



Emergency Service Patient Experience additional patient comments – January to March 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	January	Beds & Luton	Response time was reasonable.
42	January	Beds & Luton	The medics who attended were very professional and made you feel important. They had a nice team interaction between them.
47	January	Beds & Luton	Because it was terrible, I need to talk with someone about it can you phone me please on (number).
68	January	Beds & Luton	I was called an hour after calling for an ambulance (via 111) and asked if I could drive my daughter myself to hospital, that it would be another 90 minutes or more before an ambulance could come.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
39	January	Beds & Luton	Whilst the ambulance crew were great and looked after me as best they could, I ended up staying in the ambulance for THREE hours waiting access to Bedford Hospital. I was very cold in the ambulance and there was not enough covers! I was moved from one ambulance to another because of shift change, again into the cold and back into another ambulance! There was another ambulance parked next to us and he was running his engine as well as the one I was in. Probably to try and get some heat into the cabs but the fumes from the exhausts was starting to become very unpleasant! To top that off one of the crew got out to have a cigarette and brought that awful smell back in with her which I found very unpleasant!
93	January	Beds & Luton	The workers were polite helpful at all times.
79	January	Beds & Luton	The two ambulance team members that arrived were kind, knowledgeable, made me feel less worried and very quickly were able to get equipment working and able to tell me that I was not having a heart attack.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
102	February	Beds & Luton	Staff were very professional and kind, first ever ride in an ambulance. Very impressed by the driver's skill.
117	February	Beds & Luton	The service was excellent and very caring.
127	February	Beds & Luton	Ambulance crew were excellent, calming, caring and just amazing. I was treated with respect and they were friendly and so professional. A credit to East of England Ambulance Service.
132	February	Beds & Luton	After calling 111 an ambulance was dispatched and arrived within minutes. The ambulance crew were great and I was on my way to hospital again within minutes.
137	February	Beds & Luton	The request was satisfied within an hour and the two attendees were polite and courteous in everything they did.
147	February	Beds & Luton	Very friendly and caring paramedics. Excellent treatment.
151	February	Beds & Luton	Made me feel more relaxed about how I was feeling nothing is too much trouble very helpful.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
172	February	Beds & Luton	Because the ambulance arrived very quickly and the crew were very efficient.
187	March	Beds & Luton	Phoned 111 waited 25 minutes and they had not answered. Phoned 999 and they said 120 minutes before anyone would arrive, and the first responder arrived in 10 minutes. All staff as helpful as they can be. The child in question was very ill with ?Sepsis after a bowel blockage and breathing difficulties. this child has severe complex needs and learning disabilities. Paramedic staff brilliant with her explained everything to us as staff in a care home as well as the young lady who is non verbal. They were all lovely.
212	March	Beds & Luton	They were brilliant to my son when he had croup.
223	March	Beds & Luton	Efficient and very helpful paramedics.
225	March	Beds & Luton	Due to the treatment I received and the attitude of the provider, he was very caring and professional.
242	March	Beds & Luton	The 2 men were very good they kept checking me to make sure I was alright and had a nice chat.

EEAST: Emergency Service
January to March 2022

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
245	March	Beds & Luton	The gentleman who came was very helpful & useful advice.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
4	January	Cambs & Peterborough	I unfortunately had to use your service on Wednesday the 5th of January just before midnight, I'd like to pass my thanks on to the lovely (name) & (name) who treated me with kindness and respect whilst contacting the PPCI at the N&N, I'm an employee at the QE Kings Lynn and the way I was treated by my colleagues who I work with daily compared to your crew is shameful, both (name) & (name) couldn't have done more for me whilst the staff in A&E accused me of 'faking my ECG' and taking narcotics. Once again thank you to the pair of them and the call handler.
16	January	Cambs & Peterborough	I needed pain relief but there were no paramedics on the ambulance to give me morphine so they rushed me to a nearby carpark to meet up with a paramedic who gave me the pain relief I needed. And I'm very grateful for their help.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
11	January	Cambs & Peterborough	<p>Everyone was so calm, professional and caring who attended to my son when he was struggling to breath - from the call handler to the paramedic crew. I cannot thank them enough. I had never been so scared in my life seeing my little boy struggling to breath, but the call handler was so caring and helpful in what she was saying and help came very quickly. She really helped me to stay calm in a scary situation and I felt very reassured. The paramedics when they arrived were so brilliant with not only my young son, but also with keeping me calm in what was a scary situation for any parent to be in. My son was treated quickly, effectively and with such great care and compassion and they talked us thorough everything each step of the way. As any 3 year old would be in this situation, he was scared and not the most cooperative initially, but they were so patient with him and quickly found ways to treat him and get him more settled. He now won't stop telling everyone about his trip in the ambulance and treasures the sticker he was given by the crew. Thanks to the whole service my son is now well and we have a plan in place</p>

			to hopefully prevent this happening again. Thank you all so much.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
17	January	Cambs & Peterborough	Very prompt response to 999 call when my husband was having a heart attack. Paramedics kind and considerate.
18	January	Cambs & Peterborough	I was having a heart attack and it was going to take 2 hours for an ambulance to arrive, so my wife drove me to hospital.
19	January	Cambs & Peterborough	They arrived extremely quickly and were very professional. Put me at ease.
28	January	Cambs & Peterborough	Very efficient, very professional, got me to the hospital which is where I needed to be at that time.
41	January	Cambs & Peterborough	They made you feel so calm and at ease when talking to you, they listened to what you had to say while doing there checks. I have nothing but praise for the guys that attended me and one of them was a student. Thank you.
43	January	Cambs & Peterborough	Friendly, assuring and professional manner of the three attendees.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
48	January	Cambs & Peterborough	I can't see how it could have been improved.
55	January	Cambs & Peterborough	Comforted me whilst feeling unwell.
60	January	Cambs & Peterborough	Ambulance arrived at the accident quickly and provided excellent, friendly medical care at the scene, before taking me to A&E.
67	January	Cambs & Peterborough	The service and staff were great.
71	January	Cambs & Peterborough	Had suffered a Heart Attack & was told it was Indigestion.
76	January	Cambs & Peterborough	Because the crew that came were, sympathetic kind and very helpful. Also on previous occasions they were exactly the same, we cannot thank them enough.
77	January	Cambs & Peterborough	Although the service and attention from the two paramedics was absolutely first class the ambulance took over an hour to arrive.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
82	January	Cambs & Peterborough	Extremely helpful and have a great sense of humour!
83	January	Cambs & Peterborough	I was happy with the service I experienced.
84	January	Cambs & Peterborough	I was treated very well and got the treatment I needed to an extent.
97	January	Cambs & Peterborough	I did not call the ambulance service at all. I called the 111 service only. They told me they would send an ambulance out within two hours. This was at midnight, at 6.30am in the morning I had a call saying that the 111 service do not provide ambulance service.
105	February	Cambs & Peterborough	The ambulance arrived at the accident site in minutes. The Doctor at the hospital saw me in minutes. I was looked after in the hospital with food and drink without asking. Then taken all the way home. All the staff I dealt with were very friendly.
107	February	Cambs & Peterborough	The patient was my mother and I represent her in thanking the Paramedics for their Prompt and Caring attention.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
108	February	Cambs & Peterborough	My GP made a visit to my home on the 16/02/22 and phoned an Ambulance. From first entering the vehicle, to leaving and taken me into hospital. The Ambulance crew went above and beyond board to make me feel at ease and comfortable.
109	February	Cambs & Peterborough	Speed of response, professionalism and the absolute tenderness, concern and care given to me by all 3 members of the ambulance team. Please relay this to the members of the team involved. When One is at their most vulnerable it's vital that this care is there, makes a massive difference to the distress and pain at the time. These people went above and beyond.
112	February	Cambs & Peterborough	The ambulance arrived very swiftly and the paramedics were very efficient.
115	February	Cambs & Peterborough	They did their job well. They explained what they were doing and why. They were calm and reassuring.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
116	February	Cambs & Peterborough	Ambulance was at my place within few minutes. Staff over the phone and visitors both were amazing, supportive. I am really impressed with their services and want to say thank you so much.
119	February	Cambs & Peterborough	Friendly team, quickly aware of my hearing problems and responded appropriately. Gave me a good sense of confidence during a difficult time and listened to my ramblings.
153	February	Cambs & Peterborough	Professional and calming though out my treatment. Explained everything they were doing.
157	February	Cambs & Peterborough	I was diagnosed quickly and moved to hospital swiftly. I spent a week in hospital where the doctors said I was close to Sepsis amongst other problems. The swift move to hospital was vital.
174	February	Cambs & Peterborough	Excellent care and thoughtfulness from ambulance crew throughout.
179	February	Cambs & Peterborough	The NHS mainly gets negative comments, my experience was a positive one.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
185	March	Cambs & Peterborough	Quick response time. Staff were professional and showed that they really cared about the patient.
195	March	Cambs & Peterborough	Very attentive, knowledgeable staff. Felt very reassured with their care.
199	March	Cambs & Peterborough	The ambulance arrived very quickly, the paramedics put me at my ease straight away, explained everything they were going to do, talked over taking me to the hospital. during the journey the paramedic was continually checking on how I felt but respected the fact that I really did not feel up to chatting.
200	March	Cambs & Peterborough	Professional assistance reassuring ambulance crew were great felt safe can't thank the NHS enough.
201	March	Cambs & Peterborough	The paramedics girls were amazing, providing care, attention, patience and they are very professional.
205	March	Cambs & Peterborough	Very quick coming Paramedics were very efficient and kind.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
208	March	Cambs & Peterborough	Considerate, helpful, put me at ease.
211	March	Cambs & Peterborough	Very quick response.
238	March	Cambs & Peterborough	Friendly and helpful, despite having to come a long way.
240	March	Cambs & Peterborough	Very good and were very kind.
251	March	Cambs & Peterborough	Don't have much to say but that everything was good. I know from my wife and kid that I was loaded into the ambulance and found myself on a bed in hospital.
252	March	Cambs & Peterborough	Both crew gave me care with respect and excellent attitude to all I needed.
9	January	Herts & West Essex	Ultimately it depends on who the ambulance crew are and on this occasion they were very good. My first time of using the service and I couldn't understand why some knock the NHS. For me on the day, the service was faultless.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
6	January	Herts & West Essex	My husband was in a diabetic pre-coma and I had just put the phone down to 999 and my doorbell rang and the paramedic was there and then minute later the ambulance arrived. They were all outstanding and stayed until my husband was coherent and was able to function properly. I can't praise them enough and am very grateful. They took their time explaining everything to us. I feel very proud of our nhs.
7	January	Herts & West Essex	Honestly, we had some amazing teams come to our help. But there one was volunteer first aid responder. An old boy called (Name) (he won't mind me saying that) haha What an absolute hero he is honestly he deserves the most respect. His calming nature, knowledge, and just everything he done to help. He made me and my partner and of course the most important person in all this my little girl (Name) feel so at ease. I honestly can't thank you everyone who attended enough but (Name) deserves a medal honestly what a man!!!

