



# Emergency Service Patient Experience Report

Emergency Service April to June 2022

Authors: Laura Mann, Patient Experience Manager (Surveys)

Tessa Medler, Patient Experience Facilitator

Report Period: April to June 2022

Date of Report: October 2022

# Emergency Service patient experience results for April to June 2022

## Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has ceased the routine undertaking of patient experience postal surveys. However, the Emergency Service (ES) and Emergency Clinical Advice and Triage (ECAT) Service survey has remained available on the Trust's public website, enabling patients to feedback on their experiences at any time.

The objective of this survey is to establish patient satisfaction, to involve patients in the healthcare and service received and to monitor the quality of the care and service provided by the Trust. Listening to patient feedback enables the Trust to identify what is working well but also to highlight areas for service improvement.

This report summarises the results of the EEAST's ES and ECAT patient experience survey for patients who used the service during April to June 2022.

## Sample

The online survey is undertaken by way of a self-selected sample and is available to complete via EEAST's public website. However, a random sample of ES and ECAT patients is also collated each month, with these patients posted an invitation to feedback letter.

Most patients complete the survey online, although paper versions of the questionnaire are available. Any paper survey responses have been included within this report. It is not possible to calculate the response rate for the online survey, as although the number of invitation letters posted is recorded, it is not clear how many information cards have been provided. Some surveys have also been completed by patients who found the survey through alternative means.

## Methodology

The survey is available on the Trust's public website for patients to complete at any time and has been promoted using various methods, such as via the Trust's social media channels and patient information cards (which include the web address and QR code to the survey). The information cards have been distributed across the region and ES staff have been asked to provide these to patients following their contact with the service.

The Patient Survey Team undertake a monthly random sample collection of ES and ECAT patients (obtained through Siren and provided by the Trust's Information Management Team). Patient samples are traced using the Demographic Batch Trace Service, with any patients who do not trace removed from the sample. An invitation to feedback letter is then posted to each patient. This letter provides a unique reference number to enter upon completion of the survey. The surveys can then be separated by the Integrated Care System (ICS) area. Patients can also provide the first half of their postcode if preferred. The area is recorded as unknown if this information is unavailable.

## Conclusion

Overall, **88.8%** of respondents who answered the overall satisfaction question and had used the ES during April to June 2022 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (86.7%), with 217 respondents (79.5%) advising that they had received an emergency response following their call. Overall, 70.6% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 17.6% of respondents rated the time the ambulance took to arrive as either 'poor' or 'very poor.'

Positively, the majority of respondents felt that they were treated with dignity, respect and privacy and could trust the ambulance service staff. 234 respondents also provided 'good' (3.3%) or 'excellent' (94.2%) ratings in relation to staff attitude.

Overall, 95.8% of respondents felt that they were involved in the decisions made in relation to their care to at least 'some extent,' with treatment and care explained in an understandable way to most patients (83.9%). The majority of respondents felt that their pain had either been managed (59.2%) or they had not been experiencing pain (35.4%). However, 10 respondents (4.5%) did not feel that their pain had been appropriately managed.

Cleanliness of the interior of the ambulance, equipment and the appearance of staff were rated highly, and 93.8% of conveyed patients had felt at least 'fairly comfortable' during their journey to hospital.

The majority of additional comments received were positive and demonstrated the professionalism, kindness and care provided by staff. However, the main area of dissatisfaction was once again in relation to ambulance delays/non-attendance.

The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for every patient to have access to a high standard of service.

## Results:

The results to the survey have been grouped into the below Integrated Care Systems (ICS):

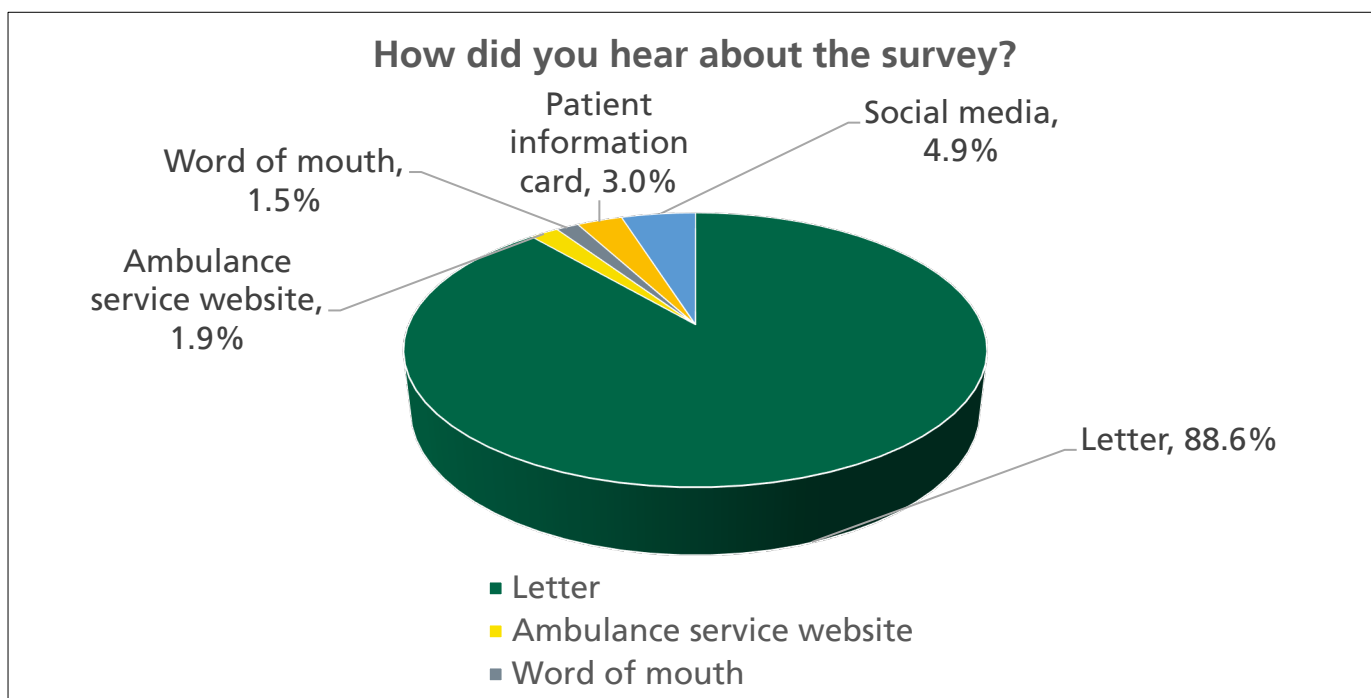
- Bedfordshire and Luton (Beds & Luton)
- Cambridgeshire and Peterborough (Cambs & Peterborough)
- Hertfordshire and West Essex (Herts & West Essex)
- Mid and South Essex (Mid & South Essex)
- Norfolk and Waveney (Norfolk & Waveney)
- Suffolk and North East Essex (Suffolk & North East Essex)

An additional column 'Unknown' has been included in the tables for patients who have not provided a reference number or postcode.

The percentages within the tables/charts do not include the patients who either did not respond to the question or who were 'unable to say.' Some patients may also have provided multiple responses.

## How did you hear about the survey?

Chart illustrating signposting method:



Various methods are used to signpost the online surveys; however, most respondents (88.6%) had heard about the survey via the invitation to feedback letter.

