



Emergency Service Patient Experience Report

Emergency Service January to March 2023

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Report Period: January to March 2023

Date of Report: June 2023

Emergency Service patient experience results for January to March 2023

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 January to March 2023.

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, **94.9%** of respondents who answered the overall satisfaction question and had used the ES during January to March 2023 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (83.1%), with 227 respondents (89.0%) advising that they had received an emergency response following their call. Overall, 82.4% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 9.0% 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. 232 respondents also provided 'good' (6.4%) or 'excellent' (91.9%) ratings in relation to staff attitude.

Overall, 98.7% 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 (97.4%). The majority of respondents felt that their pain had either been managed (66.1%) or they had not been experiencing pain (30.8%). However, nine respondents (4.0%) 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 95.1% 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 (88.4%) 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	January to March 2023 combined percentage
Overall satisfaction	18/20 (90.0%)	39/41 (95.1%)	54/58 (93.1%)	50/51 (98.0%)	58/59 (98.3%)	34/38 (89.5%)	8/8 (100%)	261/275 (94.9%)
Total number of responses	20	41	58	51	59	38	8	275

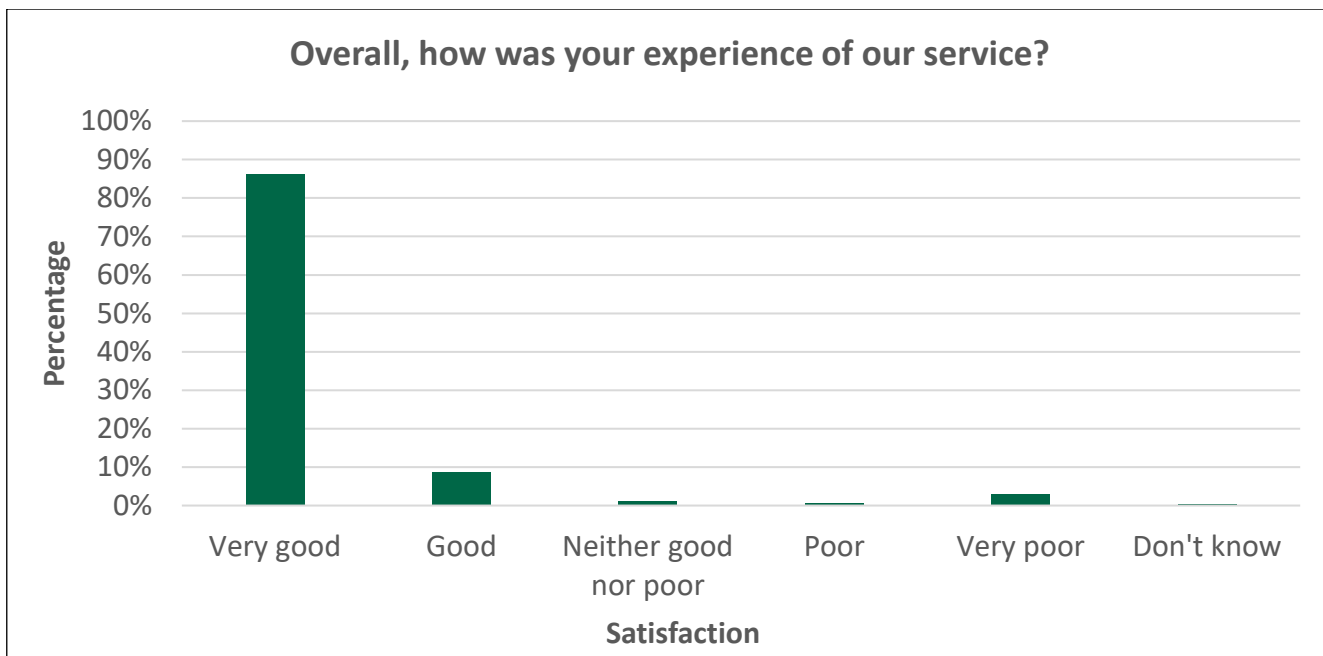
Chart illustrating overall satisfaction for all ICS areas:

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EEAST: Emergency Service
January to March 2023

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Overall, 93.8% of respondents who answered the FFT question and had used the service during January to March 2023 rated the service as ‘good’ (8.7%) or ‘very good’ (86.2%). Three respondents (1.1%) rated the service as ‘neither good nor poor’ and 10 respondents rated the service as either ‘poor’ (0.7%) or ‘very poor’ (2.9%). One respondent (0.4%) answered ‘don’t know’ and the remaining respondents did not provide a response.

Q2 – Are you the patient?

Overall, 70.1% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: “*husband,*” “*mother,*” “*partner,*” “*daughter,*” “*son,*” and “*wife.*”

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

Overall, 157 respondents advised that had been in contact with another healthcare provider prior to calling 999: 111 respondents (70.7%) had initially contacted the NHS 111 Service, 30 respondents (19.1%) had contacted their GP, six respondents (3.8%) had contact with the hospital department, one respondent (0.6%) had contact with the mental health service and nine respondents (5.7%) 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’:

Herts & West Essex

- *“Police.” (Patient 13, January)*
- *“Careline to get her off the toilet but unable to home visit service and called paramedics - if careline could home visit this would help enormously on pressure of service.” (Patient 119, February)*
- *“Careline.” (Patient 215, March)*
- *“Careline.” (Patient 234, March)*
- *“My dad called a neighbour, who came over and called the ambulance.” (Patient 236, March)*
- *“I was at the gp for the first time, and called every line I could before 999 on the second one.” (Patient 250, March)*

