The crew were very patient with me and kept me calm and informed about what was happening to me. They were a credit to the service.
223	June	Mid & South Essex	The Staff were very attentive and professional. The call handler was also great. But the time it took them to arrive was ridiculous. I suffered a ruptured womb which was a very small rupture, 6 years ago I had the same problem and at the time I was 32 weeks pregnant the ambulance arrived in a fraction of the time and rushed me to hospital I was told then that if I was 10mins later both myself and my baby

			would not have survived. If this had happened in June I would not be here to write this. Something has to be done to increase the staffing levels as I truly believe lives are being lost because of this.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
241	June	Mid & South Essex	I should like to emphasise I have given this answer due to the delayed response to my emergency. After a heavy fall, I lay on the ground in severe pain totally unable to move. It was obvious to me there was something seriously wrong and I had broken something. My wife called 999 and was informed there were delays and the response time was around 90 minutes. In the end, and after several more 999 calls, I was on the ground for nearly six hours waiting for an ambulance to arrive. I found this extremely distressing. When the ambulance did eventually arrive, I cannot fault the treatment I received from the ambulance technicians themselves - the girls were very caring and efficient.
246	June	Mid & South Essex	The ambulance medics were very polite & caring.
250	June	Mid & South Essex	The paramedics were brilliant helpful knowledgeable and understanding. The ambulance arrived within 45 minutes of the request. I have only compliments for the paramedics very reassuring.
254	June	Mid & South Essex	Paramedics were very thorough and caring.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
258	June	Mid & South Essex	I was checked very thoroughly. Consideration was given to my age and help was applied as necessary. The medics were kind and polite. The information was they took after tests was sent to my GP who called me the next day.
9	April	Norfolk & Waveney	Would of been very good if it hadn't been for one of the crew.
14	April	Norfolk & Waveney	The treatment received was outstanding.
22	April	Norfolk & Waveney	They were professional kind and reassuring.
28	April	Norfolk & Waveney	Came faster than expected. Very efficient and kind.
31	April	Norfolk & Waveney	From the arrival of the first responder who arrived very quickly, followed by Jed the paramedic and a few moments later the ambulance arrived, all were brilliant and I have to say my experience of the service was A1 and I quite honestly cannot see how anything can be improved.
29	April	Norfolk & Waveney	I contacted 999 after first experiencing numbness in my right hand (shortly followed by complete loss of use). The ambulance arrived quickly and the paramedic diagnosed a possible stroke, on route to the N&N the crew contacted the stroke dept and we were met on arrival

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			and by one of the stroke team, thrombolised and scanned. So from first contact to being admitted onto the stroke ward I'd been dealt with in a totally professional manner.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
34	April	Norfolk & Waveney	The paramedic and the two young ladies who attended me were wonderful as always. Everyone puts you at ease when your feeling really ill and everyone of them should be commended for their guidance, help and assurance when your feeling really ill.
47	April	Norfolk & Waveney	The staff were patient and easy to understand. I felt complete confidence in them.
52	April	Norfolk & Waveney	Paramedics were thorough, professional and caring.
53	April	Norfolk & Waveney	Ambulance arrived within the hour and I was treated with courtesy and respect
55	April	Norfolk & Waveney	They arrived within 20 mins and were superb. Very calming, capable and professional. They straight away got my Mother (the patent now in care) on oxygen and were so kind and gentle with her that she was instantly at ease with both the professionals and I could see that she put her trust in them straight away.
62	April	Norfolk & Waveney	Friendly and efficient.
70	April	Norfolk & Waveney	The great efforts of the paramedics saved me from going to hospital.

