



Emergency Service Patient Experience Report

Emergency Service April to June 2023

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Report Period: April to June 2023

Date of Report: October 2023

Emergency Service patient experience results for April to June 2023

Introduction

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

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

This report summarises the results of the EEAST's ES and ECAT patient experience survey for patients who used the service during April to June 2023.

Sample

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

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

Some surveys have also been completed by patients who found the survey through alternative means.

Methodology

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

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

Conclusion

Overall, **95.9%** of respondents who answered the overall satisfaction question and had used the ES during April to June 2023 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (94.4%), with 222 respondents (87.4%) advising that they had received an emergency response following their call. Overall, 83.8% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 6.9% of respondents rated the time the ambulance took to arrive as either 'poor' or 'very poor.'

Positively, the majority of respondents felt that they were treated with dignity, respect and privacy and could trust the ambulance service staff. 236 respondents also provided 'good' (2.1%) or 'excellent' (95.9%) ratings in relation to staff attitude.

Overall, 96.3% of respondents felt that they were involved in the decisions made in relation to their care to at least 'some extent,' with treatment and care explained in an understandable way to most patients (96.7%). The majority of respondents felt that their pain had either been managed (63.6%) or they had not been experiencing pain (31.6%). However, nine respondents (3.9%) did not feel that their pain had been appropriately managed.

Cleanliness of the interior of the ambulance, equipment and the appearance of staff were rated highly, and 95.2% of conveyed patients had felt at least 'fairly comfortable' during their journey to hospital.

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

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

Results:

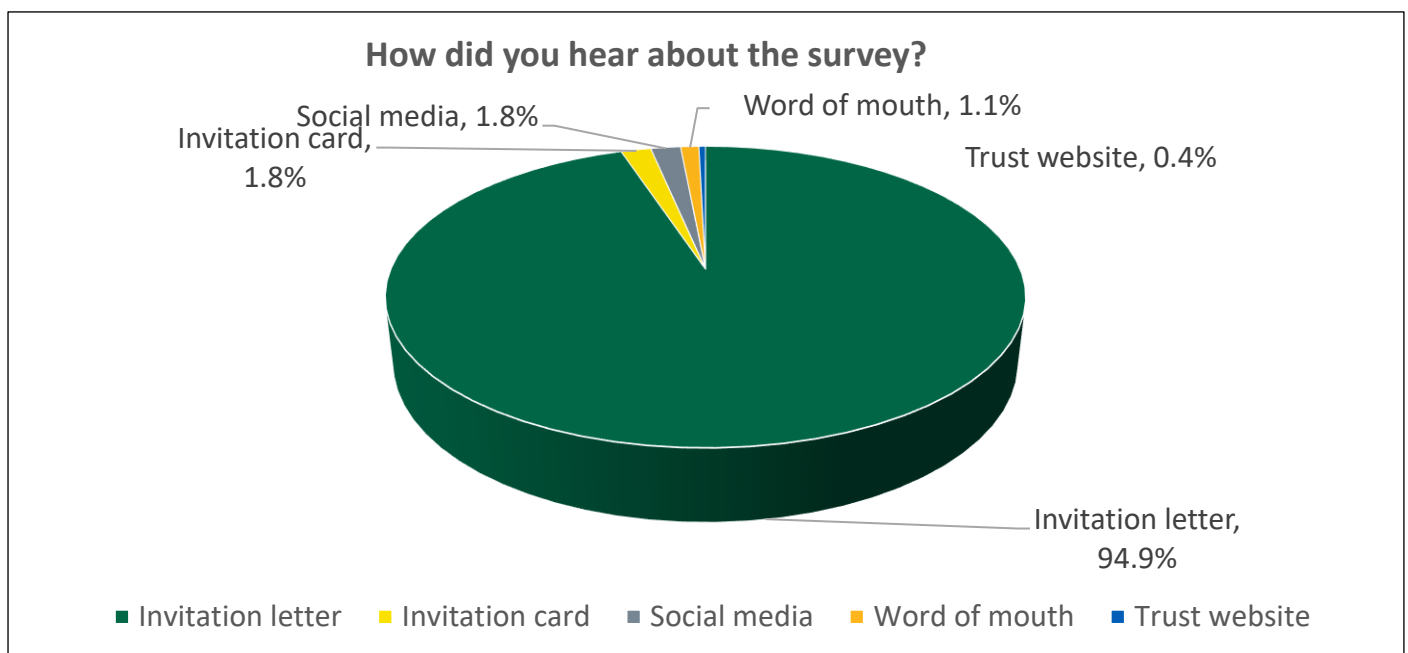
The results to the survey have been grouped into the below Integrated Care Systems (ICS):

