



Emergency Service Safeguarding Survey Patient Experience Report

Safeguarding patient experience survey

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Report Period: July to September 2022

Date of Report: March 2023

Emergency Services Safeguarding Survey Summary

Introduction

The East of England Ambulance Service NHS Trust (EEAST) has a comprehensive annual Patient Survey Programme which includes the continuous core surveys for Emergency Services (ES)/Emergency Clinical Advice and Triage (ECAT) Service and the Patient Transport Service (PTS), along with bespoke survey projects which vary each year depending on the Trust's priorities or if there is area of care that is being developed on in need of audit.

During 2021/22, an ES safeguarding survey was designed in collaboration with the Safeguarding Lead with the aim to obtain feedback from patients over the age of 18 who had consented to a safeguarding referral (for example: to local authorities, a referral to the Fire and Rescue Service for safe and well checks, GP for additional support, mental health services, falls teams, early intervention teams or other healthcare professionals such as physiotherapists, occupational therapists and district nurses).

The objective of the survey was to establish patient satisfaction and to monitor the quality of care and service provided by the Trust, specifically in relation to patients who had received a safeguarding referral. 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 to the safeguarding survey for patients who used the service and received a referral during July to September 2022.

Sample

A random sample of patients who had used the service during July to September 2022 was obtained from the Trust's Safeguarding Team. The sample only included patients over the age of 18 years old who had consented to a referral. The sample included patients across the whole region covered by the Trust (Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Hertfordshire, and Essex).

Response rate

357 patient experience surveys were posted to patients who had used the service during July to September 2022. Overall, 36 surveys were completed and returned, which equates to an 10.1% response rate.

Methodology

A random sample of patients (over the age of 18) who had used the service and received a safeguarding referral was collated. The patient sample was then traced using the Demographic Batch Trace Service, with any patients who did not trace removed from the sample prior to survey mail out. In December 2022, a copy of the survey, a cover letter and prepaid envelope were sent to each patient within the sample, with a month then allowed for responses to be received.

Conclusion

Patients were generally satisfied with the service received from the Trust, with **91.7%** of patients rating the service as either 'good' or 'very good.'

Overall, **85.7%** of patients recalled being included to at least 'some extent' in discussions undertaken in relation to onward referral for additional support. However, **14.3%** of patients did not recall being included in such discussions.

Patients who advised they had been referred to additional services for support were most likely to have been referred to: 'another healthcare professional,' (45.7%) or 'falls team,' (20.0%), followed by 'early intervention team,' (14.3%), 'GP,' (14.3%) and 'mental health services' (5.7%). Over three quarters of patients (76.9%) were satisfied with the information provided in relation to their referral. Following referral, 21 patients (77.8%) went on to receive additional support.

The additional comments received were generally positive and highlighted the professionalism, kindness and care provided by staff. The main areas of dissatisfaction were predominantly in relation to **ambulance delays** and **staff attitude**.

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.

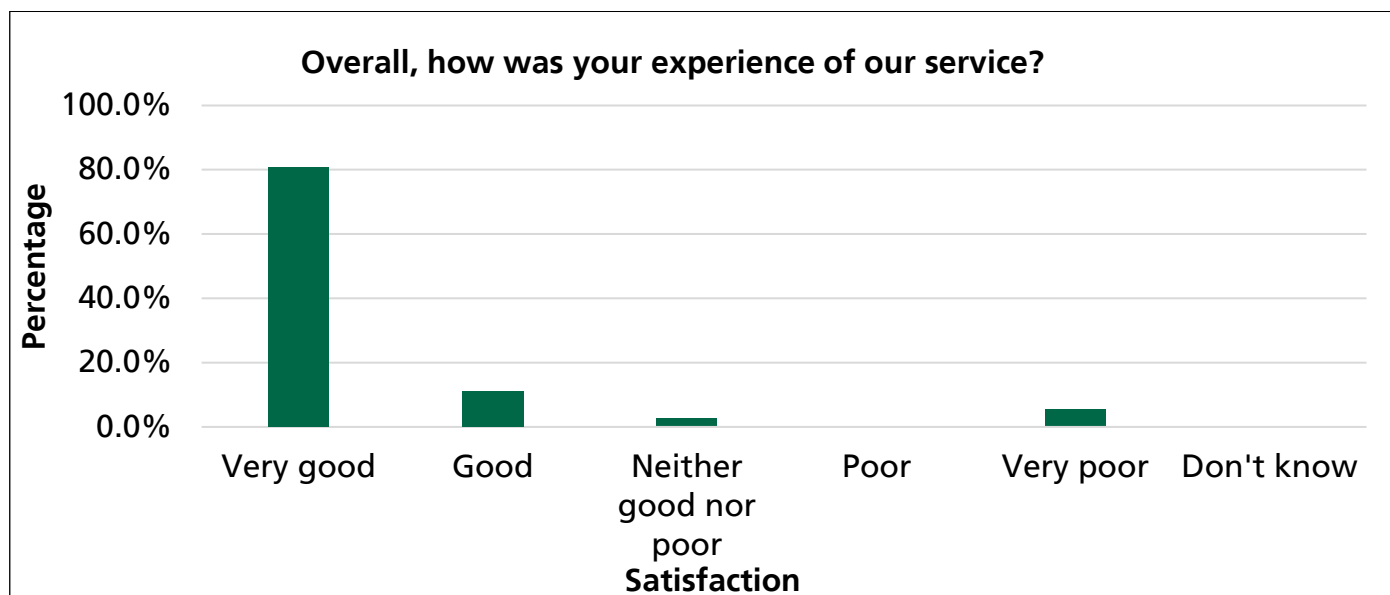
Results:

Please see the below results to the safeguarding patient experience survey.

