



Emergency Service Intelligent Conveyance Survey Report

Intelligent Conveyance Survey Report

Author: Laura Mann, Patient Experience Manager (Surveys)

Report Period: January to March 2022

Date of Report: August 2022

Intelligent Conveyance Survey Summary

Introduction

The East of England Ambulance Service NHS Trust (EEAST) has a comprehensive annual Patient Survey Programme which includes the continuous survey for the Emergency Services (ES)/Emergency Clinical Advice and Triage (ECAT) Service. Other bespoke survey projects are also undertaken throughout the year which vary depending on the Trust's priorities or developing areas of care.

EEAST is currently working in partnership with NHS England and Improvement and other system partners to improve the effective and timely handover of patients at acute Accident and Emergency Departments. Handover delays can impact on the ability to respond to patients, which can ultimately lead to patient safety concerns and potential serious harm.

The Intelligent Conveyance Scheme monitors the demand and performance for both EEAST and the regional acute hospitals, enabling informed decisions to be made with the aim to reduce system pressures and the risk to patient safety but also to provide patients with the timeliest treatment on arrival at hospital.

During 2021/22, an emergency services survey was designed to obtain feedback from patients who had been included as part of the Intelligent Conveyance Scheme (Appendix 2). The aim of the survey was to establish patient satisfaction and to monitor the quality of care and service provided. 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 survey for patients who had used the ES during January to March 2022, with these patients included as part of the Intelligent Conveyance Scheme.

Sample

A random sample of eligible patients (who had used the ES and had been included as part of the Intelligent Conveyance Scheme) was provided by the Trust's Ambulance Operations Centre (AOC).

The sample included patients across the whole region covered by the Trust (Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Hertfordshire, and Essex). The sample period included patients who had been attended to by the Trust's emergency service between January to March 2022.

Response rate

In May 2022, 215 patient experience surveys were posted out to patients. 61 surveys were completed and returned, which equates to a 28.4% response rate.

Methodology

Once the patient sample had been received from the Trust's AOC, the sample was traced using the Demographic Batch Trace Service. Any patients who did not trace or who were deceased were removed from the sample prior to mail out.

A copy of the survey, cover letter (Appendix 3) and prepaid envelope were then sent to each patient within the sample, with a month allowed for survey returns.

Conclusion

Overall, 95.1% of patients who responded to the overall satisfaction Friends and Family Test question rated their experience with EEAST as 'good' (11.5%) or 'very good' (83.6%).

Following contact with the service, **94.4%** of respondents advised that they were aware that they had not conveyed to their nearest hospital for assessment and treatment, with **98.0%** of patients recalling that an explanation had been provided by the crew at the time. Of the responses received, 35 patients (**66.0%**) had subsequently been admitted as a hospital in-patient for treatment or care.

Most patients did not feel that the alternative hospital had a negative impact on their care. However, some patients did feel that their care was negatively impacted upon as a result, with some patients also advising that disruption was caused to their family (e.g., distance to travel).

The additional comments received were mostly positive, however, areas of dissatisfaction included **ambulance delays** and **vehicle comfort**. One comment was also received in relation to **staff attitude**.