## Q1 – Overall, how was your experience of our service?

The Friends and Family Test (FFT) score is calculated in line with the updated NHS England guidelines: providing the percentage of patients who responded that their experience of the service was either 'good' or 'very good.'

Table in relation to the overall satisfaction for each ICS area:

Response	ICS Area							Unknown	April to June 2022 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex			
Very good	16 66.7%	32 78.0%	40 75.5%	32 78.0%	30 69.8%	41 78.8%	2 66.7%	195 75.3%	
Good	4 16.7%	5 12.2%	9 17.0%	6 14.6%	9 20.9%	2 3.8%	0 0.0%	35 13.5%	
Neither good nor poor	2 8.3%	2 4.9%	1 1.9%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	6 2.3%	
Poor	1 4.2%	1 2.4%	1 1.9%	1 2.4%	0 0.0%	2 3.8%	0 0.0%	6 2.3%	
Very poor	1 4.2%	1 2.4%	2 3.8%	2 4.9%	3 7.0%	3 5.8%	1 33.3%	13 5.0%	
Don't know	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.3%	3 5.8%	0 0.0%	4 1.5%	
Total number of responses	24	41	53	41	43	52	3	259	
No reply to question	0	3	3	0	1	2	0	9	

Chart illustrating the combined overall satisfaction:



Overall, 88.8% of respondents who answered the FFT question and had used the service during April to June 2022 rated the service as 'good' (13.5%) or 'very good' (75.3%). Six respondents (2.3%) responded 'neither good nor poor,' and 19 respondents rated the service as 'poor' (2.3%) or 'very poor' (5.0%). Four respondents (1.5%) answered 'don't know.'

## Q2 – Are you the patient?

Overall, 71.4% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: "mother," "father," "daughter," "son," and "wife."



### Q3 – Please tell us if you had contacted any of the following before contacting the ambulance service:

Overall, 131 respondents advised that had been in contact with another healthcare provider prior to calling 999, with nearly two thirds of respondents (64.1%) initially contacting the NHS 111 Service. Other responses included: 'GP' (11.5%), 'hospital' (6.1%) and 'mental health service' (0.8%).

The remaining respondents were either 'unable to say' or did not respond.

The below comments were received from the respondents who answered 'somewhere else':

#### Beds & Luton

- *"Tried a department didn't get any answer then contacted A&E." (Patient 30, April)*

#### Cambs & Peterborough

- *"My family called not myself." (Patient 19, April)*
- *"GP who told me to ring 111." (Patient 21, April)*
- *"Sanctuary housing emergency helpline." (Patient 160, May)*
- *"Dialled 999 immediately. (Broken femur)." (Patient 188, June)*
- *"999." (Patient 228, June)*
- *"Also I have called NHS 111." (Patient 243, June)*

#### Herts & West Essex

- *"Hospice." (Patient 11, April)*
- *"All phone calls and procedures were carried out by friends and staff at the Gym." (Patient 71, April)*
- *"I contacted my careline service who in turn called an ambulance for me." (Patient 125, May)*

#### Mid & South Essex

- *"Husband telephone surgery and receptionist advised to call ambulance." (Patient 216, June)*

The below comments were received from the respondents who answered 'somewhere else':

#### Norfolk & Waveney

- *"Care home was experienced enough to know he had probably broken his hip." (Patient 92, May)*

#### Suffolk & North East Essex

- *"My son called ambulance." (Patient 64, April)*
- *"Fall alarm service." (Patient 172, May)*
- *"111 & UTC." (Patient 195, June)*

#### Unknown

- *"Helpline." (Patient 89, May)*

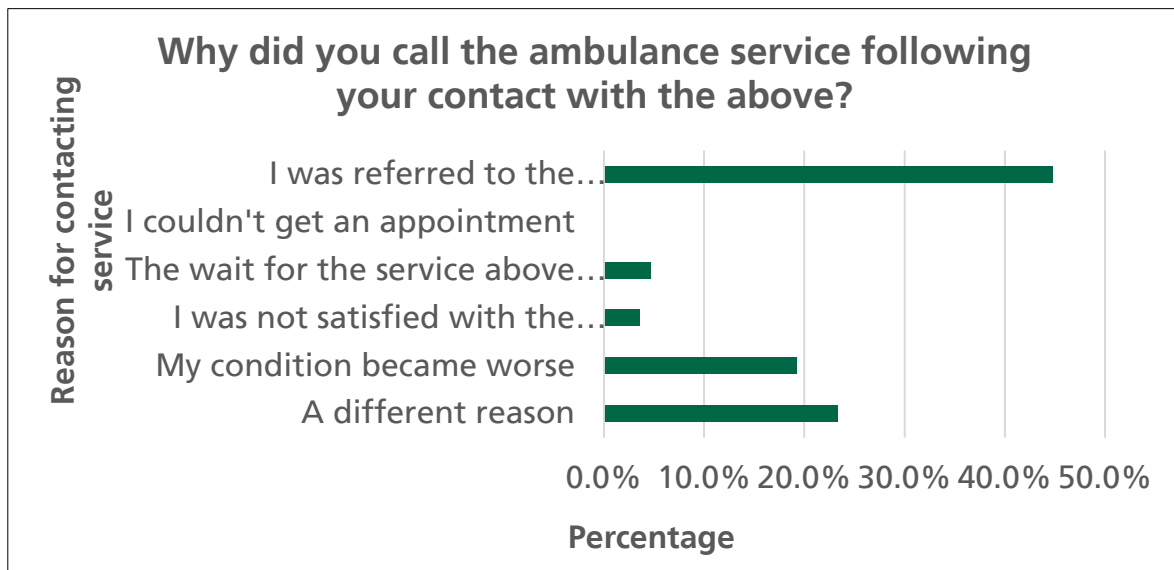
### **Q4 – Why did you call the ambulance service following your contact with the above?**

Overall, 77 (44.8%) of respondents who answered the above question advised that they had been referred to the ambulance service.

Other reasons for contacting the ambulance service included the worsening of the patient's condition (19.2%), length of wait to receive help from another service (4.7%) and dissatisfaction with help/advice received (3.5%). Overall, 23.3% of respondents advised that the ambulance service had been contacted due to a 'different reason.'

The remaining respondents either did not complete this question or were 'unable to say.'