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
12	January	Herts & West Essex	More than satisfied with the first responder paramedic and very satisfied with the ambulance paramedics with their excellent care.
22	January	Herts & West Essex	The team were at the house in about 10 mins, they carried out appropriate test, ie and ecg, and I was then taken to the Emergency Department at Addenbrookes. I was then transferred to hospital staff upon arrival.
25	January	Herts & West Essex	The paramedics were so helpful and friendly they made the whole experience much less daunting.
35	January	Herts & West Essex	Fast response. All responders were warm and friendly, reassuring, helpful, calm and thoroughly competent. As the patient I was looked after but also my 5 day old baby, who was not unwell, was also looked after. One paramedic held my baby and helped my husband organise what we would need at the hospital and another later helped my husband put the baby seat in the car.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
31	January	Herts & West Essex	Both the ambulance teams that attended were first rate.
33	January	Herts & West Essex	Called out an ambulance twice in January 2022 both times came out to call very quickly also I found the paramedics absolutely fantastic.
36	January	Herts & West Essex	It's great.
38	January	Herts & West Essex	Very quick response time Paramedics were helpful and professional, and good with small children. We were really impressed.
40	January	Herts & West Essex	Well looked after and helped me to get to hospital quickly.
70	January	Herts & West Essex	Your ambulance staff were very professional and respectful, putting me at ease, and going out of there way to get me to the Lister hospital renowned to be the best for Stroke care which I was truly grateful also a paramedic arrived very quickly settled me down did lots of tests took my blood pressure and fitted cannulas and stabilized my condition I just.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
50	January	Herts & West Essex	We contacted the ambulance service twice within the same week and we ended up with no ambulance on either occasion. This was for my 85 year old mother who had a fall which resulted in needing to go to A&E on both occasions. The first time we were initially told 10 hours and then later we were told the next morning. On the second occasion we were told that a clinician would contact us within 480 minutes but no promise of an ambulance. On both occasions we had to go by car even though she was in extreme pain. I am very disillusioned and disappointed with the lack of service provided to her at her advanced age.
66	January	Herts & West Essex	The ambulance arrived very shortly after our phone call to NHS 111. The paramedics were very professional and reassuring.
74	January	Herts & West Essex	The team arrived fast and gave gas and air which I had not expected.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
73	January	Herts & West Essex	This service in my view could not be better. Have unfortunately had to use this service many times, every time even with different medic's they have been so professional and on many occasions was able to treat me in my own home, saving a Hospital visit.
85	January	Herts & West Essex	They were good and helpful and understanding.
118	February	Herts & West Essex	Paramedics were caring and professional.
133	February	Herts & West Essex	Very professional and considerate throughout the whole process and I greatly appreciate this.
144	February	Herts & West Essex	The paramedics got here very quickly and were very efficient. Very understanding of our handicapped sons needs.
145	February	Herts & West Essex	They were very thorough with the examination they did on me and explained what they were doing and why and were kind and considerate.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
125	February	Herts & West Essex	<p>From what I can remember, as I had collapsed and was in and out of consciousness; the female paramedic was calling my name and speaking to me in an reassuring way. I was then lifted onto a stretcher and taken to A&A as my blood pressure was very low. This all happened very quickly as I believe my friend rang 999 and it was only a matter of minutes before the ambulance arrived. The paramedics were courteous and dealt with the matter promptly and efficiently. My first and hopefully only experience of being in an ambulance during nearly 62 years of my life. Thank you all so very much.</p>
156	February	Herts & West Essex	<p>I'm 83, live alone and was very frightened by copious nose bleed. I think 2 ambulances were in the area and came quickly. Wonderful paramedics were capable and reassuring. Can't speak too highly of the service provided. Lovely chaps.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
160	February	Herts & West Essex	Came out to mum after a fall which resulted in a broken hip. lovely and caring. mum has dementia and they were very good with her.
140	February	Herts & West Essex	We were very relaxed, I did not really want an ambulance and was embarrassed that they had to attend. I had suffered from AF and had been given antibiotics by my GP which had caused heart palpitations. It was a weekend and all I wanted to do was discuss with an out of hours doctor about stopping the antibiotics, not to have paramedics attend. There were three of them one was a trainee and they were brilliant. They said with my previous history it was wise for them to be there and to run a cardiac check up.
175	February	Herts & West Essex	All persons who came to see me were kind, sensitive to my needs, reassuring, put me at ease, so calmed me, they spoke to me all the time.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
170	February	Herts & West Essex	We had to wait for a couple of hours for the ambulance to arrive, as were deployed from Cambridge after another call out. But the 2 ambulance women (Jacky and Tracy) were amazing. They made my husband feel safe and confident from the moment they arrived. (I have been meaning to call or email for weeks but have not had the chance to say thank you both so much for your care and attention).
176	February	Herts & West Essex	Paramedics came and were very helpful. Even contacted GP to say needs to be more helpful and refer to gastroenterology. Took BP and ECG. Waited at the hospital for a long time for handover.
177	February	Herts & West Essex	Polite, helpful.
202	February	Herts & West Essex	The paramedics were excellent I couldn't have asked for more caring people. The only problem was the wait which I do understand is unavoidable at the present time.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
182	February	Herts & West Essex	From what I can remember, as I had collapsed and was in and out of consciousness; the female paramedic was calling my name and speaking to me in an reassuring way. I was then lifted onto a stretcher and taken to A&A as my blood pressure was very low. This all happened very quickly as I believe my friend rang 999 and it was only a matter of minutes before the ambulance arrived. The paramedics were courteous and dealt with the matter promptly and efficiently. My first and hopefully only experience of being in an ambulance during nearly 62 years of my life. Thank you all so very much.
203	March	Herts & West Essex	I thought that the ambulance crew were very efficient when they came to support me. I was not happy about having to wait for over three hours however.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
191	March	Herts & West Essex	I rang 111 who said my husband needed an ambulance, but could take hours, he got worse during the conversation and I was advised i could call 999. I did and after asking a few basic questions we were told it basically wasn't important enough for an ambulance. My husband has underlying heart conditions and angina, he is experiencing chronic stomach ache, vomiting, shortness of breath, his blood pressure was 158/88. blood oxygen was 93. was told to drive to hospital (I don't drive) or Taxi (can't afford one) no one else to bring him. If something happens to him, as I think he's had a heart attack I'll never forgive this service, he pays tax, national insurance and never complain about his health, he needed your help, obviously the drunk brawlers are more important. I'm disgusted
217	March	Herts & West Essex	The ambulance arrived sooner than expected, the girls were courteous, caring and very professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
209	March	Herts & West Essex	The staff that attended were amazing however I didn't appreciate that considering I could barely breath and my heart rate was 167-177 bpm that I had a call before the ambulance attended to ask if I could get myself to hospital.
233	March	Herts & West Essex	Very kind and caring, put my elderly mother at ease. Very thorough and efficient.
236	March	Herts & West Essex	They were very friendly and extremely thorough!
237	March	Herts & West Essex	The two person crew arrived very promptly after our call to 111 who arranged dispatch of the ambulance. Both Medics were extremely professional but also acted with empathy & good humour. They were extremely courteous & considerate & soon put me at ease & reduced her anxiety while at the same time reducing her pain. They carried out all tests professionally & went to great lengths to ensure her transportation & handover at hospital was as comfortable as possible.
244	March	Herts & West Essex	The three people who arrived made my husband feel at ease.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
254	March	Herts & West Essex	Prompt, efficient, professional.
255	March	Herts & West Essex	They arrived quickly and immediately put me at my ease. They were very professional and very friendly.
1	January	Mid & South Essex	Prompt, polite, efficient, knowledgeable.
14	January	Mid & South Essex	The paramedics were extremely professional and very kind and made us feel my husband was safe. My husband said he was not going to hospital but they talked to him and persuaded him it was for the best.
37	January	Mid & South Essex	The blood pressure machine didn't work.
52	January	Mid & South Essex	Oops it looks like you have a broken hip (name) a thing then stuck on my finger bp taken then how do you feel (name) any pain no then lifted on to trolley wheeled to ambulance. they kept chatting to me whilst on route to hospital which kept my mind off hip.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
45	January	Mid & South Essex	I could not fault the actual care and respect I was given when the ambulance finally arrived 13 hours after my daughter initially phoned, she was told 2 hours and though they did keep phoning to say there were still delays - this did not help with the pain. The actual ambulance staff were excellent and so apologetic for the delay, although I did say I understood it wasn't their fault.
56	January	Mid & South Essex	Having failed to make contact with the 111 phone system my family contacted the 999 service for an ambulance to attend. No ambulance was available at the time. After approx. two hours a paramedic telephoned and I received a very good consultation with him that put my mind at ease. Having nearly recovered from the problem at this time I considered it was not necessary for an ambulance to attend. I was told to call again if my condition returned but otherwise to contact my GP the following morning.