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

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

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

How did you hear about the survey?



Various methods are used to signpost the online surveys, however, most respondents (94.9%) advised that they had heard about the survey via the invitation to feedback letter.

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

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

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

| Response | ICS Areas | | | | | | | April to June 2023 combined percentage |
|---------------------------|----------------|----------------------|--------------------|-------------------|-------------------|----------------------------|---------------|--|
| | Beds & Luton | Cambs & Peterborough | Herts & West Essex | Mid & South Essex | Norfolk & Waveney | Suffolk & North East Essex | Unknown | |
| Overall satisfaction | 24/25 96.0% | 40/42 95.2% | 49/52 94.2% | 39/41 95.1% | 50/52 96.2% | 42/43 97.7% | 11/11 100% | 255/266 95.9% |
| Total number of responses | 25 | 42 | 52 | 41 | 52 | 43 | 11 | 266 |

Chart illustrating overall satisfaction for all ICS areas:



Overall, 95.9% of respondents who answered the FFT question and had used the service during April to June 2023 rated the service as ‘good’ (5.3%) or ‘very good’ (90.6%). Three respondents (1.1%) rated the service as ‘neither good nor poor’ and eight respondents rated the service as either ‘poor’ (0.4%) or ‘very poor’ (2.6%). The remaining respondents did not provide a response.

Q2 – Are you the patient?

Overall, 78.1% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: “mother,” “daughter,” “support worker” and “carer.”

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

Overall, 145 respondents advised that had been in contact with another healthcare provider prior to calling 999: 93 respondents (64.1%) had initially contacted the NHS 111 Service, 30 respondents (20.7%) had contacted their GP, eight respondents (5.5%) had contact with the hospital department, three respondents (2.1%) had contact with the mental health service, one respondent (0.7%) had contact with a pharmacy and 10 respondents (6.9%) had contacted ‘somewhere else.’

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

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

Beds & Luton

- *“Nurse at care home called Ambulance.” (Patient 15)*

Cambs & Peterborough

- *“Lifeline.” (Patient 42)*

Herts & West Essex

- *“Herts Community Respiratory Team.” (Patient 39)*
- *“By pressing my pendant.” (Patient 88)*

Mid & South Essex

- *“Emergency Alarm company.” (Patient 154)*

Norfolk & Waveney

- *“Midwife.” (Patient 97)*
- *“999 person.” (Patient 194)*
- *“Called Appello using careline pendent.” (Patient 257)*