Chart illustrating reason for contacting ambulance service:



The below comments were received from the respondents who had contacted the ambulance service due to 'a different reason':

### Beds & Luton

- *"I called the ambulance service as I was bleeding and unable to stop it." (Patient 133, May)*
- *"We didn't contact the ambulance, 111 told us they had however no ambulance was received." (Patient 170, May)*
- *"I was lying on a flight of steps unable to move, I shouted for help and a neighbour came. As I had cracked my head on concrete an ambulance was called." (Patient 221, June)*
- *"NHS 111 sent the ambulance." (Patient 225, June)*

The below comments were received from the respondents who had contacted the ambulance service for, 'a different reason':

### Cambs & Peterborough

- *"The 111 lady called and sent the ambulance." (Patient 43, April)*
- *"111 clinician dispatched an emergency ambulance." (Patient 97, May)*
- *"Sanctuary called ambulance as my sister couldn't get mother up from where she had fallen." (Patient 160, May)*
- *"Being a haematology nurse, I know the consequences if my husband didn't receive antibiotics sooner I can't save him, that's why." (Patient 243, June)*
- *"Having suffered a previous heart attack was aware that I was having another attack." (Patient 257, June)*

### Herts & West Essex

- *"Someone called the service on my behalf after I fainted and cut my head in St Albans city centre." (Patient 44, April)*
- *"The GP said to call 911 as I needed an ambulance." (Patient 65, April)*
- *"Husbands condition worsened." (Patient 86, May)*
- *"I had a seizure and was unconscious for a while so the people in the cafe I was in called 999." (Patient 120, May)*
- *"I did not call the ambulance myself because I live in a retirement home and the procedure is to press the red button on my wrist and the careline will call the ambulance and any other person who needs to know what is going on." (Patient 125, May)*
- *"I was involved in a traffic accident and other people call the ambulance." (Patient 200, June)*
- *"Could not walk and could not move." (Patient 264, June)*

The below comments were received from the respondents who had contacted the ambulance service for, 'a different reason':

### Norfolk & Waveney

- *"Dialled 111 and they called the ambulance. Paramedic came first." (Patient 28, April)*
- *"My Mother, following a fall was clearly deteriorating fast and although she pressed the button around her neck we were told by that company an Ambulance could take up to 10 hours!!!!!! As I could see my. Other was very u well and gasping for her breath I called as soon as I got to my Mother and they were there in 20 mins." (Patient 55, April)*
- *"I fell & broke my neck of femur at home." (Patient 74, April)*
- *"The GP ordered the ambulance to pick me up from the surgery due to my medical state at the time." (Patient 121, May)*
- *"The NHS 111 service arranged for painkillers to be fetched from QE hospital in Kings Lynn during the night then as I said, I was contacted the next morning." (Patient 183, June)*
- *"The Dr said I should get the patient to A and E ASAP as he was having a stroke but when I said I did t drive they said then call an ambulance." (Patient 265, June)*

### Mid & South Essex

- *"We only contacted the 111 service - they arranged the ambulance." (Patient 40, April)*
- *"111 passed this on." (Patient 102, May)*
- *"Had an accident, and my already injured knee, got hurt even more very badly. Still unable to walk without 2 crutches and I am still in pain, waiting to hear back from the specialist who seen me on the A&E department that day after they sent me for MRI which I already had done." (Patient 148, May)*
- *"The GP advised he needed to be in hospital quickly." (Patient 203, June)*

The below comments were received from the respondents who had contacted the ambulance service for, 'a different reason':

### Suffolk & North Essex

- *"The 111 service called the ambulance after a delay with themselves also, in total of 18 hrs." (Patient 20, April)*
- *"I was knocked out." (Patient 64, April)*
- *"Hospital advised me to go to A&E but I had no way of getting there." (Patient 85, May)*
- *"I was taken from West Suffolk ED department to Addenbrookes hospital via the ambulance." (Patient 131, May)*
- *"I was unconscious." (Patient 166, May)*
- *"My partner had been victim of an assault and his condition needed emergency treatment." (Patient 173, June)*
- *"My daughters breathing started to get worse." (Patient 195, June)*
- *"GP attended and called 999 herself. After 10 hours I phoned again and was told we would have to wait and not to phone again unless my mother's condition became a lot worse." (Patient 205, June)*
- *"111 service was only message service, not possible to speak with anyone. Followed their procedure only to be told to go online. After trying with them three times, I then called 999." (Patient 249, June)*

### **Q5 – Before your call to the ambulance service, had you received advice/treatment for the same condition, or something related to it?**

67.1% of respondents who answered the above question had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week (12.7%), less than a month (9.7%) or more than a month (10.5%) previously.

The remaining respondents were either 'unable to say' or did not respond.

## Q6 – How would you rate the handling of your emergency call?

Overall, 86.7% of respondents who answered the above question rated the emergency call handling as 'good' (15.9%) or 'very good' (70.8%). However, 20 respondents (8.8%) rated the call handling as 'poor' or 'very poor.'

The remaining respondents were either 'unable to say' or did not respond.

## Q7 – What was the outcome of your call to the ambulance service?

217 respondents (79.5%) who answered the above question advised that they received an emergency response following their emergency call. Other outcomes included 'other' (13.2%), advice on how to care for themselves/the patient (4.4%), and the booking of an appointment arranged/advised with another healthcare professional (2.9%).

The remaining respondents were either 'unable to say' or did not respond.

The below comments were also received in relation to the above question:

### Beds & Luton

- *"They were able to suggest what the problem might be, possible ulcer, and to make contact with my GP surgery. Also, should my stools be black then go to A & E immediately. This did not become the case. Further stool tests were done via the surgery." (Patient 56)*
- *"They told my wife it was not an emergency at first then because of her persistence, they said she should call 111, then after calling 111, they said she should wait for a doctor's call, when the doctor called and heard her concern, she was told to call an ambulance because it was an emergency, called the ambulance back, they were still reluctant to send an ambulance... At the end when they finally agreed to send ambulance, the medics confirmed I need an emergency care because my blood sugar was over 30 when they checked at this point, I was becoming very weak." (Patient 194)*



The below comments were also received in relation to the above question:

### Cambs & Peterborough

- *"I was probably very fortunate that an ambulance on its way back to QE at Kings Lynn was nearby." (Patient 111)*
- *"Staff called GP." (Patient 154)*
- *"My mother eventually received a very good response from the ambulance crew and we are very grateful to them for that." (Patient 169)*
- *"Following tests was transferred to Papworth Hospital for heart procedures." (Patient 257)*

### Herts & West Essex

- *"I was taken by ambulance to A&E in Stevenage (Lister)." (Patient 6)*
- *"Taken to hospital." (Patient 7)*
- *"I was taken to Watford General A and E." (Patient 44)*
- *"Waited 4 hrs for ambulance." (Patient 65)*
- *"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 78)*
- *"Once my symptoms had abated and my husband had arrived to help the call was ended and a follow up call from a paramedic was arranged and I was advised to go to the hospital myself, where I was fast tracked and treated extreme well." (Patient 113)*
- *"I had a bad angina attack, so I was taken to hospital in the ambulance." (Patient 125)*
- *"I was told that they would not send an ambulance and a clinician would call me back, which they did 3 hours later, but didn't even leave me a message! I could have bled to death by that time." (Patient 189)*
- *"Had to spend 8 days in hospital." (Patient 264)*



The below comments were also received in relation to the above question:

### Mid & South Essex

- *“Taken to hospital in Basildon then transferred to burns unit.” (Patient 83)*
- *“We were given advice then it became an emergency.” (Patient 98)*
- *“Was told that there would be a long wait when husbands BP extremely low.” (Patient 164)*

### Norfolk & Waveney

- *“My GP was telephoned & told them a blue light & rapid response.” (Patient 74)*
- *“After a 7 hr wait the ambulance arrived.” (Patient 92)*
- *“The person answering my emergency call was very calm and did reassure me they would come as soon as possible. My husband had collapsed sitting on the toilet, was held up by the frame surrounding the pan - I could not move him. She told me to keep talking to him, which I did.” (Patient 157)*
- *“NHS 111 sent an ambulance straight away.” (Patient 158)*
- *“My husband was told no ambulances available would be a wait.” (Patient 181)*
- *“Family member had to take me to hospital.” (Patient 230)*
- *“Nothing! I was told there were no ambulances available so get the patient to A and E but because I don’t drive it meant that I had to phone our son at work for him to rush and take us to A and E.” (Patient 265)*

