



Emergency Service Patient Experience additional patient comments – October to December 2022

Additional comments received in response to the open-ended question: “Please can you tell us why you gave this answer:” following on from the overall satisfaction (Friends and Family Test) question:

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
2	October	Beds & Luton	The crew consisting of (name and name) were very efficient, friendly and professional.
12	October	Beds & Luton	The service is first class. The paramedics were brilliant. caring and helpful. Used this service on several occasions. First class every time.
22	October	Beds & Luton	4 times this year I have had to be admitted as an emergency. Each time the staff have been amazing. Pleasant, professional and very knowledgeable.
28	October	Beds & Luton	The paramedics were thorough and kind throughout.
62	October	Beds & Luton	Paramedics very kind, knowledgeable, fast working. Great all round; Put my mind at ease.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
55	October	Beds & Luton	Once the ambulance came after a 12hr wait the service was very good. My husband wasn't an emergency as such but they eventually arrived at 4-30 in the morning.; After phoning 111 on the advice of my husband's GP as they couldn't help I was then told a doctor would call me and she did within half an hour of calling 111 and she then referred my husband to the ambulance service where they called me and said they would get to us but didn't know when.; The only thing would be the wait of 12 hrs for the ambulance to arrive.
60	October	Beds & Luton	The Ambulance Team were very Professional, did all the on-site tests advised me that I should be taken to hospital and as there were no A and E beds available I was treated in the ambulance for 6 hours. Without their professionalism I might not be here now.
77	October	Beds & Luton	Paramedic arrived within 10 - 15 minutes of the call to 999, was calm, friendly, reassuring and in control of the situation very quickly. The operator wasn't very sure she could get someone out before 180 minutes even though my husband was having chest pain. She

			sounded a bit fraught. She did say to ring back if he got worse.
108	November	Beds & Luton	Speedy response by caring and able paramedics. I was kept informed and comfortable.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
80	October	Beds & Luton	Response time was excellent, paramedics very efficient and reassuring.; call made by friend; We were so pleased and grateful for the prompt service provided. Lack of privacy was due to being in a restaurant when I collapsed. We had a first responder who rang for the ambulance, which also arrived quickly. Service could not have been better.
91	November	Beds & Luton	Amazing service from both (name and name); Fantastic reassurance; Nothing from the first call to response absolutely fantastic service.
113	November	Beds & Luton	Nurses called on my behalf and I only waited 15 minutes for it to arrive but had to wait longer at A & E due to ongoing waiting times.
145	November	Beds & Luton	Although I had to wait 2hours I can't fault the attention I received from the two medic's excellent!! The medic's suggested that they take me to the lister hospital Stevenage for a check up, a few years back I had heart surgery as they were concerned.; There was nothing you could have done better in the situation for waiting for the ambulance the treatment I received was excellent.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
116	November	Beds & Luton	3 paramedics turned up to see my daughter 1 training and 2 qualified all was fabulous. My daughter has autism and special needs, explained everything clearly and slowly for her to process and told her why going to hospital. The male paramedics stepped outside while put egc pads on to remain her dignity. So caring and kind; Ambulance was booked for us by 111 but very well informed; The Ambulance service is amazing and sadly don't get credit deserve. This is 3 time needed ambulance for my daughter 2 other times on blue lights. Please don't stop what you amazing people do I just hope government sees how hard you job is and pays all NHS staff what deserve.
125	November	Beds & Luton	Ambulance arrived within minutes of the call being made, and the paramedics were very professional and friendly and made a very distressing incident manageable. They answered any questions I or my family had and made sure I was comfortable and well looked after from their arrival on scene, until they dropped me at the hospital.; Phone picked up quickly and ambulance sent promptly with minimal delay; Every went as well as could be expected considering how busy they were. I cannot fault any

			aspect of my interaction with the 999 or ambulance service.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
129	November	Beds & Luton	So (name, name and name), Cosgrove way ambulance station, were so good professional, kind to the patient and his wife, they worked quickly safely, administered the medication required, after the patient had overdosed on his insulin in an effort to take his own life, thank-you, profoundly for your help. Please recognise those I have named above they are a credit to their employer, and that is why I asked their names at the time. The call handler helped me and talked me through what to do for the patient to help they were calm and that helped me deal with finding my husband that had tried to commit suicide thanks to you also. All ok for us thank you 😊
147	November	Beds & Luton	Staff were lovely - waiting 6 hours for it to come to an 82 year old with Parkinson's who had fallen and badly broken his wrist was not great though; Wait time for the ambulance could be reduced and handover time should be faster.
181	December	Beds & Luton	They were very prompt and friendly.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
225	December	Beds & Luton	<p>The paramedics knew what they were doing They were very efficient in everything that they did and kept us informed throughout the process They got us to A&E quite quickly Then the problems started the 2 hour wait in the car park inside the ambulance. I was then transferred by a doctor who was very rude the the paramedics. I then was made to wait in the main waiting room for 2 and a half hours. My wife went to the desk twice to tell the nurse I was very unwell. The third time my wife went to the desk and got very upset and pleaded for help as I was have a heart attack. I spent the night in a room somewhere at the back of a&e. On boxing morning I was blue lighted to Harefield where surgeons were waiting to fit a stent in a 99% blocked artery. The paramedics were brilliant and kept me informed throughout. I am very upset that after a cardiac arrest in 2017 that my heart attack on Christmas day 2022 was not treated as an emergency by either the ambulance service or the L & D.</p>
213	December	Beds & Luton	<p>5th December 2022 at approx: 7:00am The ambulance arrived within about 15 minutes - fantastic response time! The paramedics were polite, efficient and</p>

			reassuring in respect of a suspected heat attack. Brilliant!
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
233	December	Beds & Luton	The crew were amazing - they even popped by at hospital when they conveyed another patient to check how I was doing. Absolute care in every way.
235	December	Beds & Luton	I Could not have asked for a better crew, they very kind, but at the same time working on there assessment of me they got the carry chair out, they were not going to risk me walking out, some crews would not have bothered, but they could see I was very bad and were not going to risk it. My Wife phoned and was told it could be up to Six Hours, this I could not have put up with, but the crew was with us in under 20 Mins. I am very aware of the pressure the NHS is under, and so for them to arrive in under 20 Mins, and in closing Bedford Hospital decided to make me a in patient. If possible please pass my thanks onto the crew.
243	December	Beds & Luton	I was told I might have a 4 hour wait it was less than 1/2 hour.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
9	October	Cambs & Peterborough	I wanted to tick a box that said "Excellent" next to it, but there isn't one. I was extremely impressed by the fact that the ambulance crew arrived quickly (I'm on Warfarin). It was also a relief when I was told that I wouldn't need to go to hospital but that my wound could be treated at home. I was also reassured by the efficiency, friendly approach and professionalism of the ambulance crew. Finally, I was very grateful for all the post-treatment medical checks on-site and the advice re: a follow-up appointment with my GP Practice nurse. Every aspect of my treatment and care was exceptional.
13	October	Cambs & Peterborough	Arrived promptly and very professional; I was told that an ambulance would be at least 6 hours and to make my own way to A and E. But an ambulance arrived very quickly.
26	October	Cambs & Peterborough	Various typos on call. Ended up receiving Cat1 response unnecessarily.
30	October	Cambs & Peterborough	Attended quickly and were calm and reassuring.
41	October	Cambs & Peterborough	Paramedics were caring put me at ease and treated me efficiently; Everything was excellent.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
38	October	Cambs & Peterborough	Some are very good in pacifying the patient, some are abit shy or less experienced or tired, but on the whole they are very helpful and friendly. But arrived late. When elderly patients complain and need to be seen at least for an assessment they should be attended to. Today, I know things are very tricky to be swift in the despatches. You would need more ambulances and the staff to help.
49	October	Cambs & Peterborough	I am doing this on behalf of my dad as he is unable to do this. The paramedics where very good, they checked him all over, they were very friendly and treated my dad with respect. They decided that he should go in for further checks. My dad wasn't very keen on doing this, but the paramedics made the right call as he did need treatment; Dealt with quickly and respectful.
50	October	Cambs & Peterborough	Very happy with the treatment; Everything the paramedics did for me was excellent.
63	October	Cambs & Peterborough	They were helpful, friendly, patient and understanding; I didn't call for ambulance, it was the specialist who came to assess my son.; Waiting time was too long, but yet, our case was not an extreme emergency and there was a

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			medical specialist with us, so I wasn't greatly worried.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
69	October	Cambs & Peterborough	Both Paramedic were friendly and more than helpful by contacting an OOH Doctor via 111 I was given a prescription and advice as to what I had to do. On 3rd October 2022 when contacting my Medical Practice.; Lifeline operator most considerate and helpful. Call back assessment person prior to ambulance being arranged was understanding.
81	October	Cambs & Peterborough	The two men that came out to me were very good and took care of me.
88	November	Cambs & Peterborough	Call handler stayed with me throughout until the crew arrived. Crew arrived really quickly and dealt with the situation so quickly and calmly; Calm call handler who stayed with me throughout.
96	November	Cambs & Peterborough	The crew that arrived (name, name and name) were thorough, kind, caring and calm. They gave me advice and even wrote it down on paper as I was worried I would forget. They also gave me a written note to take into A&E with me.; I did not call, it was my daughters friend who is 15yrs old. She said the lady was nice and helped her as she was panicking.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
112	November	Cambs & Peterborough	They were very understanding and very helpful; it was my daughter who called 111 as I was not feeling too great at the time I do not like calling the ambulance out for my panic attacks as I feel you have more urgent calls to deal with; I feel I was treated with respect and kindness I feel the ambulance staff did everything they could for me you all do an awesome job and I feel there is nothing to improve in the care I got from you I hate having to call out an ambulance for my mental illness as I feel you have enough urgent calls to deal with. With my mental health I try to manage myself I just want to say thank you to all of you at east of England ambulance service for all your help.
118	November	Cambs & Peterborough	Very quick response and excellent care; the medics were superb and left, nothing could be done better they were 100%.
120	November	Cambs & Peterborough	Help control my pain with gas and air then sent a medic with some medication to take made me comfortable as possible; Ambulance was very quick as couldn't move as back went into spasm; Nothing helped in everyday they could as it's an ongoing situation.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
115	November	Cambs & Peterborough	Hi I was feeling very unwell my heart was racing it went upto 150b and had pains in my chest and they were very reassuring to me and the trainee was very accomplished in what she was doing the three crew members was very nice to me and very reassuring to my wife who was very upset at the time myself and my wife are very grateful for the service they give to me and the response time was very quick in fact my wife told me they arrived within 5 minutes so I would like to thank you all very much you all a fantastic job. Yours truly (name) thank you once again.
121	November	Cambs & Peterborough	The ambulance arrived within 10 minutes. The two paramedics were very thorough, very kind and thoughtful. I was treated with respect and kindness throughout.; 111 called the ambulance and it arrived very quickly; There was nothing that could have been done better.
132	November	Cambs & Peterborough	I called the service out twice that day. Each time the crews were very good at keeping me calm and informed. The second crew decided to take me in to hospital and did everything to make sure I was comfortable and calm. I cannot thank them enough for the service they provided.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
133	November	Cambs & Peterborough	Kind staff quick response.
138	November	Cambs & Peterborough	Took five hours for ambulance to arrive.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
122	November	Cambs & Peterborough	I have called the service twice in the last month and on both occasions (and those in the past) the paramedics showed outstanding professionalism. They were efficient, reassuring, patient and empathetic. Having heart issues, they kept me informed of what they were doing and why. I always knew that I was in safe hands and at no point did I have any worries. Even when we had to wait in the ambulance due to A&E being extremely busy, they kept doing their ops and kept me occupied, to stop me worrying.; I contacted NHS 111 because I was not sure if I should call an ambulance, having just been discharged from the hospital less than a week earlier. It was during the questioning that the dispatcher told me that it warranted a visit from the paramedics. It turned out that I was in AF and having great difficulty breathing. Nothing at all. It was perfection all the way.
210	December	Cambs & Peterborough	The ambulance crew who came were absolutely amazing. Very empathetic, kind and arrived quickly. Made my son feel at ease. Literal angels.
162	November	Cambs & Peterborough	We had cause to call the ambulance service on occasions to my brother, and on each call they were exceptional!!

