



Emergency Service Patient Experience Report

Emergency Service October to
December 2022

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EEAST: Emergency Service
October to December 2022

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Emergency Service patient experience results for October to December 2022

Introduction

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

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

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

Sample

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

Most patients complete the survey online, although paper versions of the questionnaire are available. Any paper survey responses have been included within this report. It is not possible to calculate the response rate for the online survey, as although the number of invitation letters posted is recorded, it is not

clear how many information cards have been provided. Some surveys have also been completed by patients who found the survey through alternative means.

Methodology

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

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

Conclusion

Overall, **90.0%** of respondents who answered the overall satisfaction question and had used the ES during October to December 2022 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (87.9%), with 191 respondents (86.0%) advising that they had received an

emergency response following their call. Overall, 73.8% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 14.3% of respondents rated the time the ambulance took to arrive as either 'poor' or 'very poor.'

Positively, the majority of respondents felt that they were treated with dignity, respect and privacy and could trust the ambulance service staff. 203 respondents also provided 'good' (2.9%) or 'excellent' (94.6%) ratings in relation to staff attitude.

Overall, 96.5% of respondents felt that they were involved in the decisions made in relation to their care to at least 'some extent,' with treatment and care explained in an understandable way to most patients (94.1%). The majority of respondents felt that their pain had either been managed (57.6%) or they had not been experiencing pain (36.6%). However, 10 respondents (5.2%) did not feel that their pain had been appropriately managed.

Cleanliness of the interior of the ambulance, equipment and the appearance of staff were rated highly, and 76.4% of conveyed patients had felt at least 'fairly comfortable' during their journey to hospital.

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

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

Results:

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

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

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

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

How did you hear about the survey?

Various methods are used to signpost the online surveys, however, most respondents (87.3%) advised that they had heard about the survey via the invitation to feedback letter.

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

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

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

Response	ICS Areas							
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	October to December 2022 combined percentage
Overall satisfaction	24/24 (100%)	36/38 (94.7%)	46/53 (86.8%)	24/31 (77.4%)	40/44 (90.9%)	33/36 (91.7%)	5/5 (100%)	208/231 (90.0%)
Total number of responses	24	38	53	31	44	36	5	231

Chart illustrating overall satisfaction for all ICS areas:



Overall, 90.1% of respondents who answered the FFT question and had used the service during October to December 2022 rated the service as 'good' (9.4%) or 'very good' (80.7%). Eight respondents (3.4%) rated the service as 'neither good nor poor' and eight respondents rated the service as either 'poor' (3.4%) or 'very poor' (2.6%). One respondent (0.4%) answered 'don't know' and the remaining respondents did not provide a response.

Q2 – Are you the patient?

Overall, 69.4% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: "wife," "husband," "mother," "father," "daughter," "son," and "partner and carer."

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

Overall, 130 respondents advised that had been in contact with another healthcare provider prior to calling 999: 87 respondents (66.9%) had initially contacted the NHS 111 Service, 27 respondents (20.8%) had contacted their GP, four respondents (3.1%) had contact with the hospital department, two respondents (1.5%) had contact with the mental health service and 10 respondents (1.5%) had contacted 'somewhere else.'

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

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

Beds & Luton

- "District nurse." (Patient 113)

Cambs & Peterborough

- *"Called my Lifeline provider for help, and who contacted Ambulance service for me." (Patient 69, October)*

Herts & West Essex

- *"Samaritans and Emerging Futures." (Patient 72, October)*
- *"999 as no response from 111." (Patient 192, December)*

Mid & South Essex

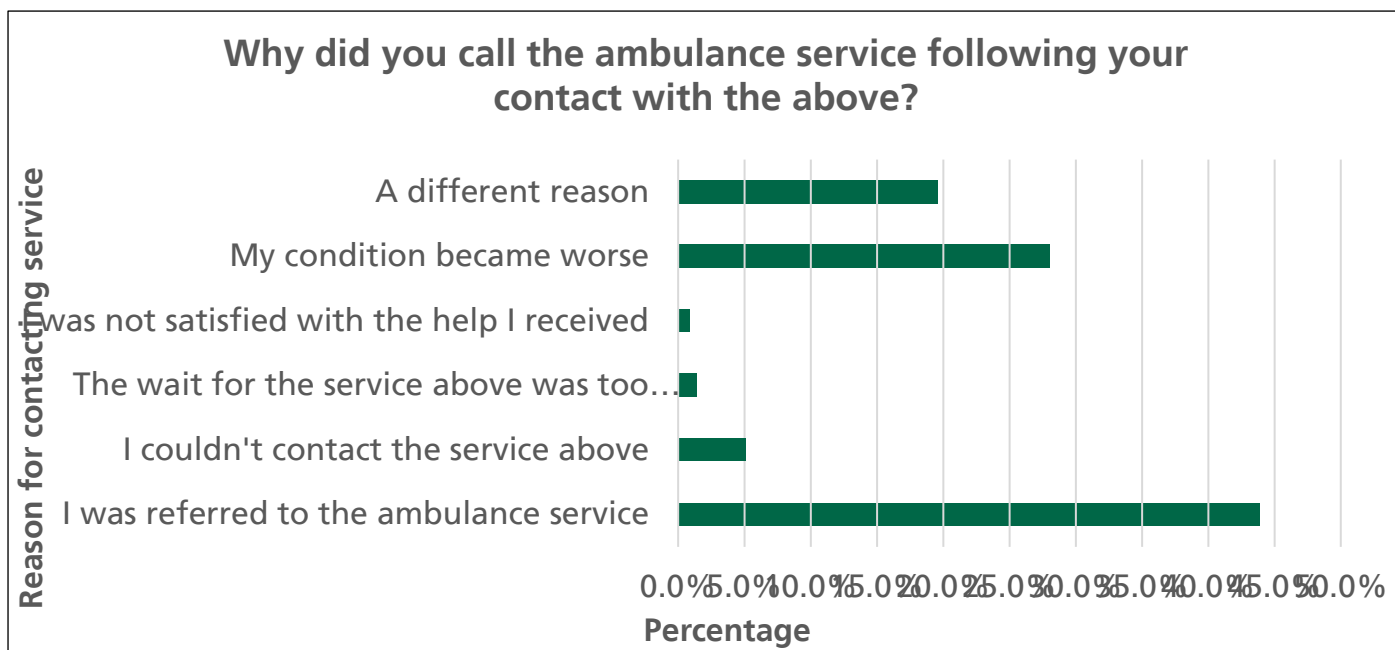
- "999." (Patient 68, October)
- "Care line." (Patient 71, October)