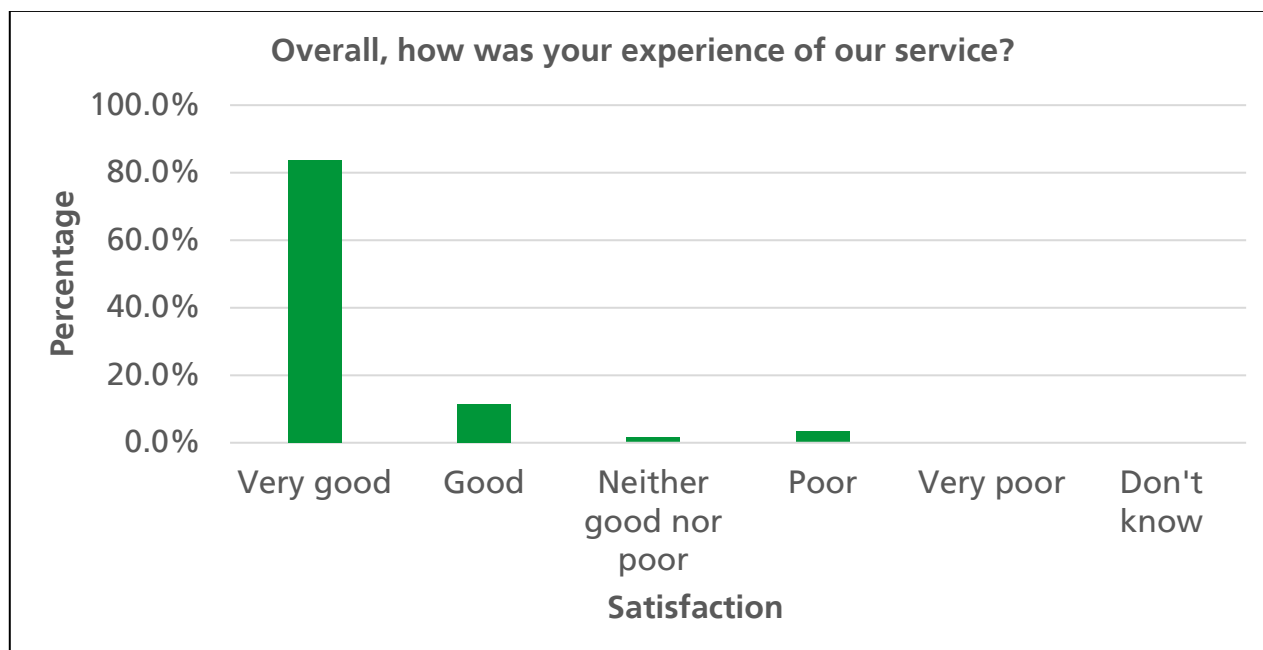
The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for patients to receive a high standard of service.

Results

Please see the below results to the emergency services intelligent conveyance patient experience survey. Please note, the percentages provided do not include patients who either **did not** respond to the question or who answered, '**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?



Patients were generally satisfied with the service, with 95.1% of patients rating the service as either 'very good' (83.6%) or 'good' (11.5%). The remaining patients rated the service as 'poor' (3.3%) or 'neither good nor poor' (1.6%).

Please can you tell us why you gave this answer:

Patient	Positive comments received
1	Had a bad fall banging my head on hard floor. Paramedics recommended x-rays and took me to hospital. 2) On another occasion I could not get off a settee. Lifeline could not offer any help other than 111 or 999. They declined as I was living alone and ambulance often parked car (around?) fire station. I rang and asked if they could help, and they did.
6	Reassuring, competent staff.
8	Once at my home they were understanding of the situation and helpful. They made a fairly quick decision that I needed hospital treatment, were efficient in providing aid to my leg injury. Deep cut in calf following a fall. They arrived about 20mins after second had been made.

4

EEAST: ES Intelligent Conveyance Survey
January to March 2022

Patient	Positive comments received
9	Crew attending took their time in listening to relative and clinically assess situation. Polite, professional and re-assuring.
10	Kind, knowledgeable, explained things well, helpful. Understood my needs, kept relatives informed.
12	The ambulance crew were very helpful, reassuring, and considerate.
13	Because the arrival was very prompt after establishing what the problem was (a lot of severe pain in my upper abdomen). This was in the early hours of the morning, they decided I immediately needed to go to hospital, got me into the ambulance where they inserted a cannular and gave me paracetamol and morphine and repeated the morphine a few times on the way. At the hospital I was attended to quite quickly and after examination I was advised what to take and do to help myself before returning by appointment to have a gastroscopy, which revealed a hiatus hernia. All services very good!!
14	The crew were very kind and thoughtful. Explained what they were doing and why. Gave me pain relief and looked after me on journey.
20	Very pleasant and prompt service, exceptional staff and I was aware that I would have to go to another hospital. Very grateful for ambulance service.
21	Pleasant, competent, knowledgeable, informative.
22	I got a lot of care from them.
23	Very caring always found them very kind and happy.
24	Very good. I was very impressed with the service very friendly.
27	Very professional, you came and helped my mother several times when she needed it. You checked everything and did the best you could.
28	They did everything that was required.