The below comments were also received in relation to the above question:

### Suffolk & North Essex

- *“Transport my child along with me in the ambulance, provided my daughter a nebuliser, kept me calm. The 2 members of the team were absolutely fantastic.” (Patient 17)*
- *“I was told if I could get myself to A&E to do so as 9-10 delay.” (Patient 20)*
- *“No good advice and had to make arrangements to go to A&E when I was in extreme pain.” (Patient 46)*
- *“An ambulance turned up six and a half hours after my 999 call (and despite the fact I had told them to cancel it and I had made my own way to the hospital).” (Patient 93)*
- *“Alarm company made call.” (Patient 96)*
- *“I was taken to Addenbrookes where I received treatment for my condition.” (Patient 131)*
- *“Wait time very long had to chase up.” (Patient 141)*
- *“The ambulance arrived fairly quickly.” (Patient 195)*
- *“The lady on the line said there would be someone attending, possibly a wait of two hours and an ambulance arrived within the time.” (Patient 249)*

### **Q8 – How would you describe the length of time you waited for an emergency response?**

Overall, 70.6% of respondents who answered the above question rated the length of wait as ‘good’ (20.8%) or ‘very good’ (49.8%). However, 17.6% of respondents described the time they waited as ‘poor’ (8.6%) or ‘very poor’ (9.0%).

### **Q9 – Did the ambulance service staff introduce themselves to you?**

Overall, 98.7% of respondents advised that ambulance service staff had introduced themselves. However, three respondents (1.3%) did not recall receiving an introduction.

The remaining respondents were either 'unable to say' or did not respond.

### **Q10 – Did the ambulance staff treat you with dignity and respect?**

Overall, 97.9% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent.' Five respondents (2.1%) did not feel that they had been treated respectfully or with dignity.

The remaining respondents were either 'unable to say' or did not respond.

### **Q11 – Did the ambulance staff respect your privacy?**

99.1% of respondents who answered the above question advised their privacy had been respected to at least 'some extent,' with 97.4% of these respondents advising that they had 'definitely' been treated with privacy.

The remaining respondents were either 'unable to say' or did not respond.

### **Q12 – How would you describe the attitude of the ambulance service staff?**

Positively, 97.5% of respondents (97.9%) described the attitude of ambulance service staff as 'good' (3.3%) or 'excellent' (94.2%). Six respondents (2.5%) rated staff attitude as 'poor.'

The remaining respondents were either 'unable to say' or did not respond.

### **Q13 – Did you feel you could trust the ambulance service staff?**

97.9% of respondents who answered the above question felt that they could trust the ambulance service staff to 'at least some extent,' with 97.1% of these respondents advising that they 'definitely' trusted the staff. Five respondents (2.1%) did not feel that the staff could be trusted.

The remaining respondents were either 'unable to say' or did not respond.

### **Q14 – Did the ambulance service staff explain your care and treatment to you in a way that you could understand?**

Overall, 96.6% of respondents 'definitely' understood the explanation of their treatment and care. Four respondents (1.7%) advised that an explanation had been provided but this had not been delivered in a way they could understand. Four respondents (1.7%) did not recall receiving an explanation from the ambulance service staff.

The remaining respondents were either 'unable to say' or did not respond.

### **Q15 – Did you feel involved in the decisions made about your care?**

Most respondents (95.8%) who answered the above question felt involved to at least 'some extent' in the decisions made regarding their care, with 83.9% of respondents answering that they were 'definitely' involved. Ten respondents (4.2%) did not feel that they had been involved in the decisions made.

The remaining respondents were either 'unable to say' or did not respond.

### **Q16 – Did you feel the ambulance service staff managed your pain?**

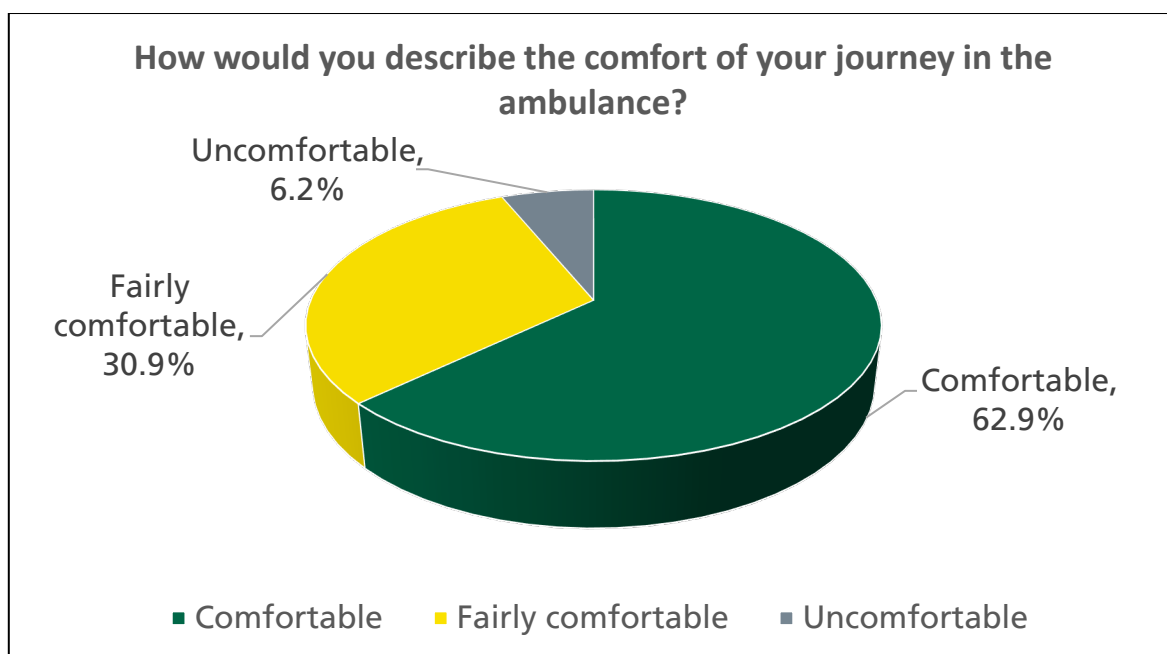
Overall, 211 respondents who answered the above question advised that their pain had either been managed (59.2%), or they had not been experiencing pain

at the time (35.4%). Ten respondents (4.5%) did feel their pain had been managed appropriately and two respondents (0.9%) had declined pain relief.

The remaining respondents were either 'unable to say' or did not respond.