The percentages within the charts do not include the patients who either did not respond to the question or who answered 'not applicable/unable to say.'

Caution must also be taken when interpreting the results which may not be representative due to the small sample of patients who completed a survey.

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.'

Overall, **91.7%** of respondents who answered the FFT question and had used the service during July to September 2022 rated the service as 'good' (11.1%) or 'very good' (80.6%). One respondent (2.8%) answered 'neither good nor poor' and two respondents (5.6%) rated the service as 'very poor.'

Please can you tell us why you gave this answer:

Patient	Positive comments received
1	Solicitous staff, professional, came as soon as they could under current circumstances. The paramedics were exceptional in every way.
2	Concerned, friendly, efficient.
5	Prompt, good customer care by the crew on the day.

Patient	Positive comments received
6	They were very quick when I went into my fits.
7	Didn't have to wait too long for an ambulance. They diagnosed me straight away and advised me to go with them to the hospital, where I received wonderful treatment. My son was staying at that time, and he was unpleasant, he was calmed down by the ambulance lady very well!
9	My husband told me that the ambulance arrived in August 2022, as it did when he called them for me in April 2022, and December 2021. The paramedics treated me so well and were very kind and caring. (Plus, they always have been for the many times I have needed them for quite a number of years)!
10	Took care of me very well and arrived quick after the 999 call.
11	The paramedics gave me confidence in their ability to sort me out in the position I found myself in. They clearly communicated what might be wrong with my heart from the data printed from the heart monitor. They got me a doctor's appointment for the following morning and alerted social services. They gave me the choice of going to hospital with them. The whole process was friendly and efficient.
12	Most excellent team, courteous and professional. Listened to my information input and acted to improve the situation. Dialogue exchange was clear, concise, and considerate. Achieved for my main concern!
13	Ambulance arrived very quickly, and staff were capable and professional.
15	When the ambulance staff arrived, they were kind, helpful and efficient. My wife and I were kept fully informed of process so we both fully understood what has to happen.
16	The crews were helpful and friendly on both occasions. To hospital and after discharge.
17	Caring, compassionate, understanding, and competent.

Patient	Positive comments received
18	Ambulance crew were so kind and helpful - nothing was too much trouble. They were constantly aware of my husband's needs (and mine too). They were also concerned about the delay ambulances were experiencing once they reached hospital. This applies to both occasions.
19	The paramedics were professional, they were kind, they made me a cup of tea, fed dog.
21	The ambulance came quickly. I found both ambulance staff friendly and supportive (1 female, 1 male). I also remember the atmosphere was light-hearted and jokey and whilst waiting at the hospital was offered a cup of tea. The most important thing was that I felt safe, which under the circumstances was not easy.
23	My parents were away, and my boyfriend was in a panic and could not help me very well. They did an outstanding job as I was barely conscious on arrival. Their medical skills were amazing. Their calmness gave me so much reassurance that I was going to be ok, I will never forget their faces. They arrived so quickly.
24	The help they gave us kept us informed what was happening to me and brother.
25	Quick and friendly.
26	Prompt, efficient, polite, and caring.
27	Came in and check me over.
28	All be it a long wait. On arrival they were very assuring and explained well the procedure. I was taken to Ipswich. We had a long wait in the ambulance, but they were very chatty and calming in my opinion, a credit to you.
29	You saved my life! Though would have been nice for my clothes not to be cut off me!

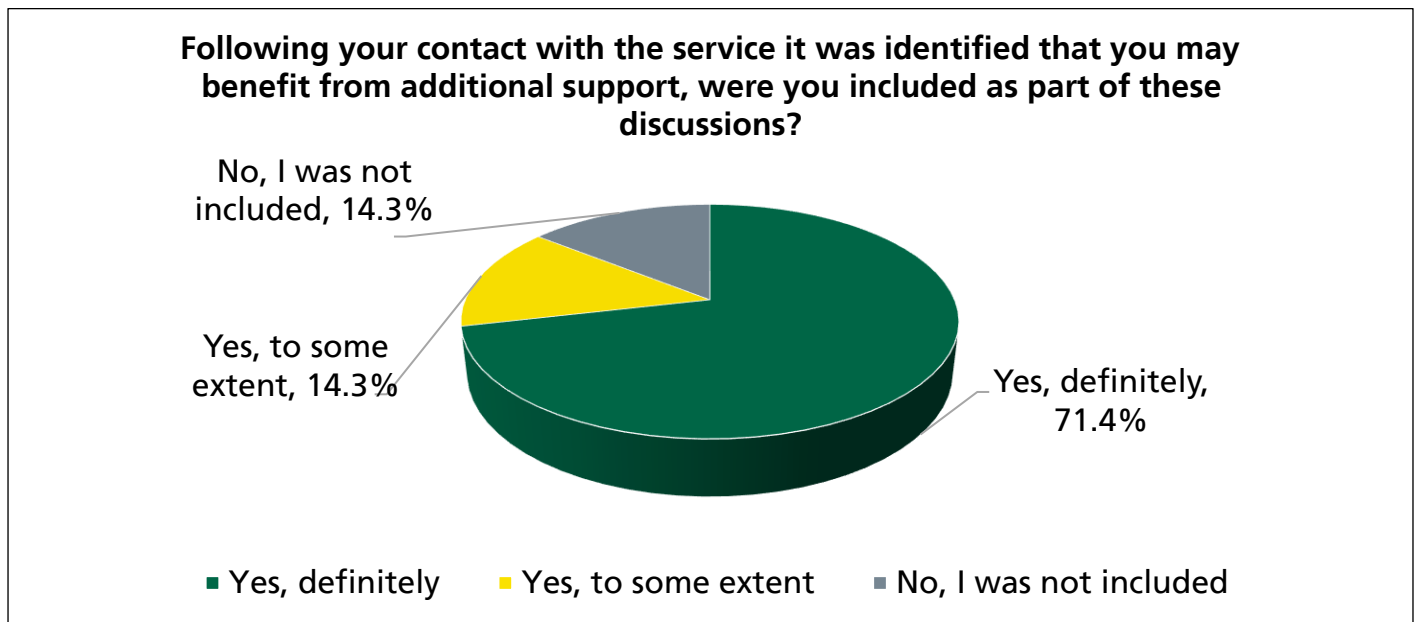
Patient	Positive comments received
30	The 3 who attended helped in all ways possible. Going to my surgery picking up test gear and speaking to my doctor.
31	Great Service.