Mid & South Essex

- *“Blood donor help line.” (Patient 193, March)*

Suffolk & North East Essex

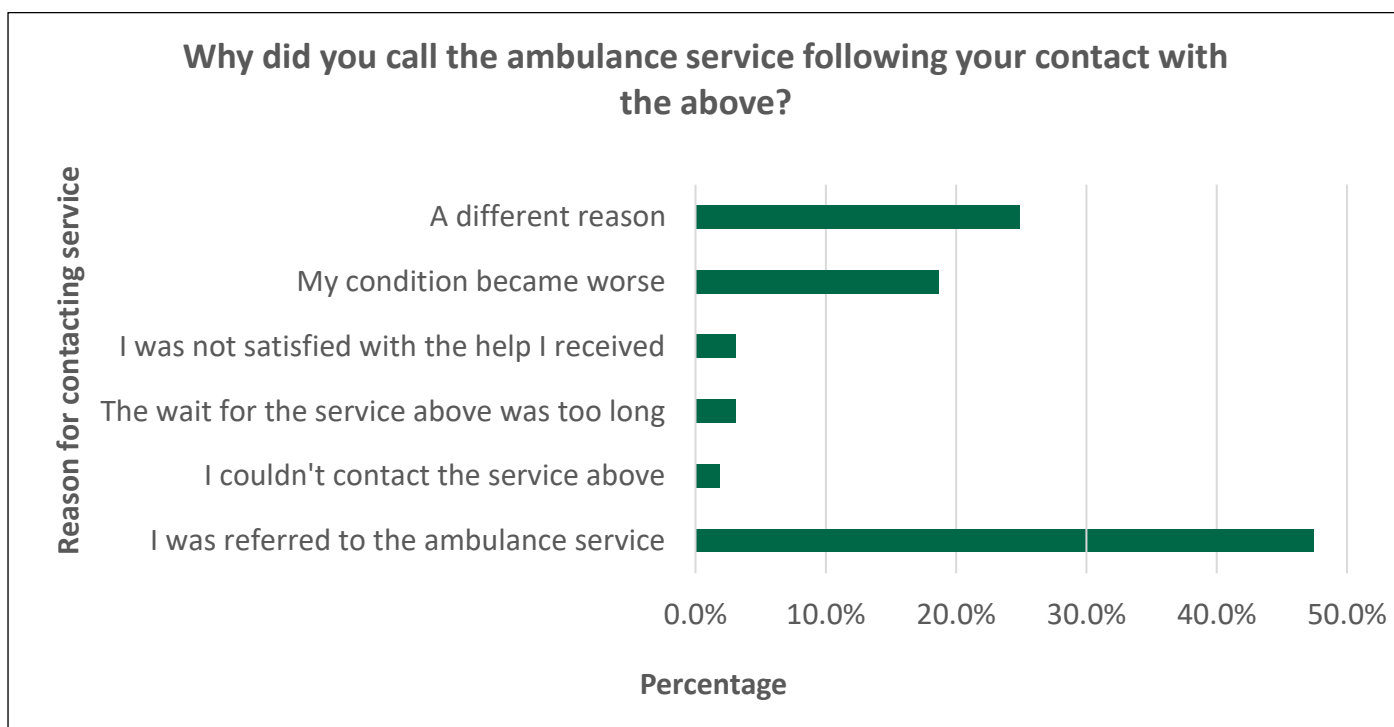
- *“Requested ambulance via 999 contact.” (Patient 178, February)*

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

257 respondents answered the above question, of these 122 respondents (47.5%) advised that they were referred to the ambulance service. Other responses included ‘couldn’t contact another healthcare provider’ (1.9%), eight (3.1%) felt that the wait for the service was too long, 48 (18.7%) respondents advised that their condition became worse and two respondents (0.8%) couldn’t get an appointment. Eight respondents (3.1%) were not satisfied with the help they received and 64 (24.9%) 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, 44.5% 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

- *"My 4 year old son was struggling to breathe with croup." (Patient 18, January)*
- *"I fell. Very badly injured my shoulder and was unable to use any other form of transport." (Patient 60, January)*
- *"The 111 doctor contacted the ambulance service." (Patient 211, March)*

Cambs & Peterborough

- *"I was talking on the phone with my sister in New Jersey when I fell over. This made a loud noise. I had been drinking. My sister was then unable to contact me via text or phone for some time. She then got hold of a number for the local police here and called them. They alerted the ambulance service as well as trying to gain access into my property." (Patient 1, January)*
- *"It was 111 that got me an emergency ambulance." (Patient 28, January)*
- *"My wife had contacted NHS111, answered their questions. NHS111 then called the ambulance." (Patient 30, January)*
- *"I suffered a heart attack 15 months earlier and was now getting extreme chest pain. As I was alone and not at my home address I called for an ambulance." (Patient 56, January)*
- *"The 111 operator called the ambulance service." (Patient 269, March)*

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

Hertfordshire & West Essex

- *“Neighbours called an ambulance as I was unable to move following a trauma.” (Patient 22, January)*
- *“Situation required immediate response from ambulance.” (Patient 103, January)*
- *“My car contacted the emergency services.” (Patient 104, January)*
- *“I’m a paramedic myself and from what I could see I decided that I needed an ambulance.” (Patient 185, February)*
- *“It was an emergency and my wife, on warfarin, was bleeding badly.” (Patient 194, March)*
- *“A passer-by called the ambulance as I was unconscious.” (Patient 222, March)*
- *“Couldn’t get up from floor so dialled 999.” (Patient 230, March)*
- *“Neighbour wanted to get my mum checked out.” (Patient 236, March)*
- *“Called 999 directly.” (Patient 241, March)*
- *“My son had potentially overdosed.” (Patient 253, March)*

Mid & South Essex

- *“My husband had difficulty breathing.” (Patient 75, January)*
- *“I had a fall and was unable to move because of the pain.” (Patient 79, January)*
- *“My elderly mother became suddenly unwell late in the evening and needed attention as soon as possible.” (Patient 124, February)*
- *“Wife could not wake him up unresponsive although breathing.” (Patient 135, February)*
- *“Didn’t contact anyone prior to 999.” (Patient 159, February)*
- *“We called the ambulance direct - 999 because my family could not lift me up from the bedroom floor after a fall.” (Patient 173, February)*
- *“My husband had passed out and unresponsive and was under Doctor for high blood pressure. It was about 1am in the morning.” (Patient 181, February)*
- *“Was in a car accident.” (Patient 226, March)*

