



# Emergency Services Easy Read Survey Report

Easy Read Survey Report

Author: Laura Mann, Patient Experience Manager (Surveys)

Report Period: April to September 2023

Date of Report: October 2023

# Emergency Services Easy Read Survey Summary

## Introduction

During 2022/23, the Disability Real Action Group of Norfolk (D.R.A.G.O.N.S) at the Norfolk and Norwich SEND Association (NANSA) worked with the Patient Experience Team at the East of England Ambulance Service NHS Trust (EEAST) to co-produce an easy read patient experience survey to find out what EEAST is doing well and what needs to be made better.

This report outlines the feedback received to the Emergency Services easy read survey between April and September 2023.

## Sample

The survey is available on the EEAST website for patients to complete at any time. Other survey formats are also available on request.

## Response

44 completed surveys were received between April and September 2023.

## Conclusion

Most patients (93.2%) rated the service as 'good' or 'very good.' All patients felt ambulance service staff had been kind and listened to them. Patients also said staff communicated in a way they could understand.

64.3% of patients did not have additional sensory needs. However, 31.0% of patients had any additional sensory needs met.

81.0% of patients were told what it would be like in the ambulance. Patients could also take any important items with them if needed.







Most comments were positive about the ambulance service and staff. However, areas for improvement related to delays and attitude.

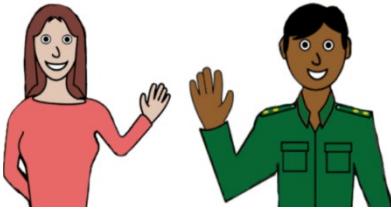
The easy read survey will remain on the EEAST's website. The survey results will continue to be reported to ensure learning and to make our service better.

## Results:







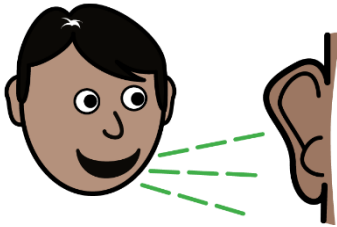
### What was it like to use our service?

Response option		Response
	Very good	32 (72.7%)
	Good	9 (20.5%)
	Neither good nor poor	0 (0.0%)
	Poor	1 (2.3%)
	Very poor	0 (0.0%)
	Don't know	2 (4.5%)






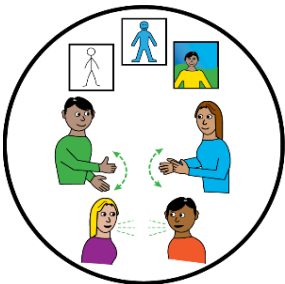
## Were the ambulance service staff kind?

Response option		Number of patients
	Yes	43 (100.0%)
	No	0 (0.0%)
	I did not take any items	0 (0.0%)
	Unable to say / no response	1 patient was not able to answer this question





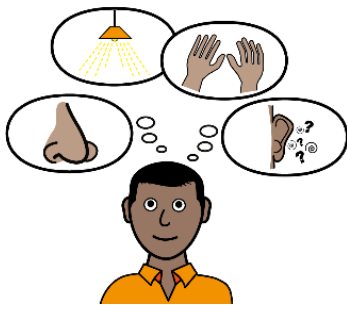
## Did the ambulance service staff listen to you?

Response option		Number of patients
	Yes	43 (100.0%)
	No	0 (100.0%)
	Unable to say / no response	1 patient was not able to answer this question







## Did the ambulance service staff communicate in a way you could understand?

Response option		Number of patients
	Yes	44 (100.0%)
	No	0 (0.0%)







## Were any sensory needs met by the ambulance service staff?

	Response option	Number of patients
	Yes	13 (31.0%)
	No	2 (4.8%)
	No sensory needs	27 (64.3%)
	Unable to say / no response	2 patients were not able to answer this question








## Were you told what it would be like in the ambulance?

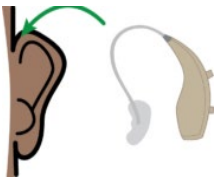




Response option		Number of patients
	Yes	17 (81.0%)
	No	4 (19.0%)
	I did not go in an ambulance	0 (0.0%)
	Unable to say / no response	23 patients were not able to answer this question

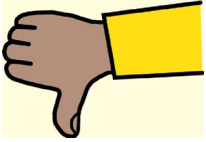



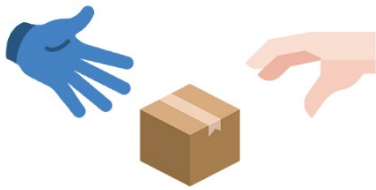
**Were you able to take any of the important items listed below:**

Response option	Number of patients
	<p><b>Sensory equipment</b></p> <p><b>1 (2.6%)</b></p>
	<p><b>I-Pad/tablet</b></p> <p><b>3 (7.9%)</b></p>
	<p><b>Comforter</b></p> <p><b>4 (10.5%)</b></p>
	<p><b>Mobility equipment</b></p> <p><b>3 (7.9%)</b></p>
	<p><b>Ear defenders</b></p> <p><b>1 (2.6%)</b></p>