Suffolk & North Essex

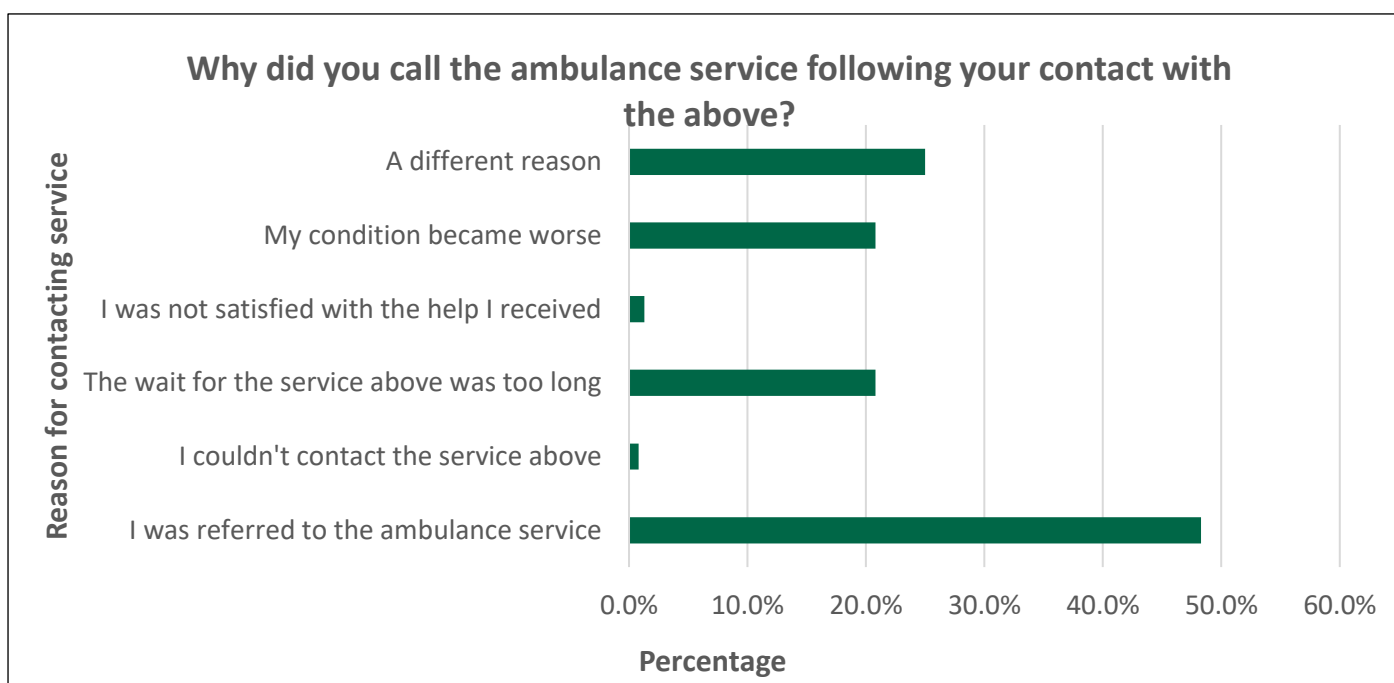
- *“I use Hospital Transport every 12 months as I have mobility problems.” (Patient 182)*

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

240 respondents answered the above question, of these 116 respondents (48.3%) advised that they were referred to the ambulance service. Other responses included ‘couldn’t contact another healthcare provider’ (0.8%), seven (2.9%) felt that the wait for the service was too long, 50 (20.8%) respondents advised that their condition became worse and two respondents (0.8%) couldn’t get an appointment. Three respondents (1.3%) were not satisfied with the help they received and 60 (25.0%) of respondents advised a different reason.

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

Chart illustrating reason for contacting ambulance service:



Overall, 48.3% of respondents who answered the above question had been referred to the ambulance service.

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

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

Beds & Luton

- *"Called 999 first." (Patient 19, April)*
- *"Called 999." (Patient 43, April)*
- *"Out of hours social services advised me if my wife fell again to call 999." (Patient 164, May)*
- *"Paramedics called for an ambulance to take me to hospital." (Patient 174, May)*
- *"My daughter collapsed and I felt 999 was the best option - and rightly so as she was admitted for 2 days." (Patient 195, June)*
- *"Car accident, police and ambulance at scene, was advised due to babies age (6 months) we had to attend the hospital." (Patient 202, June)*
- *"Accidental fall." (Patient 233, June)*
- *"Emergency call by someone who found me unconscious in a field." (Patient 244, June)*
- *"My leg was bleeding profusely, so my husband rang 999 immediately." (Patient 262, June)*

Cambs & Peterborough

- *"Did not contact above services spectators at the game immediately called for an ambulance due to serious head injury." (Patient 23, April)*
- *"The question makes no sense in the context of the preceding question." (Patient 31, April)*
- *"111 called the ambulance." (Patient 32, April)*
- *"I had fallen backwards flat onto my back on the pavement. My neighbours had found me after about 2 minutes, along with builders from one property. They did the decision making and actions, I was just glad." (Patient 80, April)*
- *"Fell over." (Patient 90, April)*