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

Norfolk & Waveney

- *“Knew about my own condition so called 999.” (Patient 4, January)*
- *“I didn’t contact the above, I called 999 first as this was my 5th episode and the medical advice was to call an ambulance if I had an episode.” (Patient 11, January)*
- *“As I am eighty-five years old, I was unable to lift my wife up from the floor where she had fallen.” (Patient 52, January)*
- *“111 called the Ambulance.” (Patient 58, January)*
- *“999 call following collapse.” (Patient 59, January)*
- *“It was 7:30pm My Mother had fallen backwards onto her head and could not walk on her left ankle. No other service was appropriate.” (Patient 65, January)*
- *“I didn’t call any other service first.” (Patient 74, January)*
- *“Knew my condition required immediate help without going through any of the above from previous knowledge, medical background and doctors say so.” (Patient 81, January)*
- *“The Dr in the surgery called the ambulance not me.” (Patient 126, February)*
- *“Emergency, so called 999 straight away.” (Patient 164, February)*
- *“Called the ambulance straight away.” (Patient 171, February)*
- *“I had a stroke and lost the use of my speech and left side arm and leg.” (Patient 191, February)*

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

Suffolk & North East Essex

- *“Obvious that my father needed an ambulance.” (Patient 5, January)*
- *“Care home called for ambulance after I fell.” (Patient 70, January)*
- *“Ambulance called as first option.” (Patient 72, January)*
- *“I knew I had a dislocated hip prosthesis , unable to move to use own transport due to pain.” (Patient 94, January)*
- *“I was being treated for chest infection. I have COPD and my condition worsened.” (Patient 102, January)*
- *“999 the ambulance service was called.” (Patient 178, February)*
- *“Situation warranted 999 immediately.” (Patient 186, February)*
- *“Unresponsive passenger.” (Patient 196, March)*
- *“The 111 call handler requested the ambulance.” (Patient 233, March)*
- *“I was in excruciating pain.” (Patient 239, March)*
- *“Rang 999.” (Patient 251, March)*

Unknown

- *“I was unable to get up off the pavement as I had a broken wrist and scapula, and only an ambulance would have been able to pick me up safely and transport me.” (Patient 54, January)*

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

173 (68.4%) 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 (13.0%), less than a month (9.9%) or more than a month (8.7%) 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, 83.1% of respondents who answered the above question rated the emergency call handling as 'good' (13.1%) or 'very good' (70.0%). However, 11 respondents (4.2%) felt the call handling was 'poor' (3.1%) or 'very poor' (1.2%).

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

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

227 respondents (89.0%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (5.5%), advice on how to care for themselves/the patient (3.5%), and five patients (2.0%) 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

- *"Told would require hospital admission but not as an emergency." (Patient 118, February)*

Cambs & Peterborough

- *"Told I would get a call back from a paramedic in 40 minutes." (Patient 212, March)*

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

Herts & West Essex

- *“The ambulance service was called by NHS 111.” (Patient 93, January)*
- *“They left me to deal with it myself.” (Patient 136, February)*
- *“Zero response or communication from the ambulance service.” (Patient 153, February)*

Mid & South Essex

- *“I was taken to hospital and was admitted to a ward.” (Patient 151, February)*

Norfolk & Waveney

- *“Call was made by the paramedics for someone from I believe they called it the access team to contact me.” (Patient 6, January)*
- *“111 called Ambulance.” (Patient 58, January)*

Suffolk & North East Essex

- *“I was taken to A&E at Ipswich Hospital.” (Patient 145, February)*
- *“999 emergency assistance was cancelled by the 999 ambulance service.” (Patient 196, March)*
- *“As before I didn't make the call.” (Patient 233, March)*

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							January to March 2023 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	9 (52.9%)	28 (77.8%)	31 (57.4%)	26 (63.4%)	36 (67.9%)	18 (51.4%)	5 (62.5%)	153 (62.7%)
Good	4 (23.5%)	5 (13.9%)	12 (22.2%)	7 (17.1%)	12 (22.6%)	7 (20.0%)	1 (12.5%)	48 (19.7%)
Neither good nor poor	1 (5.9%)	1 (2.8%)	2 (3.7%)	5 (12.2%)	4 (7.5%)	3 (8.6%)	1 (12.5%)	17 (7.0%)
Poor	1 (5.9%)	2 (5.6%)	4 (7.4%)	0 (0.0%)	1 (1.9%)	5 (14.3%)	0 (0.0%)	13 (5.3%)
Very poor	1 (5.9%)	0 (0.0%)	3 (5.6%)	2 (4.9%)	0 (0.0%)	2 (5.7%)	1 (12.5%)	9 (3.7%)
Don't know	1 (5.9%)	0 (0.0%)	2 (3.7%)	1 (2.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (1.6%)
Total number of responses	17	36	54	41	53	35	8	244
No reply to question	3	5	5	10	6	3	0	32

Overall, 82.4% of respondents who answered the above question rated the length of wait as 'good' (19.7%) or 'very good' (62.7%). However, 9.0% of respondents felt the time they waited was 'poor' (5.3%) or 'very poor' (3.7%).

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

Overall, 97.4% of respondents advised that ambulance service staff had introduced themselves. However, six respondents (2.6%) 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, 98.7% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with 98.3% of these respondents answering 'definitely.' However, three respondents (1.3%) 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, 100% of respondents who answered the above question advised their privacy was respected to at least 'some extent,' with 99.1% of these respondents advising that they had 'definitely' been treated with privacy.

No respondents 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 236 respondents who answered the above question, 232 (98.3%) described the attitude of ambulance service staff as 'excellent' (91.9%) or 'good' (6.4%). However, four respondents (1.7%) 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?

233 respondents (98.3%) who answered the above question felt they could trust the ambulance service to ‘at least some extent,’ with 95.8% of these respondents advising that they ‘definitely’ trusted the ambulance service staff.

Unfortunately, four patients (1.7%) 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, 229 respondents (97.4%) who answered the above question recalled the explanation of their care/treatment as definitely being in a way they could understand.’ Two respondents (0.9%) advised that they did not understand the explanation provided and four respondents (1.7%) 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 (98.7%) felt involved to at least ‘some extent’ in the decisions made regarding their care, with 91.7% of these respondents answering that they were ‘definitely’ involved. However, three respondents (1.3%) did not feel involved in the decisions made.