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176	December	Cambs & Peterborough	Ambulance was here very quickly and the paramedic care was excellent; Very caring attitude on the phone.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
178	December	Cambs & Peterborough	Responders were incredibly kind and efficient.
226	December	Cambs & Peterborough	<p>As there was not an ambulance available in Royston one was called from Huntingdon. In the meantime the fire crew arrived and made me as comfortable as possible and took me into the local library which as I had fallen in the road nearby. It was somewhere much warmer. As soon as the ambulance crew arrived they came straight to me both fire crews and ambulance were absolutely great in their treatment of me. I was in so much pain left shoulder /arm that I was not fully aware of everything but do know they were doing all they could to make me comfortable. When ready I was put into the ambulance & taken to Addenbrooke's Hospital A&E where I was promptly taken straight to A&E trauma dept. I was not kept waiting anywhere. I was really very happy with the way the lady in the ambulance helped me both physically & with the pain relief drug. Couldn't have wished for any better treatment. I am still so very grateful for the prompt attention & treatment I received. Many many thanks to all.</p>
240	December	Cambs & Peterborough	Everything went smoothly. Paramedics very kind and thorough.

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176	December	Cambridge & Peterborough	Ambulance was here very quickly and the paramedic care was excellent.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
241	December	Cambs & Peterborough	We were promised a call back which came through quickly and was very thorough. An ambulance was called and arrived quite quickly and the paramedics were brilliant.; Efficient, helpful, kind and effective in their job; Nothing The paramedics came, assessed Mum, got a Doctors advice and advised treatment. They arranged a follow up which worked perfectly. They were reassuring and kind through and gave the best advice.
178	December	Cambs & Peterborough	Responders were incredibly kind and efficient.
182	December	Cambs & Peterborough	The reason why I only chose good is because the operator did not know how long we would have to wait for an ambulance.
183	December	Cambs & Peterborough	The two crew gave dad a lot of attention to find out what the problems were.; The were very professional and told me when the ambulance was expected and what would happen when they got here.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
185	December	Cambs & Peterborough	One of the ambulance crew was very mad at me for having to use the service and told me I was wasting their time, and that there were other people more deserving of their attention. She was very aggressive in letting her feelings be known, and it made me very upset and I couldn't stop crying. Her colleague didn't think I was wasting their time though, and tried to calm me down, but the other one kept making snide and loud remarks about me.
217	December	Cambs & Peterborough	I never actually called I felt bad during work and my manager called 999.
223	December	Cambs & Peterborough	The ambulance staff were exceptional, they were apologetic, caring & professional, the problem was the 5.5 hour wait for the actual arrival of the ambulance.
224	December	Cambs & Peterborough	Very prompt. Given how busy the service is. On each occasion all staff were very professional and kind to me and my wife.
10	October	Herts & West Essex	The paramedics were very knowledgeable and patient; Understanding person answering my call; The only think I could fault was that I had breathing problems and had to wait an hour and a half for an ambulance. At my age of 95 it was traumatic.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
24	October	Herts & West Essex	Crew were very professional but also very friendly and even entertaining.; I believe NHS 111 actually contacted the ambulance service directly on my behalf.
37	October	Herts & West Essex	Did not have to wait too long for the ambulance paramedics were thorough and kept me informed of what they were doing and why; reassuring and advised me of what I needed to do should the situation change.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
40	October	Herts & West Essex	Two paramedics were excellent and provided friendly and professional service; Treatment at Lister Hospital was in ambulance. Not ideal but comfortable and better than A & E. Problem was that ambulance could not be released to attend to other calls.
45	October	Herts & West Essex	Ambulance arrived quickly (around 30 mins). Crew were very friendly and efficient + also put me at ease.
46	October	Herts & West Essex	Ambulance came very quickly and the 2 female Paramedics were very caring and kind.; I have nothing but admiration for the Ambulance Service. They give an amazing service and don't really know how they can improve further under sometimes very difficult circumstances.
47	October	Herts & West Essex	Quicker than expected response. Firstly, by a First Responder and soon afterwards by ambulance crew. Initial tests performed quickly and morphine administered to relieve extreme stomach pain. Fairly smooth ride to hospital and Resus.
155	November	Herts & West Essex	Because they came within an hour and were very knowledgeable and put us at ease.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
48	October	Herts & West Essex	<p>The preassessment was quick and sensible. The ambulance arrived within 15-20 minutes. The crew were friendly, reassuring and professional. When they decided that hospitalisation was needed, they explained why, and quickly administered pain relief, ahead of departing for A and E. At Lister they booked my wife in with her not having to leave the ambulance, and then took her straight into a unit that immediately carried out several essential vital sign checks. We could not have been dealt with in a more reassuring and professional manner, whilst maintaining a most humane manner, when my wife was in considerable pain; The call handler said I would be called by someone to pre assess our requirement. This happened quickly and he decided we needed an ambulance. The ambulance came within 10-15 minutes and after their assessment, they decided my wife needed to go to A and E. I followed in my car and by the time I got there, 5-10 minutes after them, one of the paramedics was booking my wife into their assessment section. Within 5 minutes we were in that section, and her vital signs were taken, and strong pain management was given, all within no more than another 10-15 minutes. An excellent experience from beginning to</p>

			end my wife was subsequently admitted and spent 11 days in Lister; Nothing. The whole experience was excellent.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
53	October	Herts & West Essex	Time wasn't provided earlier enough.
56	October	Herts & West Essex	I have had the red carpet treatment from the NHS. My husband needed an ambulance from the GPs surgery and while we were waiting they got us tea and biscuits and also when we have been taken into hospital the paramedics made sure we were ok and got us sandwiches. They arrived very quickly when they came and picked me up and they were so kind and caring, I can't fault it. When I tell people they say I've been lucky but I say I've always had a guardian angel looking over me. I have been treated in a way that I like to treat people. Thank you very much.
65	October	Herts & West Essex	The paramedics were wonderful as always, the 8 hour weight was not.; When I told the operator what had happened to my mother, she was very apologetic that we would have to wait so long for an ambulance.
72	October	Herts & West Essex	I felt understood and was treated with respect.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
75	October	Herts & West Essex	Although I waited over 25 minutes for the ambulance, the paramedics were so friendly and calming, which is what you need when you are in an SVT episode. I felt like I was in very good hands.; I felt I waited too long. However, once the paramedics arrived, they were wonderful in looking after me.
76	October	Herts & West Essex	The ambulance arrived within the stated time. The crew were friendly, supportive and helpful even when waiting outside the hospital.; Just very sad that the ambulance had to be used as a bed. I felt that I was preventing the crew from going to someone in greater need.
84	October	Herts & West Essex	Professionalism excellent, friendship excellent, everything just 100% excellent. People who have problems will be made more comfortable with staff like this.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
100	November	Herts & West Essex	Reasonably good response to call. I had fallen in the dark and broken my hip. Almost as soon as the crew arrived, they had done their assessment and I was put on a board to be transferred to a stretcher. After I was put in the ambulance the crew made sure I was comfortable before they took me to the hospital. On arrival there, I was transferred to a trolley, and I still had attention from the paramedic.
119	November	Herts & West Essex	Took almost 3 hours to get to me from the 1st phone call. However, the 2 staff that turned up were really really good; Helpful on the call. But it took almost 3 hours for the ambulance to arrive; It took almost 3 hours from the call till the ambulance arrived, this should be alot quicker.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
165	December	Herts & West Essex	From the gentlemen on the 999 call to the paramedics and ambulance crew they were brilliant, from comforting me right through to helping me with the pain and getting me to hospital.
157	November	Herts & West Essex	I was taken to A&E at Princess Alexandra Hospital, Harlow, after a fall at home, not to an appointment so some questions are not applicable. The ambulance took about four hours to arrive after the call. I had suffered a cut with some bleeding, which I was able to stem with paper towels, but I was otherwise unharmed and not in any danger. The delay was therefore understandable in present day circumstances. Ambulance diverted from Lister (Stevenage) to Harlow during the journey (18 Nov 2022).
103	November	Herts & West Essex	The paramedic and ambulance arrived before I expected and took me to hospital swiftly, courteously and efficiently.
168	December	Herts & West Essex	Although the wait for the ambulance was long, once my case reached the top of the pile and arrived, the care I received from the team was amazing; didn't make the call. A member of the public made it on my behalf as I was in too much pain and lying on the floor.; The lister hospital handover (by the hospital staff) was poor. The ambulance crew were amazing. Why

			the hospital put ambulance arrivals in with walkins I do not know.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
200	December	Herts & West Essex	Ambulance took 9 hours to come I had just had major surgery 4 days before and collapsed alone on toilet floor I managed to eventually after 20 mins crawled to front room to call family as I live alone. The Ambulance men were lovely it's not their faults. No one knew at first on 999 no how to treat me as I had been injured and hurt by TVT O bladder mesh and had major surgery in UCLH hospital London to remove it, the lady on phone had never heard of it, more training should be given about this as thousands of women are injured with it Its very stressful when people on the end of a 999 call have never heard of TVT O Mesh and its complications. There is a Bill by Government now called Do no harm. that covers this.
111	November	Herts & West Essex	Because it wasn't good it was excellent.
140	November	Herts & West Essex	Great paramedics. Very quick response arrived within a few minutes.
143	November	Herts & West Essex	I can't remember anything negative at all.; Cal centre stayed on phone with my wife until ambulance was dispatched to me.
194	December	Herts & West Essex	A friendly crew who were very thorough.