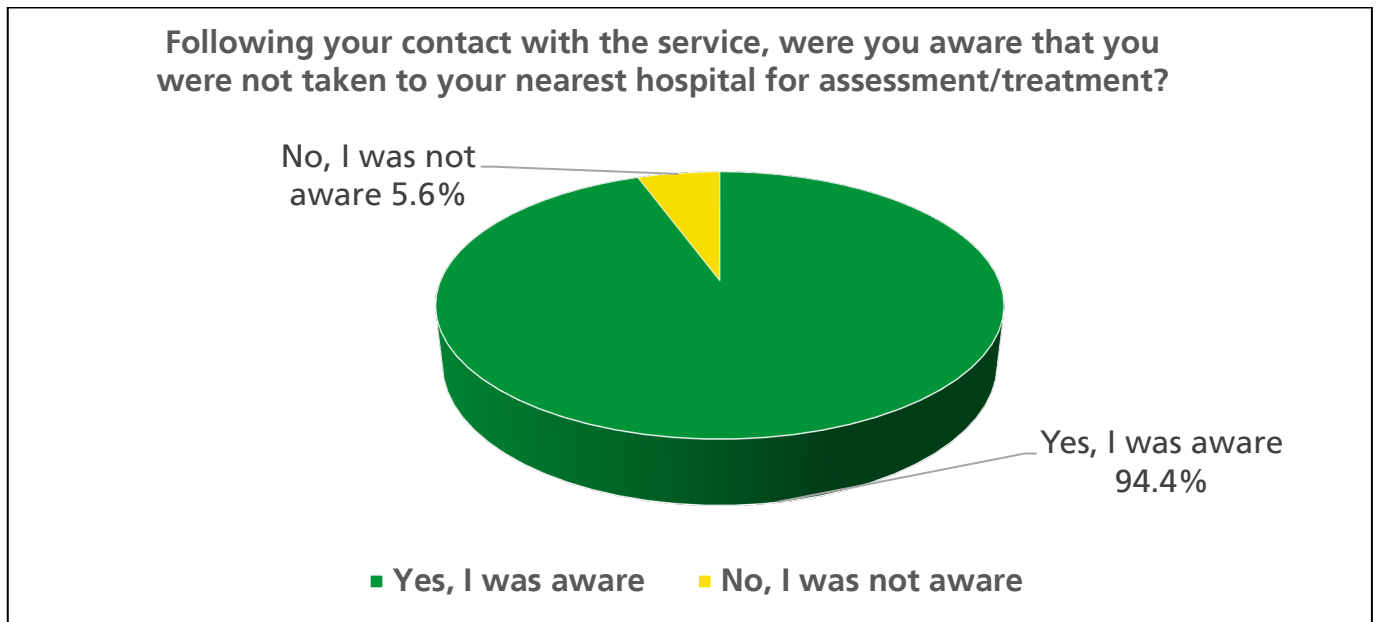
Patient	Positive comments received
29	The paramedics could not have been better! They were kind, considerate and very attentive.
30	Come quickly and were very efficient and put me at ease.
31	They treated me well and talk to me when they put me in the ambulance.
32	Because they help me understand everything that was happening to me.
34	Ambulance arrived without delay with personnel. Extremely knowledgeable and dealt with me with great care, also in a very friendly manner.
35	The ambulance arrived reasonably quickly, the ambulance crew were friendly, efficient, reassuring. No complaints.
36	The care I received from the first responder and the ambulance crew was excellent, calm, and professional.
37	The ambulance arrived quickly, and the care given was excellent.
38	The two people who attended were fantastic. They treated my elderly father so well, knew what was wrong and took the time to help him and make him comfortable before taking him to hospital.
40	Very caring ambulance crew who made sure I was comfortable throughout their time with me.
43	The ambulance medics were brilliant and very caring. In the past they saved my life when I had a heart attack and this time they were brilliant. I was in so much pain and they looked after me wonderfully well.
44	I had 2 really nice paramedics that came to me who explained everything they were doing and answered my questions.
45	We could not fault them. So lovely and helpful. Well done NHS.