Patient	Mixed/Neutral comments received
36	Ambulance arrived in approx. 20 minutes. 2 Ambulance men - took control immediately, calmed me down and fetched a chair for me. Took care of my husband and quickly realised our situation. Discussed how we could be helped and supported. Stayed about 2 hours until they were happy I was recovered.
3	I had a stroke and I lay on my floor for 2 days. I could not speak, and they took me to hospital.
32	Took a while to get to me.
14	Although we waited quite some time for ambulance, staff arrived and were very quick with patient.
35	My 89-year-old husband had dementia and fell, unable to get up, a 3 rd fall in 3 weeks. I phoned for an ambulance which came about 2 hours later. That would be a long wait for anyone in serious peril. It wasn't too bad in our situation as (husband) was not in pain, though confused. The staff were both excellent when they arrived, dividing their tasks. One dealing with (husband) and one speaking with me. They were efficient, kind, and unhurried. They took (husband) to hospital with me following in my own car.

Please tell us about anything we could have done better:

Patient	Comments received
1	Journey not as comfortable as could be.
3/11/18	Nothing.
9	The ambulance service for me has always been excellent.
14	Nothing, very good service.
21	The treatment I received was excellent and I have no complaints.
23	No, they could not have done anything better, arrived quickly.
27	Very good service.
28	Tea and coffee in ambulance !!!
29	I was unresponsive in ambulance and on arrival to A&E I recall waking up in ICU with drips in my neck. I vaguely recall sitting on street for long time and being able to give name/dob - I think ambulance arrived just in time to save me!
32	Cracker service.
34	They could have wheeled me in the ambulance. They just laughed and joked with officers, very rude treated a 53-year-old woman like scum. Also I have complained to police as well.
35	Yes! But you will know all about this already (nationally). Once at the hospital, (patient) was quickly assessed then placed in a corridor on a trolley for 6 hours. The 2 man/woman ambulance crew had to wait with him. They explained that they could not leave until he was admitted or sent home. They stood around for 6 hours! There were 3 other crews in the same situation. We chatted about this. One person said she felt very frustrated. She had trained at length and her skills were being wasted. She said at some hospitals there was no corridor, and the crews and patients wait hours in ambulances. Such a waste of resources. It is madness! The crew explained that hospital staff can't look after the patients who are waiting to be assessed. The crews must stay to do this.

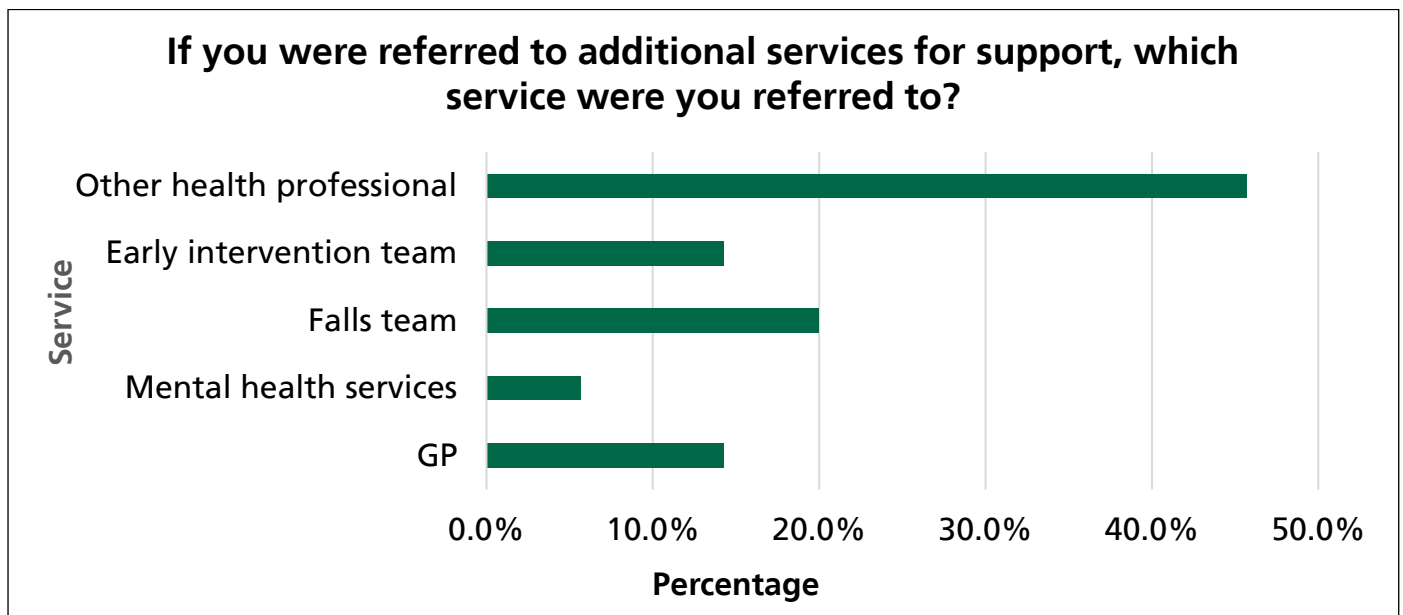
Following your contact with the service it was identified that you may benefit from additional support, were you included as part of these discussions?