205	December	Herts & West Essex	Standard of care was excellent; The main issue was waiting 23 hours for the ambulance to arrive.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
214	December	Herts & West Essex	Crew very friendly made me at ease.
216	December	Herts & West Essex	Both ambulance men were professional and efficient. They knew the severity of the situation and acted quickly. Phoning ahead to the hospital and organising the admission.
219	December	Herts & West Essex	The crew that attended were very professional and showed empathy despite the difficult task and circumstance.
221	December	Herts & West Essex	It took 2 and a half hours for the ambulance to arrive. The female driver was very heavy handed and aggressive with the 90 year old patient who had broken her hip and neck. She was taken to hospital without pain relief.
179	December	Herts & West Essex	They came really quick and were really friendly and kept me calm.
229	December	Herts & West Essex	Helpful and kindly.
186	December	Herts & West Essex	The paramedics where amazing and helpful in a very stressful and worrying time.
189	December	Herts & West Essex	Length of wait time was long but service and advice was excellent.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
192	December	Hertfordshire and West Essex	They spent a lot of with me trying to assess if I would be better treated at home or taken to A&E. They contacted my GP and because of the A&E situation (I had two previous experiences waiting on trolleys for hours and hours) they made the correct choice.
179	December	Hertfordshire and West Essex	They came really quick and were really friendly and kept me calm.
174	December	Hertfordshire and West Essex	The team were very helpful, professional and friendly; Prompt and efficient
175	December	Hertfordshire and West Essex	Both members of staff were polite, patient and very understanding, with a good sense of humour; They arrived extremely quickly, knowing it was someone older; Could not have done any better.
131	November	Herts & West Essex	Ambulance arrived within 10 mins. 2 paramedics were friendly and efficient.
136	November	Herts & West Essex	Staff were kind and caring; All calls handled by my husband. I couldn't talk; Staff boots were dirty which bothered me because carpet got dirty. Being looked after well (which I was) was way more important though.

137	November	Herts & West Essex	Ambulance came within reasonable time period, paramedics were friendly and thorough in their investigations.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
231	December	Herts & West Essex	The ambulance crew were excellent. The only problem was the 999 call waiting time. I had to hold for probably 3-4 minutes before a call operator could deal with the emergency call. This was the first time I have had to wait more than 20-30 seconds.
232	December	Herts & West Essex	The call I put into the ambulance service was handled rudely and abrupt by the person on the end of the phone and the wait time was unbelievable. 24 hour wait was the time given but the ambulance did get to us before this time. The Paramedics were amazing we had 3 calls to the ambulance service in December attended by different Paramedics they were all amazing the service and the attention was excellent. Praise to them.
234	December	Herts & West Essex	The staff were kind and attentive. But they did not act with particular speed as they didn't know my condition was life threatening.
236	December	Herts & West Essex	They arrived within the 4 hr period for non very urgent calls though the estimate given on the phone was for very much longer. Once here, they dealt with in a way which inspired confidence.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
239	December	Herts & West Essex	Ambulance crew arrived within an hour. They were very thorough and professional and took the time to discuss the incident and obtain the medical history. They were friendly and very reassuring.
242	December	Herts & West Essex	From the minute the ambulance people turned up they were polite and respectful and caring to my mum and kept her informed of what was going on even when they had taken care on the way to the hospital / waiting in the ambulance outside the hospital they were brilliant in what they did above and beyond can't thank them enough even the hospital staff one family.👏
110	November	Herts & West Essex	The ambulance arrived within a reasonable and acceptable time in response to an acute internal complaint from a 93-year-old gentleman. Their arrival was a great relief, and the courtesy and care of the ambulance staff did much to allay anxiety. The ambulance staff's approach was very professional and the journey to the hospital was achieved with a minimum of fuss; particularly, the journey benefitted from the company and attention of the nurse and paramedics making the beginning of a two-week hospitalisation free from anxiety and

			<p>excessive concern. In short, both the logistics and professionalism is to be complimented. Many thanks.; All contact was very professional and, at the same time, humane and clearly dedicated to the interests of the patient (myself and those making the contact initially). Nothing better could have been done; it was prompt, efficient service and courteous treatment.</p>
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
131	November	Herts & West Essex	Ambulance arrived within 10 mins. 2 paramedics were friendly and efficient.
136	November	Herts & West Essex	Staff were kind and caring; All calls handled by my husband. I couldn't talk; Staff boots were dirty which bothered me because carpet got dirty. Being looked after well (which I was) was way more important though.
137	November	Herts & West Essex	Ambulance came within reasonable time period, paramedics were friendly and thorough in their investigations.
175	December	Hertfordshire and West Essex	Both members of staff were polite, patient and very understanding, with a good sense of humour.
6	October	Mid & South Essex	Fantastic, lovely crew who saved our residents life after choking. They were incredible. I believe they were from Canvey.
17	October	Mid & South Essex	Because (name and name) who attended me following a fall and head injury were kindness and excellent in their medical skills and reassured me before transferring me to Addenbrookes Hospital. They did everything they could to patch me up so that I could fly out of Stansted in the early hours of the next morning. Great services thanks very much guys! My wife

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			contacted 111 and was quickly referred to you.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
20	October	Mid & South Essex	The care and kindness both crews gave to both of us in fact I sent a letter to the Essex ambulance service telling them about the care; All I can say is we had to wait far too long on both times for an ambulance to arrive for my husband then the wait in the hospital car park.
150	November	Mid & South Essex	Quick to arrive and dealt with the problem as quick as possible.
21	October	Mid & South Essex	The ambulance arrived earlier than expected. The crew were very good in dealing with me at home in the ambulance & when we arrived at the hospital.
27	October	Mid & South Essex	Dealt with patient very well and family members. Stayed calm and looked after spouse too. Were caring. On hold for 5 minutes, were giving wrong information to patient. (Get on your back to deliver baby when actually that is the worst position).
163	December	Mid & South Essex	Our auntie had a fall and is still on the floor Waiting for you, we are told it could be a wait of 6 hours. Our auntie lives 1.3 miles from Basildon hospital 6 minutes away.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
32	October	Mid & South Essex	The wait for the ambulance wasn't too long at home but when we got to Southend Hospital I waited for hours in the vehicle in the car park before being taken into a closed area where I again waited for hours. I was monitored by ambulance personnel as were 4 other patients. This wait was to then queue in the corridor.; Other than magically producing extra A&E staff and beds I don't know. The responsibility for my poor care was entirely due to the hospital.
33	October	Mid & South Essex	My husband said come home from work to find me unconscious call ambulance over 3 hour wait for ambulance.
42	October	Mid & South Essex	Fast response time. Professional and caring medics.
71	October	Mid & South Essex	Very helpful after a fall.
87	November	Mid & South Essex	Calm professional manner, helpful and polite.; (name) was superb, an excellent ambassador for your service. Friendly and calm, quite obviously professional and knowledgeable.

142	November	Mid & South Essex	The ambulance service were too busy to attend which meant treatment was delayed as we were told to wait for ambulance rather than take the patient ourselves. Had we been told to go ourselves in the first place we would have - but I was told my 3 year old was a priority and she wasn't.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
34	October	Mid & South Essex	<p>My daughter rang for an ambulance when I was unable to walk and suffering from we found out kidney stones. Personally, I was in so much pain I can't remember much, but two paramedics got me downstairs, not easy with double bends. They arrived within 15 minutes of my daughter ringing; they took me to hospital where I stayed for just over 1 week. I am 82 years and have not used any ambulance service in my life, considering the NHS is struggling, I think this service was excellent. When discharged from hospital another small ambulance took me back.; As previously written I was very pleased with the ambulance service I received, the two paramedics were female if my memory serves me, it must have been difficult getting me down the stairs strapped in the chair, but they did it with consideration given to me about the pain I was in. I finish this by saying a BIG THANK YOU....</p>
86	October	Mid & South Essex	<p>Didn't get the treatment I needed; Using my medical knowledge, I knew I needed fast medical attention. I had no ability to get to the hospital and thought an ambulance was warranted. Instead, the 999 call handler said (after little questioning) that it wasn't worth needing an ambulance and I just needed to get</p>

			over it. Working in an A&E, I have seen patients come in by ambulance with less so it upset and confused me.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
68	October	Mid & South Essex	Despite a slight wait, the whole ambulance crews were absolutely fantastic. Put us at ease, very respectful to mum and her dignity.; The ambulance crew, paramedics were all excellent on all three occasions and we could not praise them enough. They were called out and arrived within reason time but a call from them to our local GP surgery to check on something meant they had to wait some time at the house due to the GP not returning the call quicker.
79	October	Mid & South Essex	My elderly aunt had a fall at home. I rang 999 where the operator was most helpful. Ambulance arrived in approximately 20 minutes and the crew dealt with my aunt very thoroughly before transporting her to Princess Alexandra Hospital. Could not fault them. Grateful thanks to both paramedics who attended.; Everyone I dealt with was very efficient and helpful; I can only speak for the service we received on the day which I would say was excellent.
107	November	Mid & South Essex	The ambulance staff were very polite, friendly and professional.
211	December	Mid & South Essex	The paramedics were very thorough very patient and very helpful. Put my wife and myself at ease.