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

214 respondents answered the above question, of these 94 respondents (43.9%) advised that they were referred to the ambulance service. Other responses included 'couldn't contact another healthcare provider' (5.1%), three (1.4%) felt that the wait for the service was too long, 60 (28.0%) respondents advised that their condition became worse and two respondents (0.9%) couldn't get an appointment. Two respondents (0.9%) were not satisfied with the help they received and 42 (19.6%) of respondents advised a different reason.

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

Chart illustrating reason for contacting ambulance service:



Overall, 43.9% of respondents who answered the above question had been referred to the ambulance service.

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

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

Beds & Luton

- *"I just called 999." (Patient 181, December)*
- *"We dialled 999." (Patient 225, December)*

Cambs & Peterborough

- *"The doctors said to contact them as they couldn't come out to him and I couldn't get him to hospital myself." (Patient 49, October)*
- *"I have spinal stenosis and I slipped of the bed and couldn't get off the floor." (Patient 50, October)*
- *"From 111 they sent someone to see my child at home, after assessing my son they decided he needs to go to hospital due to very low saturation and very increased respiratory rate, so they called for an ambulance." (Patient 63, October)*
- *"Emergency situation I called 999 straight away." (Patient 88, November)*
- *"Mum had a fall and the carer called for an ambulance to check mum was okay." (Patient 118, November)*
- *"Doctor told me to dial 999." (Patient 183, December)*
- *"My sons who is 3 had a seizure." (Patient 210, December)*

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

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

Herts & West Essex

- *"I was in an SVT episode, I was also on my own and I was very concerned." (Patient 75, October)*
- *"I was by myself and I had falling through a mirror, cutting right through my tricep and bicep on my left arm. I called 999 for help." (Patient 165, December)*
- *"I didn't call anyone else, it was an emergency." (Patient 168, December)*
- *"My Mother had a fall and said she had hurt her neck and back and we did not want to move her in case she had broken something." (Patient 175, December)*
- *"I didn't call any other service beforehand." (Patient 221, December)*
- *"I called 999 immediately. I didn't think any of the above would have been able to help." (Patient 236, December)*
- *"Carers had contacted me on mobile phone." (Patient 242, December)*

Mid & South Essex

- *"I was about to have my baby suddenly- much quicker than anticipated." (Patient 27, October)*
- *"I was concerned that my aunt may have injured herself and I did not want to try and move her." (Patient 79, October)*
- *"When telephoning 111 due to unhelpful G.P 111 requested an ambulance call to me." (Patient 123, November)*
- *"Because it's an emergency." (Patient 163, December)*
- *"Short breath." (Patient 169, December)*

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

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

Norfolk & Waveney

- *"My daughter was unresponsive." (Patient 14, October)*
- *"Urgent assistance required." (Patient 16, October)*
- *"NHS 111 called the ambulance service." (Patient 139, November)*
- *"I was unable to get to my surgery and felt I needed more assistance." (Patient 158, November)*
- *"Had a fall." (Patient 220, December)*

Suffolk & North East Essex

- *"Emergency." (Patient 8, October)*
- *"Had a dizzy spell and blacked out falling and hitting my head on radiator." (Patient 18, October)*
- *"My mum was unable to breath so I thought an ambulance should be my first port of call." (Patient 19, October)*
- *"The ambulance was called by staff at the pub while I was still unconscious." (Patient 67, October)*
- *"Mum was delirious and fell over." (Patient 105, November)*
- *"Medical Emergency." (Patient 159, November)*
- *"I don't remember." (Patient 171, December)*
- *"I didn't contact any of the above, my husband phoned 999 as soon as it happened." (Patient 193, December)*

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

68.3% of respondents who answered the above question had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week (14.0%), less than a month (7.2%) or more than a month (10.4%) previously.

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

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

Overall, 87.9% of respondents who answered the above question rated the emergency call handling as 'good' (14.5%) or 'very good' (73.4%). However, 13 respondents (6.1%) felt the call handling was 'poor' (3.3%) or 'very poor' (2.8%).

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

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

191 respondents (86.0%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (7.2%), advice on how to care for themselves/the patient (4.5%), and five patients (2.3%) had an appointment arranged/advised with another healthcare professional.

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

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

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

Beds & Luton

- *"Taken to A&E." (Patient 28, October)*
- *"I had a visit from my GP and he said I had to go to hospital." (Patient 243, December)*

Cambs & Peterborough

- *"111 arranged the ambulance. Ambulance crew advised to attend A&E ourselves." (Patient 66, November)*

Mid & South Essex

- *"Told to contact 111." (Patient 86, October)*
- *"I was able to arrange for a friend to get us to hospital rather than the ambulance." (Patient 142, November)*
- *"My Dad had fallen, couldn't get up, unsure if any injuries. My mum 82 year old mum with a hernia and bladder cancer was told to find someone to pick him up as the wait would be over 20hrs, or on another occasion there would be no ambulance at all." (Patient 170, December)*

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

Norfolk & Waveney

- *“Attended on own.” (Patient 44, October)*
- *“It was not an emergency response as I was told it was not classed as an emergency. I understand this as heart attacks and the like are life threatening. However, when they did arrive I, the patient, expected I was then their priority. I did not call an ambulance lightly. I have never called an ambulance before and feel given the overall circumstances further hospital examinations/assessment was/is appropriate particularly when they said they were the only people I would get to see face to face as I would not get to see my doctor and that I advised them I have low bone density/osteoporosis in my back. Hence I felt and feel abandoned. Where do I turn to?” (Patient 158, November)*