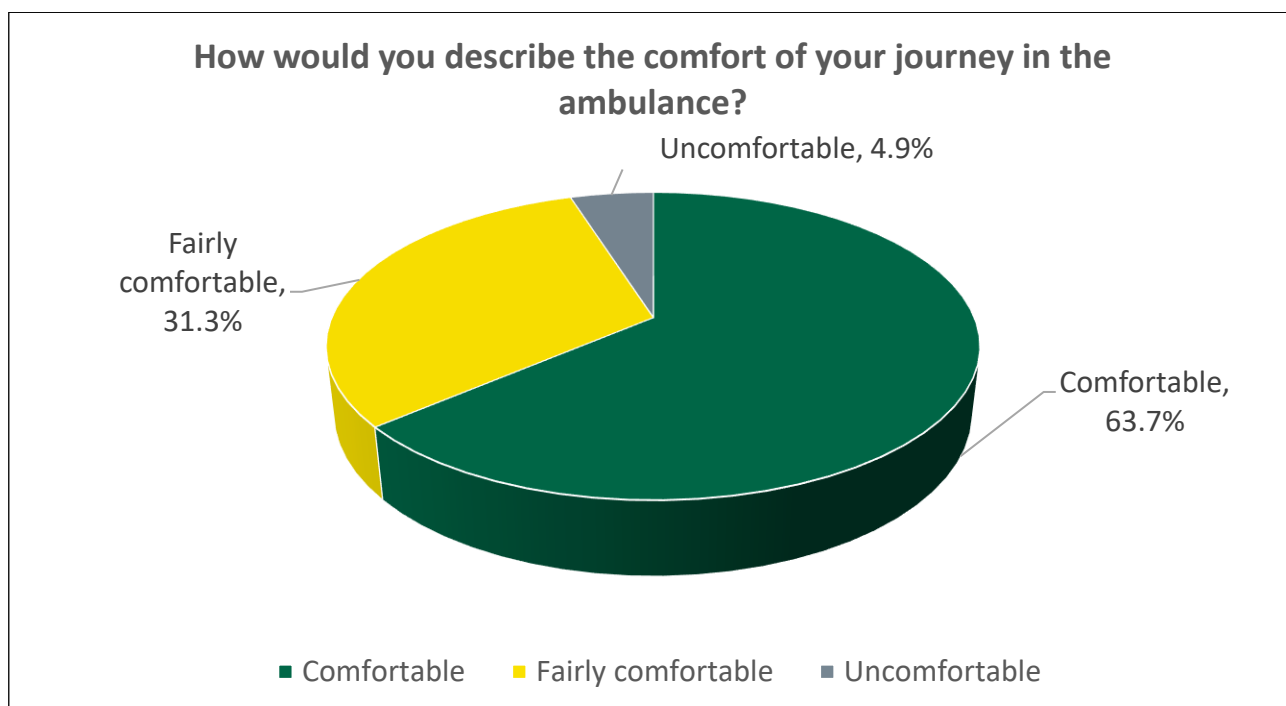
The remaining respondents were either ‘unable to say’ or did not respond.

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

Overall, 214 respondents who answered the above question felt that their pain had either been managed (66.1%) or they had not been experiencing pain (30.8%). Nine respondents (4.0%) did not feel that their pain had been appropriately managed and one respondent (0.4%) 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?

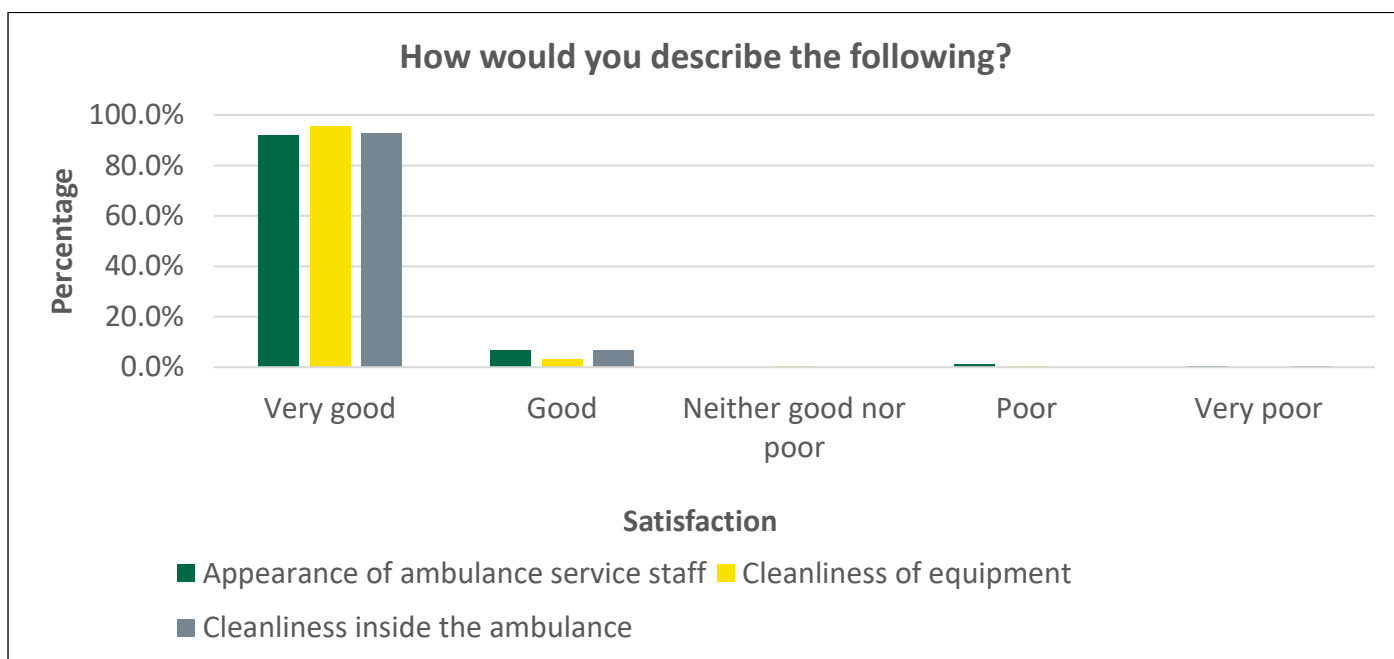


Overall, 95.1% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (31.3%) or 'comfortable' (63.7%) when travelling in the ambulance. Nine respondents (4.9%) felt 'uncomfortable' whilst travelling to hospital.

46 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' (6.7%) or 'very good' (91.8%) by 98.5% of respondents, with the same proportion of respondents also satisfied with the cleanliness of equipment: 'very good' (92.9%) or 'good' (6.6%).

Of the patients who were conveyed, 99.5% rated the cleanliness inside the ambulance as 'good' (6.6%) or 'very good' (92.9%).