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222	December	Mid & South Essex	Only had to wait about 15mins and they arrived along with dr as I was having breathing problems. They were very good.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
201	December	Mid & South Essex	<p>Just want to say the 3 paramedic women was a credit to the team they made me feel so welcome and happy, they never judged me in anyway shape or form. I was with them for almost 4 hours. They were very kind and chatty to me and done everything for me to make sure I was being taken care off. They are certainly a credit to the force I don't remember their names but I hope they can get some sort of recognition. I'm now booked in to have my gallbladder out thanks to them as I wasn't going to go to hospital but with their persuasions, I didn't look well at all I now have a result to make me feel alot better for the future. They honestly were the best. And I want to thank them for how they treated me 😊; There's nothing really that could of been done better. I understand the NHS is very busy ATM so I understand the long wait times. Sometimes I think the people on the phone don't understand how much pain you're really in as they can't see you in person.</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
237	December	Mid & South Essex	The service provided was exceptional. The staff were caring and very helpful. The paramedic went out of his way to make sure I received the medication I needed. When he couldn't raise my doctors surgery by phone he went down there and arranged for the prescription in person.
197	December	Mid & South Essex	The ambulance staff were thorough kind and caring They explained all options to me and I accepted their advice that I should be taken to hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
123	November	Mid & South Essex	<p>The 2 young guys that attended my home were helpful, friendly and very professional. Made me feel so relieved, after thorough examination and testing. Also when I explained that I felt I was wasting time, as the only reason I telephoned was on the advice of my VERY unhelpful G.P practice. They assured me that this wasn't the case. My only Doubt and Question would be How is it that an ambulance can come to you within minutes, yet you cannot get a G.P appt???. I didn't call for the Ambulance service. The person I spoke to at 111 requested an Ambulance call, on the information I had given her.; The service was 100%. I just feel that it's pretty disgraceful that This was basically because I couldn't get to see my G.P. what are these So called Professionals we trust with Our Health doing in what used to be known as "Your Doctors Surgery ". The place we could go to when feeling unwell, but not ill enough for an Ambulance or Hospital!</p>

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
169	December	Mid & South Essex	The member of staff told us that bullying in Chelmsford from managers was terrible, they were upset.; Took over 5mins to answer the call; Southend hospital need to address the issue of hand over. If the ambulance crew cannot off load their patient they can't attend another emergency. This creates all the issues. Southend area clearly needs more hospital capacity, preferably in a different location to Southend.
170	December	Mid & South Essex	We use ambulances for my Dad frequently sadly. We only ever use ambulances when we absolutely have to. The wait time for an ambulance is massive. When you do get an ambulance the wait time to get into the hospital building is even worse, which is why you wait so long for an ambulance, because regularly 15-20 ambulance are sitting with their patients waiting to off load them into Southend hospital. The ambulance staff are amazing, kind, thoughtful and caring along with their medical skills. They simply do not have the infrastructure to support them in their jobs to enable them to move on to the next emergency. Southend hospital senior leadership team should be held accountable for delaying ambulance hand overs.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
1	October	Norfolk & Waveney	The paramedics that arrived were amazing they were so calm and friendly in a frightening situation; Very calm on the phone.
7	October	Norfolk & Waveney	Staff are always professional, kind, knowledgeable and reassuring.; We have always had amazing care from the Ambulance Service. Lack of staff at the JPH is more of a problem.
14	October	Norfolk & Waveney	Very considerate even though I thought I shouldn't have called them, even though my 12 year old daughter took an overdose. They were calm and very considerate; I said I don't want to waste your time and they were so calm and said you're not this is an emergency; The service is so Under pressure, with the doubt I had about calling them I was reassured I done the right thing. They were amazing with my daughter.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
16	October	Norfolk & Waveney	The paramedics were lovely and looked after me very well. Despite being told that it would take 8 hours before the ambulance would arrive, it came within an hour and a half. Still a long time on the cold concrete though! Someone called on my behalf; The wait to be handed over to hospital staff was far too long. The beds in the ambulance are not designed to be laying on them for over ten hours when you have broken your hip. The paramedics that attended to me finished their shift hours before, and no handover plan was in place to relieve them. One of them had to instigate a plan, so that they could leave, but still have someone looking after me.
25	October	Norfolk & Waveney	Very courteous, good listeners and very efficient.
31	October	Norfolk & Waveney	They where fast in getting to the patient; There is nothing better you could do.
39	October	Norfolk & Waveney	Very pleased with response and service provided.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
44	October	Norfolk & Waveney	The team was helpful, I was told an ambulance was dispatched. However after waiting a hour, a phone call was received to say the team wouldn't be with myself for 4 -5 hours. Misleading information, which delayed myself getting to hospital, was willing to go on my own at the start but 111 lead to wanting a ambulance.
57	October	Norfolk & Waveney	Paramedics were nice and friendly and very informative.
61	October	Norfolk & Waveney	I was in a very bad way after an attempt to end my life and the paramedics were fantastic and looked after me very well; The operator who took my call was very understanding of my situation; Nothing to improve on.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
191	December	Norfolk & Waveney	<p>I had experience of two different ambulances within a week. The first arrived about a couple of hours after my husband called, which was better than the possible four hour wait time he was given. The team were fantastic and cared for me well from the time they entered my home until they handed over to another team due to a five hour wait outside the QE. However I cannot fault the care I received during this wait as I was attended by a Doctor and Nurse from the hospital as well. These staff were all kind and caring and made me feel in safe hands. On the second occasion the ambulance arrived within two hours. The team were kind and caring and made me as comfortable as they could, although being technicians they were unable to administer pain relief. After another wait outside the hospital another medic was able to provide pain relief thankfully before I was readmitted. The scariest part of the experience was not knowing how long the wait for an ambulance would be.</p>
195	December	Norfolk & Waveney	<p>The crew took a couple of hours to get to me, but I understand the terrible strain they were under. When the crew arrived they were efficient, courteous and respectful towards me.</p>

196	December	Norfolk & Waveney	Patient is 100yrs old, ambulance crew were very patient and made her feel very much at ease even though she was not well. Took time to explain everything they were doing and why and took time to listen to all of her worries and concerns.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
149	November	Norfolk & Waveney	The service was outstanding quick and paramedics were fantastic; Brilliant very quick and professional.
151	November	Norfolk & Waveney	Ambulance staff kept me informed because of problems in A&E.
70	October	Norfolk & Waveney	It took the ambulance four hours from a call at 3.20 am to arrive but we were rung by a medic so we did not feel abandoned. As soon as the ambulance came and (name and name) walked into our sitting room, we both felt a huge sense of relief and that we were in good and extremely competent hands.; I actually found the 999 voice very cold and rather unsympathetic, but I know she was only doing her job and was probably very busy. I have to say I did not find her very "human" and I longed for a simple kind word.; My husband waited for seven hours outside QE11 being treated in the ambulance and taken inside by the ambulance medic for tests. Both my husband and I thought the treatment was excellent but our worry particularly in hindsight was that (name and name) were then never able to go out on another call that day.
73	October	Norfolk & Waveney	The paramedics were absolutely brilliant but it was the vehicle that let them down, as the lift for the stretcher

			wouldn't work & so they had to call out another team.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
74	October	Norfolk & Waveney	It was a very busy evening for the ambulance crews. I did have a long wait. BUT I never felt forgotten. A very nice lady kept in touch with my wife checking how I was and giving clear instructions what to do if circumstances changed. The ambulance crew arrived and were cheerful, kind & caring. I have no complaints and cannot commend the service enough. A very big Thank You to you all.
89	November	Norfolk & Waveney	The ambulance did arrive within about 40 mins but had to spend about 6 hours with the paramedics in the ambulance. He is vulnerable on oxygen also and was very distressed with only a drink of water all day. The paramedics couldn't have done anymore and I really felt for them but my husband was a big concern.
64	October	Norfolk & Waveney	Most information was given by my wife as I was fully conscious for a lot of the time.
95	November	Norfolk & Waveney	Had to call 101 late on a Saturday evening who in turn arranged for an ambulance. The paramedics arrived in less than an hour after originally being told it could be up to 6 hours. Both paramedics were kind and very professional and took me to The James

			Paget Hospital where I was attended to and released Sunday morning.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
93	November	Norfolk & Waveney	<p>Waited approximately twenty minutes for paramedics to arrive and treated me on the car park for a suspected heart attack in really bad weather. They called for main ambulance which came very quickly to take me to James Paget for blood tests. Short wait in ambulance outside hospital. Taken into hospital for blood test xray etc. Waited back in ambulance for results which for luckily clear. From ambulance crews nurses and doctor in hospital were all excellent and caring I couldn't have had better treatment. Thank you to all of them; The ambulance crew were frustrated they had to wait around in the car park for taking me although their treatment to me couldn't have been better and it did not effect this they just wanted to get out and help more patients.; The situation at this time made the response a little slower also transfer into the hospital was not immediate but all the staff who helped me were amazing and working under so much pressure.</p>
104	November	Norfolk & Waveney	<p>Attended very quickly, treated me with kindness and respect. They were very thorough, and I would like to thank them. The NHS 111 handler was very efficient and handled my call with expertise. Couldn't have been any better.</p>

220	December	Norfolk & Waveney	Came quite quick, explained things all the time (what they was doing etc) and put my nan at ease even though she's got dementia.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
227	December	Norfolk & Waveney	Although no ambulances were available we still received a visit from an ambulance car.
230	December	Norfolk & Waveney	The two paramedics that attended were so kind and very efficient, they made a scary situation much more relaxed, they were so calm.
206	December	Norfolk & Waveney	Very thoughtful and kind men, very understanding and relaxing to be around.
209	December	Norfolk & Waveney	Can't fault anything; I was actually unconscious when the crew arrived so my wife and daughter were so relieved.
212	December	Norfolk & Waveney	The ambulance crew turned up very promptly and got me stabilised very quickly whilst checking all my vital signs. With my history noted they continued to monitor my condition and kept me informed of their treatment and intentions.; My wife made the call and was left in no doubt as to the course of action.
218	December	Norfolk & Waveney	Having been told the wait would be 9 hours response vehicle came in 30minutes and ambulance was requested which turned up shortly after. Attention to patient was excellent.
106	November	Norfolk & Waveney	Ambulance staff excellent.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
172	December	Norfolk & Waveney	My mum was taken into Norfolk and Norwich hospital yesterday, the paramedic (name) and the assistant practitioner (name). Both were very professional and absolutely lovely and kind. There was a very long wait at ED and they stayed over the end of their 14 hour shifts.; Care home called the ambulance before I arrived and met the paramedics there.
156	November	Norfolk & Waveney	Couldn't find anything bad in anyway.
4	October	Suffolk & North East Essex	(name, name and name) were the crew of the ambulance we were in. These men were very professional, understanding, and thoughtful, I cannot fault them. We spent all day in hospital my partner is still in hospital, the ambulance crew had gone out on another emergency but were good enough to look in on me to ask how it was going which was really caring. I think your services are wonderful considering the stress the nhs is under my hat goes off to all of you. Stay safe bless you all. (you all need medals)x
5	October	Suffolk & North East Essex	Very professional and respectful and shown great dignity, I can't remember

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			the crew names but they were on ambulance number 897.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
154	November	Suffolk & North East Essex	I had to wait 10 hours for ambulance but was safe in bed. Ambulance 9.30 am and were brilliant, very professional, helpful and kind and could see I was in a lot of pain. Gave me pain medication and after checking me over and got me into hospital where there was a bed ready and waiting for me. They were very apologetic about the waiting time. I said there was no need and knew they were under pressure and short staffed. I have no complaints and was more than satisfied with the care I received and proud of our ambulance crews and all the hard work they do every day. Thankyou.
8	October	Suffolk & North East Essex	Excellent services on the phone by call handler kept updated all the time and didn't leave me hanging I knew she was there all the time. Call handler let me know where the ambulance was and only left the phone when the ambulance had arrived two ambulances arrived with a total of 4 crew members excellent service from all of them well done stayed with my wife for nearly four hours until they were completely satisfied she was able to be left with me and not taken to the hospital; See previous question; All the service from the call handler to the four crew members that attended gave my wife excellent service and attention all the time they were here they explained everything they were doing and kept

			assuring myself and my wife all the time EXCELLENT.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
18	October	Suffolk & North East Essex	Although ambulance took a while to get to me I had a paramedic come and tested me I had had 2 dizzy spells ending in blackouts banging my head both times. The paramedic was really Thorough and very knowledgeable and kept me calm until ambulance came; Operator very calming and reassuring; Don't think anything could have been done any better apart from waiting time. Paramedic and ambulance staff were very professional and very nice.
82	October	Suffolk & North East Essex	Just very good service, they are all very polite and professional.; To be honest I have had to have the ambulance service visit me on numerous occasions and every time they have been really good in every way. No complaint whatsoever. Really good and trustworthy in every way. I hope my comment help them although some of the questions do not relate to me. Thank you (name).
83	October	Suffolk & North East Essex	We called an ambulance at 3.00am, unfortunately it did not arrive until approximately 10.00 am. When the ambulance arrived the crew were brilliant and could not have been better. They had to take ambulance to Ipswich as Colchester was full. We then waited for about 3 hours before getting into A&E.