Patient	Positive comments received
46	Ambulance came in twenty min I was told.
48	All the staff were kind and friendly and very efficient and got me to the hospital very quickly.
49	The medics that attended were really professional. More importantly to me, they were patient and kind. They explained what they were doing at every step and why which was comforting. They were good and seemed to know it was important to keep me informed.
50	Male and female paramedics, very attentive and calm and thorough. I didn't want to make a fuss, but they insisted they take me to hospital to be checked over. I ended up being admitted for a week. All thanks to them.
51	Paramedics were very helpful and reassuring.
53	They really did look after me.
54	The ambulance arrived promptly, and the two paramedics were excellent and lifted me with ease from the floor. Although originally heading for the N&N, they had to divert to King's Lynn as the N&N was on black alert again.
57	You give best service you can, excellent IPS for all team.
58	The crew were amazing and patient with my husband, it was very hard to get him downstairs as he is 6ft 9in and our hall is very narrow, they were fab.
59	They were professional, patient with a sense of humour. A credit.
60	The ambulance arrived quickly. The man and lady were very caring and efficient.
61	The paramedic who came out was very thorough he knew just what was wrong with me, although a doctor who came from my surgery was no help at all, he was great he rang round all the hospitals to find a bed for me

Patient	Mixed/Neutral comments received
18	Because we had to wait quite a long time. But we do understand you are extremely busy, so sympathise with all of you. But - on other occasions when I've been ill, we had to wait for hours, overnight very distressing for my wife and myself.
19	Experienced great difficulty in getting a response from 999 call. Once that was settled and it took at least two calls and several minutes delay. The paramedics arrived and dealt with my problem promptly and efficiently.
41	I'm happy that the ambulance was able to take me to hospital when I needed them to but I'm not sure I was given the best service.

Patient	Negative comments received
25	Because the ambulance wasn't very comfortable when you have tummy pain. I felt every bump and hole in the road.
26	They offered a painkiller (possibly morphine) which they looked up but said it would be very harmful for me, who was pregnant, they were still going to give it to me before I said I did not want it. They made comments on not wanting to take us to Basildon over Broomfield because they had nearly finished their shift and it was further from home. The paramedic in the back of the ambulance fell asleep mid-sentence while I was scared on the way to the hospital.
42	We waited 12 hours for ambulance to come and never arrived to my child with heart problem.

Following your contact with the service, were you aware that you were not taken to your nearest hospital for assessment/treatment?



Of the 54 patients who responded to the above question, 94.4% advised that there were aware that they had not been conveyed to their nearest hospital. However, three patients (5.6%) had not been made aware by the ambulance crew. The remaining patients either did not respond or answered, 'not applicable/unable to say.'

Did the ambulance crew explain why you were being taken to a different hospital?

Of the 50 patients who answered the above question, 98.0% advised that the ambulance crew had provided an explanation as to why they were being conveyed to an alternative hospital. However, one patient (2.0%) did not recall receiving an explanation at the time.

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

Do you feel the choice of hospital had an impact on your care?