Suffolk & North East Essex

- *“They advised making an appointment with my GP, which was undertaken the following Monday.” (Patient 67, October)*
- *“I was advised to drive my child to a&e myself as would be quicker.” (Patient 141, November)*
- *“My husband took me to A&E.” (Patient 193, December)*

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

Table in relation to the length of time waited for an emergency response:

Response	ICS Areas							October to December 2022 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	16 (76.2%)	23 (65.7%)	23 (46.0%)	10 (40.0%)	16 (36.4%)	16 (50.0%)	3 (100%)	107 (51.0%)
Good	3 (14.3%)	8 (22.9%)	12 (24.0%)	5 (20.0%)	14 (31.8%)	6 (18.8%)	0 (0.0%)	48 (22.9%)
Neither good nor poor	0 (0.0%)	2 (5.7%)	4 (8.0%)	4 (16.0%)	8 (18.2%)	5 (15.6%)	0 (0.0%)	23 (11.0%)
Poor	1 (4.8%)	1 (2.9%)	5 (10.0%)	1 (4.0%)	3 (6.8%)	2 (6.3%)	0 (0.0%)	13 (6.2%)
Very poor	1 (4.8%)	1 (2.9%)	5 (10.0%)	5 (20.0%)	2 (4.5%)	3 (9.4%)	0 (0.0%)	17 (8.1%)
Don't know	0 (0.0%)	0 (0.0%)	1 (2.0%)	0 (0.0%)	1 (2.3%)	0 (0.0%)	0 (0.0%)	2 (1.0%)
Total number of responses	21	35	50	25	44	32	3	210
No reply to question	3	4	8	7	4	5	3	34

Overall, 73.8% of respondents who answered the above question rated the length of wait as 'good' (22.9%) or 'very good' (51.0%). However, 14.3% of respondents felt the time they waited was 'poor' (6.2%) or 'very poor' (8.1%).

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

Overall, 98.0% of respondents advised that ambulance service staff had introduced themselves. However, four respondents (2.0%) did not recall receiving an introduction.

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

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

Overall, 99.0% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with 96.6% of these respondents answering 'definitely.' However, two respondents (1.0%) did not feel that they had been treated respectfully or with dignity.

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

Q11 – Did the ambulance staff respect your privacy?

Positively, 99.5% of respondents who answered the above question advised their privacy was respected to at least 'some extent,' with 96.1% of these respondents advising that they had 'definitely' been treated with privacy.

One respondent advised their privacy was not respected and the remaining respondents were either 'unable to say' or did not respond.

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

Of the 204 respondents who answered the above question, 203 (97.5%) described the attitude of ambulance service staff as 'excellent' (94.6%) or 'good' (2.9%). However, five respondents (2.5%) rated staff attitude as 'poor.'

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

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

198 respondents (98.0%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 96.0% of these respondents advising that they 'definitely' trusted the ambulance service staff.

Unfortunately, four patients (2.0%) did not feel that they could trust the ambulance service staff.

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

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

Overall, 190 respondents (94.1%) who answered the above question recalled the explanation of their care/treatment as definitely being in a way they could understand.' Five respondents (2.5%) advised that they did not understand the explanation provided and seven respondents (3.5%) did not recall receiving an explanation from staff.

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

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

The majority of respondents (96.5%) felt involved to at least 'some extent' in the decisions made regarding their care, with 82.3% of these respondents answering that they were 'definitely' involved. However, seven respondents (3.5%) did not feel involved in the decisions made.

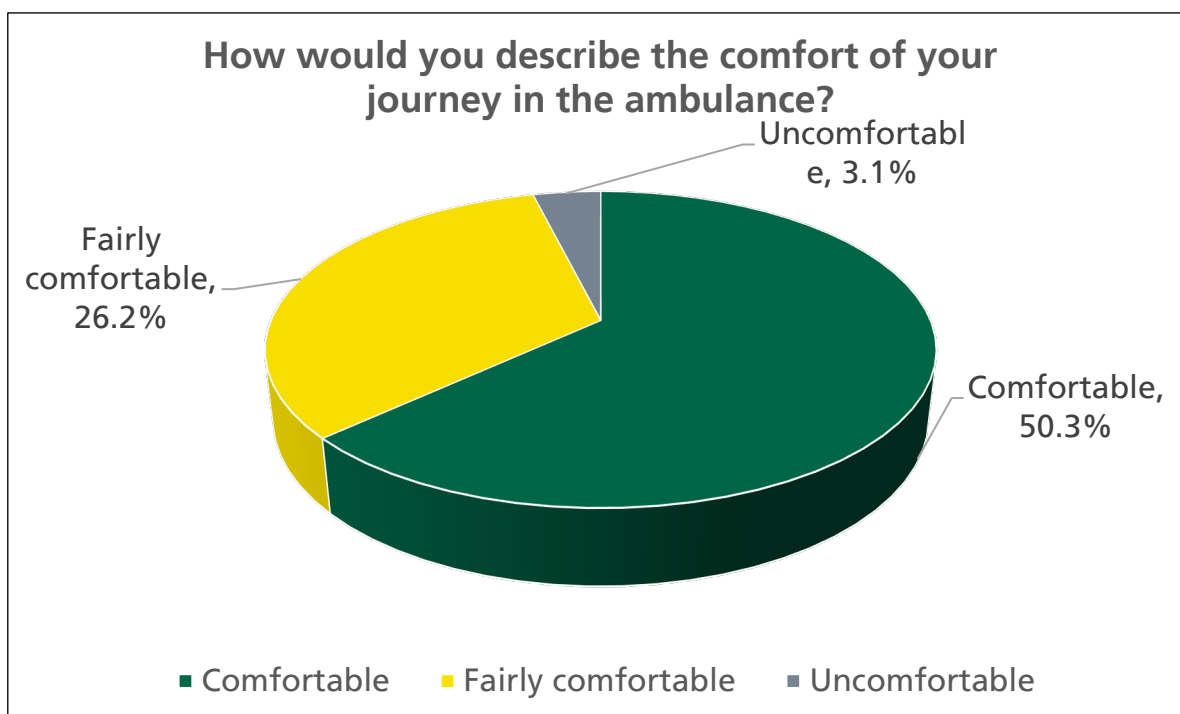
The remaining respondents were either 'unable to say' or did not respond.