### Q17 – How would you describe the comfort of your journey in the ambulance?

Chart illustrating comfort of journey in ambulance:

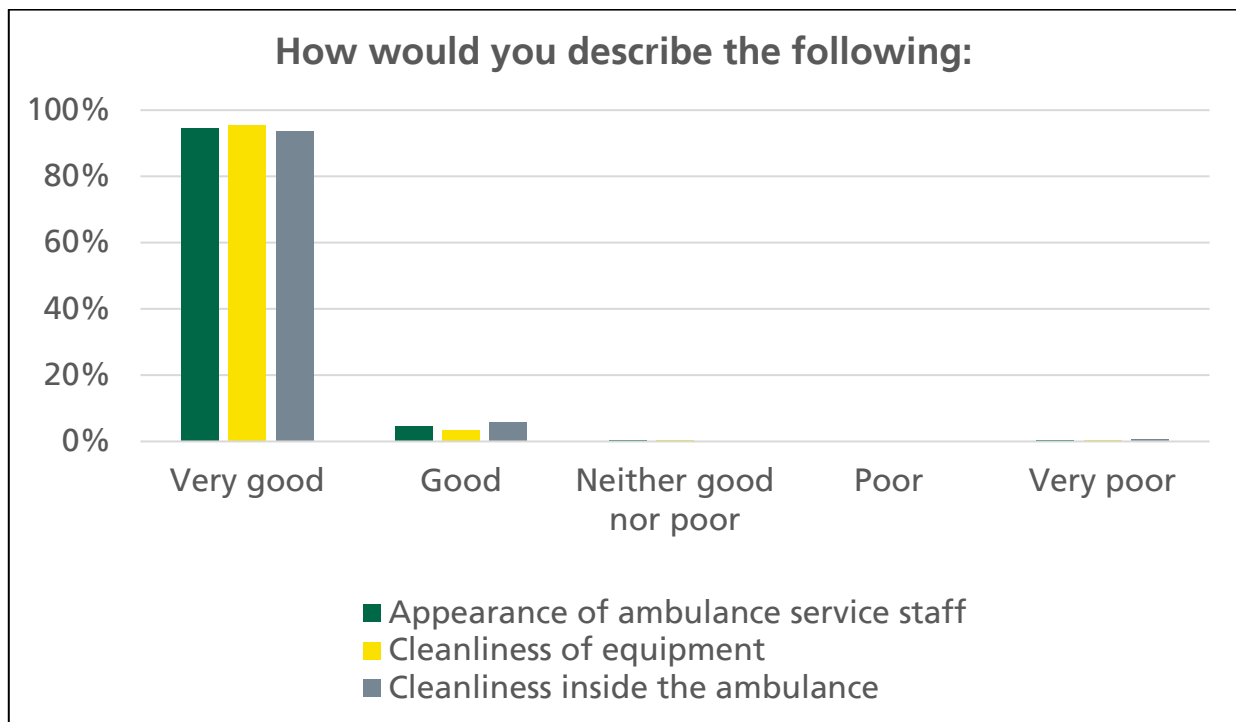


Overall, 93.8% of respondents who were able to answer the above question were either 'fairly comfortable' (30.9%) or 'comfortable' (62.9%) whilst conveyed in the ambulance. 11 patients (6.2%), experienced discomfort whilst travelling in the ambulance.

50 patients had not been conveyed to hospital following their contact with the service. The remaining respondents were either 'unable to say' or did not respond.

### Q18 – How would you describe the following?

Chart in relation to appearance of ambulance service staff, cleanliness of equipment and cleanliness inside the ambulance:



Ambulance staff appearance was rated as either 'good' (4.7%) or 'very good' (94.5%) by 99.1% of respondents, with the same proportion of respondents also satisfied with the cleanliness of equipment: 'very good' (95.5%) or 'good' (3.6%).

Of the patients who were conveyed, 99.4% rated the cleanliness inside the ambulance as 'good' (5.8%) or 'very good' (93.6%).

One patient rated staff appearance, cleanliness of equipment and cleanliness inside the vehicle as 'very poor.'

The remaining respondents were either 'unable to say' or did not respond.

## Q19 – If you were transported to hospital, how did you find the handover process?

Of the 164 respondents who answered the above question, 87.8% rated the handover process as 'good' (23.8%) or 'very good' (64.0%). Other responses included: 'neither good nor poor' (4.9%), 'poor' (3.7%) or 'very poor' (3.7%).

The remaining respondents were either not conveyed to hospital, 'unable to say' or did not respond.

## Q20 – If you were treated over the telephone, were you able to follow the advice given?

200 respondents reported that this question was 'not applicable or they were unable to say.' 15 respondents advised that they were able to follow the advice provided over the telephone.

The below comments were received from the respondents who advised that they were unable to follow the advice given over the telephone.

### Beds & Luton

- *"No information given over phone as I was in bed." (Patient 69, April)*
- *"NHS 111 gave reassurance, but they called an ambulance." (Patient 225, June)*
- *"The hospital staff were given accurate information about how my asthma was after my neb. But inaccurate information on my health condition what worries me if it had been at hospital who does not know me I could sent home without correct treatment." (Patient 232, June)*

### Herts & West Essex

- *“The paramedics could not admit me as no space at AE until the morning. They did not have a pillow available so made one from a towel until one was available later in the night.” (Patient 65, April)*

The below comments were received from the respondents who advised that they were unable to follow the advice given over the telephone.

### **Cambs & Peterborough**

- *“Greeted by 111 who sent the ambulance.” (Patient 21, April)*
- *“As explained above, the 111 lady ignored my explanation that I could drive myself. She insisted I took 4 aspirin whilst she held the line, but as I had taken some that morning, against her wishes, I only took 2.” (Patient 43, April)*
- *“I know he needs immediate attention and I can’t take him to the hospital because neither me or him don’t drive.” (Patient 243, June)*

### **Norfolk & Waveney**

- *“I was admitted to hospital.” (Patient 20, April)*
- *“Just told no ambulances available so go to A and E.” (Patient 265, June)*

### **Suffolk & North Essex**

- *“I was admitted to hospital.” (Patient 20, April)*
- *“The 999 staff are not doctors or paramedics and they could not follow the service through.” (Patient 46, April)*
- *“I did not speak to the people on the phone but I was able to listen to them. All seem very helpful.” (Patient 201, June)*



## Q21 – Which service did we advise seeing / arrange an appointment with?

Of the 121 respondents who were able to answer to this question, over half (55.4%) were advised to see/arrange an appointment with a 'hospital department.' Other responses included GP (24.8%), 'other' (13.2%), 'NHS 111' (5.8%) or 'pharmacy' (0.8%).

117 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not complete this question.

The below comments were provided by the respondents who answered 'other':

### Beds & Luton

- *"Social services have been contacted about home support." (Patient 225, June)*

### Cambs & Peterborough

- *"Referred for scans." (Patient 21, April)*
- *"Physiotherapy." (Patient 45, April)*
- *"The Paramedics tried at length to get help from the local GP Surgery, they weren't interested. After all the brilliant work the Paramedics did, the surgery at (name) let everyone down, AGAIN." (Patient 81, April)*
- *"Transported to hinchibrooke a&e." (Patient 97, May)*

### Herts & West Essex

- *"A&E." (Patient 24, April)*
- *"Referral to Gp to support fall assessment and cardiac opinion as possible AF which is being looked into." (Patient 84, May)*
- *"Took me to A&E." (Patient 200, June)*
-

## Norfolk & Waveney

- *“Occupational therapy.” (Patient 47, April)*
- *“Take patient ourselves to A and E.” (Patient 265, June)*

The below comments were provided by the respondents who answered ‘other’:

## Suffolk & North Essex

- *“Taken to A&E.” (Patient 43, April)*
- *“Was told to go back to hospital if did not improve.” (Patient 168, May)*

### **Q22 – Did we explain why an ambulance would not be sent on this occasion?**

Of the respondents who were able to answer the above question, eight reported that an explanation had been provided in relation to why an ambulance would not be dispatched. Six respondents did not remember an explanation being provided.