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217	March	Herts & West Essex	The ambulance arrived sooner than expected, the girls were courteous, caring, and very professional.
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244	March	Herts & West Essex	The three people who arrived made my husband feel at ease.
254	March	Herts & West Essex	Prompt, efficient, professional.
255	March	Herts & West Essex	They arrived quickly and immediately put me at my ease. They were very professional and very friendly.
1	January	Mid & South Essex	Prompt, polite, efficient, knowledgeable.

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14	January	Mid & South Essex	The paramedics were extremely professional and very kind and made us feel my husband was safe. My husband said he was not going to hospital but they talked to him and persuaded him it was for the best.
37	January	Mid & South Essex	The blood pressure machine didn't work.
45	January	Mid & South Essex	I could not fault the actual care and respect I was given when the ambulance finally arrived 13 hours after my daughter initially phoned, she was told 2 hours and though they did keep phoning to say there were still delays - this did not help with the pain. The actual ambulance staff were excellent and so apologetic for the delay, although I did say I understood it wasn't their fault.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
58	January	Mid & South Essex	My neighbour dialled 999 in morning as I needed help. I am bedridden with cancer. I was contacted by ambulance service at lunchtime and was told an ambulance would attend within 5/6 hours. I was contacted at 7.20pm apologising for delay. The next call I had was 12.40 am in the morning again apologising for delay. Since my neighbour has to stay up as he held key, I requested a visit in the morning. I was told as emergency service this wasn't possible and would have to start again by dialling 999.I then cancelled the request.
63	January	Mid & South Essex	Very helpful and empathic.
69	January	Mid & South Essex	The ambulance crew were very kind and reassuring and we able to get me additional support at home so I could be treated without going to hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
75	January	Mid & South Essex	I was unable to walk and in acute pain and was told the ambulance would arrive 12 hours later. I find this absolutely despicable and definitely not in line with a service suited to the 5th largest economy in the world.
87	January	Mid & South Essex	I was taken with my son from Southend to The Royal London in the middle of the night. The ambulance staff were professional and kind, they have a unique way of making you feel safe and that everything will be ok. Thankfully it was and my son was home again in a few days. He hasn't stop talking about (name) as he made such a fuss of him. Thank you to all involved.
92	January	Mid & South Essex	They were very nice to me.
123	February	Mid & South Essex	The ambulance arrived quickly. The paramedics were very friendly, polite and above all else professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
101	February	Mid & South Essex	Both 1st responder and ambulance crew arrived quickly and were absolutely amazing when dealing with my 12 year son with a dislocated knee cap, cannot thank them enough, cannot praise them enough, amazing doesn't cover how good they were, you need another option than very good for these 3 people
124	February	Mid & South Essex	Waited an hour for first response car when feeling very unwell with a heart rate of over 120. Subsequently waited a further three hours for an ambulance to take me to Broomfield hospital.
128	February	Mid & South Essex	Prompt, very kind, made me feel calm and in good hands.
134	February	Mid & South Essex	The ambulance medics were polite, professional and made me feel that they were doing everything possible for my welfare.
135	February	Mid & South Essex	Very efficient.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
126	February	Mid & South Essex	<p>I rang 111 and following a long conversation detailing the symptoms of my husband's condition they decided to contact a doctor for us. The doctor rang immediately and after a discussion he arranged an ambulance to come for him. He said it would take two hours before the ambulance would arrive. However in less than half an hour the para medics arrived and totally took over the situation. I have nothing but praise for the three medics who calmed the situation and made my husband comfortable and putting him on a rehydrating drip. They were with us for two hours and they dealt with both my husband and myself in a most professional manner but at the same time they were reassuring and compassionate. In fact, although the facts of my husband illness and subsequent diagnosis are very difficult to deal with the whole experience from dialling 111 to the doctor's swift response and the para medics and the ambulance service's excellent response made an stressful time much easier. I would like to say a big thank you to everyone</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
129	February	Mid & South Essex	<p>On the 11th February 2022, I suffered a fall in the High Street, Billericay, Essex. CM12 9AB. A young man phoned for an ambulance which took approximately 45 minutes to arrive, which in this day & age is acceptable. I appreciate if it were cardiac related an ambulance would have been there sooner. The ambulance crew consisted of two young ladies who treated me with dignity & respect. The service was very busy that particular day & the crew that tended me were from Hertfordshire Goodness knows where they get their strength from as they actually lifted me into the ambulance. I was in a tremendous amount of pain after a significant fall which kept me in hospital for three days & two nights. I still have not fully recovered from the fall.</p>
148	February	Mid & South Essex	<p>The team who came on 06/02/2022 were very polite and caring. They treated me very well and were also very respectful.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
149	February	Mid & South Essex	The call handler was polite and helpful and the crew put my father at ease.
146	February	Mid & South Essex	Called for emergency Ambulance for taking the patient to hospital. After taking the details of the condition, been assured that an ambulance will be there within 40 minutes. Nothing happened for over an hour. After that we had a call from a nurse from ambulance services. She said services are very busy in our area, so it will take lot more time to attend us. Asked my husband to assist her over the phone to check up my pulse, temp, physical check up of my back, groin, lower abdomen etc. Then suggested to take me to the hospital ASAP, which my husband did. Very disheartened & disappointed with the response we got. This is not the way to treat a patient who is in agony of pain. SHAME!!!