Of the 28 patients who responded to the above question, 24 (85.7%) recalled being included to 'at least some extent' in the discussions undertaken to relation to additional support required. Four patients (14.3%) did not remember being included within these discussions.

The remaining patients either did not respond or answered, 'not applicable/unable to say.'

If you were referred to additional services for support, which services were you referred to?



Various responses were provided in relation to the service the patient had been referred on to for additional support. Overall, 16 patients (45.7%) had been referred to 'another health professional.' Other services included: 'falls team' (20.0%), 'early intervention team' (14.3%), 'GP' (14.3%) or 'mental health services' (5.7%) from the options listed.

The remaining patients either did not respond or answered, 'not applicable/unable to say.'

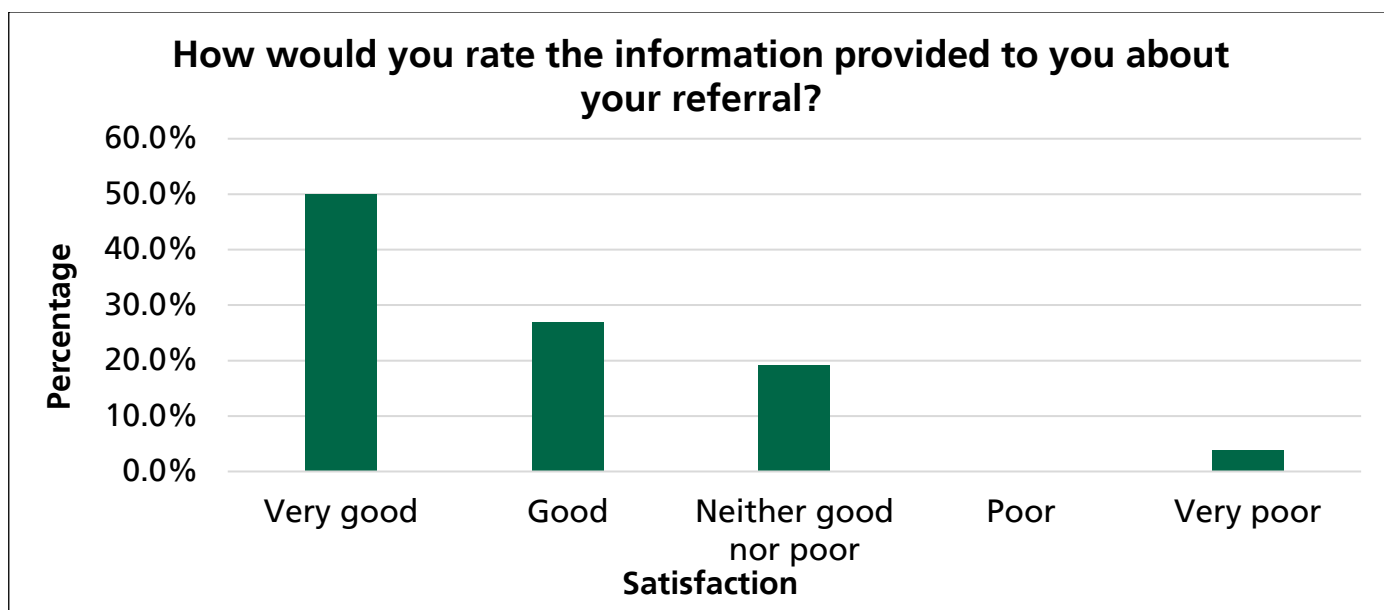
The below comments were provided by the respondents who answered 'other':

- "Went to hospital, sent home with a 6-week care package." (Patient 5)
- "Social services." (Patient 11 & 26)
- "A safeguarding order was raised in respect of myself." (Patient 13)
- "Carer to come in each day." (Patient 14)
- "Liner unit, MRI looking for brain tumour, endoscopy and CD rectal for bowel cancer." (Patient 29)

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

- *"Person who came to assess our home and provide grab rails and a stand to raise toilet height." (Patient 35)*
- *"Age UK for support in our living situation & applying for attendance allowance & blue badge." (Patient 36)*

How would you rate the information provided to you about your referral?