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

Overall, 110 respondents who answered the above question felt that their pain had either been managed (57.6%) or they had not been experiencing pain (36.6%). 10 respondents (5.2%) did not feel that their pain had been appropriately managed and one respondent (0.5%) declined pain relief.

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

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

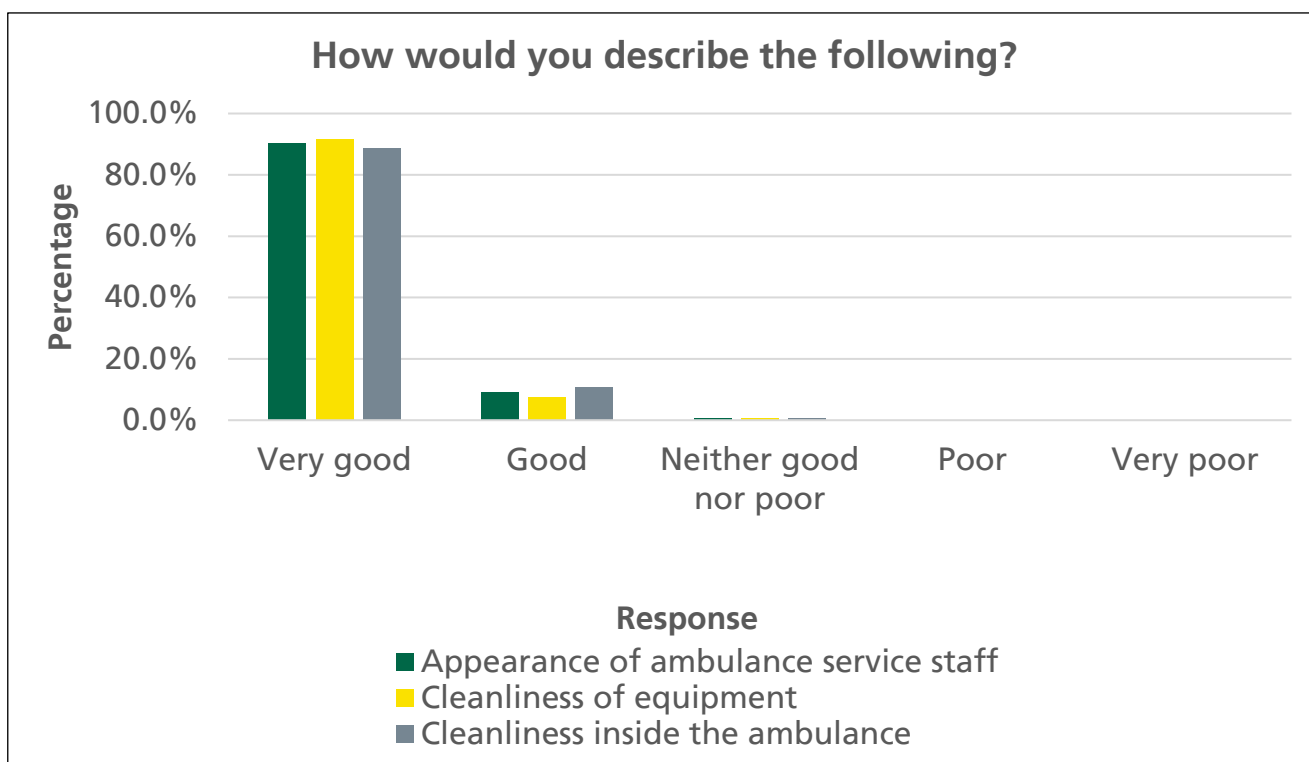


Overall, 76.4% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (26.2%) or 'comfortable' (50.3%) when travelling in the ambulance. Six respondents (3.1%) felt 'uncomfortable' whilst travelling to hospital.

39 respondents advised that they were not conveyed in an ambulance and the remaining respondents were either 'unable to say' or did not respond.

Q18 – How would you describe the following?

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



Ambulance staff appearance was rated as either 'good' (9.2%) or 'very good' (90.2%) by 99.4% of respondents, with the same proportion of respondents also satisfied with the cleanliness of equipment: 'very good' (91.7%) or 'good' (7.6%).

Of the patients who were conveyed, 99.3% rated the cleanliness inside the ambulance as 'good' (10.6%) or 'very good' (88.7%).

One patient rated staff appearance, cleanliness of equipment and cleanliness inside the vehicle as 'neither good nor poor.'

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

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

Of the 143 respondents who were able to answer this question, 124 respondents (86.7%) rated the handover process as being either 'good' or 'very good.' However, four respondents felt the handover was 'poor' (2.8%) or 'very poor' (4.2%) and nine respondents (6.3%) answered 'neither good nor poor.'

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

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

Four respondents advised that they were able to follow the advice given over the telephone and three respondents advised that this question was 'not applicable/unable to say.'

The below comments were received from those respondents who advised that they were unable to follow the advice given over the telephone. The remaining respondents did not answer this question.

- *"While I was waiting for the ambulance the lady on the phone told my wife what to do, saying any change to ring back." (Patient 145, November)*
- *"I took painkillers and waited for the ambulance the next morning." (Patient 154, November)*

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

Five respondents who were able to answer the above question advised 'GP' (40.0%), 'NHS 111' (40.0%) or 'other' (20.0%). The remaining respondents did not respond.