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
150	February	Mid & South Essex	<p>We had an ambulance out to my mum about 4/5 times due to her severe back pain and her dementia deteriorating and later on overdosing on her tablets. They left my mum in a state for hours and when we were given a time frame they didn't show up once until the next day. They didn't all carry out observations or always check my mums back pain but palm her off with painkillers, then upping or changing medication rather than taking her in. We are not happy with how she was treated, she's been neglected and as a result of them missing vital observations and checking mum over it's turns out three weeks later when she finally went into hospital she already had three old fractures in her back that no one had picked up on. We haven't seen any paperwork to say any of the ambulance staff had actually even been to visit. Out off all the ambulance staff they had came out to my mum in those weeks, the only person called (name) actually gave us a phone call to let us know about mum and finally took her into hospital.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
154	February	Mid & South Essex	At the time I collapsed I was up on scaffolding at work. The paramedics arranged for the fire brigade to come as an emergency and get me down. Fortunately I had come round and the paramedics were conversing with my son who I was working with on the day until the fire brigade was able to bring me down. Once with the paramedics was able to give me attention they were very reassuring and done what they needed to do and got me to the nearest hospital quickly.
158	February	Mid & South Essex	Paramedics were kind, thorough and caring throughout.
162	February	Mid & South Essex	This was a Sunday and the Ambulance crew were excellent.
164	February	Mid & South Essex	The wait time was extortionate. It was unacceptable to expect an extremely sick person to lay on the floor for hours.
171	February	Mid & South Essex	The paramedics were very kind and professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
169	February	Mid & South Essex	Your paramedics were excellent -more helpful than my own GP and were very sympathetic and patient. They did quite a lot of tests and explained each process as they went along. They were also very reassuring and friendly. Excellent bedside manner. Thank you so much for their kind and attentive visit.
186	March	Mid & South Essex	The paramedic was kind, polite and informative.
190	March	Mid & South Essex	Just the presence of these two friendly people gave me confidence that they could make me feel better.
192	March	Mid & South Essex	Although I had been unconscious for a short while and was bleeding (after a fall), the ambulance took more than three hours to arrive and there were several further hours before I was seen by a doctor in Casualty at Southend Hospital.
198	March	Mid & South Essex	They were amazing and really cared for me taking the time to listen to what had happened and how they could best help me and make me comfy for the trip to the hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
216	March	Mid & South Essex	Very prompt attendance by two professional and caring operatives. They were completely thorough and I couldn't have asked for a better service.
224	March	Mid & South Essex	Ambulance was there within 10 minutes, medics very kind and considerate.
228	March	Mid & South Essex	Although the waiting time for the ambulance to arrive was pretty long at 2 hours plus, which is understandable in the current demands on the NHS, the service provided by the crew that attended was excellent. I had fallen from some high step ladders and was laying on the floor outside and had severe pain in my ribs, but as soon as the crew arrived and started checking me over, I felt much easier. The crew gave me gas and air to ease the pain which did the job nicely, and from the time they arrived until the time they handed me over to A&E (several hours later due to demand of A&E services), they kept checking I was okay and supplied with pain relief. A great service all round. Thank you.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
229	March	Mid & South Essex	When ambulance arrived, service was excellent however I had to wait 3 hours for the ambulance despite my issue being chest pains.
232	March	Mid & South Essex	The ambulance crew were so good and thoughtful with my husband they did all they could for him and to reassure him that he was in the best hands. Well done.
243	March	Mid & South Essex	Because it was prompt & the paramedics rapidly diagnosed the problem and wasted no time in advising he thought I had to go to A/E for immediate attention due to the nature of the heart problems. They had discovered I was suffering with. The paramedics took me to queens' hospital straight away & they took me straight to A/E in a wheelchair, there I received more excellent treatment (A/E 'A' majors)
20	January	Norfolk & Waveney	I have, unfortunately, had to call for an ambulance on several occasions. Whilst the length of wait has increased (4hrs at one time), the crews have always be polite, friendly, caring and reassuring. So yes I appreciated the work you all do.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
21	January	Norfolk & Waveney	The two paramedics that attend did everything above and beyond their duty, as I was worried about attending A/E due to covid but they have the conference to go in.
23	January	Norfolk & Waveney	I had called 111 having had a fall in our kitchen. The fall had caused me to hit the side of my right knee. I had extreme pain in my leg. Speaking to the 111 operator, I wanted to know what to do next! We talked through what I had done and what would she suggest. This was quickly resolved, an ambulance nearby, she would suggest that she asked to come to my home and actually see what was going on with me! Very soon an ambulance appeared with a team of 3 men, who between them checked me over. The man who seemed to be in-charge suggested that I should take some pain-killers and rested the leg. 24hrs later, although still, but very much less pain.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
26	January	Norfolk & Waveney	The ambulance arrived really promptly & the two crew were very reassuring & patient. They stayed with me until I felt in control of my symptoms, & also reassured my husband who had had a reaction to my sudden illness. I couldn't have asked for better care.
29	January	Norfolk & Waveney	The paramedic who attended was extremely understanding, supportive and treated my husband with respect and dignity. His input meant that I got much needed support from social services and the nhs.
44	January	Norfolk & Waveney	The ambulance arrived very quickly, less than 30 minutes. The ambulance staff were excellent. They were professional and efficient, whilst also being kind and caring. Taking an elderly person who is in pain away to hospital is a potentially traumatic experience, but the skill of the ambulance staff kept this to an absolute minimum. We cannot thank them enough.
51	January	Norfolk & Waveney	Very good attitude and advice very friendly and really helped me.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
49	January	Norfolk & Waveney	Excellent wasn't available to tick, the paramedics were a calming solution to an extremely distressing situation my wife was suffering, they responded quickly and efficiently, and were reassuring at all times. I knew my wife would receive the help she required..... Thankyou NHS.
53	January	Norfolk & Waveney	Paramedic arrived in 20 mins at just after 0400 hrs.
54	January	Norfolk & Waveney	Very professional, polite and understanding.
57	January	Norfolk & Waveney	They were professional, I understood what they asked me to do and I trusted them.
62	January	Norfolk & Waveney	The paramedics were superb, empathetic. Professional and comforting.
64	January	Norfolk & Waveney	I called 111, who decided after going through my symptoms that an ambulance should attend.
72	January	Norfolk & Waveney	I have always received outstanding service from all the paramedic staff. Seem really efficient and very reassuring.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
61	January	Norfolk & Waveney	I called the ambulance via 999 because my heart was racing (atrial fibrillation). My heart will race and then suddenly drop in speed or settle down. A member of the ambulance crew, who I was given to understand came from Ipswich, did her best to convince me I was having an anxiety attack referring to her own past health problems as the heart, pulse rate and oxygen levels appeared normal when they checked. I insisted I was not suffering from an anxiety attack, having had these problems many times in the past. It was then agreed, I think reluctantly agreed, that I would be taken to James Paget Hospital where I stayed as a patient for 10 days with my heart rate varying from 186 to the mid 30s, until it settled down. Hardly an anxiety attack. I do think an ambulance crew should listen more carefully to what the patient want to explain.
80	January	Norfolk & Waveney	Everything taken care of in a professional way.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
81	January	Norfolk & Waveney	I took my son to the doctors surgery where they called for an ambulance because he was very poorly and oxygen very low. Our doctor didn't want us to travel alone. I was told it was a 40 minute wait which seemed a long time but was happy we were at the surgery waiting. My son is terrified of doctors/hospital but when the ambulance crew turned up they were out of this world, amazingly patient and coached him round even made him a balloon out of a glove.
88	January	Norfolk & Waveney	I'm very impressed with (name) and (name) attendance they were very polite and professional whilst they treated me with my chest infection. I would like to thank them for their service.
94	January	Norfolk & Waveney	I was in St John ambulance service for 12 years in Southend On Sea, Essex.
103	February	Norfolk & Waveney	The response crew were understanding, caring and kind. I was so grateful.
113	February	Norfolk & Waveney	Very fast and good response to call and dealt with me very well.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
104	February	Norfolk & Waveney	My Husband was taken by blue light last Wednesday to Norfolk and Norwich hospital, he was not sure what ambulance took him but they did ask him to scan a bar code to give a comment on the service that he received but he could not do this .If you are able to find out ,his name is (name) and they came to (address). He said the service he received was first class and really wanted to thank the 2 paramedics that cared for him.
114	February	Norfolk & Waveney	The crew were very efficient and helpful.
130	February	Norfolk & Waveney	The response was rapid, (20 minutes) and the examination was thorough. The staff were reassuring throughout and I felt they were totally competent and professional. I felt reassured and confident that they were doing all they could to assess my symptoms and decide on the best course of action to take. On the journey to hospital the paramedic was friendly while at the same time I felt I was constantly being assessed in a thorough and unobtrusive way.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
122	February	Norfolk & Waveney	Punctuality, attitude and knowledge of staff, care.
138	February	Norfolk & Waveney	Could not fault the service in any way.
141	February	Norfolk & Waveney	My wife passed out in kitchen then dialled 999 the operator sent an ambulance out and was here in 20mins approx.
155	February	Norfolk & Waveney	Very considerate and patient.
161	February	Norfolk & Waveney	The three lady paramedics who were in attendance were brilliant. They did everything possible to make and keep me comfortable.
166	February	Norfolk & Waveney	Prompt service and very professional. Kept well informed and re-assuring.
168	February	Norfolk & Waveney	Very friendly team, put us at ease straight away. Didn't make us feel like we were wasting their time (ex prem baby with chest retraction) dealt with quickly and got us straight to hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