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74	April	Norfolk & Waveney	The staff were so good & caring, friendly but very dedicated & professional. I waited too long for an ambulance.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
92	May	Norfolk & Waveney	Called ambulance for my 89 year old father in law whom fell down the stairs a broke his hip. We then waited 7 hrs for one to arrive he has dementia and was in a care home residence, so I am disappointed that this happened this way for him. I appreciate you guys do an amazing job but this was unacceptable.
99	May	Norfolk & Waveney	The Medical Team were very quick, caring and thorough.
101	May	Norfolk & Waveney	Attended very quickly in about 20 minutes.
121	May	Norfolk & Waveney	The team where fast, friendly and put me at ease. I was cared for by a 3rd year paramedic student and had every faith in her abilities.
124	May	Norfolk & Waveney	Fantastic service.
128	May	Norfolk & Waveney	The medics very efficient with friendly and helpful manner.
144	May	Norfolk & Waveney	Staff were compassionate, thorough in their observations, tests etc and made the patient feel comfortable.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
157	May	Norfolk & Waveney	Paramedics were very efficient, polite and very caring This was the second time this year - first time in January, equally as good.
158	May	Norfolk & Waveney	Extremely kind and caring ambulance staff.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
171	May	Norfolk & Waveney	Ambulance personnel were calm, considerate and reassuring, professional in every way.
180	June	Norfolk & Waveney	The paramedics listened to my story, were very professional, courteous and friendly.
181	June	Norfolk & Waveney	Apart from having to wait 2.5 hrs for it to come it was very good service. Excellent crew did all they could to relieve my pain so they could get me down the stairs & kept talking to me very friendly.
183	June	Norfolk & Waveney	Oh my! It was brilliant. Was phoned first from Chelmsford by a paramedic, was told I qualified for an ambulance but it would be a long wait. Half an hour later there it was. How those two young women got a trolley into my front room I'll never know, but they did. They were so practical, knowledgeable and reassuring in their manner, this did an enormous amount to comfort me as I was trying not to show how distressed I was feeling. I simply cannot praise them and the ambulance service enough. We are so fortunate to have it.
187	June	Norfolk & Waveney	Polite, understanding paramedics. Explained in my language and listened to me. They explained all forms and against points of going into hospital but let me decide how I wanted to be treated.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
210	June	Norfolk & Waveney	The paramedic rang ahead to prepare the hospital for my arrival. Probably saved my life. We took a back road because they spotted an accident on the main road.
211	June	Norfolk & Waveney	The only reason I did not tick "very good" was due to the delay in the ambulance getting to us. In this case it was not a problem and I know response times are poor but also way out of your control. However, I feel it needs to be mentioned. Once the crew arrived they were wonderful and managed my husband and his Alzheimer's mind, very well.
212	June	Norfolk & Waveney	Ambulance people great. Wait for ambulance dreadful.
215	June	Norfolk & Waveney	Service was very good and helped me no end.
230	June	Norfolk & Waveney	Due to high demand, ambulance unable to come out before able to get to hospital by car with family member.
236	June	Norfolk & Waveney	I had 4 paramedics they were all very friendly put me at ease helpful.
237	June	Norfolk & Waveney	Treatment was spot on.
244	June	Norfolk & Waveney	Can't fault service.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
265	June	Norfolk & Waveney	Because when I phoned on Tuesday 28th June at approximately 1 pm there were no ambulances available and the operator didn't even ask what one was needed for.
266	June	Norfolk & Waveney	Ambulance arrived within the time frame given by the call handler and the gentlemen who attended were very professional.
1	April	Suffolk & North Essex	My husband suffered a diabetic hypo on Tuesday evening, 5th April whilst we were at the Red Lion pub in Martlesham and lost consciousness for several minutes. Two ladies having a meal close by came over to help - (Names) - off duty paramedic and technician who immediately called an ambulance which arrived within minutes. They were all very efficient and kind and supportive. Eventually it was decided that he should be taken to A&E for more tests. My husband was very wellcare-for by the ambulance staff and the two off-duty ladies were anxious to make sure that I was OK.
17	April	Suffolk & North Essex	Called 999 and was told upto 80 minutes.. ambulance crew where here 5 minutes of hanging up.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
2	April	Suffolk & North Essex	The reason why we gave very good overall experience; We called 111 for advice on Sunday afternoon and the call handler was very good. He went through list of symptoms and gave us advice on appropriate care also sent an ambulance. When ambulance and paramedics arrived they were very good asked me questions about my symptoms talked me through step by step what they were going to do. Performed ECG /Checked Blood pressure /Glucose and Sat levels. I was advised by the paramedics as my blood pressure was high and I had just changed my Hrt I needed a Gp referral and that I was to have a review of my medication.
20	April	Suffolk & North Essex	There was a 9-10 delay for ambulance, I was asked to pack a bag and make my own way to A&E.
23	April	Suffolk & North Essex	I was made at ease straight away by two really polite people.
27	April	Suffolk & North Essex	Paramedics cheerful and very professional.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
35	April	Suffolk & North Essex	Had 3 paramedics. As a man of 70, these 3 young women did not make me feel uncomfortable. There was a trainee who was given the opportunity to learn on the job. They gave me thorough examination covering all medical assessments. They are courteous, respectful and professional. They went out their way by contacting my GP to make sure I received a pain killer the following morning.



Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
41	April	Suffolk & North Essex	Staff very thorough, patient and kind. Good communication to daughter of patient of what was happening. The only reason I've rated service as good and not very good is because of a delay in attendance which could have been crucial to survival if delay had been any longer.
46	April	Suffolk & North Essex	Ambulance was called but never arrived, had to make other arrangements.
54	April	Suffolk & North Essex	Response was appropriate and timely. The 1st responder and paramedics were very professional and made me feel that they knew what they were doing. Great examples of how it should be done.
60	April	Suffolk & North Essex	The two female Paramedics, were very professional and friendly, spent time keeping us calm and well informed, as they had to call the Papworth surgical on call team to gather more information.
63	April	Suffolk & North Essex	The ambulance was here in good time. The crew were absolutely fantastic and I couldn't praise them highly enough. They were friendly and caring.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
64	April	Suffolk & North Essex	Because I had a head injury and was unresponsive. But my son was with me evidently, they waited at least 1 hour + then my daughter arrived phoned you again, I was up graded as I was unresponsive then another 30 minutes.
85	May	Suffolk & North Essex	2 very kind paramedics attended my home after I had been advised to attend A&E by the hospital as I had bleeding following surgery. They checked me over and advised me it didn't require A&E but could wait until clinic visit.
87	May	Suffolk & North Essex	The crew where both kind and give very good care.
91	May	Suffolk & North Essex	Arrived promptly to deal with bad neck and head injury. Another ambulance also called in to help get me down some difficult stairs into ambulance.
93	May	Suffolk & North Essex	I have a heart condition and dialled 999 because I had central chest pain. I was told and ambulance would be two hours. I told them not to bother and my daughter took me to the hospital. Despite cancelling the ambulance one did turn up six hours later (by this time I was on a ward at Colchester General).
96	May	Suffolk & North Essex	Absolutely professional and kind.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
108	May	Suffolk & North Essex	Very professional kind and understanding.
115	May	Suffolk & North Essex	The paramedics made it perfectly clear they weren't happy about the stairs to my flat. Apart from explaining what they were going to do and a couple of questions they didn't speak to me or tell me what was happening when waiting to go into hospital whilst I lay in the ambulance.
119	May	Suffolk & North Essex	Prompt arrival and competent team.
131	May	Suffolk & North Essex	Paramedics were friendly and reassuring. They knew I was in a lot of pain and kept me calm. They didn't leave me until they knew I was comfortable and taken care of.
132	May	Suffolk & North Essex	They quickly arrived and were very sympathetic and caring.
140	May	Suffolk & North Essex	Ambulance arrived quickly and drivers were very helpful and professional.
141	May	Suffolk & North Essex	Excellent communication and manner. Treated my Dad with respect always and us as a family.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
143	May	Suffolk & North Essex	The two Ladies who came the night before were excellent spending time to take my BP temp pulse and even gave me a ECG, leaving me to wait for the on duty doctor to call me later, this I agreed with them to do , as I did not want to go to AE on a Saturday night, Doctor came 22.00pm but could not give me any more pain relief. In the morning I could not cope with the severe pain in my right hip, so phoned 999 again for help, they sent me another ambulance crew to come and assess me again, these two men were again excellent, and assessed me, and advising me to go to the hospital which was what happened, I can't thank the two teams enough god bless them.
153	May	Suffolk & North Essex	Met two very nice paramedics.
166	May	Suffolk & North Essex	We found the service to be very quick to respond. Medics excellent and very efficient and reassuring. No complaints at all.
168	May	Suffolk & North Essex	Had to wait when getting to hospital to see doctor, long wait.
172	May	Suffolk & North Essex	You took 11 hours to get to my father, aged 95, who was left on the floor for that time.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
173	June	Suffolk & North Essex	The paramedics were so calming, reassuring and dealt with the incident with professionalism. Given working in small room with 3 police present too. Never forgot how to be compassionate and show empathy.
178	June	Suffolk & North Essex	The ambulance arrived quickly and Ed, the Paramedic, was first-class. He had an easy manner, was reassuring and very professional. He carried out a number of tests very efficiently and, then spent time, calming me down and helping me to recover from the incident. He is a credit to the NHS and the ambulance service.
179	June	Suffolk & North Essex	I first contacted 111 for advice at about 23.45 on 21/6/22 after some discussion it was decided that I should talk to a clinician, after about a 2 hour delay with no response my wife patched me up and we decided to go to bed and call our GP at 08:00 when they opened, however at about 05.30 I received a phone call to say that they were sorry about the delay but a clinician would call shortly, (I was awakened from sleep to receive this message) at about 07.40 I received a further call from a clinician who suggested they would send a paramedic to attend. I was now between a rock and a hard place; I explained that I would attempt to arrange an appointment at my GP Surgery however

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			they had already set up an ambulance to attend. At about 12.55 the ambulance arrived and attended to my wound. They were in fact excellent and gave treatment probably better than I would have received elsewhere.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
192	June	Suffolk & North Essex	The paramedics were so lovely and calming and caring. They were so professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
195	June	Suffolk & North Essex	My daughter was having difficulty breathing and the paramedics were brilliant with her. Told her everything they were doing. My daughter deteriorated throughout the night and had to be intubated and needed to be transferred to Addenbrookes, the paramedics who took her to Colchester waited outside the ambulance for her to be taken onboard which meant a lot. She was very poorly and if they hadn't taken her to Colchester, we would be in a very different position right now.
197	June	Suffolk & North Essex	I could not fault the paramedics they were thorough made sure I didn't need hospital and waited until they sorted out medication from my gp to ensure to best of their ability that I was medically safe. They didn't once make me feel like I was a bother even though I was conscious how busy they are. They are a credit to the service.
201	June	Suffolk & North Essex	Your service was very quick, the Paramedics were excellent.
202	June	Suffolk & North Essex	Everyone involved provided a great service in my husband's time of need.
205	June	Suffolk & North Essex	The ambulance took 19.5 hours to arrive. The staff who finally arrived were

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			professional and extremely kind and sympathetic.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
218	June	Suffolk & North Essex	Arrived in 30 minutes, did full observations, determined likely problem, reassured me and transferred to hospital.
242	June	Suffolk & North Essex	The ambulance arrived within 10 minutes and the crew were very helpful. They provided pain relief and made sure I got to hospital as comfortably as possible.
249	June	Suffolk & North Essex	Because the ambulance team arrived in approximate time stated. They were thorough and very caring and gave my husband all the time needed.
255	June	Suffolk & North Essex	Right from the initial call to the emergency services, the response was immediate, the concern and support given from the gentleman on the phone was amazing. The Emergency team arrived within minutes, they were incredibly professional, they calmly dealt with the situation, they were extremely caring, supportive, understanding and absolutely outstanding from the second they arrived. I truly cannot thank them enough and for the way they all acted above and beyond.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
267	June	Suffolk & North Essex	The ambulance arrived very quickly and when they arrived the paramedic knew exactly what happened to me and treated accordingly. They were professional and compassionate to my needs. Considering the problems that the NHS has with long term under funding and increases in demand, This was the second ambulance I had need of, the first having taken me from my home town hospital to a specialist hospital 50 miles away; both crews were brilliant. Thank you very much.
268	June	Suffolk & North Essex	The East of England Ambulance Service NHS Trust are hardworking, disciplined, courageous, kind, caring, empathetic, understanding, compassionate and above all are Professional and dedicated in their attitude to their work as a team and as individuals as mothers, daughters, sisters, brothers, fathers, grandfathers, grandmothers, nephews and nieces. The East of England Ambulance Service gave me spontaneous, undivided care and attention. They were concerned, eager to help and respectful to me as an individual and had always at the front fold of their minds doing their utmost best for (name) and her needs.
88	May	Unknown	They looked after me very well.