Patient	Positive comments received
1	Only in distance, my son had to drive to collect me.
14	No, in fact I got very good treatment.
18	No, they were very kind and helpful.
20	No not at all.
21	Yes, better. I had been to Ipswich 3 times in Jan, it seemed short staffed, poss new staff, not experienced, mis-diagnosed me. Bury hospital, more competent, team, regular staff.
24	One hospital is much the same.
27	No. They are all great.
28	Yes, I was pleased.
30	No, it was the same care I received at my normal hospital.
38	No not at all.
44	Not at all.
46	First class.
48	No really, both the hospitals are good.
50	I was happy with the hospital I was sent to.
53	I had a very good surgeon.
60	No. I had the best care.
61	No because it was only hospital with a bed for me.

Patient	Mixed/neutral comments received
8	No, except I might have avoided an infection somewhere else. Luck of the draw! I spent 10 days in hospital.
9	No, although did prove difficult on discharge, had to get a taxi home, with cost of £39.00. Although that is a small price to pay for one's health. (A&E doctor was rather dismissive).
25	Yes, I do feel that the hospital they sent me to had an impact on my care

Patient	Negative comments received
26	No one at A&E could find the problem that was causing me pain. As I was pregnant, I would have thought they would contact the maternity department to ask them on their opinion. But this was not the case. It wasn't until the following week when my midwife suggested I may have ruptured ligaments in my stomach.
41	Absolutely!! The care at the hospital was diabolical.
43	Yes, I do as the hospital I went to didn't believe or listen to me and I suffered unnecessary pain for longer. Then I was sent to Addenbrookes and had an emergency operation in the end.
45	Yes, was very disappointed.
57	Yes, but this was not the crew's fault.

In addition to the above comments: 15 patients responded 'no,' two patients responded 'possibly,' and three patients responded 'yes,' in relation to whether the choice of hospital had impacted on their care.

Were you admitted into hospital for further treatment or care?

Of the 53 patients who were able to respond to the above question, 35 patients (66.0%) had been admitted into hospital for further treatment or care. This compares to 18 patients (34.0%) who had not been admitted. The remaining patients either did not respond or answered, 'not applicable/unable to say.'

Did the choice of hospital have an impact on you or your family?

Patient	Positive comments received
8	Not really.
14	No, because they couldn't visit because of Covid so didn't matter.
27	No. As long as she is looked after we don't mind which one.
32	Yes, was very easy for family to get to see me.
48	It helped actually, as the hospital I went to was nearer home for them.
50	No, not much difference between Welwyn and Stevenage.
51	No, it did not.
61	Did not make any difference as Covid rules in place so no visitors

Patient	Mixed/neutral comments received
18	Would have had an impact if I had been admitted for longer and the transport ambulance couldn't have brought me home again. It's a long way for my wife and family to visit.
25	Yes, I feel it did have a slight impact on my family, but it was the right choice of hospital for me. Due to Covid rules, family wasn't allowed in.
26	Wasn't able to attend anyway.
37	Not really.

Patient	Mixed/neutral comments received
40	Minimal.
41	Luckily, I do have family in the area I had to go to but not my son who lives nearer to me.
44	No, because I wasn't kept in. Had I been, it would have been difficult for my wife.
49	I have no family.
54	Not significantly.
60	Not really, it was further to travel but with visiting restrictions it worked out fine.

Patient	Negative comments received
9	Yes, unable to get transport, however not really needing to be present.
28	Only problem was distance
45	Also, yes. Not treated very nice. Didn't see him for 2 weeks. They were not too keen on answering the phone.
21	Yes, hospital at Bury much better for me.
53	My husband had a job to travel down where I had been taken.
59	Yes, I am a non-driver, my wife would prefer N&N but understood it was full.

In addition to the above comments: 20 patients responded 'no,' and three patients responded 'yes,' in relation to whether the hospital had impacted upon themselves or their family.