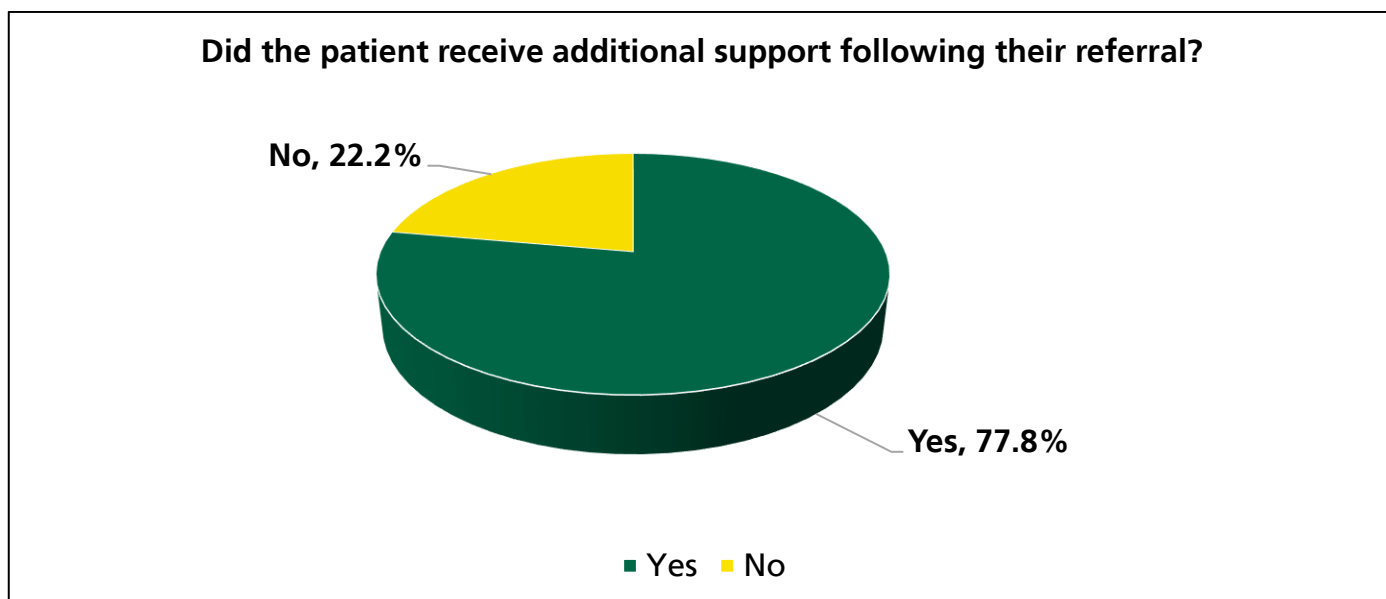


Patients were generally satisfied with the information provided to them in relation to their referral, with 20 patients (76.9%) rating the information received as 'good' (26.9%) or 'very good' (50.0%).

Five patients (19.2%) rated the referral information as 'neither good nor poor' and one patient (3.8%) felt the provision of information had been 'very poor.'

The remaining patients either did not respond or answered, 'not applicable/unable to say.'

Following your referral, did you receive any additional support?



Of the 27 patients who responded to the above question, 21 (77.8%) had gone on to receive additional support following their referral. Six patients (22.2%) had not received additional support.

The remaining patients either did not respond or answered, 'not applicable/unable to say.'

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

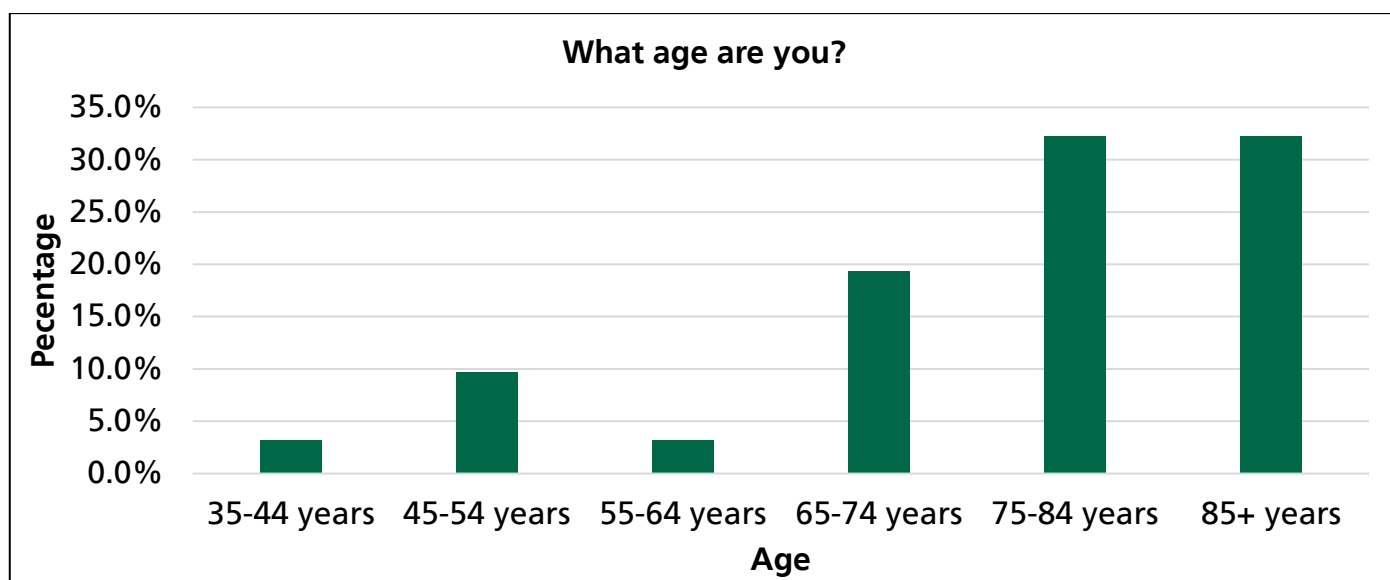
- *"Occupational therapy." (Patient 1)*
- *"Nurses for home care and care workers." (Patient 3)*
- *"6x week home care, physio, dietician and community nurse." (Patient 5)*
- *"Check up with the specialist, blood pressure checks done." (Patient 7)*
- *"Staff good." (Patient 10)*
- *"GP sent me to hospital immediately after I attended the new surgery." (Patient 11)*
- *"Dr from 111 service visited." (Patient 12)*
- *"Letter from social services." (Patient 13)*
- *"Many phone calls and follow ups." (Patient 14)*
- *"Falls assessment, social care assessment." (Patient 17)*