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			The crew were very good looking after us and very apologetic about the wait.; We called to check when ambulance would arrive after 4 hours and were reassured one would arrive.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
29	October	Suffolk & North East Essex	Ambulance arrived in less than 10 minutes; I don't know has someone else called the ambulance.
43	October	Suffolk & North East Essex	The people who come out to me was super & very helpful & understanding & done a great job in looking after me; All I can say is your the best in the world in my eyes; All I can say is the ambulance stuff was great they help me so much I would like to meet them again to say a big thank you.
19	October	Suffolk & North East Essex	I had cause to ring for an ambulance twice in October. The first time was excellent and the 999 caller remained on the line with me until the ambulance arrived, which was very reassuring. The ambulance arrived within 20 minutes. The second time was a few days later, when my mum fell ill again, on this occasion it took a while to get through to the ambulance service and when I did, I was told that an ambulance would be dispatched but it may not arrive for four hours as the service was extremely busy and they were unable to remain on the line with me this time. Fortunately, the ambulance arrived within 20 minutes. On both occasions the paramedics were extremely helpful, professional and friendly. They treated my mum with

			respect and even made her laugh a couple of times.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
51	October	Suffolk & North East Essex	They were very professional and asked the right questions and examined me even when I said I did not need help and 111 should not have sent you as I don't think I need an ambulance; 111 sent an ambulance even though I thought I did not need one.
198	December	Suffolk & North East Essex	The paramedics were excellent!
199	December	Suffolk and North East Essex	Caring paramedics trying to solve my problem; waiting time could have been shorter.
54	October	Suffolk & North East Essex	I only had to wait for approx 35 minutes for the ambulance to arrive. The paramedics were very calm and efficient after doing checks they said they would take me to West Suffolk Hospital A&E. They escorted me into the hospital with no delay and handed me over to the assessment unit. I have nothing but praise for the three paramedics who attended to me and the staff in the assessment unit. Thank you all for looking after me so well.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
67	October	Suffolk & North East Essex	The paramedic, and the others in the team, were very professional and very thorough, their testing. They were very clear in their communications with me. An excellent service. The ambulance was delayed because of a hold up at a hospital but a local First Responder attended shortly after my incident and stayed with me.
177	December	Suffolk and North East Essex	Very efficient made sure I was checked over even though my circumstance had changed. Patient care was excellent.; My daughter made the call and they kept her calm whilst talking to them whilst waiting for the paramedics.
141	November	Suffolk & North East Essex	The support we received over the telephone was very helpful.
90	November	Suffolk & North East Essex	The ambulance crew were very caring, listened carefully to my recall of events leading up to requesting assistance.; This incident cannot be rated as critical, since I have experienced a seizure in the past and take routine medication. My wife felt it was prudent to get a check over. I did not expect to be taken to Hospital & made my views clear to the ambulance crew, we were all of the same opinion.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
59	October	Suffolk & North East Essex	Because the two paramedics couldn't have been kinder / more attentive - phoning my local doctor before making a decision whether or not I needed to attend A & E.; It was good - and they warned me at 10.30pm when I phoned that the wait for the ambulance would be about 10 hours.; 1) Reduce the response time for the ambulance to arrive, and reduce the time waiting in the car park - I was transferred to another ambulance as the team that took me to hospital had to go off duty after 10 hours. 2) Reduce the waiting time in the car park to be admitted to A & E. There were 25+ ambulances in the queue - we were waiting there 8 hours until I had a seizure in the single-manned ambulance into which I had been transferred, at which point I understand I was transferred rapidly to the acute resuscitation unit with alarmingly low sodium level of 112.
58	October	Suffolk & North East Essex	The staff were kind efficient reassuring the only drawback was the wait about three hours but when you get to the hospital and see the wait the ambulance staff have to hand over to hospital staff.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
92	November	Suffolk & North East Essex	Exemplary service from a skilled, compassionate trio of Paramedic, Technician and Trainee who quickly turned a difficult and traumatic situation into a controlled admission to Hospital for my father who is now getting the care he needs. The skills and Sensitivity they all demonstrated to my father (the patient) and me (the son) were faultless and I cannot adequately express my feelings of gratitude for what they did; Calming, professional and rational and had the skill to get the info they needed to get the help we needed as quickly as possible; Nothing to be honest. The communication and explanation given was first rate. The effort they made to get my father to be compliant was amazing and I personally feel that there prompt actions and professionalism got my father in to hospital in a timely way and significantly reduced his suffering and probably avoided potentially life threatening complications.
124	November	Suffolk & North East Essex	Fast response excellent friendly service and the ease that the paramedics put me at ease and explained what was happening.

161	November	Suffolk & North East Essex	Very personable and calming ambulance staff; Driven a much quicker more direct route to Ipswich Hospital especially as we were driven close to the outpouring football traffic! Also we requested to be taken to West Suffolk Hospital but were denied as it was not as close to the scene of the accident but it is closer to my home address!
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
102	November	Suffolk & North East Essex	I think the ambulance got to me after about 40 minutes. I understand that is quite good these days. The paramedics, however, were fantastic and did a good job of trying to put me at my ease.
105	November	Suffolk & North East Essex	The ambulance crew arrived promptly and were so kind and caring towards my mum; Very calm and understanding; The crew and hospital staff were amazing and so kind and put us at ease.
184	December	Suffolk & North East Essex	I was made to feel very safe and all 3 of the ambulance crew treated me with the greatest respect. On my arrival at A & E the crew went out of their way to ensure I was able to go to the ladies. Whilst in the corridor all the crews ensured that all the patients were taken care of and made the best of the circumstances we found ourselves in. On their departure they took the time to say goodbye and wish me well. I personally can't thank them enough.
177	December	Suffolk & North East Essex	Very efficient made sure I was checked over even though my circumstance had changed. Patient care was excellent.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
184	December	Suffolk & North East Essex	I was made to feel very safe and all 3 of the ambulance crew treated me with the greatest respect. On my arrival at A & E the crew went out of their way to ensure I was able to go to the ladies. Whilst in the corridor all the crews ensured that all the patients were taken care of and made the best of the circumstances we found ourselves in. On their departure they took the time to say goodbye and wish me well. I personally can't thank them enough.
177	December	Suffolk and North East Essex	Very efficient made sure I was checked over even though my circumstance had changed. Patient care was excellent.
180	December	Suffolk and North East Essex	After calling 111 it was decided that I needed to be checked over (Soft tissue damage and cracked ribs after a fall) - unable to get to A&E due to nature of injury.
159	November	Suffolk and North East Essex	Paramedics kind but had to wait an inexplicable amount of time, considering the condition.
171	December	Suffolk & North East Essex	I don't remember anything myself as I was unconscious but my family member that was there told me that the crew were extremely kind, treated me with dignity, very professional and just amazing. I'm really grateful for the care I received.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
164	December	Suffolk & North East Essex	Mum was extremely poorly, New Years eve, and the staff were fantastic, but especially the paramedic teams, that were basically running the corridor at A&E at Colchester Hospital.; Unfortunately being New Years eve, the call out time was hard to predict, which wasn't anybody's fault; You know the answer, more staff, less waiting at hospitals, what a waste of resources, Paramedics running the corridor at Colchester hospital, due to lack of staff at the hospital. Not a criticism of your staff, NHS is broken and needs more staff.
184	December	Suffolk & North East Essex	I was made to feel very safe and all 3 of the ambulance crew treated me with the greatest respect. On my arrival at A & E the crew went out of their way to ensure I was able to go to the ladies. Whilst in the corridor all the crews ensured that all the patients were taken care of and made the best of the circumstances we found ourselves in. On their departure they took the time to say goodbye and wish me well. I personally can't thank them enough.
190	December	Suffolk & North East Essex	Vigilant, thorough, clear and concise.; Thorough. Helpful.; All of the care and service provided was above satisfactory. They all do a really amazing job and should be celebrated!

193	December	Suffolk & North East Essex	I suffered a heart attack at home, my husband phoned 999 for the ambulance & was told that it could be up to 10 hours. He then had to put me in a car & drive me to A & E at Bury St Edmunds.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
245	December	Suffolk & North East Essex	Friendly and efficient paramedics.
3	October	Unknown	(name and name), the paramedics, were wonderful; 111 dealt promptly with my call. The ambulance arrive soon afterwards and the paramedics were reassuring and kind. I felt I was in good hands; The paramedics, name and name), were faultless. Kind reassuring considerate. They made all the difference. I am so grateful.
36	October	Unknown	Arrived promptly, Operator was polite, and very understanding, she helped me stay calm while I waited for the ambulance.
109	November	Unknown	I was struggling with Flu like symptoms and feeling very poorly with a fever of 38c. The paramedics came and checked me, as I was getting extremely anxious. They advised me to rest and take paracetamol. And didn't need to be taken to hospital. All three of them were wonderful, and put my mind at ease, and calmed me down. Thank you.; Nothing

			you could have done better. The service was 100% spot on.
114	November	Unknown	Very helpful. Sympathetic and caring.

Additional comments received in response to the question: "How would you rate the handling of your emergency call?"

Patient number	Month	Area	Comments received in relation to handling of emergency call:
12	October	Beds & Luton	Excellent service.
28	October	Beds & Luton	Colleague rang as I was unconscious.
55	October	Beds & Luton	After phoning 111 on the advice of my husbands GP as they couldn't help I was then told a doctor would call me and she did within half an hour of calling 111 and she then referred my husband to the ambulance service where they called me and said they would get to us but didn't know when.
62	October	Beds & Luton	Put my mind at ease.
77	October	Beds & Luton	The operator wasn't very sure she could get someone out before 180 minutes even though my husband was having chest pain. She sounded a bit fraught. She did say to ring back if he got worse.
80	October	Beds & Luton	Call made by friend.
91	November	Beds & Luton	Fantastic reassurance.
108	November	Beds & Luton	I was kept informed and comfortable.