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

Patient	Please tell us about anything we could have done better:
7	Gone to Norfolk and Norwich (not Bury).
9	Nothing, I felt the ambulance crew were fantastic, even when I had a stumble in vehicle. So appreciative of the crew in reassurance to family.
10	No, excellent service.
13	All services very good, ambulance, A&E and gastroscopy.
14	I don't think was anything.
18	In the present circumstances with Covid and everything else you all have to contend with!! I think all the hospital staff and NHS are doing extremely well. Maybe a couple of phone calls to assure us you're coming to reassure us.
19	Improve the 999 call handling (If it is part of your service).
20	Can't think of anything to improve on.
22	I was happy with the care I got.
23	All okay always.
25	Cannot fully understand why I had 3 ambulances sent out for me when people have trouble getting 1. They said that they would arrange transport home but at last minute said they couldn't.
27	Nothing. You are doing the best you can under difficult circumstances.
29	Nothing! Thank you.
30	Nothing. You all work under extreme stress.
34	Could not have asked for better care and prompt attention from all attending me.
35	Absolutely nothing, completely satisfied.

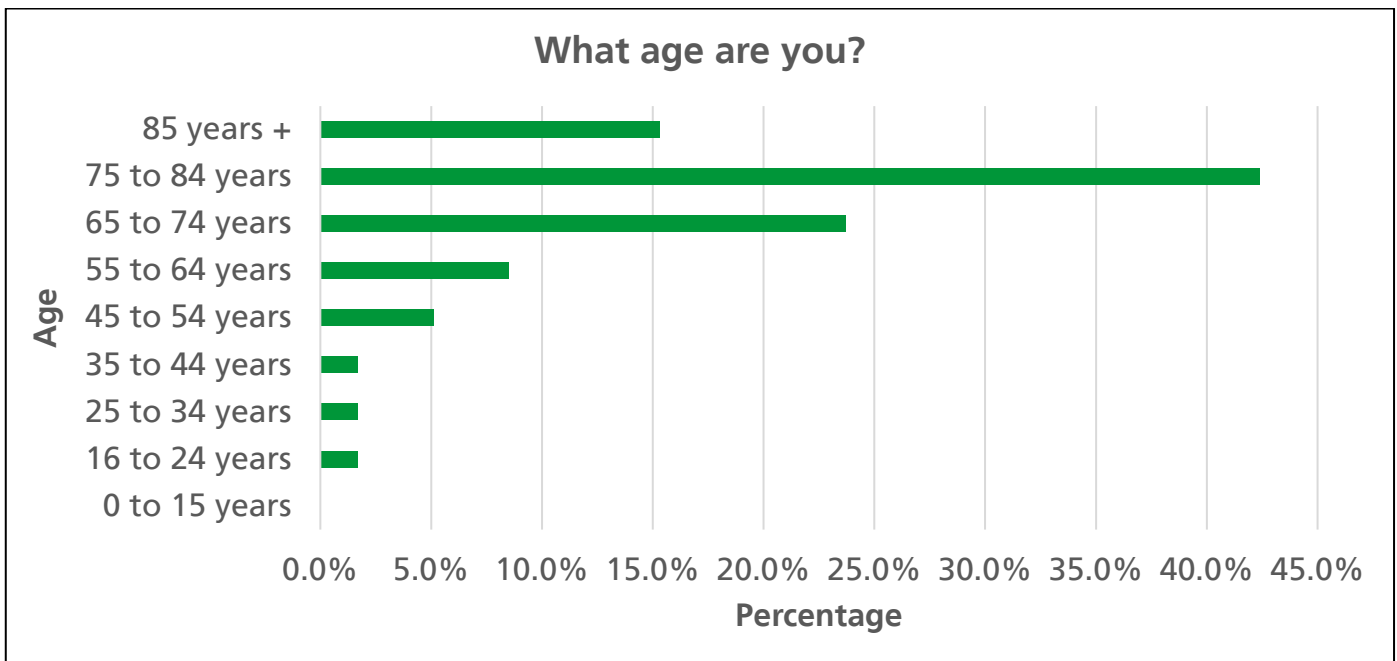
Patient	Please tell us about anything we could have done better:
37	In hindsight I felt that my diagnosis was rushed. A week later at Southend Hospital my 'chest infection' was re-diagnosed as 'blood clots in lungs'.
38	Nothing - great service with fantastic staff.
40	Nothing as all was conducted very well.
41	1) Covered me with a blanket when I was taken out on the trolley. 2) Advised me that we were not going to my local hospital BEFORE I had to ask why the journey was so long. 3) Driven without throwing us about in the back of the ambulance and the attendant asking the driver to slow down.
42	A and E is joke, waiting time for ambulance is joke.
43	The time waiting for an ambulance. I endured severe pain for hours. The call centre told me to go to see a doctor or pharmacist, but it was a Sunday and they cut me off.
44	Not really. Only the wait which was not your fault as you had to come to me from another area.
45	Treated very well by the crews. So no, just thankful they were there.
48	I can't think of anything you could have improved on. The ambulance got her very quickly and they did an amazing job. Many thanks.
49	Nothing - all care was great and very appreciated. Thank you.
50	Nothing. I was very happy with everything, and the paramedics and hospital staff were exceptional.
51	Ambulance took a very long time to arrive.
53	It would have been good to have kept my husband informed as to where they had taken me.
58	Nothing, you did your best under the circumstances and were fantastic.