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

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

Cambs & Peterborough

- *"Suspected stroke." (Patient 112, May)*
- *"Night time." (Patient 210, June)*
- *"Non applicable." (Patient 214, June)*
- *"I had set myself on fire and my partner called 999 straight away." (Patient 238, June)*
- *"Advised on last incident to go straight to 999 if incident happened again." (Patient 250, June)*

Herts & West Essex

- *"My wife called ambulance I was having a strok." (Patient 12, May)*
- *"My son just rang 999." (Patient 14, May)*
- *"Was very frightened I was having a heart attack and knew time was of the essence and my husband not coping with the situation." (Patient 16, April)*
- *"My mum's condition worsened." (Patient 103, May)*
- *"I had fallen and unable to get up." (Patient 111, May)*
- *"The symptoms that I had were unlike any that I had in the past for the same condition." (Patient 162, May)*
- *"Ambulance called in response to 999 call." (Patient 172, May)*
- *"In an extreme dizziness state. Unable to move needed immediate help." (Patient 176, May)*
- *"NHS decided to call an ambulance." (Patient 221, June)*
- *"A local business rang the ambulance." (Patient 258, June)*

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

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

Mid & South Essex

- *"Just dialled 999 first." (Patient 139, May)*
- *"Called 999 as my condition was deteriorating." (Patient 144, May)*
- *"I did not call the service." (Patient 148, May)*
- *"111 call the ambulance." (Patient 196, June)*
- *"I was unconscious somebody else called." (Patient 205, June)*
- *"I passed out so first aider in shop called 999." (Patient 222, June)*

Norfolk & Waveney

- *"The problem was too severe for any other option." (Patient 33, April)*
- *"I support a lady with epilepsy and as her epilepsy care plan states, if she has received one dose of Buccolam in the last 24 hours and then continues to have seizures for longer than 5 minutes then 999 must be called as second dose of Buccolam must be authorised to be given by a medically qualified person." (Patient 45, April)*
- *"I was unable to move. The owner of the campsite contacted the ambulance service on my behalf." (Patient 91, April)*
- *"Needed an emergency service." (Patient 92, April)*
- *"An ambulance was called when I collapsed." (Patient 95, April)*
- *"Waters broke baby was on its way." (Patient 97, April)*
- *"The doctors were too busy to come out to see mum following a fall in the garden aged 88." (Patient 125, May)*
- *"My husband contact them as he was concerned and so was my mum." (Patient 215, June)*
- *"My son had taken an overdose." (Patient 218, June)*

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

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

Norfolk & Waveney

- *"Appello contacted ambulance for me." (Patient 257, June)*
- *"I was on a beach and couldn't walk so needed assistance." (Patient 260 June)*
- *"Son not breathing." (Patient 267, June)*

Suffolk & North Essex

- *"I cannot contact the GP because of the bank holiday Friday it was and GP where closed." (Patient 53, April)*
- *"Ambulance service first choice." (Patient 84, April)*
- *"I had a motocross accident and the paramedics on scene decided I needed an ambulance." (Patient 120, May)*
- *"An ambulance call was made by a member of my mental health team when they could not get in contact with me." (Patient 169, May)*
- *"No prior contact made." (Patient 173, May)*
- *"I contact the above service regularly." (Patient 182, May)*
- *"A member of the public called for the ambulance after I passed out." (Patient 228, June)*

Unknown

- *"Emergency." (Patient 9, April)*
- *"Specialist had advised if I had symptoms for my existing condition again, contact 999 directly." (Patient 132, May)*
- *"Someone made the call for me." (Patient 167, May)*

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

65.6% of respondents who answered the above question had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week (14.8%), less than a month (8.8%) or more than a month (10.8%) previously.