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

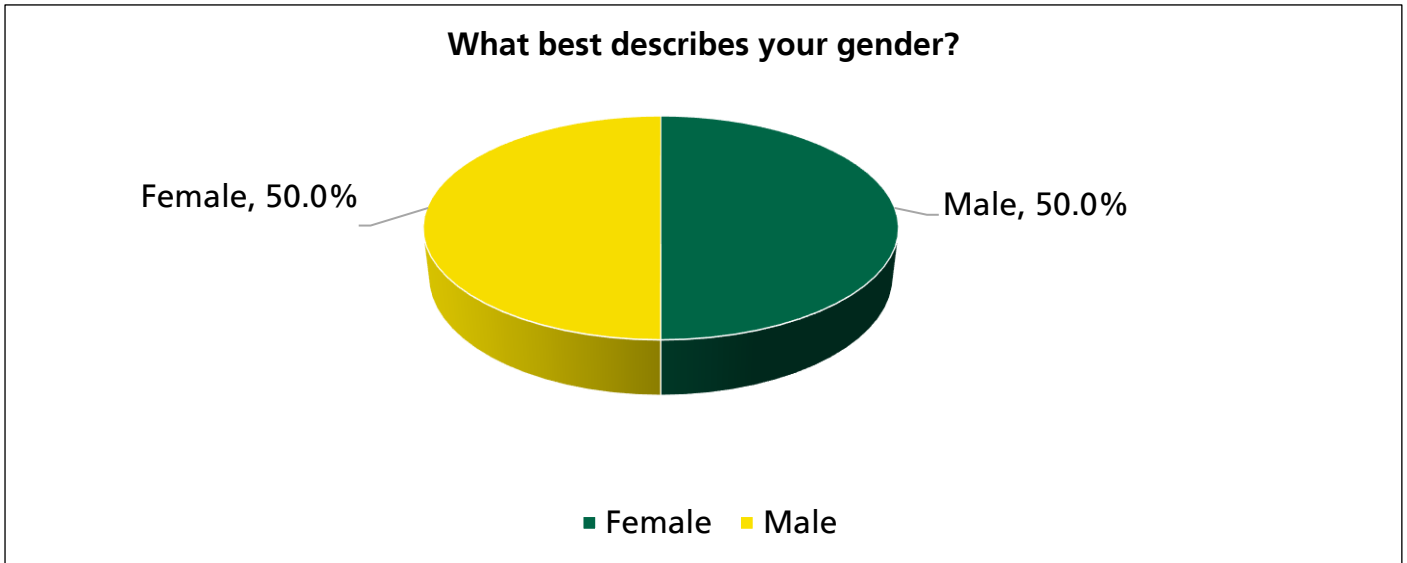
- *"All sorts of aids." (Patient 19)*
- *"Carers 4 times a day." (Patient 27)*
- *"Dietary, all clinics above, GP feedback & support." (Patient 29)*
- *"Various problems." (Patient 30)*
- *"As above, visit to establish needs in home and equipment that was needed." (Patient 35)*
- *"Referral to GP for my mental health & further treatment for hip. Also Age UK for assistance in home." (Patient 36)*

Demographics and Equality and Diversity Information

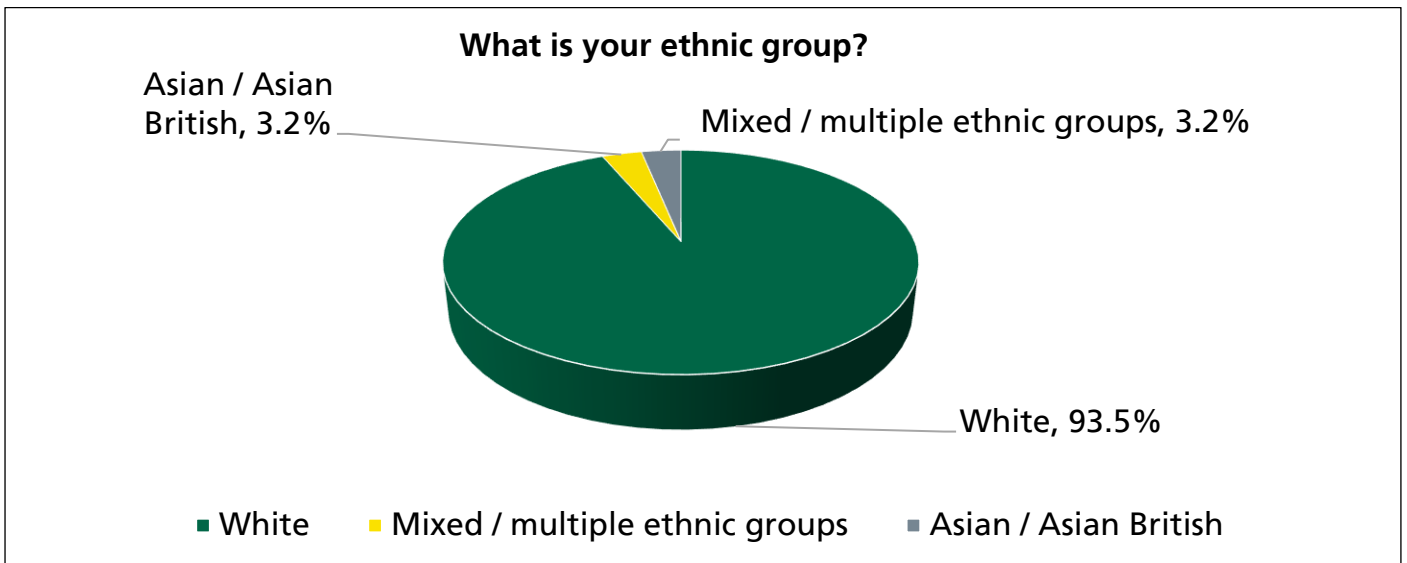
What age are you?