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116	November	Beds & Luton	Ambulance was booked for us by 111 but very well informed.
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Patient number	Month	Area	Comments received in relation to handling of emergency call:
125	November	Beds & Luton	Phone picked up quickly and ambulance sent promptly with minimal delay.
129	November	Beds & Luton	The call handler helped me and talked me through what to do for the patient to help they were calm and that helped me deal with finding my husband that had tried to commit suicide thanks to you also.
145	November	Beds & Luton	The medic's suggested that they take me to the lister hospital Stevenage for a check up ,a few years back I had heart surgery as they were concerned.
233	December	Beds & Luton	Was via 111 so not an emergency call.
13	October	Cambs & Peterborough	I was told that an ambulance would be at least 6 hours and to make my own way to A and E. But an ambulance arrived very quickly.
26	October	Cambs & Peterborough	Various typos on call. Ended up receiving Cat1 response unnecessarily.
38	October	Cambs & Peterborough	But arrived late.
49	October	Cambs & Peterborough	Dealt with quickly and respectful.
63	October	Cambs & Peterborough	I didn't call for ambulance, it was the specialist who came to assess my son.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
69	October	Cambs & Peterborough	Lifeline operator most considerate and helpful. Call back assessment person prior to ambulance being arranged was understanding.
88	November	Cambs & Peterborough	Calm call handler who stayed with me throughout.
96	November	Cambs & Peterborough	I did not call, it was my daughters friend who is 15yrs old. She said the lady was nice and helped her as she was panicking.
112	November	Cambs & Peterborough	It was my daughter who called 111 as I not feeling to great at the time I do not like calling the ambulance out for my panic attacks as I feel you have more urgent calls to deal with.
120	November	Cambs & Peterborough	Ambulance was very quick as couldn't move as back went into spasm.
121	November	Cambs & Peterborough	111 called the ambulance and it arrived very quickly.
122	November	Cambs & Peterborough	I contacted NHS 111 because I was not sure if I should call an ambulance, having just been discharged from the hospital less than a week earlier. It was during the questioning that the dispatcher told me that it warranted a visit from the paramedics. It turned out that I was in AF and having great difficulty breathing.
162	November	Cambs & Peterborough	Very efficient.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
176	December	Cambs & Peterborough	Very caring attitude on the phone.
182	December	Cambs & Peterborough	Did not know how long we would have to wait which escalated anxiety levels.
183	December	Cambs & Peterborough	The were very professional and told me when the ambulance was expected and what would happen when they got here.
208	December	Cambs & Peterborough	The man who picked me up after the accident did the telephoning.
210	December	Cambs & Peterborough	They were calm and helped me through it.
217	December	Cambs & Peterborough	As I said I never actually called it was my manager.
224	December	Cambs & Peterborough	After being admitted to hospital three times in December. I have every trust in your service. Once again me and my wife cannot thank your teams enough.
226	December	Cambs & Peterborough	100% Fire crew came to me first as there was not an available local ambulance This crew came from Huntingdon.
240	December	Cambs & Peterborough	Such a pleasant and efficient operator.
241	December	Cambs & Peterborough	Efficient, helpful, kind and effective in their job.
10	October	Herts & West Essex	Understanding person answering my call.

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24	October	Herts & West Essex	I believe NHS 111 actually contacted the ambulance service directly on my behalf.
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Patient number	Month	Area	Comments received in relation to handling of emergency call:
37	October	Herts & West Essex	Reassuring and advised me of what I needed to do should the situation change.
48	October	Herts & West Essex	The call handler said I would be called by someone to pre assess our requirement. This happened quickly and he decided we needed an ambulance The ambulance came within 10-15 minutes and after their assessment, they decided my wife needed to go to A and E. I followed in my car and by the time I got there, 5-10 minutes after them, one of the paramedics was booking my wife into their assessment section Within 5 minutes we were in that section, and her vital signs were taken, and strong pain management was given, all within no more than another 10-15 minutes An excellent experience from beginning to end My wife was subsequently admitted and spent 11 days in Lister.
65	October	Herts & West Essex	When I told the operator what had happened to my mother, she was very apologetic that we would have to wait so long for an ambulance.
84	October	Herts & West Essex	Nothing to add.
100	November	Herts & West Essex	I didn't make it but I understand the operator was pleasant and helpful.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
110	November	Herts & West Essex	All contact was very professional and, at the same time, humane and clearly dedicated to the interests of the patient (myself and those making the contact initially).
119	November	Herts & West Essex	Helpful on the call. But it took almost 3 hours for the ambulance to arrive.
136	November	Herts & West Essex	All calls handled by my husband. I couldn't talk.
137	November	Herts & West Essex	I spoke to 111 who arranged for ambulance to come - they were excellent
143	November	Herts & West Essex	Call centre stayed on phone with my wife until ambulance was dispatched to me.
165	December	Herts & West Essex	I was by myself and I had falling through a mirror, cutting right through my tricep and bicep on my left arm. Once I got up from the floor I took a large piece of glass out, which was 6" to 8" inches long. I then placed a towel round my arm to try and stop the bleeding. Feeling sick and wanting to pass out, I phoned 999. The gentleman who picked up the phone call was fantastic and so helpful to me. Through the next few minutes which felt like hours, talking to me making sure that I did not pass out, talking me through the pain, telling me to keep my arm covered hold over the wound to help stop the bleeding and comforting me and until the ambulance team got there. I had managed to walk downstairs and open the

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			door, on opening the door I passed out for a few seconds and woke to the gentleman on the phone calling out was I ok and awake. Then the ambulance paramedics and ambulance crew were with me taking over and telling the gentleman they were with me. Please tell this person thank you so much, it felt like he was there with me thank you.
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Patient number	Month	Area	Comments received in relation to handling of emergency call:
168	December	Herts & West Essex	I didn't make the call. A member of the public made it on my behalf as I was in too much pain and lying on the floor.
175	December	Herts & West Essex	They arrived extremely quickly, knowing it was someone older.
189	December	Herts & West Essex	Excellent service.
192	December	Herts & West Essex	They estimated 7hrs but arrived within 2hrs.
200	December	Herts & West Essex	Good but took too long.
219	December	Herts & West Essex	She was rude and lack empathy.
231	December	Herts & West Essex	The handling of the call itself was fine. The only issue was the waiting time for the call operator.
232	December	Herts & West Essex	the first call was rude and impatient, the other 2 call we made were handled good.
239	December	Herts & West Essex	Very professional and reassuring.
242	December	Herts & West Essex	Only because I had not made the call.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
17	October	Mid & South Essex	My wife contacted 111 and was quickly referred to you.
27	October	Mid & South Essex	On hold for 5 minutes, were giving wrong information to patient. (Get on your back to deliver baby when actually that is the worst position)
42	October	Mid & South Essex	Treated my condition as a matter of urgency.
79	October	Mid & South Essex	Everyone I dealt with was very efficient and helpful.
86	October	Mid & South Essex	Using my medical knowledge, I knew I needed fast medical attention. I had no ability to get to the hospital and thought an ambulance was warranted. Instead, the 999 call handler said (after little questioning) that it wasn't worth needing an ambulance and I just needed to get over it. Working in an A&E, I have seen patients come in by ambulance with less so it upset and confused me.
123	November	Mid & South Essex	I didn't call for the Ambulance service. The person I spoke to at 111 requested an Ambulance call, on the information I had given her.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
142	November	Mid & South Essex	The paramedic who rang me after I was referred to the service was fantastic, the individuals who dealt with my call were all brilliant but unfortunately the service is stretched to breaking point, wait times are far, far too long and patients are being failed.
169	December	Mid & South Essex	Took over 5mins to answer the call.
184	December	Mid & South Essex	The call was made by Clacton Hospital Walk-in Centre.
237	December	Mid & South Essex	I could not get through to the doctors surgery.
1	October	Norfolk & Waveney	Very calm on the phone.
14	October	Norfolk & Waveney	I said I don't want to waste your time and they were so calm and said you're not this is an emergency.
16	October	Norfolk & Waveney	Someone called on my behalf.
44	October	Norfolk & Waveney	The operator was really helpful, sympathy.
57	October	Norfolk & Waveney	Call handler was kind and helpful and very efficient.
61	October	Norfolk & Waveney	The operator who took my call was very understanding of my situation.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
70	October	Norfolk & Waveney	I actually found the 999 voice very cold and rather unsympathetic, but I know she was only doing her job and was probably very busy. I have to say I did not find her very "human" and I longed for a simple kind word.
74	October	Norfolk & Waveney	Efficient & kind.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
89	November	Norfolk & Waveney	It took about 20 - 25 mins answering questions with 111. I do think all the questions were necessary when you are in a health panic.
93	November	Norfolk & Waveney	The ambulance crew were frustrated they had to wait around in the car park for taking me although their treatment to me couldn't have been better and it did not effect this they just wanted to get out and help more patients.
104	November	Norfolk & Waveney	The NHS 111 handler was very efficient and handled my call with expertise.
139	November	Norfolk & Waveney	I called NHS 111 at 22:26 on 5 November for advice because I was having an allergic reaction, which started the day before after seeing my doctor late afternoon. The reaction had become much worse and I was becoming confused on the evening of 5 November and antihistamines were not working. When I called 111 I was told that a doctor would call me asap. I got a text message at 23:07 saying I was in the queue and another at 23:53. Then I heard nothing until 08:11 the following morning 6 Nov I got a call from Integrated Care 24 - I don't remember if it was a doctor or 111 again as by this time I was very confused. They said they would send an ambulance. They arrived and left approx 09:40 am and were confused as they were told I was having an anaphylactic shock. If that had been the

			case I wouldn't have opened the door - I would have no longer been alive after waiting all night for someone to come! It has taken me over a month to recover from that allergic episode.
Patient number	Month	Area	Comments received in relation to handling of emergency call:
149	November	Norfolk & Waveney	Brilliant very quick and professional.
158	November	Norfolk & Waveney	I feel I should have been taken to hospital for more in-depth examinations and assessment of my back injuries. Given the overall circumstances. I advised them I have osteoporosis.
172	December	Norfolk & Waveney	Care home called the ambulance before I arrived and met the paramedics there.
191	December	Norfolk & Waveney	My husband made the call as I was unfit to do so. His 999 call was answered promptly and efficiently, it was just the unknown length of the wait that was concerning- he was told up to four hour wait.
195	December	Norfolk & Waveney	My husband made the calls as I was unable to.
196	December	Norfolk & Waveney	So lucky to have the NHS, thank you all for your continued hard work and dedication.
209	December	Norfolk & Waveney	I was actually unconscious when the crew arrived so my wife and daughter were so relieved.
212	December	Norfolk & Waveney	My wife made the call and was left in no doubt as to the course of action.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
220	December	Norfolk & Waveney	Polite, friendly, explained things and how long the wait could be.
4	October	Suffolk & North Essex	The only problem was it took so long for an ambulance to arrive. So I rang 999 and that was on 17/10/2022 it did not arrive till early morning 18/10/2022,they did keep in touch to see if any change and apologised for the long wait.
18	October	Suffolk & North Essex	Operator very calming and reassuring.
29	October	Suffolk & North Essex	I don't know has someone else called the ambulance.
51	October	Suffolk & North Essex	111 sent an ambulance even though I thought I did not need one.
54	October	Suffolk & North Essex	Very quick and efficient.
59	October	Suffolk & North Essex	It was good - and they warned me at 10.30pm when I phoned that the wait for the ambulance would be about 10 hours.
67	October	Suffolk & North Essex	Although there was a delay we were regularly updated.
83	October	Suffolk & North Essex	We called to check when ambulance would arrive after 4 hours and were reassured one would arrive.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
90	November	Suffolk & North Essex	This incident cannot be rated as critical, since I have experienced a seizure in the past and take routine medication. My wife felt it was prudent to get a check over. I did not expect to be taken to Hospital & made my views clear to the ambulance crew, we were all of the same opinion.
92	November	Suffolk & North Essex	Calming, professional and rational and had the skill to get the info they needed to get the help we needed as quickly as possible.
105	November	Suffolk & North Essex	Very calm and understanding.
154	November	Suffolk & North Essex	Very good. They phoned my husband to say they wouldn't be able to get an ambulance to us until the morning, told my husband to give me painkillers . My husband said I was safe he'd got me into bed and safe.