163	February	Norfolk & Waveney	I live on my own and had to call my son at 3 a.m. I had suffered from pneumonia in 2019 and guessed what the signs were he came straight round and called the ambulance we waited about one hour (but under the present circumstances with call outs we were fine). Two lovely young paramedics arrived and sorted me out very quickly bringing all the equipment in that they needed and reassuring me and my son we were very pleased to see them, they did all the necessary tests and said I needed to go to hospital. I packed a few things and we arrived at A and E very quickly. They were extremely professional and very efficient. An excellent and speedy delivery to the hospital.
181	February	Norfolk & Waveney	The service I received when the paramedics arrived was very good. I did have to have several hours through no fault of the crew.
184	March	Norfolk & Waveney	I'm very impressed with (name) and (name) attendance they were very polite and professional whilst they treated me with my chest infection. I would like to thank them for their service.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
189	March	Norfolk & Waveney	Sadly because the N&N A&E dept was extremely busy yesterday (28/03/22) I had to wait outside in the ambulance for 8 hours. The paramedics, (names) were brilliant. They were all very professional, constantly checking I was ok & keeping me updated.
193	March	Norfolk & Waveney	Contacted 999 lady on phone very helpful kept me calm stayed with me until Ambulance arrived which must have been no more than 10 minutes. Superb service by Ambulance staff they looked after me very well and staff were very proficient and friendly. They locked my doors and got me to contact my wife as there was a lot of blood in kitchen kept checking me on way to hospital and arrived they took into A &E and wished be luck.
194	March	Norfolk & Waveney	Helpful crew.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
197	March	Norfolk & Waveney	The ambulance crew were very helpful and kind.
206	March	Norfolk & Waveney	I gave this answer because you provided a far more better caring service than my local doctors. So Thank you.
207	March	Norfolk & Waveney	The ambulance and its Team arrived within 30 mins of my second call and soon checked my husband out and had him on his way to hospital phoning ahead of his arrival. He was suffering from a massive stroke and thanks to them is now in Rehab. They saved his life.
214	March	Norfolk & Waveney	The team were very reassuring and calm, stopped me panicking and were in no hurry even though they were extremely busy and under immense pressure. Because of their diligence and care I was able to avoid being hospitalised.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
220	March	Norfolk & Waveney	The ambulance arrived without much delay and I was dealt with by the crew quickly on arrival at the A&E Dept. at NN the crew had to wait to off load me and during the wait they asked me if I wanted a cup of tea / coffee etc. After waiting in the ambulance for sometime (I do not know how long) the crew took into A&E and wished me all the best and handed me over to the NN staff, I was seen quickly and after a catheter was put in and the constipation problem was addressed I called my wife and she came and collected me and we returned home.
230	March	Norfolk & Waveney	They responded quickly (about 30 mins). They were very friendly and caring and really interested in what had happened to me and then took me to A&E at the Hospital.
231	March	Norfolk & Waveney	All my needs on the day in a caring and efficient way.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
226	March	Norfolk & Waveney	I was really poorly and 111 advised me an ambulance would be sent to me which I was quite nervous about. A few minutes later I had a paramedic call me to tell me an ambulance was unfortunately going to be very delayed as they were so busy and I was to make my own way to hospital, which I did. I was put at ease on the phone and I didn't feel a nuisance for calling them, especially when I was panicking as i was struggling to breathe. The person I spoke to at 111 and the paramedic was very kind as were the staff at the hospital so thank you.
246	March	Norfolk & Waveney	The team that pick me up were very kind and caring, they made me feel very cared for from start to finish. We spent a lot of time together because of the wait to get into the hospital but they were with me at all times.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
247	March	Norfolk & Waveney	Paramedics were professional and most helpful and did not rush through what they were doing.
248	March	Norfolk & Waveney	Your paramedics were very kind and considerate, helpful and caring.
13	January	Suffolk & North Essex	I called 999 for I was having chest pains it was nearly 2hours and 30 minutes to arrive, once the ambulance arrived very good care and very fast in getting me to hospital.
24	January	Suffolk & North Essex	The ambulance service was extremely friendly polite and efficient.
32	January	Suffolk & North Essex	The paramedics were excellent, caring and helpful in a stressful situation.
34	January	Suffolk & North Essex	I expected a more positive reply as I was told that someone would call back within 4 hours in the event it was only about 1 hour.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
46	January	Suffolk & North Essex	Everyone involved could not of been nicer from the initial phone call to getting me to the hospital. The two paramedics were superb & made me less anxious about everything.
59	January	Suffolk & North Essex	The crew came quickly.
65	January	Suffolk & North Essex	The whole experience from arrival through to removal to hospital was the very best one could wish for the crew were very good through assessment, they were very understanding and caring and through in their procedure.
90	January	Suffolk & North Essex	Arrived promptly. Paramedics friendly, professional & knowledgeable. Treatment excellent. Felt completely confident in their judgement.
96	January	Suffolk & North Essex	Arrived promptly, pleasant and efficient.
98	January	Suffolk & North Essex	Have had to go into hospital a lot, always polite, the team do a great job.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
99	January	Suffolk & North Essex	Amazing paramedics very attentive.
120	February	Suffolk & North Essex	I found no fault with the service they provided, I felt as though they assisted me with my issue at the time.
121	February	Suffolk & North Essex	Both were kind and patient and accommodating to my disabilities.
131	February	Suffolk & North Essex	The Paramedics were brilliant but on the phone I was told the Ambulance would take two and a half hours. In fact we had to chase it up and was told then that no time was available to tell us. It arrived after three and a quarter hours. This was far too long to leave a 84 years old man who had fallen and knocked himself unconscious.
139	February	Suffolk & North Essex	They put me at ease which helped me calm. They were very professional but at the same time very caring.
142	February	Suffolk & North Essex	Swift and safe transport to hospital when I could stand let alone walk.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
143	February	Suffolk & North Essex	They were very informative about what they were doing and were sensitive to my needs.
152	February	Suffolk & North Essex	Had to wait several hours for the ambulance. Once it arrived, I was very well looked after.
159	February	Suffolk & North Essex	The ambulance was prompt and the paramedics were very kind and thoughtful.
167	February	Suffolk & North Essex	Very professional and prompt service.
173	February	Suffolk & North Essex	The 999 operator stayed on the phone with my partner to advise what to do and to keep me calm, The ambulance crew arrived quickly, they were very friendly and put me and my partner at ease, while carrying out tests.
178	February	Suffolk & North Essex	The crew have always been polite and helpful. The folding step at the passenger exit/ entrance is NOT horizontal, in heavy rain quite dangerous.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
180	February	Suffolk & North Essex	The people working in the ambulance were so kind and caring. The way they spoke to me and the way they acted.
196	March	Suffolk & North Essex	In distressing circumstances the call handler stayed on the line with my wife, giving her instructions until the responder arrived. The responder was kind and reassuring to both of us and was able to take me to a&e in his car as I was able to do so an ambulance arrived but was then freed to go to other calls.
210	March	Suffolk & North Essex	Crew arrived and immediately checked me for symptoms I gave. They then confirmed and assisted me in getting into ambulance and took me to Emergency Department.
218	March	Suffolk & North Essex	When they arrived they checked me & advised me what I should do.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
213	March	Suffolk & North Essex	On your arrival both my parents were a little distraught seeing what I was going through but the paramedics were very professional in the work they carried out on me and the way they managed to reassure both my parents that I was in very good hands when I came round from as mum calls it episode I was very distraught as I did not know what was going on and the fact there were strangers in my room but the professionalism they showed was extremely good I could not fault them one bit THANK YOU.
221	March	Suffolk & North Essex	The ambulance staff were brilliant, my only complaint was the length of the wait.
222	March	Suffolk & North Essex	The two ambulance crew were very kind and understanding.
227	March	Suffolk & North Essex	Because the gentleman were prompt, professional at all times, clear about what was happening and about they were going to do and reassured us every step of the way.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
234	March	Suffolk & North Essex	The ambulance crew were excellent. What was disappointing, however, was the length of time from the 999 call to the arrival of the ambulance. I wasn't aware of this wait, but my husband told me afterwards how long the wait was.
235	March	Suffolk & North Essex	My 94 yr old mother was in pain and some distress -as were my sister and I- the team immediately put us all at ease and their calm confident approach was very reassuring.
239	March	Suffolk & North Essex	The Paramedics were great. Waiting 12 hours for them to arrive was not great!
241	March	Suffolk & North Essex	The team were very quick. most polite, Took care of me very very well.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
2	January	Unknown	Atrocious behaviour and attitude of the ambulance crew, who preferred gaslighting the patient to any sort of care or compassion. Poor clinical knowledge and assessment severely lacking. Patient made to feel like they were in the wrong for calling for help (despite it being on the advice of 111 and had gone through an ECAT assessment). Patient left without any clinical care due to crew's attitude and refusal to convey to nearest A&E despite clinical need.
3	January	Unknown	Efficient and prompt service. Paramedic was professional, polite and respectful.
5	January	Unknown	Ambulance called by doctor at 16.45pm, still waiting at 22.45.
91	January	Unknown	The paramedic was calm, methodical, friendly and supportive.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
8	January	Unknown	<p>On this occasion the wait for the ambulance was not good, we fully understand the pressure on the ambulance service during this pandemic, and the fact our situation wasn't life threatening, but an 18 hour wait was horrendous, even the paramedics when they did arrive were shocked. We were having regular calls from the ambulance service checking our situation hadn't worsened and keeping us updated so we didn't think we had been forgotten. During last year we had to call an ambulance a few times and we cannot fault the paramedics we have met for their kindness and feel they are all a credit to the nhs.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
188	March	Unknown	I was quoted 2.5 hours for an ambulance when presenting with central chest pain and pain radiating to the back and nausea. I have a heart condition! I cancelled the ambulance and made my own way to a&e where I was admitted and treated and moved to a ward. Despite cancelling the ambulance one did turn up six hours after my 999 call and five hours after I had got to the hospital myself.