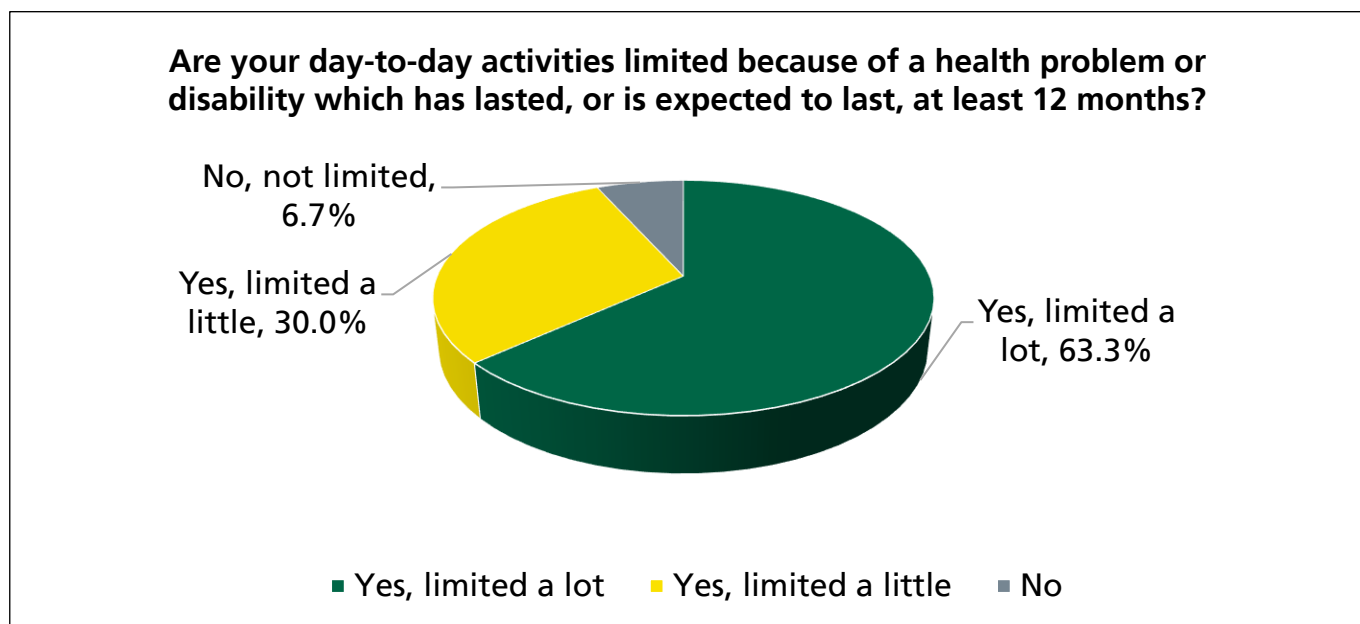
What best describes your gender?



What is your ethnic group?



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?



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.

Appendix

Appendix 1 – cover letter

REF 1:
REF 2:



Patient Experience Department (Surveys)
East of England Ambulance Service NHS Trust
Hospital Lane
Hellesdon
Norfolk
NR6 5NA
Tel: 01603 422801 / 01603 422757
(DATE)

Dear (NAME)

I understand the ambulance service was called to attend to you in (MONTH) and I am writing to ask if you would take a few moments to complete a confidential survey on your experience. This feedback is valuable to us to help us understand where we are doing well and what needs to be improved.

If you cannot or do not wish to take part in the survey, please do not feel obliged to do so, we do not wish to cause upset or offence. If this is the case, please discard these documents and consider it no further.

If you would like to complete the survey, the enclosed questionnaire should take no more than 10 minutes to complete. These surveys are confidential so if you would like to provide a specific compliment or concern, please make sure you complete the consent section on the patient survey, so we have your details and are able to contact you. If you raise a specific compliment or concern and provide your details and consent to contact you, our Patient Experience team may contact you to discuss this further. You have the right to withdraw consent to the Trust processing your data for this purpose. There are some limited circumstances where the Trust may be required to continue processing personal data, an explanation will be provided if applicable. Please see the Trust's Privacy Policy for more information: <https://www.eastamb.nhs.uk/privacy.htm>

Alternatively, you may contact the Patient Experience department at the address given on the following page if you would like to speak to someone directly. Please return the completed questionnaire to us in the pre-paid envelope provided, we would appreciate hearing from you by the (date).

Thank you for taking the time to assist us. We really value the feedback we receive from the patients and communities we serve. If you have any questions about the survey, please contact us by email surveys@eastamb.nhs.uk or telephone: on 01603 422757 / 01603 422801.

Yours sincerely,

Melissa Dowdeswell
Director of Nursing, Quality and Safety

Chief Executive Officer: Tom Abell
Chair: Nicola Scrivings
www.eastamb.nhs.uk



Document format

You can contact the Patient Experience Department via telephone or email, and they will register your concerns and initiate the feedback process:

Free phone: 0800 028 3382 or email: feedback@eastamb.nhs.uk

If you would like any of these documents in large print, Braille, alternative format, or a different language, please contact the Patient Experience Department on: 0800 028 3382.