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

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

Overall, 94.4% of respondents who answered the above question rated the emergency call handling as 'good' (12.0%) or 'very good' (82.5%). However, five respondents (2.1%) felt the call handling was 'poor' (1.3%) or 'very poor' (0.9%).

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

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

222 respondents (87.4%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (6.7%), advice on how to care for themselves/the patient (3.5%), and six patients (2.4%) had an appointment arranged/advised with another healthcare professional.

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

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

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

Beds & Luton

- *"I was advised to take my daughter directly to A&E as it would be quicker than waiting for an ambulance. Although not ideal, the paramedics were good about it and checked we were happy to proceed in this way." (Patient 117, May)*
- *"Paramedics contacted ambulance service." (Patient 174, May)*

Cambs & Peterborough

- *"Admitted to Hospital." (Patient 112, May)*

Herts & West Essex

- *"The person phoning for help was told there was an 8 hour wait for an ambulance." (Patient 185, June)*
- *"I did not call the ambulance." (Patient 221, June)*

Mid & South Essex

- *"No help was given by the paramedics that came out." (Patient 48, April)*
- *"Non urgent ambulance was booked for myself." (Patient 115, May)*
- *"Admitted to hospital." (Patient 151, May)*

Suffolk & North Essex

"I don't think it was that long after my mental health team called an ambulance that one was sent." (Patient 169, May)

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

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

| Response | ICS Areas | | | | | | | April to June 2023 all areas total |
|---------------------------|--------------|----------------------|--------------------|-------------------|-------------------|----------------------------|------------|------------------------------------|
| | Beds & Luton | Cambs & Peterborough | Herts & West Essex | Mid & South Essex | Norfolk & Waveney | Suffolk & North East Essex | Unknown | |
| Very good | 14 56.0% | 23 59.0% | 26 55.3% | 27 69.2% | 35 71.4% | 30 76.9% | 4 44.4% | 159 64.4% |
| Good | 5 20.0% | 11 28.2% | 10 21.3% | 4 10.3% | 9 18.4% | 6 15.4% | 3 33.3% | 48 19.4% |
| Neither good nor poor | 1 4.0% | 3 7.7% | 5 10.6% | 3 7.7% | 2 4.1% | 1 2.6% | 2 22.2% | 17 6.9% |
| Poor | 4 16.0% | 0 0.0% | 1 2.1% | 2 5.1% | 1 2.0% | 1 2.6% | 0 0.0% | 9 3.6% |
| Very poor | 1 4.0% | 1 2.6% | 3 6.4% | 1 2.6% | 1 2.0% | 1 2.6% | 0 0.0% | 8 3.2% |
| Don't know | 0 0.0% | 1 2.6% | 2 4.3% | 2 5.1% | 1 2.0% | 0 0.0% | 0 0.0% | 6 2.4% |
| Total number of responses | 25 | 39 | 47 | 39 | 49 | 39 | 9 | 247 |
| No reply to question | 1 | 3 | 5 | 4 | 6 | 6 | 2 | 27 |

Overall, 83.8% of respondents who answered the above question rated the length of wait as 'good' (19.4%) or 'very good' (64.4%). However, 6.9% of respondents felt the time they waited was 'poor' (3.6%) or 'very poor' (3.2%).

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

Overall, 98.3% of respondents advised that ambulance service staff had introduced themselves. However, four respondents (1.7%) did not recall receiving an introduction.

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

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

Overall, 99.2% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with 98.3% of these respondents answering 'definitely.' However, two respondents (0.8%) did not feel that they had been treated respectfully or with dignity.

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

Q11 – Did the ambulance staff respect your privacy?

Positively, all respondents who answered the above question advised their privacy was respected to at least 'some extent,' with 98.7% of these respondents advising that they had 'definitely' been treated with privacy.

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

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

Of the 241 respondents who answered the above question, 236 (97.9%) described the attitude of ambulance service staff as 'excellent' (95.9%) or 'good' (2.1%). However, five respondents (2.1%) rated staff attitude as 'poor.'

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

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

237 respondents (98.3%) who answered the above question felt they could trust the ambulance service to ‘at least some extent,’ with 97.1% of these respondents advising that they ‘definitely’ trusted the ambulance service staff.