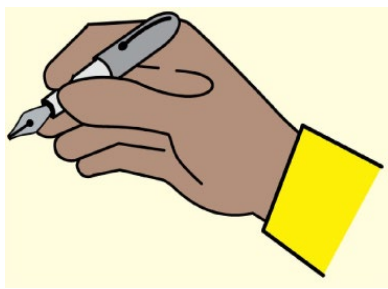
Reponse option		Number of patients
	<p>Hearing aids</p>	<p>1 (2.6%)</p>
	<p>Glasses</p>	<p>6 (15.8%)</p>
	<p>Communication equipment</p>	<p>3 (7.9%)</p>
	<p>Other</p>	<p>1 (2.6%)</p>
	<p>No items needed</p>	<p>15 (39.5%)</p>

Response option		Number of patients
	I could not take any items	0 (0.0%)
	Unable to say / no response	22 patients were not able to answer this question.



**Were any items returned to you after your contact with the service?**

Response option		Number of patients
	Yes	13 (46.4%)
	No	1 (3.6%)
	I did not take any items	14 (50.0%)
	Unable to say / no response	16 patients were not able to answer this question



## Is there anything else you would like to tell us?

### Positive comments received

When my husband fell at home in the bathroom, I rang 111 at 7.00pm to request assistance as he is 85 and has Dementia and Diabetes and I wasn't able to help him to get up. Eventually the ambulance and paramedics arrived at 11.00 pm, by which time he had become pretty disorientated and rather wet from urinating as he wasn't in a position to use a jug etc. The paramedics were brilliant with him helping him to have a shower etc. They then decided after several tests to take him to A&E for checks which I'm sure wouldn't have been necessary if they could have got to him sooner.

Wonderful service.

Exceptional service provided by both crews to and from hospital for my 94-year-old disabled father.

A good service. They were kind and helpful. Was good to have them here to put my mind at rest.

I thought the ambulance were very professional in their approach to my situation and went about their work in a very professional way. Their attitude was calming and reassuring; at one point during the journey, it was noticed that I was having an arterial bleed and immediately the crew went into action and created a blue light. Well done that crew I have now fully recovered so that day went well. Many thanks.

The only thing I can say is that both the 999 service and the hospital patient transport are an excellent service of which I cannot fault at all, wonderful crews as well. I would like to say a big thank you to all the crews, while you have given me the opportunity to say so. Again, THANK YOU VERY MUCH.

They did a fantastic job, very good at looking after me.

the staff were very kind and thoughtful, they deserve every penny they get.

## Positive comments received

The two young men that attended me at home and in the ambulance were fantastic. They stayed with me at the hospital till I was admitted. They were so kind and thoughtful to me and my partner. I am sorry that I cannot remember their names.

They were very reassuring.

The response team was professional and caring and attentive to my needs and got me to hospital as soon as circumstances allowed. They were friendly and respectful.

Did what was expected were understanding and efficient.

Kind and very caring, polite staff who always try to talk with you and understand your problems and always make you feel better. Many, many thanks for all the fantastic work they do.

Very kind and caring, they did not rush in anyway. Anything they did was explained and I was well cared for.

No, just thank you.

The ambulance crew were just wonderful and very professional.

Ambulance staff were excellent and so kind and reassuring.

I felt very comfortable and safe with the staff. All my needs were met, the service was very quick to respond very good experience.

I would like to say thank you from my dog and myself.

An overall pleasant and professional service.

Very quick response. Medics very friendly and asked lots of questions. Couldn't have done more. Very good.

Paramedics were very kind and helpful and explained everything.

The ambulance crew that came to my house were very professional, friendly, and very kind and understanding. They looked after me to the very highest degree.

### Mixed/Neutral comments received

Ambulance staff were kind and efficient. They were patient when we had a long wait at the hospital before going into A & E. The experience in the hospital was not so good once I had had initial tests!

The people that took the call were very good. The woman that came out who was typing never said one word, just chewed her gum. The bloke done his job, but they were not friendly, and I did not feel kindness, just job done let's go!! Shame really how the service has gone. Thank you.

### Negative comments received

My concern relates to an ambulance called by my mother-in-law at 4am. When at 9am it had still not arrived, I called to see how much longer. I was told they had 11 hour waiting list, so decided to travel and pick her up myself.

I very clearly cancelled the ambulance. I arrived at her address 40 mins later, packed her bags and brought her downstairs as an ambulance pulled up. They said they were for her and hadn't been cancelled. While they were perfectly courteous, it was a complete waste of resources. They could have been somewhere else but weren't due to poor communication. When resources are clearly so overstretched this is not good enough.

**Please note:** Most of the imagery used within this survey report has been designed and produced by the 'Easy on the I' Learning Disability Service, Leeds, and York Partnership NHS Foundation Trust.

Any additional images have been created by the East of England Ambulance Service NHS Trust