Patient number	Month	Area	Comments received in relation to handling of emergency call:
159	November	Suffolk & North Essex	Was told it'll be 15 hours before an ambulance arrived, despite the patient being unresponsive after a major overdose. Call handler also involved police due to reports of the patient's self-harm and the automatic assumption that he was a danger to others and could be wielding a weapon (despite being told 1. he's unconscious and 2. he wouldn't do that). Police managed to speed up ambulance so it took 5 hours, but for some reason the patient was labelled a DIVERTABLE C2 which wasn't really suitable.
164	December	Suffolk & North Essex	Unfortunately, being New Years eve, the call out time was hard to predict, which wasn't anybody's fault.
174	December	Suffolk & North Essex	Prompt and efficient.
177	December	Suffolk & North Essex	My daughter made the call and they kept her calm whilst talking to them whilst waiting for the paramedics.
180	December	Suffolk & North Essex	I needed to be checked over in case I'd done more damage than initially thought.
190	December	Suffolk & North Essex	Thorough. Helpful.
3	October	Unknown	111 dealt promptly with my call. The ambulance arrive soon afterwards and the

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			paramedics were reassuring and kind. I felt I was in good hands.
36	October	Unknown	Operator was polite, and very understanding, she helped me stay calm while I waited for the ambulance.

Additional comments received in response to the question: "Please can you tell us about anything that we could have done better."

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
2	October	Beds & Luton	The wait outside the hospital was appalling, such a waste of resource, there were 10 ambulances outside the hospital offloading patients or waiting to offload.
12	October	Beds & Luton	Nothing to add.
22	October	Beds & Luton	Nothing.
55	October	Beds & Luton	The only thing would be the wait of 12 hrs for the ambulance to arrive.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
80	October	Beds & Luton	We were so pleased and grateful for the prompt service provided. Lack of privacy was due to being in a restaurant when I collapsed. We had a first responder who rang for the ambulance, which also arrived quickly. Service could not have been better.
91	November	Beds & Luton	Nothing from the first call to response absolutely fantastic service.
108	November	Beds & Luton	Not necessary.
116	November	Beds & Luton	The Ambulance service is amazing and sadly don't get credit deserve. This is 3 time needed ambulance for my daughter 2 other times on blue lights. Please don't stop what you amazing people do I just hope government sees how hard you job is and pays all NHS staff what deserve.
125	November	Beds & Luton	Every went as well as could be expected considering how busy they were. I cannot fault any aspect of my interaction with the 999 or ambulance service.
129	November	Beds & Luton	All ok for us thank you 😊
145	November	Beds & Luton	There was nothing you could have done better in the situation for waiting for the ambulance the treatment I received was excellent.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
147	November	Beds & Luton	Wait time for the ambulance could be reduced and handover time should be faster.
213	December	Beds & Luton	Nothing.
225	December	Beds & Luton	Got here quicker.
9	October	Cambs & Peterborough	Every aspect of my treatment and care was exceptional.
38	October	Cambs & Peterborough	When elderly patients complain and need to be seen at least for an assessment they should be attended to. Today, I know, things are very tricky to be swift in the despatches. You would need more ambulances and the staff to help.
41	October	Cambs & Peterborough	Everything was excellent.
50	October	Cambs & Peterborough	Everything the paramedics did for me was excellent.
63	October	Cambs & Peterborough	Waiting time was too long, but yet, our case was not an extreme emergency and there was a medical specialist with us, so I wasn't greatly worried.
69	October	Cambs & Peterborough	As far as I am concerned nothing could have been done better.
88	November	Cambs & Peterborough	Nothing - your crew were amazing and doing a brilliant job.

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96	November	Cambs & Peterborough	There is nothing I think you could have done better for me.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
112	November	Cambs & Peterborough	I feel I was treated with respect and kindness I feel the ambulance staff did everything they could for me you all do an awesome job and I feel there is nothing to improve in the care I got from you I hate having to call out an ambulance for my mental illness as I feel you have enough urgent calls to deal with. With my mental health I try to manage myself I just want to say thank you to all of you at east of england ambulance service for all your help.
118	November	Cambs & Peterborough	The medics were superb and left, nothing could be done better they were 100%.
120	November	Cambs & Peterborough	Nothing helped in everyday they could as it's an ongoing situation.
121	November	Cambs & Peterborough	There was nothing that could have been done better.
122	November	Cambs & Peterborough	Nothing at all. It was perfection all the way.
132	November	Cambs & Peterborough	I don't know.
138	November	Cambs & Peterborough	Arrive in less than five hours.

Patient number	Month	Area	Comments received in relation to handling of emergency call:
162	November	Cambs & Peterborough	In my opinion there was nothing that could have been done any better. Absolute wonderful service, kind caring paramedics. Did all they could for my brother on each occasion.
176	December	Cambs & Peterborough	Nothing could be done better.
182	December	Cambs & Peterborough	(name) one the ambulance staff could have listened better to the patients mother instead of making racist assumptions about sickle cell disease.
185	December	Cambs & Peterborough	The rude ambulance crew member really made me feel useless, pathetic, unworthy, depressed, unhappy, unwanted, unimportant, a nuisance, a waste of time.
208	December	Cambs & Peterborough	A faster response would have been 'nice' but overall I was impressed by the service.
210	December	Cambs & Peterborough	They were absolutely lovely and nothing could have been handled better.
217	December	Cambs & Peterborough	Nothing at all.
224	December	Cambs & Peterborough	I personally cannot fault your service in anyway.
226	December	Cambs & Peterborough	Considering everything I think I was treated in the best way that they could. I am just sorry that I cannot remember the crews names, but they came to Royston from Huntingdon on the morning of

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			Saturday 3rd December 2022. If possible please pass on many many thanks from me thanks from me to them with my apologies for not having done it personally at the time.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
241	December	Cambs & Peterborough	Nothing the paramedics came, assessed Mum, got a Doctors advice and advised treatment. They arranged a follow up which worked perfectly. They were reassuring and kind through and gave the best advice.
10	October	Herts & West Essex	The only think I could fault was that I had breathing problems and had to wait an hour an half for an ambulance. At my age of 95 it was traumatic.
24	October	Herts & West Essex	Nothing!
40	October	Herts & West Essex	Treatment at Lister Hospital was in ambulance. Not ideal but comfortable and better than A & E. Problem was that ambulance could not be released to attend to other calls.
46	October	Herts & West Essex	I have nothing but admiration for the Ambulance Service. They give an amazing service and don't really know how they can improve further under sometimes very difficult circumstances.
48	October	Herts & West Essex	Nothing. The whole experience was excellent.
75	October	Herts & West Essex	I felt I waited too long. However, once the paramedics arrived, they were wonderful in looking after me.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
76	October	Herts & West Essex	Just very sad that the ambulance had to be used as a bed. I felt that I was preventing the crew from going to someone in greater need.
84	October	Herts & West Essex	For us nothing.
110	November	Herts & West Essex	Nothing better could have been done; it was prompt, efficient service and courteous treatment.
111	November	Herts & West Essex	Nothing.
119	November	Herts & West Essex	It took almost 3 hours from the call till the ambulance arrived, this should be a lot quicker.
136	November	Herts & West Essex	Staff boots were dirty which bothered me because carpet got dirty. Being looked after well (which I was) was way more important though.
137	November	Herts & West Essex	Nothing.
155	November	Herts & West Essex	All ran smoothly.
165	December	Herts & West Essex	I thought the service all the way through was brilliant, Thank you. My arm is now on the mend thanks to the paramedics and ambulance crew, doctors, surgeons and nurse. I would like to thank you all for saving my arm and everything you did for

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			me and my wife, Thank you I did ask for the crews details. (name & name). Please thank them as well.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
168	December	Herts & West Essex	The lister hospital handover (by the hospital staff) was poor. The ambulance crew were amazing. Why the hospital put ambulance arrivals in with walkins I do not know.
175	December	Herts & West Essex	Could not have done any better.
192	December	Herts & West Essex	Top marks.
200	December	Herts & West Essex	Got an ambulance to me quicker.
205	December	Herts & West Essex	The main issue was waiting 23 hours for the ambulance to arrive.
214	December	Herts & West Essex	The crew were brilliant.
221	December	Herts & West Essex	One member of the ambulance crew was abrupt, did not explain things clearly and was very rude.
231	December	Herts & West Essex	Nothing, really. There was a small issue when transferring my father to a stretcher (trouble lifting him for a second or two), but this was not a major problem.
232	December	Herts & West Essex	The time waiting for an ambulance is not good when you have a elderly person waiting to get help. This is stressing to them and the family with them The time to get into A&E is not good a can also be distressing. This also takes up the Paramedics time when they could be

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			helping someone else. A&E needs more bed and staff.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
234	December	Herts & West Essex	The ambulance staff did not know about my condition which required emergency care. If they could have training in how to treat SCAD, I would have been sent to hospital much sooner. I am a 41 year old woman who presented with pain in the jaw, chest and left arm. ECG signs did not detect my condition but I was definitely having a heart attack which the blood test at the hospital showed.
236	December	Herts & West Essex	I can't really think of anything. Of course it would have been wonderful if they'd turned up within half an hour rather than 2 hours or whatever but I realise this is impossible given the demand for your services.
239	December	Herts & West Essex	Nothing!
242	December	Herts & West Essex	Nothing really because the gentleman looked after my mum very well.
17	October	Mid & South Essex	No, it was an excellent service! Thanks.
20	October	Mid & South Essex	All I can say is we had to wait far too long on both times for an ambulance to arrive for my husband then the wait in the hospital car park.
32	October	Mid & South Essex	Other than magically producing extra A&E staff and beds I don't know. The