89	May	Unknown	Although the ambulance took many hours to arrive as it was let on a Saturday night, the team were excellent, sensitive and patient with my 94 year old mother who had fallen. Nothing was too much trouble for them.
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**Additional comments received in response to the question: "How would you rate the handling of your emergency call?"**

Patient number	Month	Area	Comments received in relation to call handling question:
67	April	Beds & Luton	My Nan had fallen over and pressed her emergency button, she was unable to reach the phone.
69	April	Beds & Luton	I am on Careline and they called ambulance as they couldn't get hold of me as I was asleep.
159	May	Beds & Luton	Ambulance arrived in approximately 20 minutes.
170	May	Beds & Luton	As above unnecessary worry and miscommunication.
191	June	Beds & Luton	A friend rang 999 on my behalf as I was unable to speak.
194	June	Beds & Luton	The tossing around took over 3 hours, telling my wife to call 111, saying it was not urgent and different excuses before an ambulance was eventually sent after 3 hours of tossing around.
221	June	Beds & Luton	Wait of 5 hours outside A and E.
225	June	Beds & Luton	Outstanding, because I had chest pains and trouble breathing the ambulance was here in 5 minutes.
259	June	Beds & Luton	Dealt with very caringly and efficiently.

Patient number	Month	Area	Comments received in relation to call handling question:
19	April	Cambs & Peterborough	I did not call, a family member did.
21	April	Cambs & Peterborough	Brilliant. A paramedic listened to what was wrong and decided to send an ambulance.
25	April	Cambs & Peterborough	My wife called 999 and got through quite quickly they were very helpful and kept us calm whilst we waited for the ambulance.
43	April	Cambs & Peterborough	I have been living in France for 12 years and although back in this country now, I am rarely ill. I was unsure of why the GP couldn't give me a second prescription and asked him twice when he said I must go to A and E after 7 days antibiotics. I was also not sure what 111 was, but I would hesitate before ever ringing it again.
45	April	Cambs & Peterborough	Very reassuring voice, listened to my concerns, rang me back to keep me informed as to how long I would be waiting and to check my condition had not changed.
49	April	Cambs & Peterborough	Professional and caring.
81	April	Cambs & Peterborough	The lady on the phone was calm, extremely helpful and stayed on the line with me until help arrived.

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Patient number	Month	Area	Comments received in relation to call handling question:
111	May	Cambs & Peterborough	Great service considering that I was told that I would have to wait for approx 50 minute and then in very little time an ambulance was at the scene.
154	May	Cambs & Peterborough	111 made the call.
163	May	Cambs & Peterborough	I always get through on the phone.
169	May	Cambs & Peterborough	As stated above the actual phonecall was unhelpful and distressing.
213	June	Cambs & Peterborough	Yet again hearsay my wife told me that the control room where very supportive and kept talking to her until the ambulance arrived.
243	June	Cambs & Peterborough	The person who answered the call was very polite and comforting.
253	June	Cambs & Peterborough	The call was made by a first aider on my behalf.
257	June	Cambs & Peterborough	As previously stated response time was not acceptable.
262	June	Cambs & Peterborough	Unfortunately, hospital understaffed and I had to wait all night before seen and assessed.

Patient number	Month	Area	Comments received in relation to call handling question:
6	April	Herts & West Essex	The length of wait for the ambulance to arrive was long but am grateful as it could have been longer.
10	April	Herts & West Essex	I was told it would be a 2hr wait for a crew which was upsetting but I was reassured that a clinician would phone me before then and I was told to phone back if my condition changed. The staff are doing a fantastic job in difficult times.
16	April	Herts & West Essex	Great service outstanding.
61	April	Herts & West Essex	It was actually my partner who called 999 as I was doubled up in pain and unable to call myself. He was with me. Paramedics were thankfully with us within approximately 20 minutes.
65	April	Herts & West Essex	The 111 man was kind and patient and thorough with his enquiries of my condition.
78	April	Herts & West Essex	Call handler was aware of the situation Wife was in a wheelchair with MS. Fell out of the Wheelchair and landed straight on her face, as she could not use her hands to stop the fall. But stated there would be a 90 minute wait for an Ambulance.

Patient number	Month	Area	Comments received in relation to call handling question:
84	May	Herts & West Essex	Reported by mother to be patient and kind.
86	May	Herts & West Essex	Very calm.
103	May	Herts & West Essex	111 sent the ambulance.
113	May	Herts & West Essex	The call handler was very calm, took information and was helping me to cope with my symptoms while trying to get me help.
120	May	Herts & West Essex	The paramedics were very comforting and made me feel relaxed talking and asking all the time if I was ok.
125	May	Herts & West Essex	I think I have explained all above.
127	May	Herts & West Essex	My wife tells me that the call handler was efficient and effective.
134	May	Herts & West Essex	Fast response took relevant details.
167	May	Herts & West Essex	Stayed with me until the ambulance arrived, keeping me calm.