Three patients rated staff appearance as either 'poor' (1.0%) or 'very poor' (0.5%), one patient rated the cleanliness of equipment as 'poor' (0.5%) and one patient rated the cleanliness inside the vehicle as 'very poor' (0.5%).

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 179 respondents who were able to answer this question, 163 respondents (91.0%) rated the handover process as being either 'good' or 'very good.' However, six respondents felt the handover was 'poor' (1.7%) or 'very poor' (1.7%) and 10 respondents (5.6%) 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?

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

The remaining respondents did not answer this question.

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

Five respondents who were able to answer the above question advised 'GP' and the remaining respondents did not respond.

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

16 respondents were able to answer this question, with eight 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. 240 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 20 respondents who were able to answer this question, ten respondents did not agree that an ambulance had not been dispatched and 10 respondents did agree that an ambulance had not been dispatched. 236 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:

Cambs & Peterborough

- *"The receptionist said she doesn't have ambulance available because it's a very busy period too many patients sick and if I can to go by myself with my little 2yr old boy."* (Patient 169, February)

Hertfordshire & West Essex

- *"Too long of a wait time. Had to self drive."* (Patient 139, February)
- *"We was happy to take our son to hospital, 111 said they would send an ambulance due to the symptoms my son was having and his age being only 6 months."* (Patient 153, February)

Mid & South Essex

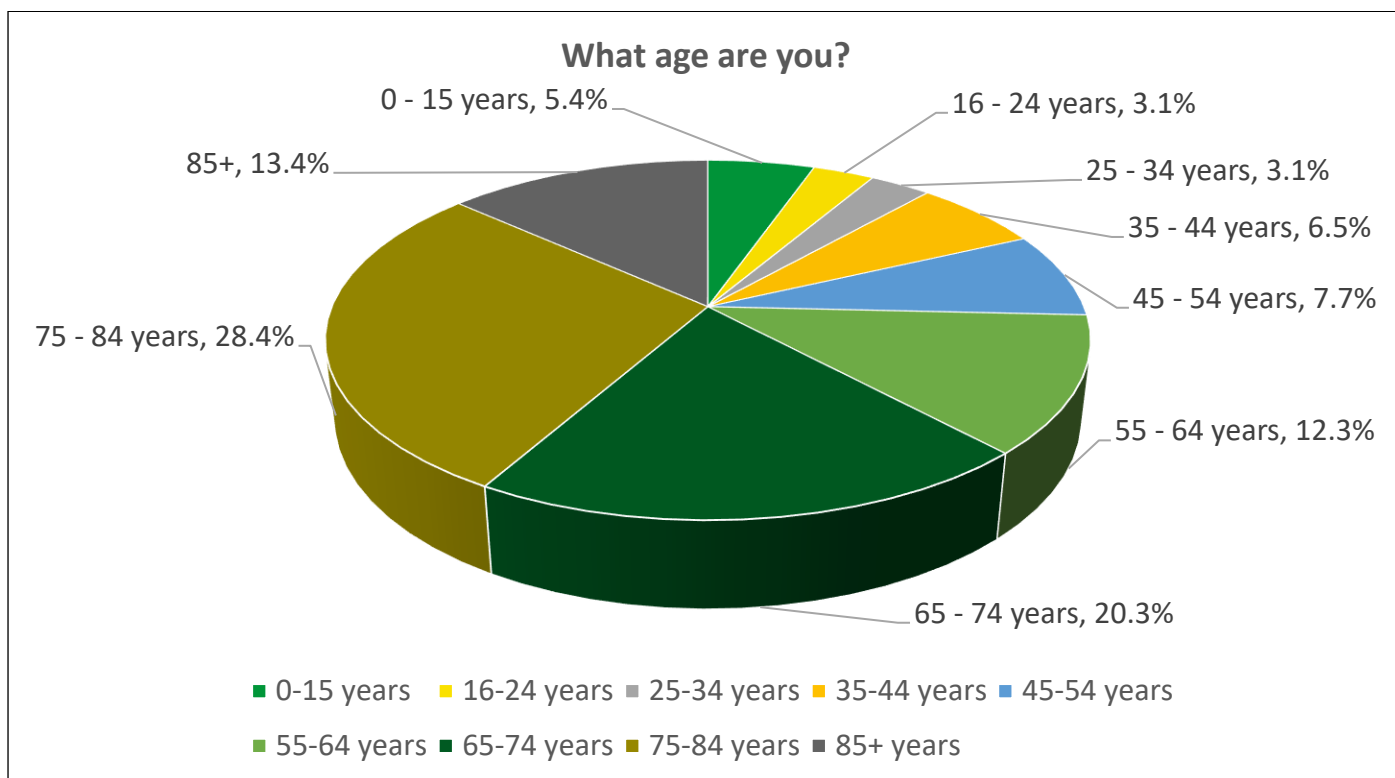
- *"Cannot wait in the cold for 9 1/2 hours by the roadside! Elderly."* (Patient 141, February)

Suffolk & North East Essex

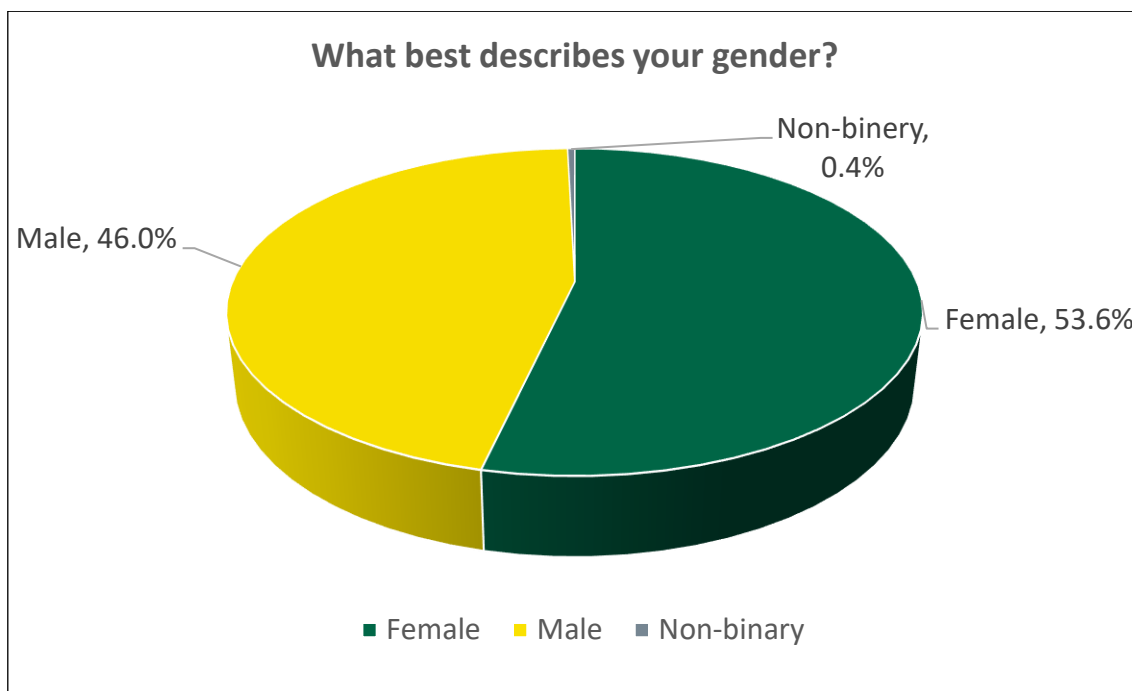
- *"Waiting too long."* Patient 196, March)