Patient	Please tell us about anything we could have done better:
59	No, it was all first class.

Four patients responded 'nothing' in answer to the above question.

Equality and Diversity Information

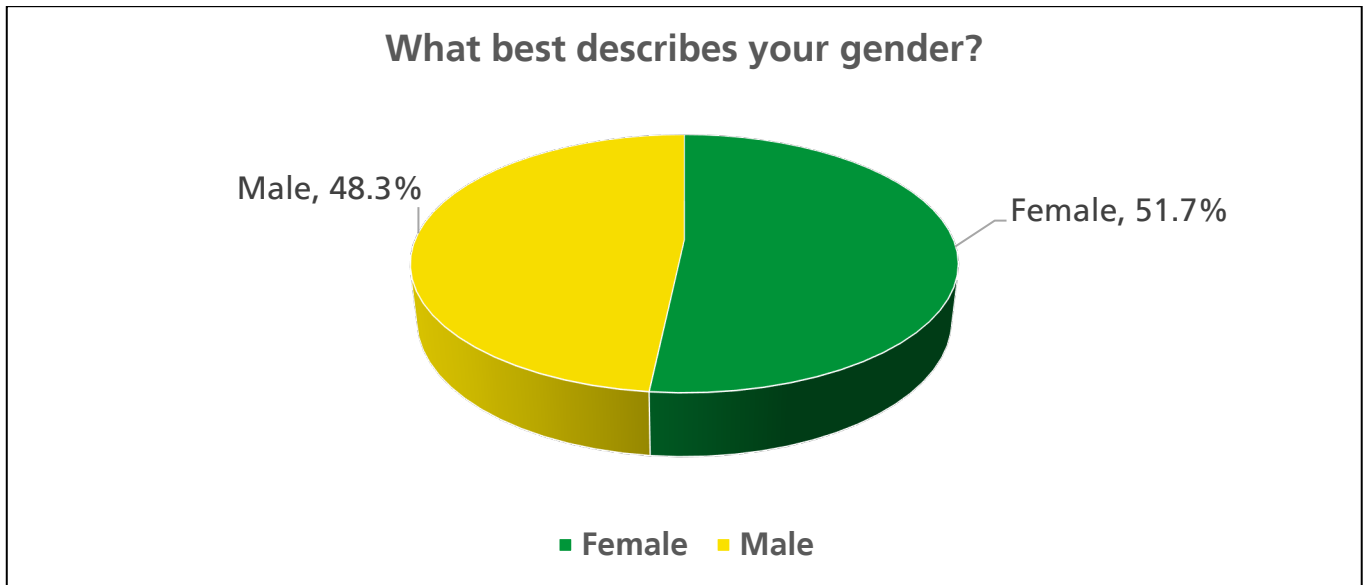
What age are you?