213 respondents answered, ‘not applicable/unable to say’ and the remaining respondents did not complete this question.

### **Q23 – Did you agree with the decision not to send an ambulance?**

Overall, 14 respondents did not agree with the decision for an ambulance not to be dispatched. Seven respondents had agreed and understood the decision.

The majority of respondents (204) answered, ‘not applicable/unable to say,’ and the remaining respondents did not complete this question.

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

## Cambs & Peterborough

- *“I wasn't sure that one was going to be sent or not.” (Patient 169)*

- *“This was an emergency situation, and an ambulance should have been available.” (Patient 257)*

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

### Beds & Luton

- *“Found to be a false alarm by careline.” (Patient 69, April)*
- *“Because I was becoming lifeless and my wife could do little or nothing to help me at that point, plus we had 2 young kids at home, otherwise she would have called a taxi to take us to hospital because she wouldn't want me to go alone in taxi in the state I was.” (Patient 194, June)*
- *“Everything was great however the paramedic could of got to the emergency quicker, as when you're experiencing health problems not knowing what could be wrong with you and if it is life threatening it is worrying for both the patient and their loved ones.” (Patient 206, June)*
- *“A and E response.” (Patient 221, June)*

### 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 78, April)*
- *“An ambulance was not available and as my symptoms had abated, I was advised that my husband should take me to the hospital for a check-up.” (Patient 113, May)*
- *“Because I am a 73 years old pensioner 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.” (Patient 189, June)*

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

### Mid & South Essex

- *“Husband was not capable of knowing what was happening so decision had to be made by his live in carers.” (Patient 164, May)*

### Norfolk & Waveney

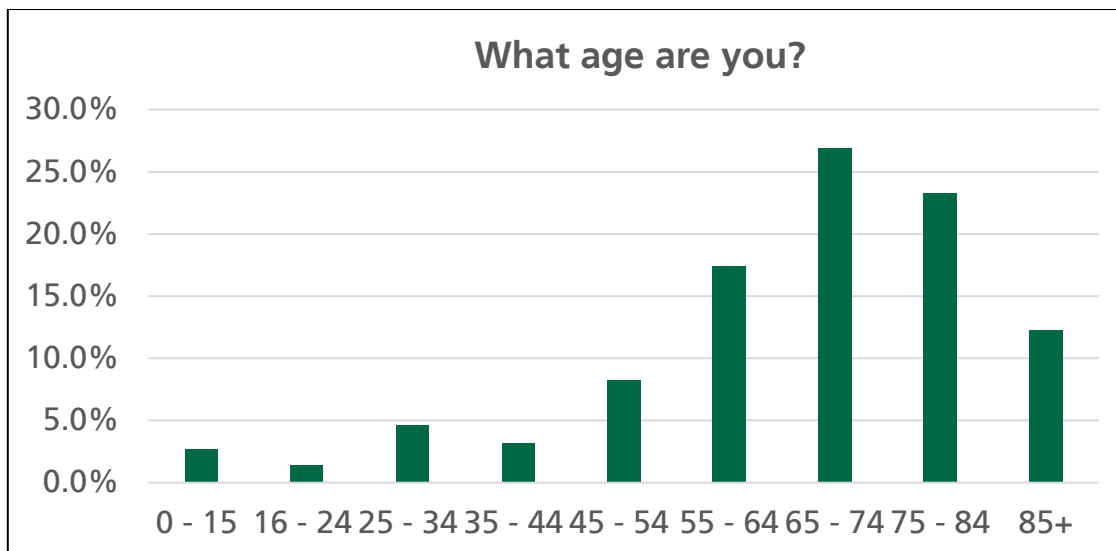
- *“NHS 111 sent an ambulance straight away, we did contact the emergency service first before ringing 111 but they wouldn’t send an ambulance. They offered us a phone call within 5 hours but unfortunately the pain was so bad I did not feel I could wait that long, so my daughter rang 111 and after a phone consultation with 111 the lady said I am going to send an ambulance straight away.” (Patient 158, May)*
- *“Because there should always be an ambulance available in your hour of need.” (Patient 265, June)*

### Suffolk & North Essex

- *“I had waited 18 hrs for 111 to get back to me with a doctor’s call, I had been contacted to say I was still on the list twice. By time I was told an ambulance was being called I was in extreme pain and condition worsening.” (Patient 20, April)*
- *“No explanation they just said get to A&E.” (Patient 46, April)*

## Demographics and Equality and Diversity Information

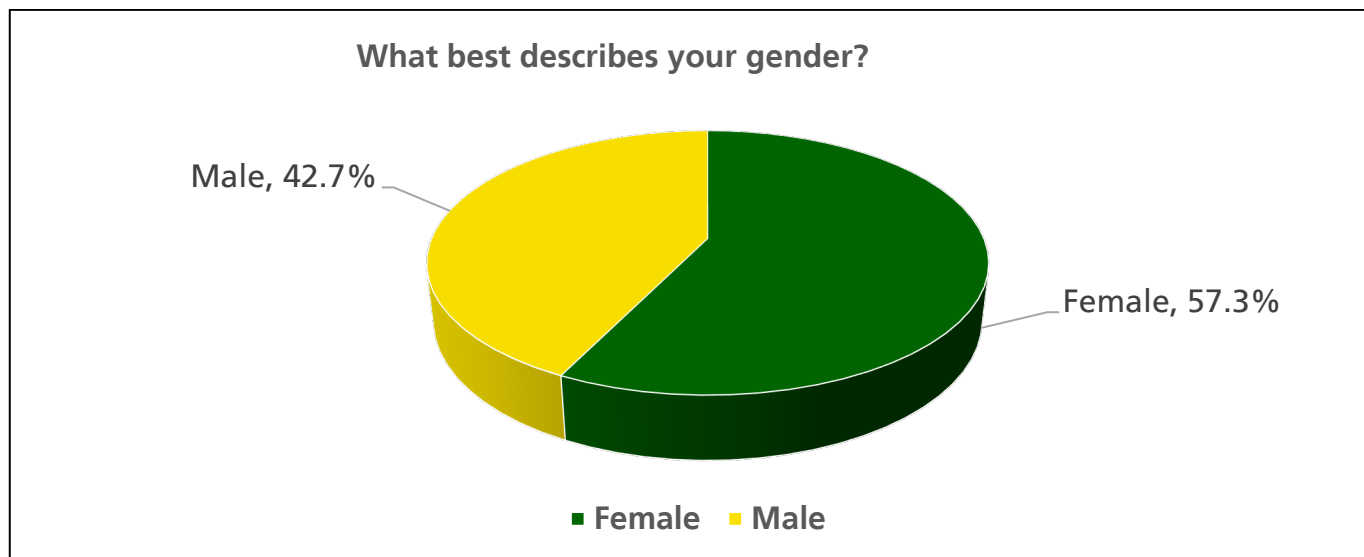
### What age are you?