Demographics and Equality and Diversity Information

What age are you?

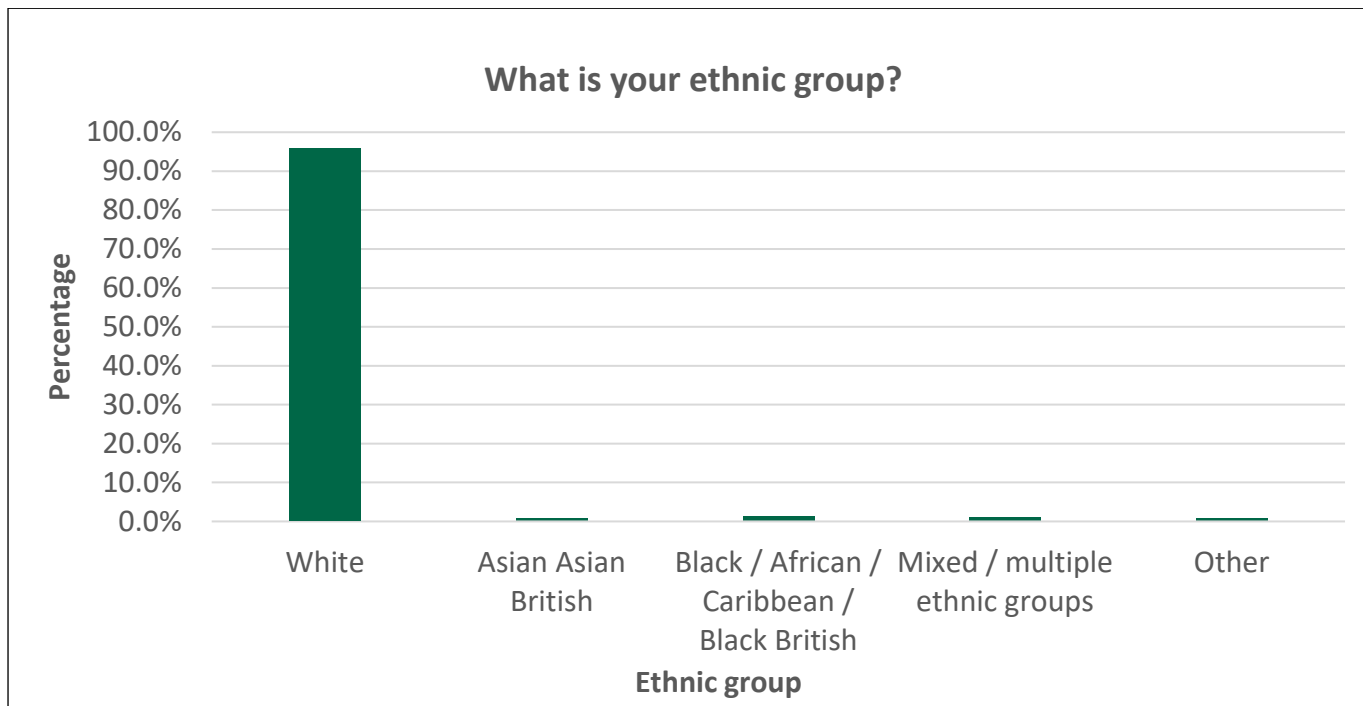


What best describes your gender?



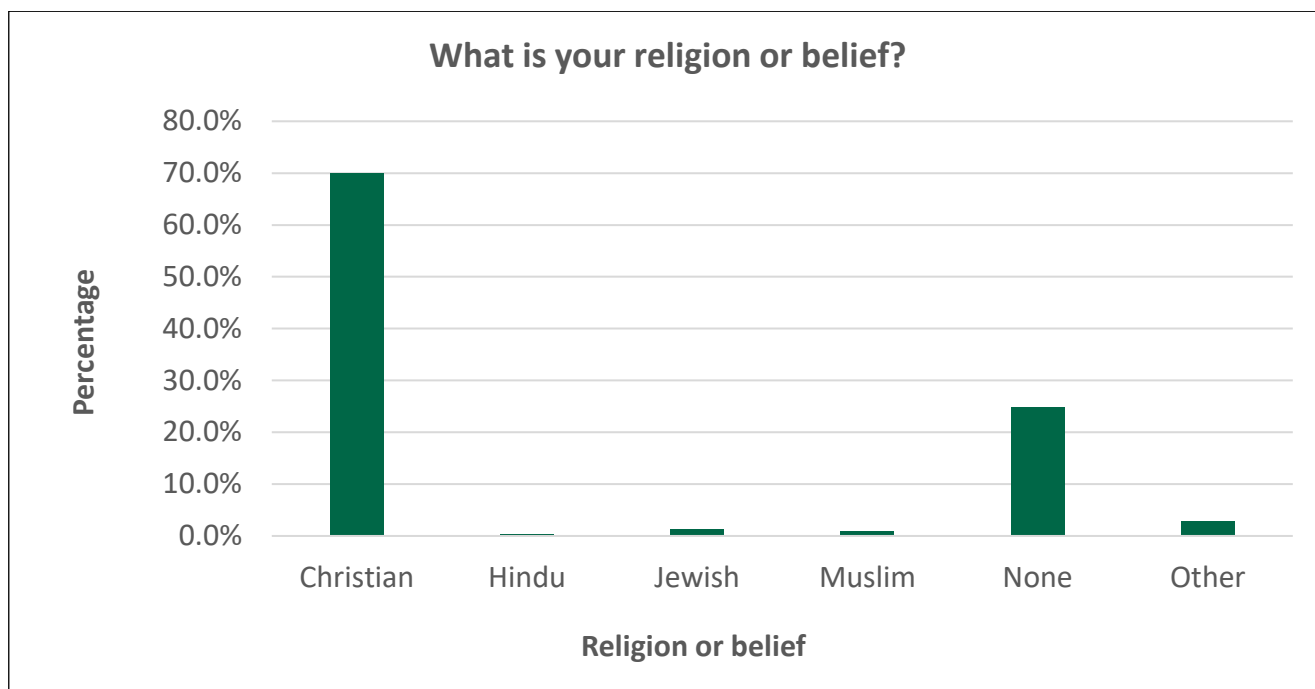
15 respondents did not complete this question.