Various responses were provided in relation to the age range of the patient, with the largest proportion of patients over the age of 65 years (81.4%).

The split across the other age ranges is as follows: 16 to 24 years (1.7%), 25 to 34 years (1.7%), 35 to 44 years (1.7%), 45 to 54 years (5.1%), 55 to 64 years (8.5%), 65 to 74 years (23.7%), 75 to 85 years (42.4%) and 85 years and over (15.3%).

What best describes your gender?



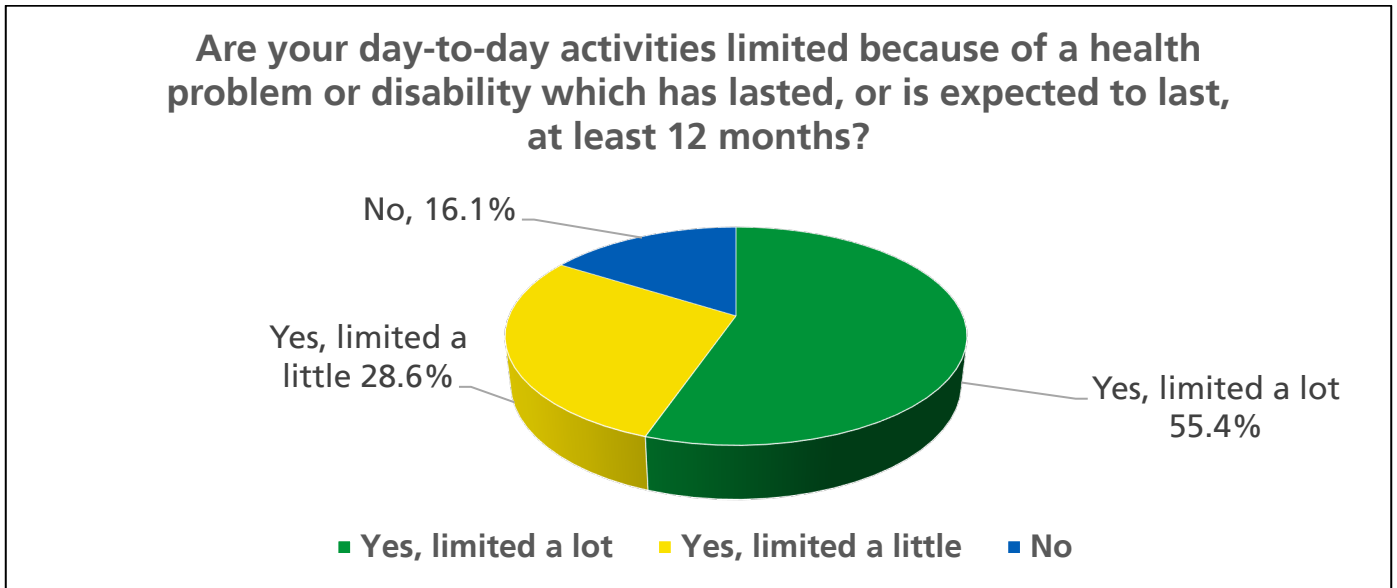
What is your ethnic group?

Of the 59 patients who answered this question, 58 patients (98.3%) described their ethnic group as 'White.' One patient (1.7%) advised that they were of an 'Asian/Asian British' ethnic group.

What is your sexual orientation?

All respondents who answered this question advised that they were of a 'heterosexual/straight' sexual orientation.

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?



Two patients responded, 'prefer not to say' and the remaining patients did not complete this question.

Aftercare

Following this survey, one compliment was received and sent to the Patient Advice and Liaison Service for logging and passing on to the team concerned.

Appendices

Appendix 1 – abbreviations

AOC – Ambulance Operations Centre

ECAT – Emergency Clinical Advice and Triage Service

EEAST- East of England Ambulance Service

ES – Emergency Service