Patient number	Month	Area	Comments received in relation to call handling question:
189	June	Herts & West Essex	I was it would be an 480 mins wait for a ambulance, so I rang my GP who advised me to go to urgent care at the QE11. Why couldn't the call handler tell me that?
200	June	Herts & West Essex	I was in shock but could not fault the care and attention I received thank you to all those involved.
226	June	Herts & West Essex	Great service. Thank you very much.
240	June	Herts & West Essex	Just the chasing of the ambulance.
261	June	Herts & West Essex	I would rate it very good.
264	June	Herts & West Essex	I was made safe and was talked to made all easy.
40	April	Mid & South Essex	The 111 service was very efficient and helpful.
48	April	Mid & South Essex	I initially was told a 9 hour wait which reduced to an hour.
83	April	Mid & South Essex	It was a burns/scolds incident and the operative at 999 stayed on the phone to make sure correct treatment was administered until ambulance arrived.

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Patient number	Month	Area	Comments received in relation to call handling question:
98	May	Mid & South Essex	The call handling was very good it was the response that was not. Also I find it quite puzzlingly that there is an ambulance station in Chelmsford which I pass daily on the way to work I always comment to the driver that I felt assured if I ever need an ambulance there are always some waiting there for that emergency call. I understand my ambulance team were called from London?
100	May	Mid & South Essex	The operator stayed on the line with me until the crew arrived.
148	May	Mid & South Essex	Thank you.
174	June	Mid & South Essex	Was unable to put together a coherent conversation so someone else called on by behalf.
254	June	Mid & South Essex	Staff were very efficient, polite, and very clear with their questions.
241	June	Mid & South Essex	The conversations my wife had with the 999 call handler were professional but very frustrating. The handlers/dispatchers are obviously doing their best with the resources they have but their need 'to stick to the script' and inability to offer realistic information about when you will be helped leaves you feeling very vulnerable and frankly 'abandoned'.

31	April	Norfolk & Waveney	Excellent service and I was expertly dealt with before my long hospital admission.
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Patient number	Month	Area	Comments received in relation to call handling question:
258	June	Mid & South Essex	I collapsed and was very ill, my wife called the ambulance and was told the wait was at least 12 hours. My daughter arrived and called again and was told 2 hours. This was the only terrible part of the service.
29	April	Norfolk & Waveney	As much as I was stressed and worried the female paramedic put me at ease. An excellent response and treatment.
31	April	Norfolk & Waveney	Excellent service and I was expertly dealt with before my long hospital admission.
34	April	Norfolk & Waveney	My partner spoke to the ambulance service.
47	April	Norfolk & Waveney	Call was made by a family member.
55	April	Norfolk & Waveney	I was asked quite a few questions but I think the telephone operator soon realised that I was genuine in making the call and very concerned.
74	April	Norfolk & Waveney	My husband rang for an ambulance x3 & was told it would be 14hrs wait.
121	May	Norfolk & Waveney	I didn't make the call but I assume it was good as they came.

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Patient number	Month	Area	Comments received in relation to call handling question:
144	May	Norfolk & Waveney	A member of the public called 999 on witnessing the disabled patient fall.
158	May	Norfolk & Waveney	We didn't contact emergency directly it was through NHS 111.
157	May	Norfolk & Waveney	It took some time for the ambulance to arrive. I was told later that an ambulance on the way to Bedford from Bury St. Edmunds was re directed to our address!

**Additional comments received in response to the question: "Please can you tell us about anything that we could have done better."**

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
181	June	Norfolk & Waveney	The call handler wanted my husband to take me to A& E he said I was in so much pain couldn't get me out of bed & down the stairs.
183	June	Norfolk & Waveney	My husband had taken me to A and E two days before I was admitted. My treatment there was also very good.
210	June	Norfolk & Waveney	My son rang three times.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
211	June	Norfolk & Waveney	My call was answered promptly and dealt with efficiently. I was advised of the delay in the arrival of the ambulance and advised to collect the nearest defibrillator on the meantime. However, I was not given the code and it was only by luck that I managed to find someone who did know the code and could help.
212	June	Norfolk & Waveney	Long wait for ambulance.
265	June	Norfolk & Waveney	I was asked by the operator if I was phoning to check where an ambulance was from a previous call and when I said no, he just said there was a queue for them so asked me to wait on the line and then after a few minutes he said there are nine available so get the patient to A and E without even asking what was wrong with the patient!
236	June	Norfolk & Waveney	My husband phoned them he said they turned up after about a minute and half.
230	June	Norfolk & Waveney	Call handler was brilliant.
2	April	Suffolk & North Essex	Very quick response on call handling.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
17	April	Suffolk & North Essex	I was in a panic due to situation. And couldn't answer properly... and the call handler was patient and calm and happy to repeat.
20	April	Suffolk & North Essex	My call to 111 was made at 15.15 on 3rd April I eventually got contacted at 09.00 4th April.
35	April	Suffolk & North Essex	I was in great deal of pain from a gall bladder problem and again the response was professional, caring and thorough. I was made to feel that I was important and my contact was totally appropriate. Fantastic.
46	April	Suffolk & North Essex	Told Ambulance was on its way then told later it would not arrive.