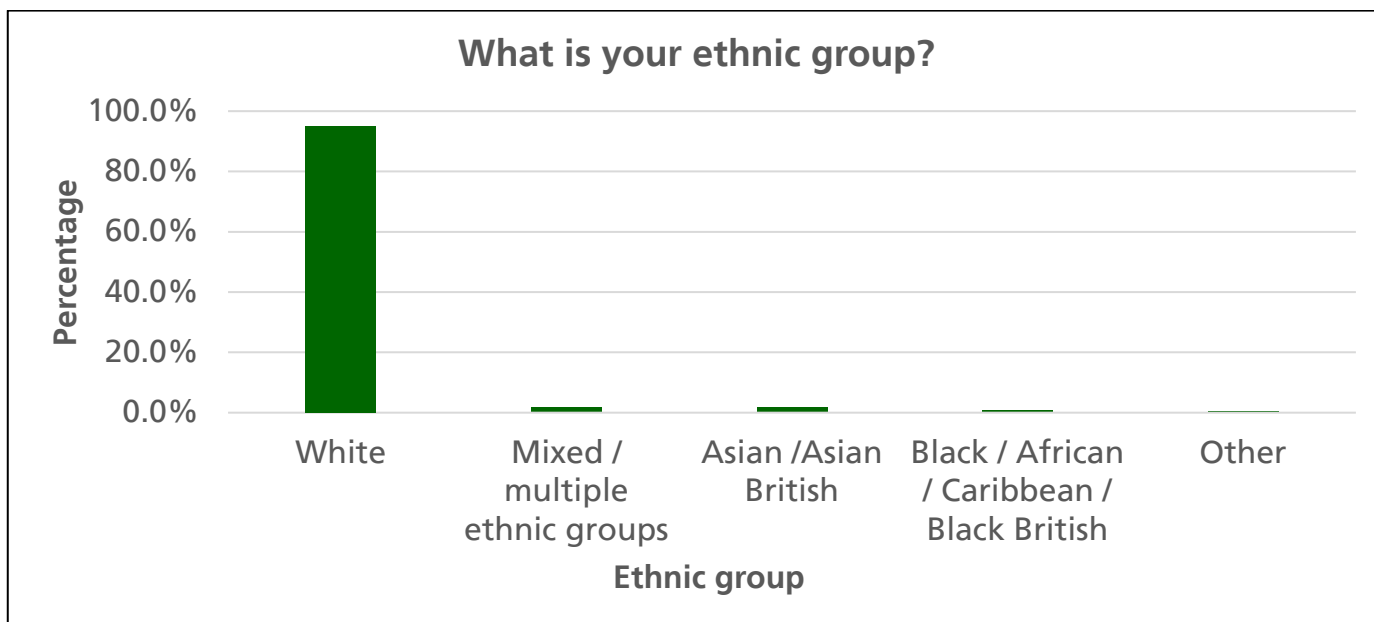
Over two thirds of patients who had used the service were aged between 55 to 84 years (67.6%). The remaining patients were distributed across the age ranges as follows: 0 to 15 years (2.7%), 16 to 24 years (1.4%), 25 to 34 years (4.6%), 35 to 44 years (3.2%), 45 to 54 years (8.2%), 55 to 64 years (17.4%), 65 to 74 years (26.9%), 75 to 84 years (23.3%) and 85 years and over (12.3%).

The remaining respondents either 'preferred not to say' or did not complete this question.

## What best describes your gender?



## What is your ethnic group?



Most respondents (95.0%) advised that they were of a white ethnic group. The remaining patients were either of a mixed/multiple ethnic group (1.8%),

Asian/Asian British (1.8%), Black/African/Caribbean/Black British (0.9%) or responded 'other' (0.5%).

The remaining respondents either 'preferred not to say' or did not complete this question.

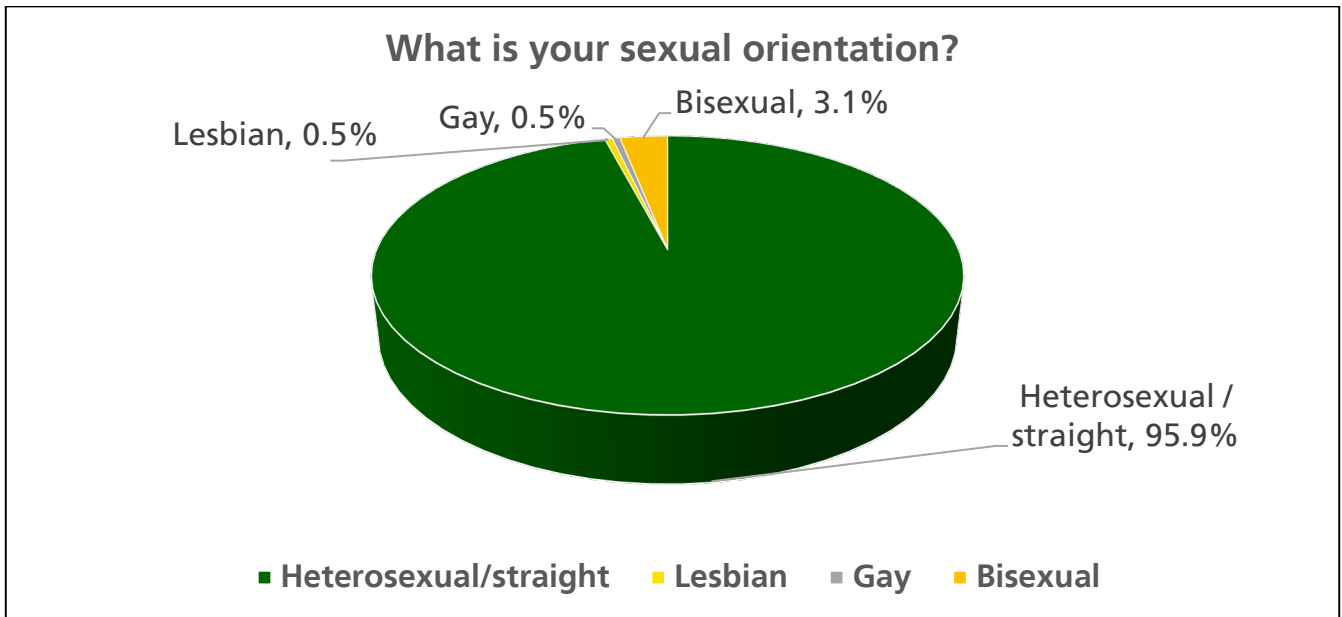
### What is your Religion or Belief?