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			responsibility for my poor care was entirely due to the hospital.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
34	October	Mid & South Essex	As previously written I was very pleased with the ambulance service I received, the two paramedics were female if my memory serves me, it must have been difficult getting me down the stairs strapped in the chair, but they did it with consideration given to me about the pain I was in. I finish this by saying a BIG THANK YOU....
68	October	Mid & South Essex	The ambulance crew, paramedics were all excellent on all three occasions and we could not praise them enough. They were called out and arrived within reason time but a call from them to our local GP surgery to check on something meant they had to wait some time at the house due to the GP not returning the call quicker.
71	October	Mid & South Essex	None.
79	October	Mid & South Essex	I can only speak for the service we received on the day which I would say was excellent.
86	October	Mid & South Essex	Be more understanding about pain when someone requests an ambulance crying and struggling to breathe calmly due to it.
87	November	Mid & South Essex	(name) was superb, an excellent ambassador for your service. Friendly and calm, quite obviously professional and knowledgeable.
107	November	Mid & South Essex	Nothing, I received excellent care.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
123	November	Mid & South Essex	The service was 100%. I just feel that its pretty disgraceful that This was basically because I couldn't get to see my G.P. what are these So called Professionals we trust with Our Health doing in what used to be known as "Your Doctors Surgery ". The place we could go to when feeling unwell, but not ill enough for an Ambulance or Hospital!
142	November	Mid & South Essex	The ambulance service is struggling but every individual I did speak to was brilliant. They did their jobs to the best of their ability, it is not their fault that they are overstretched and unable to provide the care that their patients need.
163	December	Mid & South Essex	Get here quicker.
169	December	Mid & South Essex	Treat your staff better don't let them be bullied as do an amazing job.
170	December	Mid & South Essex	Southend hospital need to address the issue of hand over. If the ambulance crew cannot off load their patient they can't attend another emergency. This creates all the issues. Southend area clearly needs more hospital capacity, preferably in a different location to Southend.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
201	December	Mid & South Essex	There's nothing really that could of been done better. I understand the NHS is very busy ATM so I understand the long wait times. Sometimes I think the people on the phone don't understand how much pain your really in as they can't see you in person.
222	December	Mid & South Essex	No not really, they were here quickly and got into hospital within 10 mins.
237	December	Mid & South Essex	All good.
7	October	Norfolk & Waveney	We have always had amazing care from the Ambulance Service. Lack of staff at the JPH is more of a problem.
14	October	Norfolk & Waveney	The service is so under pressure, with the doubt I had about calling them I was reassured I done the right thing. They were amazing with my daughter.
16	October	Norfolk & Waveney	The wait to be handed over to hospital staff was far too long. The beds in the ambulance are not designed to be laying on them for over ten hours when you have broken your hip. The paramedics that attended to me finished their shift hours before, and no handover plan was in place to relieve them. One of them had to instigate a plan, so that they could leave, but still have someone looking after me.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
31	October	Norfolk & Waveney	There is nothing better you could do.
39	October	Norfolk & Waveney	Fine as is.
61	October	Norfolk & Waveney	Nothing to improve on.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
70	October	Norfolk & Waveney	My husband waited for seven hours outside QE11 being treated in the ambulance and taken inside by the ambulance medic for tests. Both my husband and I thought the treatment was excellent but our worry particularly in hindsight was that (name, name and name) were then never not able to go out on another call that day.
74	October	Norfolk & Waveney	A quicker response time. But as I said it was very busy time.
89	November	Norfolk & Waveney	Problem was inside the hospital after arriving. My husband was left in ambulance for about 6 hours.
93	November	Norfolk & Waveney	The situation at this time made the response a little slower also transfer into the hospital was not immediate but all the staff who helped me were amazing and working under so much pressure.
104	November	Norfolk & Waveney	Couldn't have been any better.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
139	November	Norfolk & Waveney	<p>I was feeling quite confused due to the reaction of my body to the allergic reaction. The paramedics were confused why they had been called as I was clearly not in anaphylactic shock. But they wanted to take blood and take my blood pressure but both of those would cause me great pain due to health conditions. When I said this the reply was 'so you are refusing to have it done' which I wasn't. I suggested they use my wrist blood pressure monitor which I can just about cope with, but then one of them came up with the idea of using a children's monitor. I am also pre diabetic and to have blood taken from my fingertips will cause pain for months ahead. When I explained this, they took it from elsewhere. Actually, I had a medic bracelet on and this would have explained everything. But I was too confused and they didn't notice. They did lots of tests and in the end I was happy with the result because I now know that I do not have to have painful procedures done in the normal way. Perhaps they should have checked my wrist to see if I had on a bracelet. But more importantly arriving 10 hours after an allergic reaction call to NHS111 could have been fatal. I blame the system and the lack of contact by a doctor after my call for this. It took nearly 10 hours for a doctor to call me back after my 111 call and another 1 hour or more till</p>

			the ambulance arrived. My doctor has now advised me to call 999 directly in future.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
149	November	Norfolk & Waveney	<p>I had to wait over one hour for the ambulance as they were busy. But when they arrived they were brilliant, took me straight in where I was seen and checked by a doctor and tests were taken. I found they were very professional and quick. I was taken back to the ambulance where I spent 5 hours then taken back inside the hospital again. Overall it wasn't too bad as the staff and paramedics as well as nurses and doctors all explained the reason why they had no free beds. They had a lot of elderly people in emergency ward and they don't have enough carers, so unable to send them home as soon as they are treated. So they have to keep the elderly until they are able to go back home. So it is not the hospital fault or staff fault. My staying in the ambulance wasn't a big deal for me as I was looked after and never left alone. Drink and food was provided to me at whole times I was there and I felt reassured. I actually can't thank enough the ambulance paramedics and the whole staff.</p>
158	November	Norfolk & Waveney	<p>I felt trivialised. Not involved or heard. I was just told 'I had probably suffered deep tissue trauma. I did not know what that is, how to treat it, what medication was ordered from my GP as the operative left the room when talking to my surgery so do not know what was said to them. I was not included. I advised them I have</p>

			osteoporosis to my back and feel that I should have been offered further examinations and assessment given the overall circumstances.
Patient number	Month	Area	Comments received in relation to anything that we could have done better:
191	December	Norfolk & Waveney	I am sure the reason for two technicians on the second ambulance was due to service pressures, but not being able to have pain relief was distressing when I was in severe pain. However, I am just grateful to have received an ambulance at that time and the care the technicians were able to provide.
195	December	Norfolk & Waveney	Not really.
209	December	Norfolk & Waveney	No better treatment could have been given.
212	December	Norfolk & Waveney	Being an ex-paramedic, the service was superb.
218	December	Norfolk & Waveney	Nothing.
230	December	Norfolk & Waveney	The ambulance crew could not have done anything better. Excellent.
5	October	Suffolk & North East Essex	Nothing.
8	October	Suffolk & North East Essex	All the service from the call handler to the four crew members that attended gave my wife excellent service and attention all the

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			time they were here they explained everything they were doing and kept assuring myself and my wife all the time EXCELLENT.
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
18	October	Suffolk & North East Essex	Don't think anything could have been done any better apart from waiting time. Paramedic and ambulance staff were very professional and very nice.
54	October	Suffolk & North East Essex	You could not have done anything better I was very impressed.
59	October	Suffolk & North East Essex	1) Reduce the response time for the ambulance to arrive, and reduce the time waiting in the car park - I was transferred to another ambulance as the team that took me to hospital had to go off duty after 10 hours. 2) Reduce the waiting time in the car park to be admitted to A & E. There were 25+ ambulances in the queue - we were waiting there 8 hours until I had a seizure in the single-manned ambulance into which I had been transferred, at which point I understand I was transferred rapidly to the acute resuscitation unit with alarmingly low sodium level of 112.
67	October	Suffolk & North East Essex	Nothing. The delay did not cause any problems.
82	October	Suffolk & North East Essex	To be honest I have had to have the ambulance service visit me on numerous occasions and every time they have been really good in every way. No complaint whatsoever. Really good and trustworthy in every way. I hope my comment help

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			them although some of the questions do not relate to me. Thank you (name).
Patient number	Month	Area	Comments received in relation to anything that we could have done better:
90	November	Suffolk & North East Essex	Nothing really, I was well pleased with the outcome, (10/10).
92	November	Suffolk & North East Essex	Nothing to be honest. The communication and explanation given was first rate. The effort they made to get my father to be compliant was amazing and I personally feel that their prompt actions and professionalism got my father in to hospital in a timely way and significantly reduced his suffering and probably avoided potentially life threatening complications.
105	November	Suffolk & North East Essex	The crew and hospital staff were amazing and so kind and put us at ease.
124	November	Suffolk & North East Essex	Nothing.
154	November	Suffolk & North East Essex	More than happy with the service provided by the ambulance crew and the hospital service when they took me in the next morning.
161	November	Suffolk & North East Essex	Driven a much quicker more direct route to Ipswich Hospital especially as we were driven close to the outpouring football traffic! Also we requested to be taken to West Suffolk Hospital but were denied as

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			it was not as close to the scene of the accident but it is closer to my home address!
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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
164	December	Suffolk & North East Essex	You know the answer, more staff, less waiting at hospitals, what a waste of resources, Paramedics running the corridor at Colchester hospital, due to lack of staff at the hospital. Not a criticism of your staff, NHS is broken and needs more staff....
171	December	Suffolk & North East Essex	Nothing, from what I was told the care was outstanding.
180	December	Suffolk & North East Essex	After my telephone assessment I was referred back to 111 to get pain relief from the out of hours doctor, we never heard anything else from 111 or OOH Doctor and I remained in severe pain until my own GP came to my rescue 24 hours later.
190	December	Suffolk & North East Essex	All of the care and service provided was above satisfactory. They all do a really amazing job and should be celebrated!
193	December	Suffolk & North East Essex	I was having a heart attack & needed an ambulance quickly not in up to 10 hours.
198	December	Suffolk & North East Essex	Nothing.
199	December	Suffolk & North East Essex	Waiting time could have been shorter.

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Patient number	Month	Area	Comments received in relation to handling of emergency call:
245	December	Suffolk & North East Essex	Nothing.
3	October	Unknown	The paramedics, (name & name), were faultless. Kind reassuring considerate. They made all the difference. I am so grateful.
109	November	Unknown	Nothing you could have done better. The service was 100% spot on.

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