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
60	April	Suffolk & North Essex	The call was answered very promptly, and dealt with in a very calm and patient manner.
64	April	Suffolk & North Essex	I didn't make the call.
87	May	Suffolk & North Essex	Just very caring.
91	May	Suffolk & North Essex	Husband made the 999 call and was happy with their advice. He called back after 30 mins or so to check on ambulance ETA and was told they were nearly there...and they were.
96	May	Suffolk & North Essex	Ambulance called by alarm response company.
104	May	Suffolk & North Essex	Didn't tell us we had to wait for an hour just said the ambulance will be here.
115	May	Suffolk & North Essex	The first time my friend rang she was told they would arrange a call back from a GP for a prescription. The GP said call an ambulance. The second time my friend called she was told it could take up to 8 hours.
140	May	Suffolk & North Essex	Call operator was very helpful and reassuring.
173	June	Suffolk & North Essex	I was treated well by call handler, but a little anxious to be in a queue.

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179	June	Suffolk & North Essex	After the initial delay the treatment was excellent.
<b>Patient number</b>	<b>Month</b>	<b>Area</b>	<b>Comments received in relation to anything we could have done better question:</b>
192	June	Suffolk & North Essex	The handling of the call was very fast and everyone concerned were very helpful and professional.
201	June	Suffolk & North Essex	This was a 999 call and as I believe the person at the time of my accident received excellent advice from the control room.
205	June	Suffolk & North Essex	I had to wait in a queue for 999 call to be answered.
218	June	Suffolk & North Essex	Call handler was very calm and reassuring.
242	June	Suffolk & North Essex	My partner called the ambulance on my behalf as I had passed out.
249	June	Suffolk & North Essex	The paramedics left the ECG report in case I needed call the service again so the next team had details of what my husband suffered. They felt at this specific time it would better for my husband to stay at home and all being well see our GP in the morning.
267	June	Suffolk & North Essex	Superb service.
268	June	Suffolk & North Essex	The East of England Ambulance Service were always concerning provide help, care

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			and dedication to the most critical and vulnerable members of the community.
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Patient number	Month	Area	Comments received in relation to anything we could have done better:
106	May	Beds & Luton	Nothing.
147	May	Beds & Luton	The ambulance staff were great. But on arrival at Luton and Dunstable hospital I was dumped in a&e in a wheelchair unable to breath and very worried. I contacted my husband who was not allowed in the ambulance with me (I understand due to covid) to come up to the hospital as I was dumped in A&E.
194	June	Beds & Luton	The operators should show more empathy and understand the situation people are really going through because I don't see why anyone would call an ambulance if the situation wasn't really bad.
221	June	Beds & Luton	My head more secure in ambulance has it kept getting bumped traveling in the ambulance.
225	June	Beds & Luton	Everything was wonderful.
21	April	Cambs & Peterborough	The service was spot on. They assessed the situation and contacted my doctor to amend my medication and arrange for tests to be done at the hospital next week.
43	April	Cambs & Peterborough	Again, this comment is more for the 111 lady. I am 72 and therefore a Senior Citizen. However, in spirit I am not old, infirm or losing my marbles. She treated me like someone much older, almost senile.

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
45	April	Cambs & Peterborough	The crew were great they could not have done any more, I waited a few hours but I understand why.
49	April	Cambs & Peterborough	With my experience from calling my hospital help line to phoning for the ambulance everything ran smoothly. They also gave me reassurance from start to finish.
81	April	Cambs & Peterborough	Nothing, as I said our experience from the minute we phoned 999 was fabulous, all staff involved, brilliant. If this is the quality of all staff in our region dealing with 999 calls, we're in safe hands. Such a shame the same can't be said about the local GP service.
111	May	Cambs & Peterborough	I was more than satisfied with the experience.
145	May	Cambs & Peterborough	Was surprised that for chest pains spreading across the front of my chest and between my shoulder blades with nausea and feeling faint that the estimated time for an ambulance would be up 180 minutes or longer.
169	May	Cambs & Peterborough	The 999 phone operator should be given more training in my opinion. She did not offer support or experience at the time. In my panic, I found her to be more distressing than informative and helpful.

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
228	June	Cambs & Peterborough	Nothing.
243	June	Cambs & Peterborough	No, they were amazing. Being a staff nurse I save patients life but they have saved my husband's life. No words to thank 🙏🙏🙏