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:
30	January	Beds & Luton	Cannot detail because of my condition at the time (stroke).
39	January	Beds & Luton	Whilst the issue of me being in the Ambulance for all those hours was not the fault of the Ambulance service but rather the situations at the Bedford Hospital, exactly the same thing happened to me on my visit there three weeks earlier. So can understand my annoyance and disgust at the way I was treated in terms of the admittance to the hospital. As far as I am concerned the Ambulance service and the NHS are one body and it was absolute bedlam from beginning to end.
42	January	Beds & Luton	Very professional.
68	January	Beds & Luton	I didn't speak to the ambulance service directly until they called me back to say it would be quicker to take her myself.
79	January	Beds & Luton	Very clear questions, very quick decisions and advice to my partner.
102	February	Beds & Luton	Did not call, hospital arranged.

Patient number	Month	Area	Comments received in relation to call handling question:
117	February	Beds & Luton	My husband called as I was unable to.
132	February	Beds & Luton	Didn't make the call 111 service made the call.
212	February	Beds & Luton	The 111 person was brilliant when they call a ambulance for us.
223	February	Beds & Luton	No problems.
245	February	Beds & Luton	The care calling had sent someone before I could contact them.
17	January	Cambs & Peterborough	The operator did warn me that the ambulance might take up to 40 minutes, but they were with us in 5.
19	January	Cambs & Peterborough	Very prompt, and professionally handled. The operator stayed on the phone with me until the ambulance arrived, because I was on my own and extremely frightened.
41	January	Cambs & Peterborough	Before the medics arrived I was attended by a First Responder who lived not far away.
43	January	Cambs & Peterborough	Voice reassuring that not left alone.

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Patient number	Month	Area	Comments received in relation to call handling question:
71	January	Cambs & Peterborough	My wife contacted the emergency services.
76	January	Cambs & Peterborough	The crew were exceptionally helpful in every way, we cannot thank them enough.
83	January	Cambs & Peterborough	I did not make the emergency call.
105	February	Cambs & Peterborough	I did not make a call.
174	February	Cambs & Peterborough	Did not have to wait very long before the ambulance arrived and the switch board person was very polite.
185	March	Cambs & Peterborough	The call was answered quickly, but the delay connecting to the Ambulance service was too long.
195	March	Cambs & Peterborough	The ambulance was called for me by 111, I did not call 999
199	March	Cambs & Peterborough	The call handler was very sympathetic as I was having trouble talking due to my breathing, she stayed on the line with me until help arrived.
200	March	Cambs & Peterborough	Ambulance arrived very quickly I was told after the incident.

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Patient number	Month	Area	Comments received in relation to call handling question:
7	January	Herts & West Essex	The lady on the phone maybe her name was (name). First time we spoke she was amazing, and the second time we had to call after being discharged and back home from the hospital we called 999 again and she was on the other end to help for a 2nd time. Amazing.
31	January	Herts & West Essex	I didn't make the call I was concussed.
35	January	Herts & West Essex	My husband made the call however I could hear the person on the call keeping him calm and they stayed on the phone until the ambulance arrived.
40	January	Herts & West Essex	The service was very busy, but I was phoned back to check on my condition and re-confirmed that I needed an ambulance.
66	January	Herts & West Essex	The person who took the call was very reassuring, patient and polite.
133	February	Herts & West Essex	Referred from 111.
170	February	Herts & West Essex	The lady who answered my 111 call was really helpful and called an ambulance on our behalf.

Patient number	Month	Area	Comments received in relation to call handling question:
191	March	Herts & West Essex	Awful experience, very sick husband with heart problems, high blood pressure, bad blood oxygen. completely dismissed, they didn't seem to care at all. I'm sitting here at 2am watching him in pain.
202	March	Herts & West Essex	My husband has had to use the service a few times since January through to march this incident I think was ordered by the GP.
236	March	Herts & West Essex	We tried to get through to 111, but my condition got dramatically worse, so we phoned 999, the call handler was lovely!
237	March	Herts & West Essex	The 111 handler was polite & concerned & having listened to all the responses decided to despatch an ambulance.
254	March	Herts & West Essex	It was for an asthma attack.
14	January	Mid & South Essex	The call handler called back after a while to ask if conditions had worsened.
37	January	Mid & South Essex	It was a referral from 111.