The below comment was provided by the respondent who answered 'other':

- *"A clinician was supposed to call me back but I missed the call as I fell asleep." (Patient 201, December)*

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

24 respondents were able to answer this question, with 16 of these respondents advising that it was explained why an ambulance would not be dispatched. Eight respondents advised that it was not explained why an ambulance would not be dispatched. 202 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

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

Of the 23 respondents who were able to answer this question, eleven respondents did not agree that an ambulance had not been dispatched and 12 respondents did agree that an ambulance had not been dispatched. 202 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

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

Beds & Luton

- *"The ambulance arrived." (Patient 145, November)*

Cambs & Peterborough

- *"I wanted them to come straight away as I was having a very high B/P and weakness all over." (Patient 38, October)*

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

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

Mid & South Essex

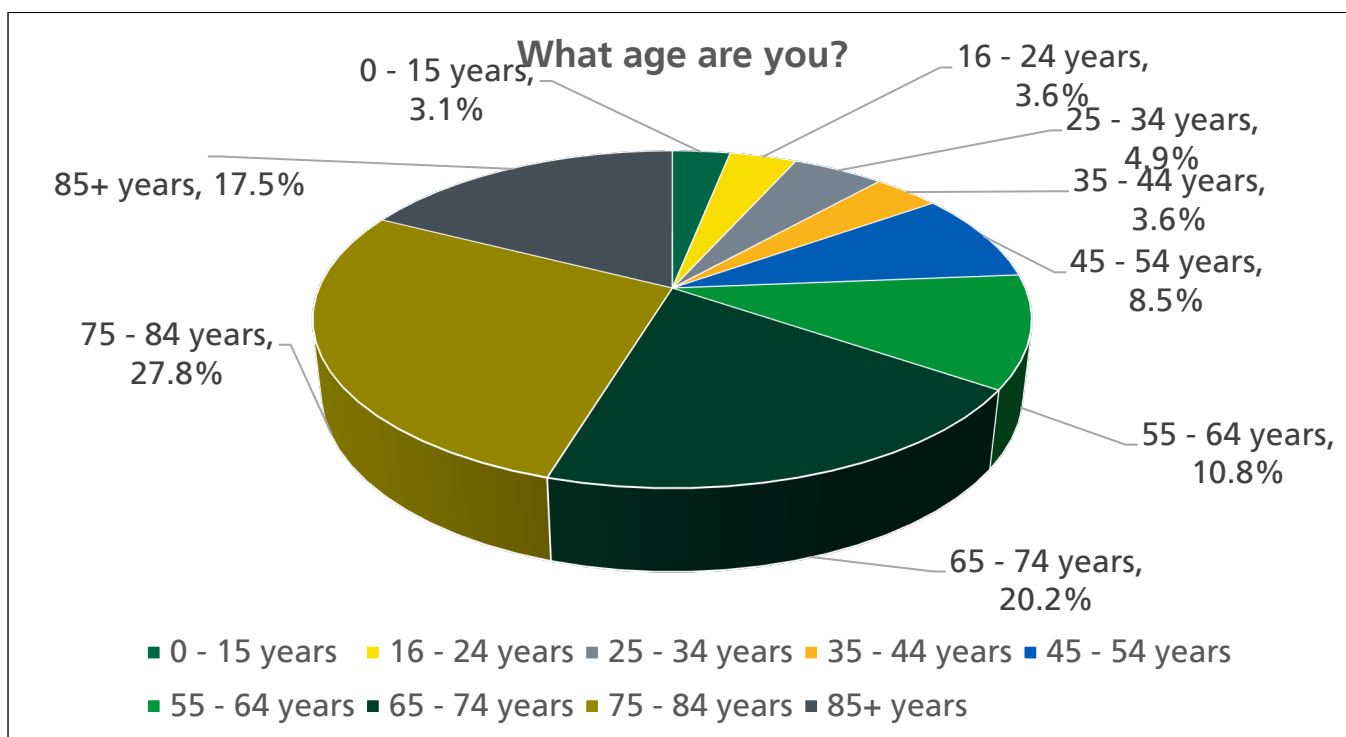
- *"The severity and location of pain I was experiencing was concerning. As I said previously, I've been working in A&E where people had been BIBA with less." (Patient 86, October)*
- *"The wait times were too long, I had a dehydrated, lethargic 3 year old with an uncontrollable temperature who couldn't stay awake. She should have been a priority. She was not." (Patient 142, November)*
- *"The reason wasn't that we didn't need one just there weren't any available." (Patient 170, December)*
- *"I called for an ambulance but was told a clinician will call me back. I didn't expect the ambulance to come as they didn't say they was coming." (Patient 201, December)*

Suffolk & North East Essex

- *"I was in a lot of pain and was genuinely scared - I needed reassurance and pain relief." (Patient 180, December)*

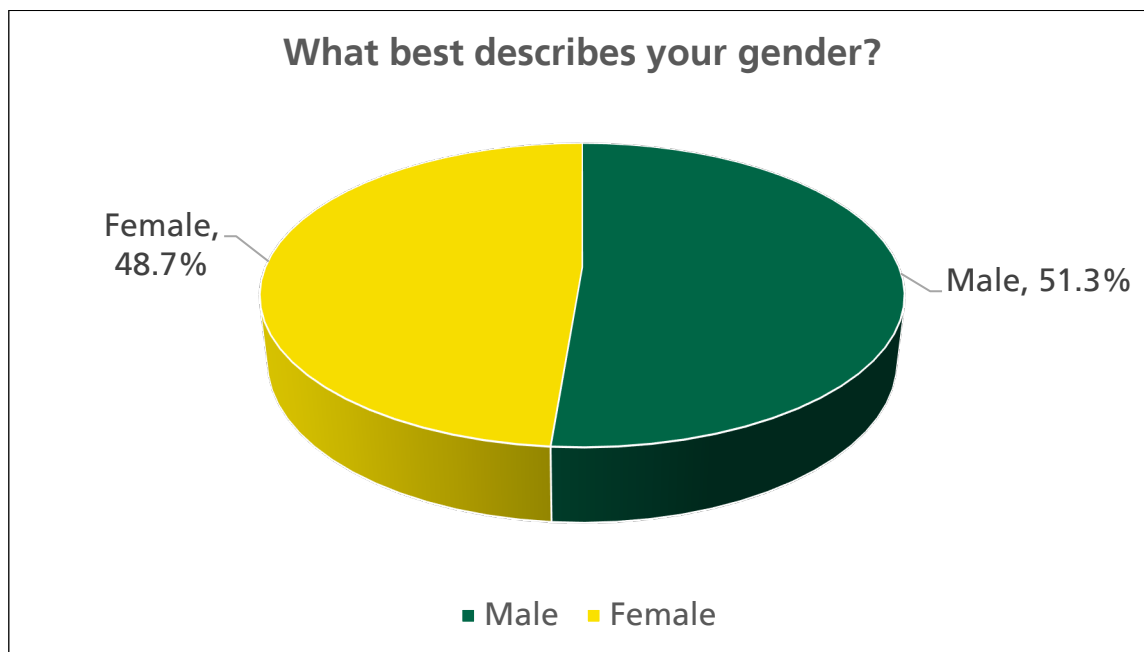
Demographics and Equality and Diversity Information

What age are you?