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
257	June	Cambs & Peterborough	The ambulance crew were not at fault in anyway and were very professional, It is the response time that is critical in an emergency situation. This is not the fault of the NHS but the governments duty to inject more cash to improve services and help save lives.
13	April	Herts & West Essex	None you did great.
16	April	Herts & West Essex	Nothing the whole experience was fabulous.
61	April	Herts & West Essex	The paramedics did everything they could, I couldn't be more grateful - unfortunately, the hospital originally thought it was just my gallbladder but it was that AND a perforated ulcer in my stomach which had been leaking stomach bile/acid all over my other organs for approximately 5 weeks. It's only because my stomach had split open that I knew how serious it was - had been in hospital November 2021, biopsies were done in March and we think this had happened then - I had been contacting my GP to say I was getting worse and my symptoms were becoming unbearable but I was ignored. Because none of my emails had been recorded, my condition hadn't been flagged up as fatal.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
68	April	Herts & West Essex	Response time was good, they saw to my needs and at A&E getting a bed and admitted to a ward. Took 16hrs which in my opinion needs to be looked at as it's an awful long time to be left on a trolley and to be offered 1 cup of tea and a cheese sandwich. I leave you to make your own mind up about this to see if it needs looking at?
71	April	Herts & West Essex	Administration of appropriate analgesics much earlier.
78	April	Herts & West Essex	The Call Handler did not understand the Gravitas of the situation and did not want to send an Ambulance to start with and tried to advise that another Health Professional would be in contact.
84	May	Herts & West Essex	Nothing, as said they were kind and respectful of dad. Were pragmatic in their approach to his care and listened to my concerns when supporting decisions over his care I noted good teamwork between them, a keenness to offer advice and support during their time with my parents.
86	May	Herts & West Essex	(name) was very busy. Husband assessed in the ambulance unfortunately for 6 hours however he was warm and comfortable and a paramedic or technician stayed with him. Overall, a brilliant service. Very grateful.

113	May	Herts & West Essex	Everyone involved did their best but the service needs more resources (we all know this!!) I was very scared.
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Patient number	Month	Area	Comments received in relation to anything we could have done better:
127	May	Herts & West Essex	<p>With reference to this survey there is no logical way to jump to this question ('Please tell us about anything that we could have done better:') which, I suggest, should be Q24. I think the 'Not applicable' response to Q20 is lacking a 'Go to Q24' because Q21, Q22, and Q23 are not meaningful if the answer to Q20 is 'Not applicable'. With reference to the care provided my only comment was that the satnav used a route that took it through a town centre rather than around the ring road. In my case it simply delayed the ambulance getting to the hospital (and therefore delayed it becoming available for retasking) but under other circumstances the delay could have been life threatening. I understand from the crew that the satnav is a known problem and that in an emergency they would probably use their phone in preference. As a professional spatial data manager the use of out of date or poor quality data in a satnav is a cause for concern. With reference to the handover at the hospital there was a delay because data was for whatever reason unavailable to the hospital. I suspect this may have been related to the ambulance coming from Cambridge and doing handover at Harlow which, if I understood the conversation I overheard correctly, was in some way 'out of area'. If this resulted in a delay in transferring the patient care record (or resulted in a partial transfer)</p>



			then whilst that was unlikely to affect my outcome it would not be difficult to construct a scenario where it could severely affect the outcome. This is, I suggest, a cause for concern.
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Patient number	Month	Area	Comments received in relation to anything we could have done better:
134	May	Herts & West Essex	Nothing. Excellent service!
161	May	Herts & West Essex	Nothing really, I had to wait about an hour for the first callout, but if know how busy the ambulance staff are, like I say the first call was in the early hours of Saturday morning, the second time was about 1/2 hour. I get quite annoyed when I hear the service being slagged off, the paramedics can't be everywhere at once. Ok, I know my problem wasn't life threatening, but I was still in alot of pain over the years I've had quite a few stays in hospital for different things. I've always said over worked and underpaid, for me I've said to lots of NHS staff that you lot are the angels without wings, so yes a very grateful person.
167	May	Herts & West Essex	Nothing absolutely perfect.
176	June	Herts & West Essex	The staff need to listen to a parent who has hand a condition for 22 years If they don't believe her call the number on her medic alert bracelet They refused my treatment needed and treated me very badly.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
189	June	Herts & West Essex	If they were not going to send a ambulance, why couldn't they have given me alternative advise on where to go, like my Dr's surgery gave me. They advised me to go to urgent care at QE11 and because of the size of the wound (4" gash) they saw and treated me immediately, in and out in 15 mins, well done to them for recognising the urgency.
240	June	Herts & West Essex	The paramedics were great, just the sitting in the ambulance. But they monitored and controlled my pain.
261	June	Herts & West Essex	I can tell you about anything that could have done.
264	June	Herts & West Essex	No, it was all good and more. Fed and watered, took good care.
120	May	Herts & West Essex	I cannot say that I could have received any better care than I was given. I would like to thank all those who were involved in my care that day I put a post on Facebook when I got home several days later saying the same excellent service.
125	May	Herts & West Essex	Nothing. I believe all that could be done was done.
32	April	Mid & South Essex	Nothing.