What is your ethnic group?



Overall, 95.8% of patients responded that they were of a white ethnic group, the remaining 4.2% of patients were either of a mixed/multiple ethnic group (1.2%), Asian/Asian British (0.8%), Black/African/Caribbean/Black British (1.5%) or 'other' (0.8%). 16 respondents did not complete this question and one respondent answered, 'prefer not to say'.

What is your Religion or Belief?

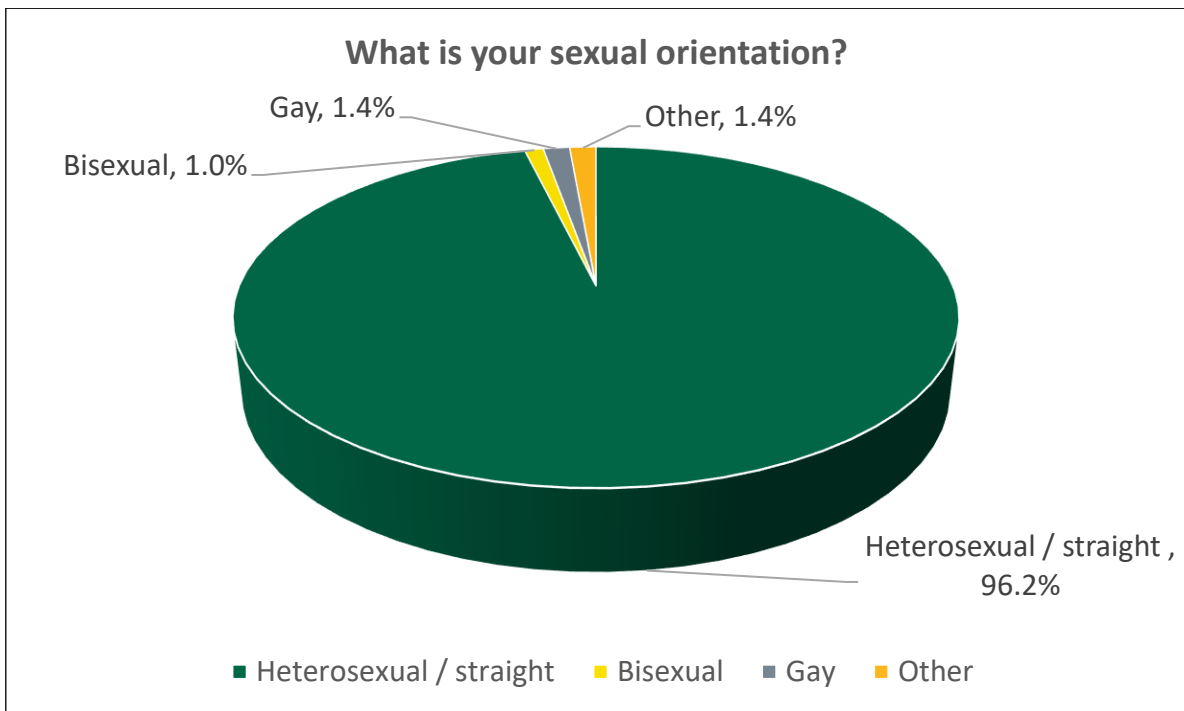


Overall, 172 (69.9%) of patients responded that their religion or belief was 'Christian,' the remaining 74 (30.1%) of patients advised either 'Hindu' (0.4%), 'Jewish,' (1.2%), 'Muslim' (0.8%), 'none' (24.8%) or 'other' (2.8%). 19 respondents did not complete this question and 11 respondents answered, 'prefer not to say.'

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

- "Existentialist." (Patient 1, January)
- "Church of England." (Patient 10, January)
- "Atheist." (Patient 30, January)
- "C of E." (Patient 57, January)
- "Jedi Knight." (Patient 93, January)
- "Catholic." (Patient 231, March)

What is your sexual orientation?