Patient number	Month	Area	Comments received in relation to call handling question:
45	January	Mid & South Essex	The delay was the problem. I realise they have to prioritise, but surely an 80 year old woman who had fallen down stairs and broken her leg in 3 places (fibula, tibia and patella) warrants some sort of priority. and shouldn't be left for 13 hours in pain.
63	January	Mid & South Essex	Quite prompt attendance.
124	February	Mid & South Essex	They did not understand the urgency of the situation. Even though two calls were made the same information had to be repeated for each call.
126	February	Mid & South Essex	111 were very proactive and asked a lot of questions before telling us that he was calling a doctor.
128	February	Mid & South Essex	Very professional.
129	February	Mid & South Essex	I have not got any complaints whatsoever.
135	February	Mid & South Essex	On scheduled time.
146	February	Mid & South Essex	Hope this error of judgement will not get repeated for any other desperate patient.

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Patient number	Month	Area	Comments received in relation to call handling question:
148	February	Mid & South Essex	The emergency call staff was very understanding and tried to put me at ease and calm me down.
150	February	Mid & South Essex	We had one lovely lady on the phone from call centre but another time the lady wasn't very helpful or listening to what we was saying and was rude on the phone.
162	February	Mid & South Essex	Result of a 111 call.
164	February	Mid & South Essex	Has to call twice and 1st call was very short and I was told we would have to wait hours. My Dad was ill and deteriorating.
190	March	Mid & South Essex	All operatives were so understanding and took time to listen to me.
228	March	Mid & South Essex	I can't give details as I didn't make the call, however I know from the person that made the call, that the call handler was very helpful.

Patient number	Month	Area	Comments received in relation to call handling question:
229	March	Mid & South Essex	Paramedics were brilliant. Problem was the 3 hour wait for the ambulance. During the emergency call it was suggested that someone wait outside my house for the ambulance. Fortunately my wife did not wait outside as she would have been in the cold for three hours. I received no updates from the ambulance service to let me know realistic arrival time for the ambulance.
243	March	Mid & South Essex	Thank you to everyone involved in looking after me.
49	January	Norfolk & Waveney	My daughter made the call.
54	January	Norfolk & Waveney	Again. Nothing to fault.
57	January	Norfolk & Waveney	I wasn't the one to make the call.
72	January	Norfolk & Waveney	Very professional and surprisingly calming.
81	January	Norfolk & Waveney	Doctor called.
103	February	Norfolk & Waveney	Efficient.

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Patient number	Month	Area	Comments received in relation to call handling question:
114	February	Norfolk & Waveney	Arrived quicker than we were expecting them.
122	February	Norfolk & Waveney	A standard response with no real indication how long a wait there would be.
130	February	Norfolk & Waveney	The process once the 999 call had been made was excellent. However, it took an age to get through on 111, and the final advice was to call my doctor , "Within the hour." It then took time to contact the receptionist at my GP surgery who told me she would speak to the doctor. It took a further hour for the receptionist to call back with the message that the doctor said to call 999. I was less than impressed with these responses.
141	February	Norfolk & Waveney	The operator kept talking to me asking questions on the wife condition and kept there until ambulance arrived.
155	February	Norfolk & Waveney	111 operator very understanding. On call GP visit within 4 hours.
207	February	Norfolk & Waveney	The first call was rubbish the second was more helpful.
226	February	Norfolk & Waveney	Thank you so much to you all, you are all angels!

Patient number	Month	Area	Comments received in relation to call handling question:
246	March	Norfolk & Waveney	They were with me within 15 mins.
248	March	Norfolk & Waveney	I did not have to wait long and the young girl managed to put her hand and through letter box to get door key which I passed to her.
34	January	Suffolk & North Essex	Didn't explain why they couldn't send help but to await the call back.
65	January	Suffolk & North Essex	I was very satisfied with the care received and wish to thank all involved to the highest level, well done to all.
98	January	Suffolk & North Essex	Very good most of time, busy but come soonest possible.
120	February	Suffolk & North Essex	Conversation was clear and well understanding for my condition.
121	February	Suffolk & North Essex	I was told to call by GP surgery for suspected post op infection. I called but had to wait a few mins for call to be answered. I explained the situation, I'm disabled, can't get myself to hospital and GP thinks I need to go in and was told they were too busy to help me and the surgery would have to call. So I then had to call surgery back and go through it all again and get them to call.

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Patient number	Month	Area	Comments received in relation to call handling question:
142	February	Suffolk & North Essex	All reacted to an accident with no forewarning
143	February	Suffolk & North Essex	Although the ambulance did not come for 24 hours, we were kept updated every six hours and checks were made by phone from the service to make sure there had been no deterioration.
152	February	Suffolk & North Essex	My husband made the call.
173	February	Suffolk & North Essex	The telephone was answered very quickly, and the lady seems to no what she was talking about.
180	February	Suffolk & North Essex	It was so much quicker. They thought I might have to wait much longer.
196	March	Suffolk & North Essex	Very calm and reassuring call handler. He stayed on the line with my wife who was very distressed.
204	March	Suffolk & North Essex	School made the call.

Patient number	Month	Area	Comments received in relation to call handling question:
227	March	Suffolk & North Essex	It was good at first until the lady said we needed to get my dad flat on the floor as he was sitting on the sofa, unconscious. We tried but couldn't lift him so she told us to pull my dad off the sofa with his legs to get him on the ground. There was no way we were going to do that as he could have broken his back or neck as he was already a dead weight. That concerned me a lot. Fortunately the paramedics came in time and took over.
2	January	Unknown	The call handlers and ECAT staff were very friendly, helpful, caring and compassionate.
5	January	Unknown	Called the service twice.
8	January	Unknown	The GP called the ambulance.

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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:
39	January	Beds & Luton	The Ambulance crews did their best for me with the exception of the smoker, who as with all smokers are completely unaware that they smell like chimneys!
42	January	Beds & Luton	Nothing. Absolutely perfect service.
47	January	Beds & Luton	I need to talk with someone about this things have been hid up call me on (number).
68	January	Beds & Luton	Could have been informed of the delay earlier, we would have taken her into a&e ourselves sooner.
93	January	Beds & Luton	Nothing was happy with everything.
187	March	Beds & Luton	The ambulance crew and paramedics were brilliant all good and very professional.
212	March	Beds & Luton	Excellent service.
242	March	Beds & Luton	No I don't think so they did their best.
245	March	Beds & Luton	Nothing.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
16	January	Cambs & Peterborough	It would have been better if there was a paramedic in the ambulance when it turned up to give me pain relief ASAP.
18	January	Cambs & Peterborough	It was our decision not to use the ambulance due to the excessive wait, considering my condition.
19	January	Cambs & Peterborough	Nothing at all. All first class from beginning to end. I received first class treatment from the call centre to the ambulance crew and the staff at Addenbrookes. I feel blessed that we have a first rate health service and first class people working in it. You all deserve much more than you are given credit for.
71	January	Cambs & Peterborough	As I understand, if a patient has Chest Pains they go to Hospital to have a blood test to see if they've had a Heart Attack. I was not taken for a Test. Called another Ambulance next day who took me to Hospital.
76	January	Cambs & Peterborough	Nothing better.
82	January	Cambs & Peterborough	Excellent service, very grateful.