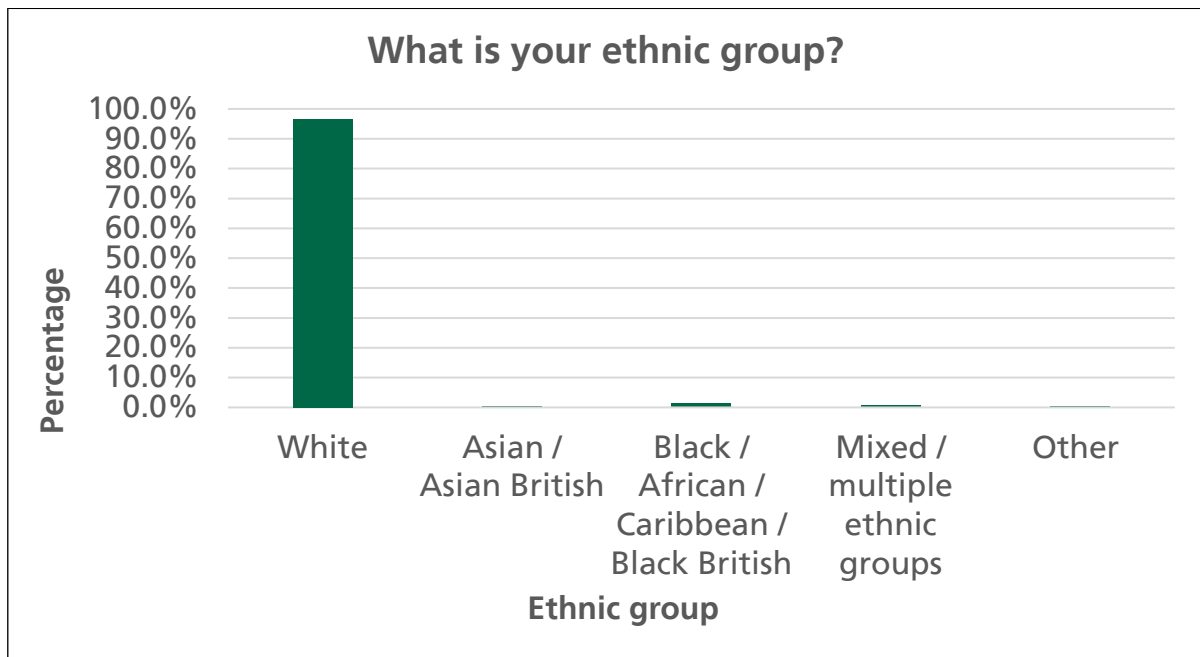
19 respondents did not complete this question and three respondents answered, 'prefer not to say.'

What best describes your gender?



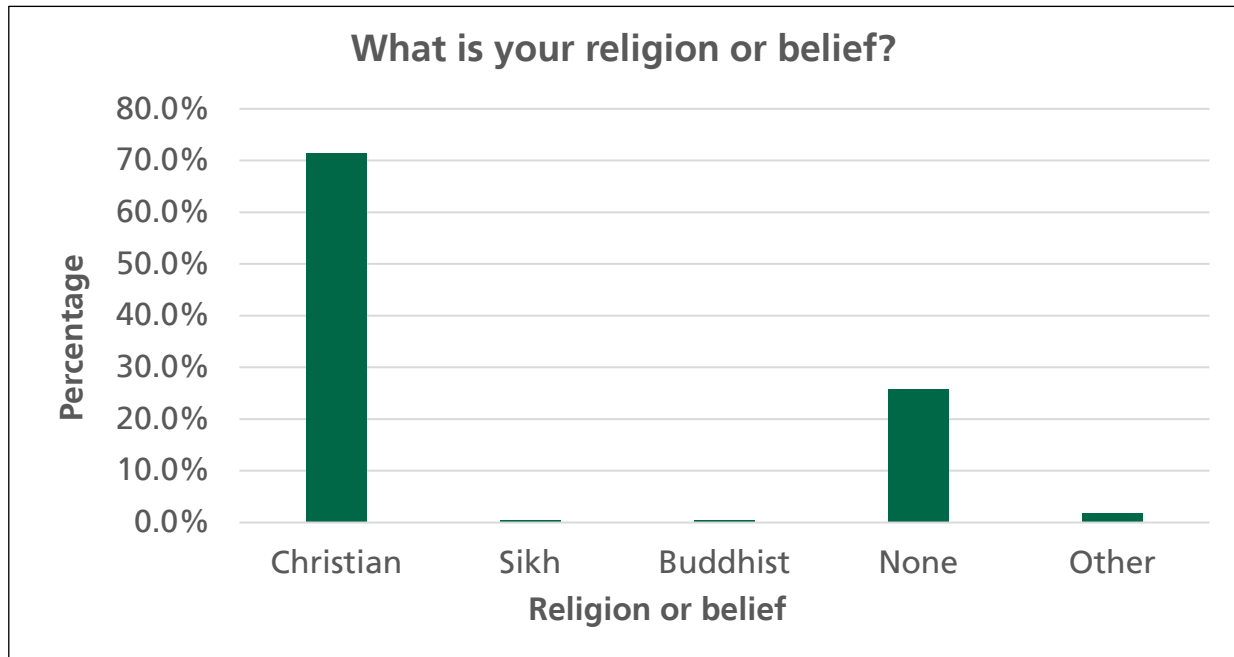
20 respondents did not complete this question and one respondent answered 'prefer not to say.'