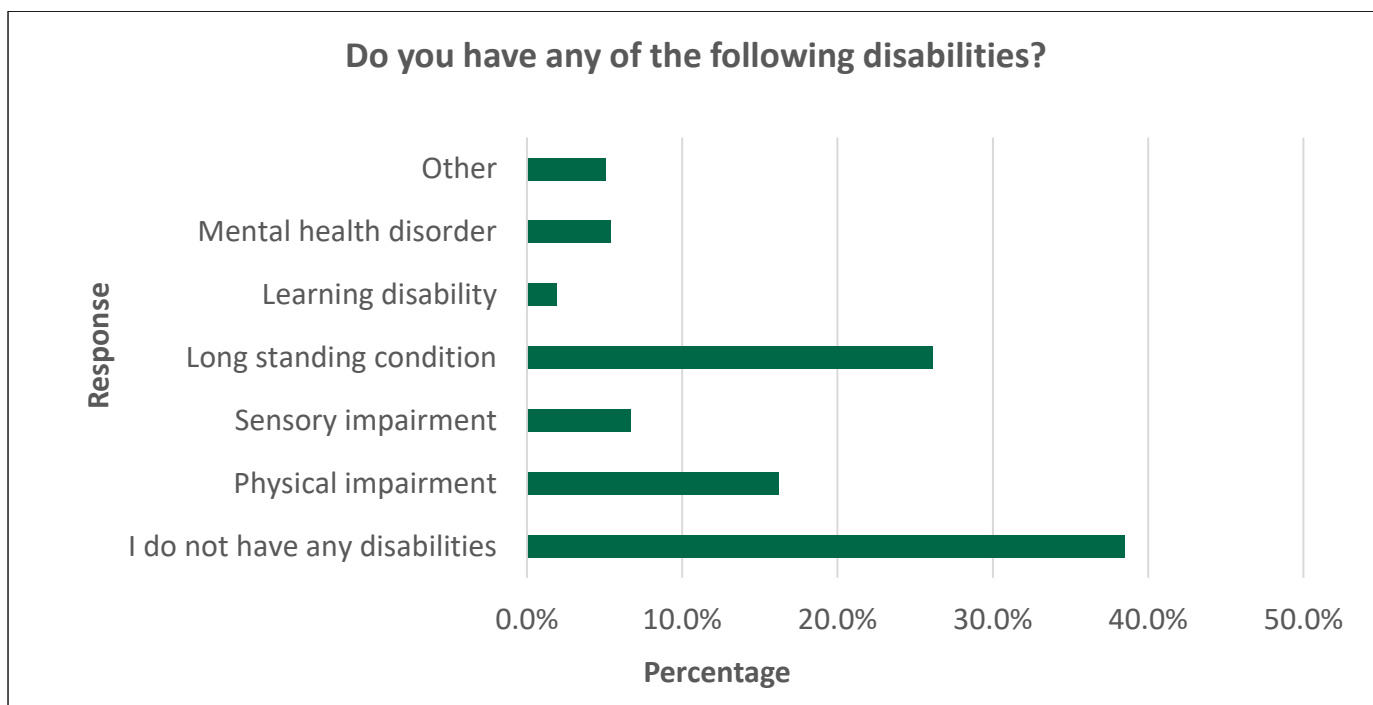


25 respondents did not complete this question and 14 respondents answered 'prefer not to say'.

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

- "Normal." (Patient 109, January)

Do you have any of the following disabilities?



20 respondents did not complete this question and 11 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

- *“Mild cognitive impairment.” (Patient 211, March)*

Herts & West Essex

- *“I believe that have issues that hamper work/life but for which I “just carry on”.” (Patient 237, March)*
- *“My son who was being treated is disabled.” (Patient 246, March)*

Do you have any of the following disabilities?

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

Mid & South Essex

- *"Middle ear infection causing balance dizzy problems for 18 months." Patient 267, March)*

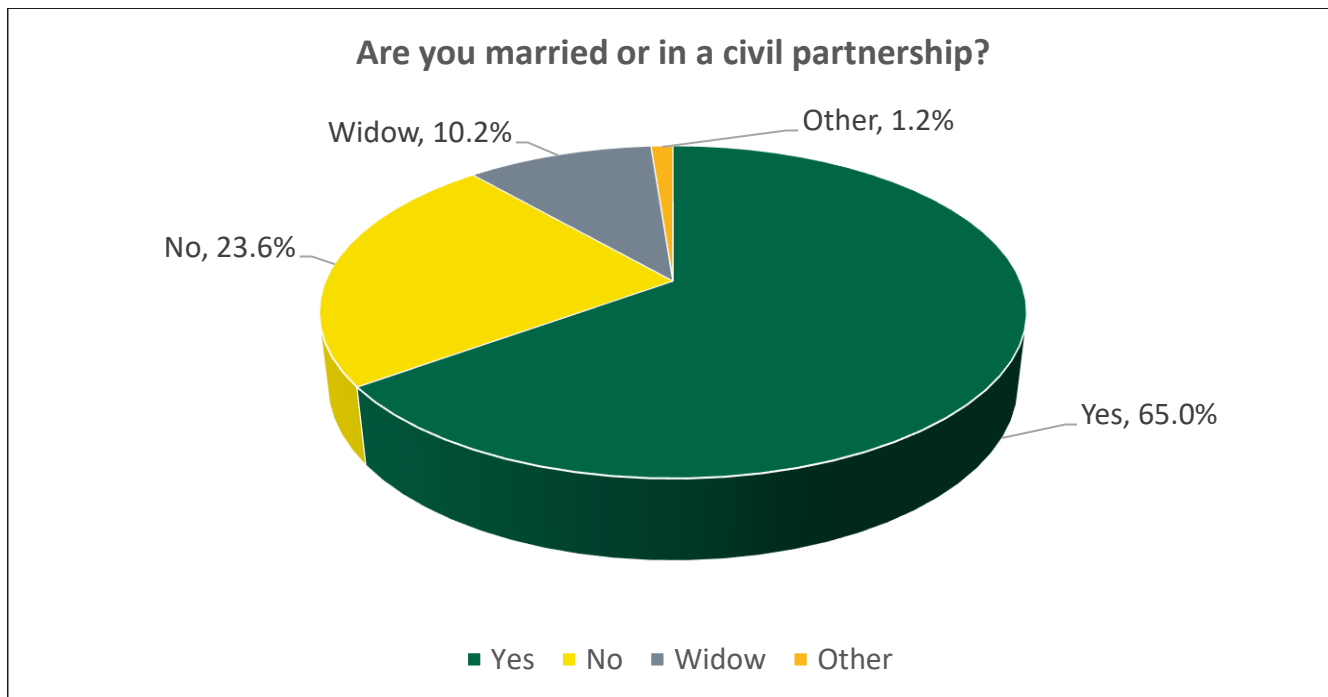
Norfolk & Waveney

- *"Neurological disorder." (Patient 81, January)*

Suffolk & North East Essex

- *"Memory recall." (Patient 177, February)*
- *"Pretty deaf." (Patient 263, March)*
- *"COPD." (Patient 274, March)*

Are you married or in a civil partnership?



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

- "Divorced." (Patient 1, Cambs & Peterborough)
- "Separated." (Patient 109, Norfolk & Waveney)
- "Divorced." (Patient 142, Suffolk & North East Essex)

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

150 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. Two respondents advised that they were pregnant, and two respondents answered that they had a child under 12 months old.

21 respondents did not complete this question and 107 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.