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
83	January	Cambs & Peterborough	Although I waited about 2 hours for the ambulance to get to me from my original call to 111, I consider that it was reasonable as I realise that I was not prioritised as being urgent.
105	February	Cambs & Peterborough	Buy quieter ambulances.
108	February	Cambs & Peterborough	I would like to add, that prior to the 16/02/22. I felt extremely poorly on the 15/02/22. I phoned 111, whom sent me an Ambulance. But on there arrival and doing checks, didn't feel the need of taking me to hospital, and on there advice to phone my GP the next day. It was then my GP who came and saw me at my home, that phoned for an Ambulance. I spent 10 nights in hospital The only uncomfortable thing that, when I got to the hospital. I spent about 6/7 hours laying in the Ambulance. But must state the crew were so attentive and very patient.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
109	February	Cambs & Peterborough	Absolutely nothing you could have done better. Superb! The handover problem was not the fault of the TEAM. It was a very busy day in A and E.
115	February	Cambs & Peterborough	Luckily for me I am not sure that there was anything that could have been done any better.
119	February	Cambs & Peterborough	Nothing could have been done better. The ambulance crew were brilliant.
199	March	Cambs & Peterborough	I received an excellent service.
200	March	Cambs & Peterborough	As far as I was aware and could take in everything was really good I don't think you can improve on professional perfection very grateful for the assistance assurance I received.
240	March	Cambs & Peterborough	No all very good.
7	January	Herts & West Essex	Nothing everything was handled extremely well.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
33	January	Herts & West Essex	In the last 3 months my elderly mother has been hospitalised 3 times each time the ambulance personnel were superb only problems was at the other end A&E where the waits were not good.
35	January	Herts & West Essex	Thank you to all the staff who responded to our call and looked after us. My husband and I are so grateful for your care and think you are such amazing people to do the job you do and to do it with such positivity, warmth and with such a calm and caring nature. You made what could have been a scary situation so calm and under control. Particular thanks to (name) who arrived first and took control of the situation and who also helped my husband with the car seat (and who had a daughter with the same name as our newborn)! and to the lady who held our baby and helped my husband who was quietly panicking. Each staff member made the whole situation easier and less traumatic and we continue to reflect on how amazing you each are. Thank you again.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
9	January	Herts & West Essex	Nothing within your power.
40	January	Herts & West Essex	All better than expected, well done.
50	January	Herts & West Essex	In summary I feel that the ambulance service in our area is very poor as the service has to cover such a large area of the country.
73	January	Herts & West Essex	Ambulance crew not a thing. Ambulance itself very clean and well equipped not that comfortable on journey's. Hand over at hospital difficult for crew but stay with you until seen which is comfortable.
133	February	Herts & West Essex	Nothing at all and I would be most appreciative if my thanks could be passed on to the professional and kind people who attended to me.
144	February	Herts & West Essex	They were brilliant!
175	February	Herts & West Essex	To my mind, on the two occasions ambulance was sent, nothing could have been done better (DOB). Had Covid badly, did not want to go into hospital.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
176	February	Herts & West Essex	The ambulance service was good. Found GP and hospital were not very helpful. Was made to wait hours. Sent to assessment centre, then back to A&E. Sent to Adult assessment for 6 days not gastro ward. Refer to Gastro feed by tube and sent home still unable to eat properly. Now having to be re-referred and wait for appointment which is taking forever.
191	March	Herts & West Essex	I strongly believe my husband should of received emergency care. He never goes to the Doctors, never complains when his ill or hurt himself. He's in terrible pain and frightened. It felt like he was being treated as a nuisance by the 999 operator.
236	March	Herts & West Essex	We waited over 4 hours for the emergency ambulance, the team informed us that when they arrived that they had to drive around to find an ambulance to use in their own cars? Therefore, So many people could have been treated between this time if the vehicle was available for them to use straight away?!

Patient number	Month	Area	Comments received in relation to anything we could have done better:
244	March	Herts & West Essex	Delay in being seen at the hospital.
52	January	Mid & South Essex	There is nothing you can do better normally a 999 call denotes emergency, not a headache or a runny nose. heart attack /stroke /broken bones yes 999.
69	January	Mid & South Essex	The team that we were passed onto were excellent. Nurses responded quickly did tests and prescribed antibiotics the same day. They identified a pressure sore and referred for ongoing DN input. They referred to OT and respiratory nurse for ongoing support. This is an excellent service and so much better than attending A&E. THANK YOU.
123	February	Mid & South Essex	Not sure the ambulance could have done anything better, but the amount of time between arriving at the hospital and admittance to A&E was rather lengthy.

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
124	February	Mid & South Essex	Not having to repeat the symptoms and situation in both calls. There were only eight ambulances that night for the whole our area (mid Essex). The ambulance that eventually arrived came from Southend!
126	February	Mid & South Essex	After such waiting outside the hospital in the ambulance for an hour is our only criticism. The staff were excellent and even managed to serve up a cup of tea.
135	February	Mid & South Essex	Four hour delay for handover but understandable.
146	February	Mid & South Essex	Try not to disappoint the desperately ill patient by not picking up & taking to the hospital.
150	February	Mid & South Essex	I feel my mum was treated unfairly and neglected multiple times, they wasn't listening to me or what my mum was saying about the severe back pain she was experiencing. They failed to do viral observations and check her over resulting in three old fractures being missed on their behalf which no one knew about until she went into hospital three weeks after the back pain started.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
164	February	Mid & South Essex	Explaining what to do with an elderly frail person on the floor who has to wait hours for emergency care.
192	March	Mid & South Essex	Quicker response as my son and daughter-in-law were beside themselves with worry for a long time. They initially thought I was dead.
224	March	Mid & South Essex	Nothing but I believe the lack of face to face appointments with GP's is adding to the strain on the ambulance service.
229	March	Mid & South Essex	Shorter wait for ambulance Follow up call from coordinator to explain realistic arrival time and to check I was ok (fortunately my condition did not deteriorate).
20	January	Norfolk & Waveney	Just thank you.
53	January	Norfolk & Waveney	Under the circumstances it went OK.
80	January	Norfolk & Waveney	All good.

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Patient number	Month	Area	Comments received in relation to anything we could have done better:
81	January	Norfolk & Waveney	The only thing would be is the waiting time, if I was at home with my son waiting I would of been extremely worried but then if that was the case I would like to think they would be there sooner anyway.
88	January	Norfolk & Waveney	I had to wait quite a while for the ambulance to arrive.
130	February	Norfolk & Waveney	The service I received from the ambulance service was excellent in all respects.
141	February	Norfolk & Waveney	Nothing at all very satisfied.
155	February	Norfolk & Waveney	Perfect, no complaints.
161	February	Norfolk & Waveney	Nothing; the care was excellent.
184	March	Norfolk & Waveney	I had to wait quite a while for the ambulance to arrive.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
189	March	Norfolk & Waveney	I very much appreciated the care I received from the Paramedics but felt distressed & frustrated for them. There must be a better way of using their time when they get their patients to hospital. 8 hours tied up with one patient is not right.
197	March	Norfolk & Waveney	Had to wait in ambulance outside hospital for approx three hours as it was very busy.
247	March	Norfolk & Waveney	Paramedics were very professional and thorough before taking my husband to hospital. Explained in detail what they were doing which we understood and looked after my husband on the way to the hospital until he was taken in casualty.
13	January	Suffolk & North Essex	The care was very good it was the length of time the ambulance took to arrive.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
34	January	Suffolk & North Essex	I would have liked a more informative discussion at the time of the initial call as far as sending help was concerned rather than just being told that someone will call within the next 4 hours. It did nothing to help my wife's pain or how to treat it and I gave her pain relief on my own discretion and not based on professional advice There was also the question as whether to take her am medication /insulin injection.
65	January	Suffolk & North Essex	I feel nothing, it all was about perfect.
98	January	Suffolk & North Essex	Thank you all for helping me on the times I had to have transport.
143	February	Suffolk & North Essex	The service staff were thoughtful and very kind and empathetic, just took a long time to get to me.
152	February	Suffolk & North Essex	I realise that I was not an emergency but I feel I had to wait a long time.
180	February	Suffolk & North Essex	Nothing as far as I can see.

Patient number	Month	Area	Comments received in relation to anything we could have done better:
196	March	Suffolk & North Essex	In these difficult times I was grateful and impressed with the care shown and given.
213	March	Suffolk & North Essex	You could have not done anything better all the crews that attended me over the years have been very professional and deserve a medal trying to cope with various tasks I take my hat off to them without them things might be very different.
239	March	Suffolk & North Essex	Ambulance response should have been quicker.
241	March	Suffolk & North Essex	I can't fault the service in any way. Thank you.
2	January	Unknown	Treated the patient with the dignity and respect they deserve. Provided actual clinical care with compassion. Not been patronising or rude. Not repeatedly gaslighted the patient.
5	January	Unknown	A request for an ambulance by a doctor should not take over five hours.
188	March	Unknown	Respond to a 999 call which has all the indications of an MI in a patient with a pre-existing heart condition.