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
83	April	Mid & South Essex	Really cannot add, the service was first class and I was cared for professionally. Extremely grateful to ALL persons involved in looking after me from paramedic, ambulance crews, Basildon Hospital staff, Broomfields burns ic staff to burns recovery staff, all brilliant.
98	May	Mid & South Essex	Get an ambulance to me sooner.
136	May	Mid & South Essex	Give the Paramedics more help with writing notes by providing them with the technology, of tablets and computers. Also do not expect them to learn how to use them in their own time.
100	May	Mid & South Essex	Absolutely nothing could have been better in any way. Heartfelt thanks to all involved.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
164	May	Mid & South Essex	As husbands wife all I can say is that due to the fact I am partially disabled one of the ambulance people (think his name was) came up to my bedroom and delicately told me that he did not think my husband would live much longer. This was not a surprise but he was very empathetic and treated me with lots of care and consideration. They have a horrible job when having to explain a situation to a spouse but as I have been warned about this twice before he left thanking me for my consideration of what he was having to deal with.
203	June	Mid & South Essex	Nothing treatment to my husband was marvellous. Explaining to him and myself. Couldn't have been better. Thank you.
216	June	Mid & South Essex	Very satisfied with the way things were handled.
258	June	Mid & South Essex	The only issue is the waiting times. My wife is 90 and was traumatised when she saw me collapsed and so ill and being told that an ambulance would be 12 hours. She couldn't move me and thought I was going to die. My daughter arrived and took over but what would have happened if she wasn't there, I think I would have died.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
31	April	Norfolk & Waveney	Cannot think of anything, it would be good if some of the hospital staff were as efficient.
34	April	Norfolk & Waveney	I don't believe that anything could have been done better. I have had to have an ambulance called out a few times and they have always been very good, reassuring and very very caring.
47	April	Norfolk & Waveney	Shorter waiting-time, but I realise this is not in your hands.
52	April	Norfolk & Waveney	Once we explained there were breathing difficulties, the service was escalated so we have no complaints. Thought it was unnecessary to have 3 paramedics in attendance but maybe one was training?
55	April	Norfolk & Waveney	Apart from the response I heard we had from Mums response people (the call centre when she pressed the button around her neck) when I called, it was simply excellent from there on.
74	April	Norfolk & Waveney	The service I received once the ambulance arrived was excellent. The staff were so good. The wait for the ambulance was horrendous. I do understand there is such a shortage of staff but it should never happen. Thank you for my excellent care.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
121	May	Norfolk & Waveney	I do think you could have done anything better for me. I appreciate the pressure the ambulance service is under and only wish that government would give you extra funds so that we can have more ambulances and paramedics in our very large and rural location.
92	May	Norfolk & Waveney	Had a better response time for a 89 yr old with dementia. Response time was unacceptable.
157	May	Norfolk & Waveney	I (his wife) answered most of the questions - as far as I was aware. From my husband I learned later - the drive in the ambulance was MOST uncomfortable.
158	May	Norfolk & Waveney	The ambulance staff where amazing. but the first emergency call operative didn't feel it was an emergency or that it was severe enough for an ambulance, but the pain was excruciating, and I was nearly passing out which had been explained to the phone operative. but NHS111 was a lot more thorough.
171	May	Norfolk & Waveney	Response time could be better, but given the understanding of time of year, staff shortages, covid, accept that delays are a real time reality.
181	June	Norfolk & Waveney	I don't think anything better could have been. Apparently, that Saturday June 25 ,22 ambulances were waiting outside A& E!

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
211	June	Norfolk & Waveney	My only criticism is the delay in response time, otherwise everything done was exemplary and I have nothing but the utmost respect for the ambulance service. I think they work very hard under very difficult and frustrating conditions, and I admire their fortitude.



Patient number	Month	Area	Comments received in relation to anything we could have done better:
265	June	Norfolk & Waveney	The operator should have asked what was wrong with the patient Should have suggested phoning 111 so a first responder could have been sent Automatically send a first responder if an ambulance is not available.
17	April	Suffolk & North Essex	In this situation. I have nothing to say to make anything better... the service was spot on. NHS don't get the recognition they deserve.
20	April	Suffolk & North Essex	111 service should have been quicker to start off with, the delay of ambulance could of resulted in me not being here now! I made my way into A&E as advised by ambulance crew who rang me because of the delays, my neighbour took me in at 10 am I was in septic shock at 14.30 luckily I had not waited for the ambulance.
41	April	Suffolk & North Essex	Response time was poor. Waited 90 minutes and I was about to escalate the call when the ambulance arrived. Mum's condition was deteriorating and oxygen saturation very low by the time they arrived.
54	April	Suffolk & North Essex	This was my 2nd of 3 999 calls in the last 6 weeks. The other 2 were less than satisfactory as I felt that I was not believed. On the third call I explained I had a heart rate of 205 for last 2 hours, chest pain and pain in neck/arm. I was told I would receive a call from a clinician within in an hour. I

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			had to make my own way to a&e where I was admitted and treated immediately.
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Patient number	Month	Area	Comments received in relation to anything we could have done better:
60	April	Suffolk & North Essex	Personally, I felt my emergency was dealt with perfectly well, and I certainly don't have any complaints.
64	April	Suffolk & North Essex	Got there a lot quicker I am told.
91	May	Suffolk & North Essex	Hand over time at hospital was excessive resulting in 2 paramedics being unable to respond to other calls as they had to stay with me in ambulance. My experience within A&E was not good and makes me fearful of having ever to need to go there again.
96	May	Suffolk & North Essex	Staff were exemplary on this occasion. In previous encounters with ambulance control centre has been a problem not the staff.
115	May	Suffolk & North Essex	Adding to what is classed as a priority emergency. Not just if a patient is breathing or conscious. Reducing waiting time for ambulance.
143	May	Suffolk & North Essex	Nothing, it was the first time I had to use the Ambulance Service in years and have nothing but praise for the service.
166	May	Suffolk & North Essex	Not in my view.
178	June	Suffolk & North Essex	A first-class service in every way.

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
179	June	Suffolk & North Essex	I know you work under some difficulties however 12 hours telephone calls at 05.30 simply to say you're not forgotten seems a bit out of order. However, the treatment I received certainly made up for that call.
197	June	Suffolk & North Essex	They couldn't have done better considering how busy the service is they attended within 2 hours which I felt was good as it wasn't an emergency.
249	June	Suffolk & North Essex	Nothing could have been better than the service we received it was excellent.

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