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں چاہیے تو براہ مہربانی ہالرسے فون نمبر 0800 028 3382 پر رابطہ کریں۔

ڈیگھر ڈم ڈامینڈکیمتھن بہ پیتی گھورہ، بریل، شیوازی جیاوار، یا خود زمانیکی دیکھ دویت، تکایہ پھیونڈی
08000283382: ہوہ بکھن نہ سہن زمانہ تھلفونی

Se desejar obter este folheto impresso em letras maiores, em Braille, num formato diferente, ou noutra língua, por favor contacte 0800 028 3382.

Jeżeli chciałbyś otrzymać tę ulotkę w dużym druku, w Braille'u, w innym formacie lub w innym języku prosimy o kontakt pod numerem telefonu 0800 028 3382.

Если вы бы хотели получить эту брошюру в печати крупным шрифтом, шрифтом Брайля, в альтернативном формате или на другом языке, пожалуйста, обращайтесь в группу по телефону 0800 028 3382.

Use of patient information

A Patient Care Record is created every time a patient is assessed, either over the telephone or in person. The record will include information about the patient, the assessment, any treatments and advice given. A copy of the record will be handed over to the healthcare professional taking over the care of the patient and used to maintain safe and effective care. The data obtained will also be used to monitor and improve the quality of the services provided.

A copy of the record is retained by the Trust; all records are used and managed in accordance with strict NHS policy and English Law.

If you have any further queries or would like to request a copy of your record, more information is available via the Trust web site www.eastamb.nhs.uk or from the Trust's Patient Experience Department, East of England Ambulance Service NHS Trust, Hammond Road, Bedford, MK41 0RG

A copy of the report of this survey and any others completed by the Trust will be available online after completion at www.eastamb.nhs.uk.

Chief Executive Officer: Tom Abell
Chair: Nicola Scrivings
www.eastamb.nhs.uk

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Appendix 2 – Safeguarding survey



Emergency Ambulance Service Patient Survey

Ref1 / incident date:

Ref2 / first part of postcode:

We would like you to think about your recent experience with the East of England Ambulance Service NHS Trust:

Q1 Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Thinking about the service we provide...

Please can you tell us why you gave this answer:

Please tell us about anything that we could have done better:

Please confirm whether you are happy for your comments to be made public:

- Yes No

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Q2 Following your contact with the service it was identified that you may benefit from additional support, were you included as part of these discussions?

- Yes, definitely
- Yes, to some extent
- No, I was not included
- Not applicable / unable to say

Q3 If you were referred to additional services for support, which services were you referred to?

- Fire and Rescue service
- GP
- Mental health services
- Falls team
- Early intervention team
- Other healthcare professional
- Not applicable / unable to say

If other (please specify below):

Q4 How would you rate the information provided to you about your referral?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Not applicable / unable to say

Q5 Following your referral, did you receive additional support?

- Yes
- No
- Not applicable / unable to say

If yes, please explain what support you received:

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Would you like to compliment the service or staff?

If you wish to write a letter of thanks to the call handler or staff involved, you may include this in the pre-paid envelope provided with the survey. We will make sure your compliment is passed on to the staff member.

Would you like to inform us of a concern or complaint?

All comments received are used to monitor and improve services provided by the Trust. If you have a concern or complaint about the service and would like us to contact you, please provide your details below:

I consent to my details being held by the East of England Ambulance Service NHS Trust and I wish to be contacted by the Patient Experience Team.

(Please tick box)

Signature:

Name:

Address:

Telephone number:

Would you like to take part in a discovery interview?

We are looking for patients or their representatives who would be willing to discuss their experience in more depth by way of a video discovery interview. The discovery interviews are used to assist us in improving the services provided through staff training and awareness raising.

I consent to my details being held by the East of England Ambulance Service NHS Trust and I would be interested in taking part in a discovery interview.

(Please tick box)

Signature:

Name:

Telephone number:

If you consent to a video interview, you may be contacted by a member of the Patient Experience or Patient Engagement team following your survey submission.

Would you like to become a Patient Representative for EEAST?

If you would like to become a Patient Representative and help to shape the services provided by the Trust, please register your interest by contacting involvement@eastamb.nhs.uk

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Equality and Diversity

The following questions are used to obtain demographic information about the patients we serve. This information can help us plan to meet the needs of the community, to ensure that everyone has equal access to the health care provided and for the service to be delivered to a high standard for all of our patients.

What age are you?

0-15.....	<input type="checkbox"/>	35-44.....	<input type="checkbox"/>	65-74.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
16-24.....	<input type="checkbox"/>	45-54.....	<input type="checkbox"/>	75-84.....	<input type="checkbox"/>		
25-34.....	<input type="checkbox"/>	55-64.....	<input type="checkbox"/>	85+.....	<input type="checkbox"/>		

What best describes your gender?

Female Male Transgender Prefer not to say

Other, please specify:

What is your ethnic group?

White	<input type="checkbox"/>	Asian / Asian British.....	<input type="checkbox"/>	Other ethnic group.....	<input type="checkbox"/>
Mixed / multiple ethnic groups.....	<input type="checkbox"/>	Black / African / Caribbean / Black British.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues / problems related to old age)

Yes, limited a lot..... Yes, limited a little

No.....

I do not wish to declare.

Please be aware that you can withdraw consent for the East of England Ambulance Service NHS Trust to use and store information you have provided at any time. If you wish to withdraw consent to your details being held, please contact the Patient Survey Team. e-mail:surveys@eastamb.nhs.uk or telephone: 01603 422757.

Thank you for taking the time to complete this questionnaire. The information collated will be used to assist us in improving the services we provide.

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