What is your ethnic group?



Overall, 96.8% of patients responded that they were of a white ethnic group, the remaining 3.2% of patients were either of a mixed/multiple ethnic group (0.9%), Asian/Asian British (0.5%), Black/African/Caribbean/Black British (1.4%) or 'other' (0.5%). 19 respondents did not complete this question and five respondents answered, 'prefer not to say'.

What is your Religion or Belief?

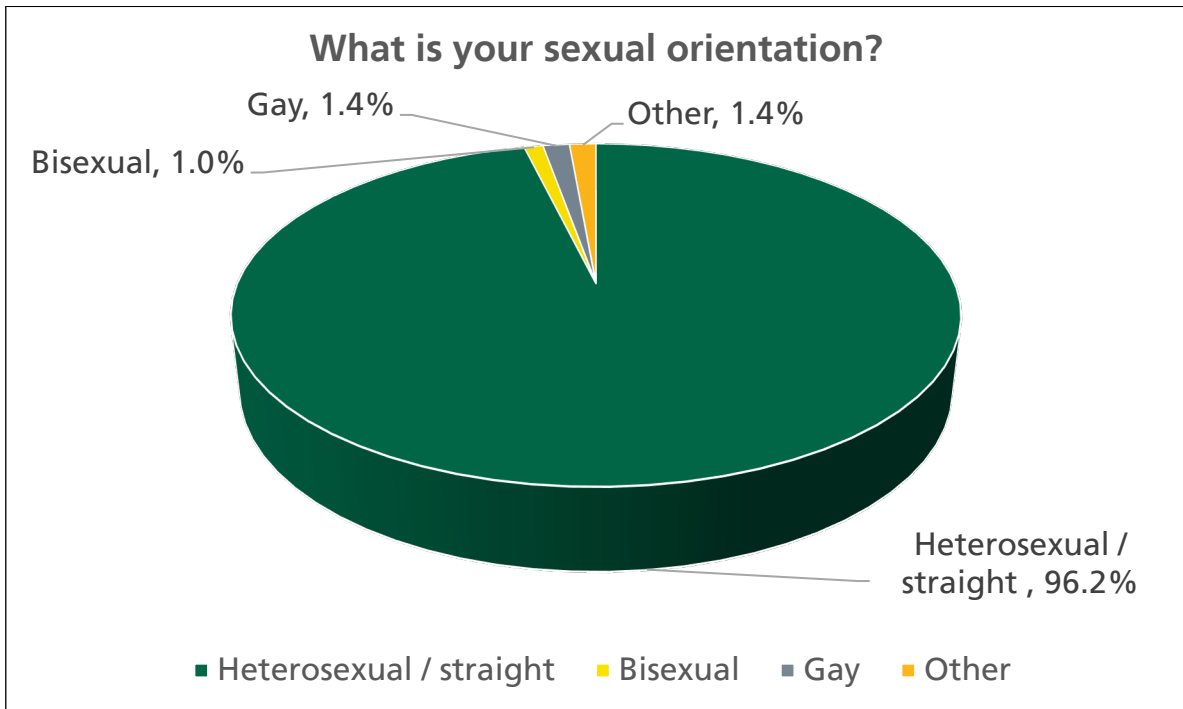


Overall, 152 (71.4%) of patients responded that their religion or belief was 'Christian,' the remaining 61 (28.6%) of patients advised either 'Sikh' (0.5%), 'Buddhist,' (0.5%), 'None' (25.8%) or 'other' (1.9%). 20 respondents did not complete this question and 12 respondents answered, 'prefer not to say.'

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

- "Orthodox." (Patient 124, November)
- "Spiritualist." (Patient 139, November)
- "Church of England." (Patient 242, December)

What is your sexual orientation?