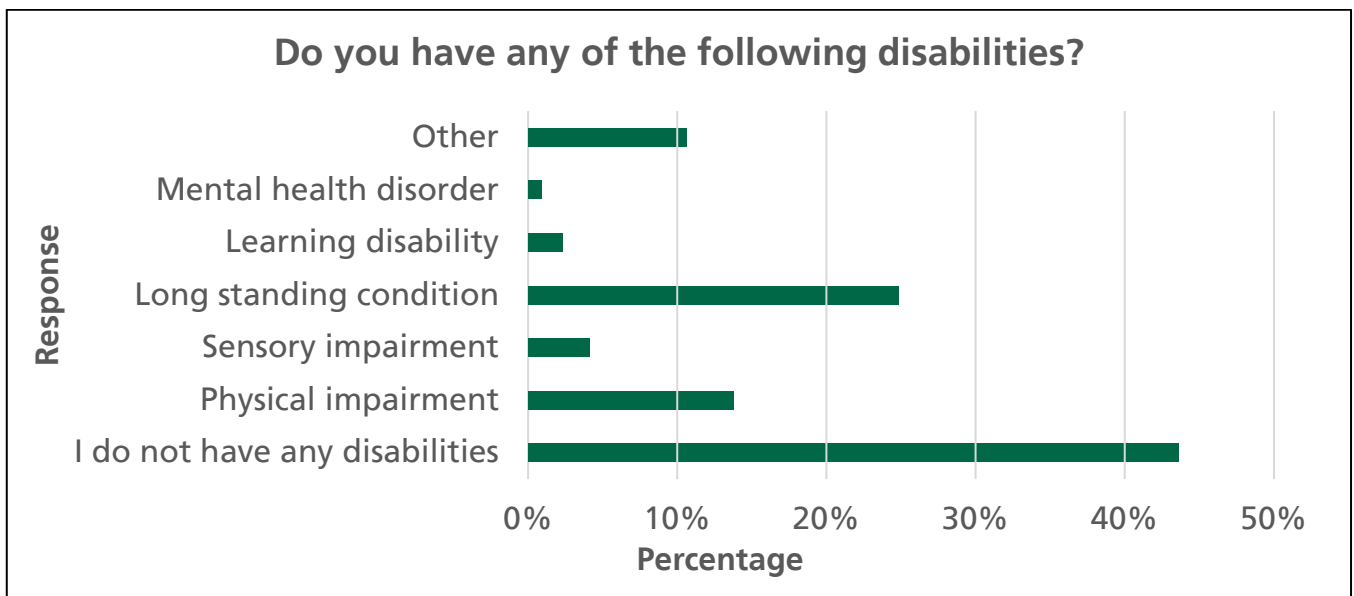
Overall, nearly three quarters of respondents (71.0%) advised that they held a Christian religion or belief. Other responses included: None (26.6%), Hindu (1.0%), Jewish (1.0%) and Muslim (0.5%).

The remaining respondents either 'preferred not to say' or did not complete this question.

## What is your sexual orientation?



## Do you have any of the following disabilities?



Of the 217 respondents who answered the above question: 41.9% reported that they did not have a disability. Other responses included: long standing condition (24.8%), physical impairment (13.8%), 'other' (9.2%), mental health condition (4.6%), sensory impairment (3.7%) and learning disability (1.8%).

The remaining patients either 'preferred not to say' or did not complete this question.



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

### Beds & Luton

- *Anxiety and panic attacks (Patient 206, June)*

### Cambs & Peterborough

- *"Accident as child in 1940." (Patient 163, May)*
- *"Slight memory problems." (Patient 262, June)*

### Herts & West Essex

- *"Coronary problems/stroke/prostate." (Patient 68, April)*
- *"Multiple Sclerosis." (Patient 78, April)*
- *"Bronchiectasis, which makes it hard for me to breathe sometimes. I also have Ischaemic Heart Disease." (Patient 125, May)*
- *"Type one Diabetic." (Patient 167, May)*
- *"Arthritis/Asthma." (Patient 200, June)*
- *"Need new hip and need new knee." (Patient 264, June)*

### Mid & South Essex

- *"I am registered as severely partially sighted." (Patient 241, June)*

### Norfolk & Waveney

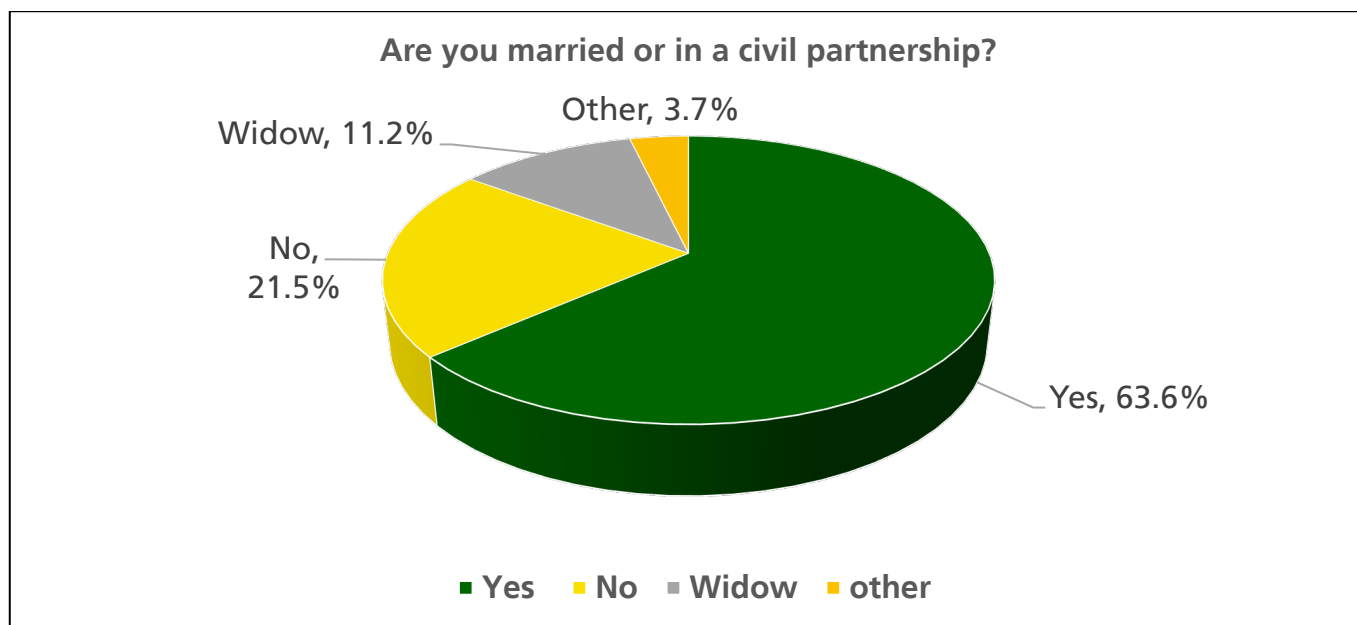
- *"Physical and profound learning disabilities, blind, complex health needs." (Patient 36, April)*
- *"Hips / peripheral neuropathy / clinical depression." (Patient 62, April)*
- *"Dementia." (Patient 92, May)*
- *"Physically and mentally disabled due to several strokes." (Patient 144, May)*
- *"Myeloma." (Patient 212, June)*

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

### Suffolk & North Essex

- "Osteoporosis." (Patient 76, April)
- "Mental health." (Patient 146, May)
- "Dementia." (Patient 249, June)

### Are you married or in a civil partnership?



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

Overall, 124 respondents advised that they were either not pregnant and/or did not have a child under 12 months old. Three patients either had a child under one year or were pregnant.

The remaining respondents either did not complete this question or reported that this was 'not applicable.'

### Aftercare

Following this survey, any letters of appreciation or comments of concern were passed to the Patient Advice and Liaison Service (PALS) for logging and actioning as appropriate.