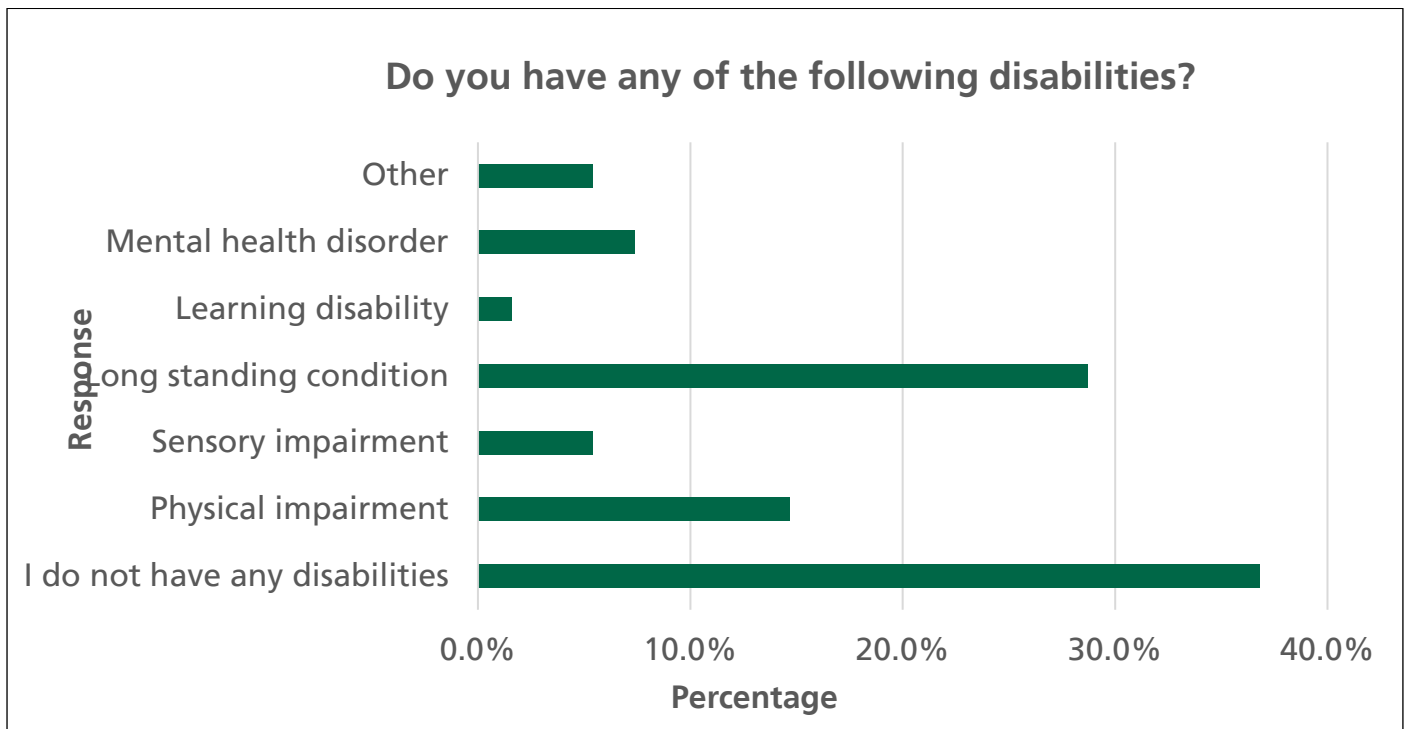


21 respondents did not complete this question and 16 respondents answered 'prefer not to say'.

The below comment was received from the respondent who answered 'other':

- *"Normal." (Patient 11, October)*

Do you have any of the following disabilities?



12 respondents did not complete this question and eight respondents answered 'prefer not to say.' The below comments were received from the respondents who answered 'other':

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

Beds & Luton

- *"Parkinsons."* (Patient 55, October)

Cambs & Peterborough

- *"Mobility issues due to heart failure."* (Patient 122, November)
- *"Myopia."* (Patient 208, December)

Do you have any of the following disabilities?

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

Herts & West Essex

- *"Dementia and mobility." (Patient 65, October)*
- *"Old age only." (Patient 157, November)*
- *"Dementia." (Patient 232, December)*

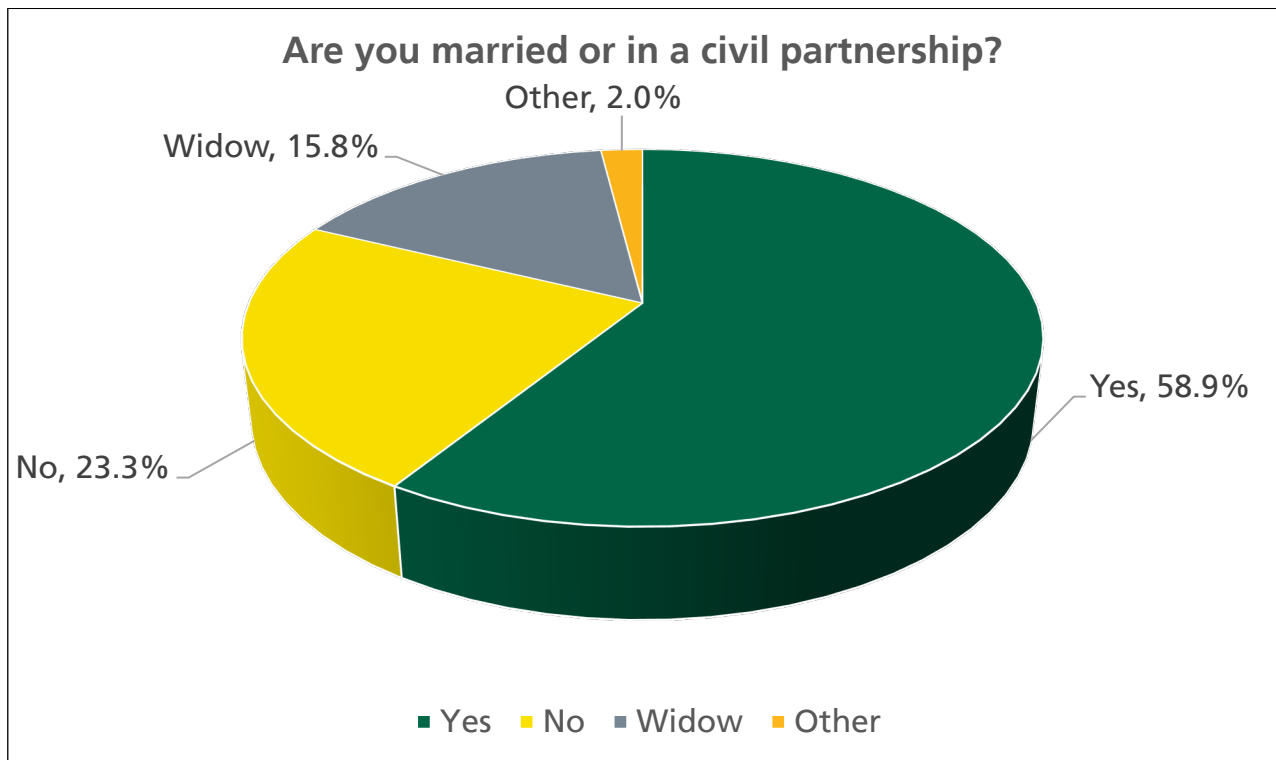
Norfolk & Waveney

- *"Multiple allergies which in this situation caused me to be confused." (Patient 139, November)*
- *"Low bone density/osteoporosis to my back." (Patient 158, November)*
- *"Dementia." (Patient 220, December)*

Suffolk & North East Essex

- *"Eye sight impairment." (Patient 82, October)*

Are you married or in a civil partnership?



Six respondents did not complete this question and three respondents answered 'prefer not to say.' The below comments were received from the respondents who answered 'other':

- *"Divorced." (Patient 83, Suffolk & North East Essex)*
- *"Separated." (Patient 102, Suffolk & North East Essex)*
- *"Divorced." (Patient 158, August, Norfolk & Waveney)*

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

118 respondents who completed the above question either answered that they were not pregnant, or they did not have a child under 12 months of age. One respondent advised that they were pregnant, and three respondents answered that they had a child under 12 months old.

22 respondents did not complete this question and 94 respondents answered 'prefer not to say' or 'not applicable.'

Aftercare

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