Unfortunately, four patients (1.7%) did not feel that they could trust the ambulance service staff.

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

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

Overall, 231 respondents (96.7%) who answered the above question recalled the explanation of their care/treatment as definitely being in a way they could understand.’ Four respondents (1.7%) advised that they did not understand the explanation provided and four respondents (1.7%) did not recall receiving an explanation from staff.

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

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

The majority of respondents (96.3%) felt involved to at least ‘some extent’ in the decisions made regarding their care, with 88.8% of these respondents answering that they were ‘definitely’ involved. However, nine respondents (3.7%) did not feel involved in the decisions made.

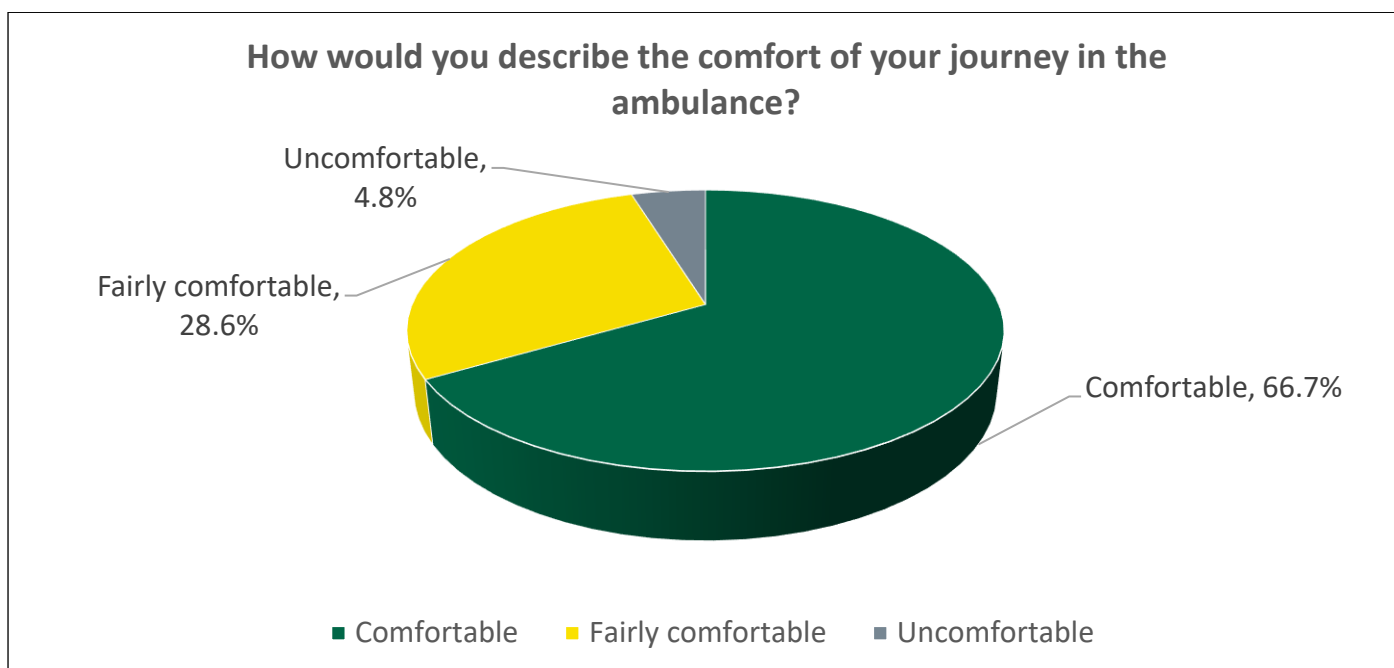
The remaining respondents were either ‘unable to say’ or did not respond.

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

Overall, 220 respondents who answered the above question felt that their pain had either been managed (63.6%) or they had not been experiencing pain (31.6%). Nine respondents (3.9%) did not feel that their pain had been appropriately managed and two respondents (0.9%) declined pain relief.

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

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

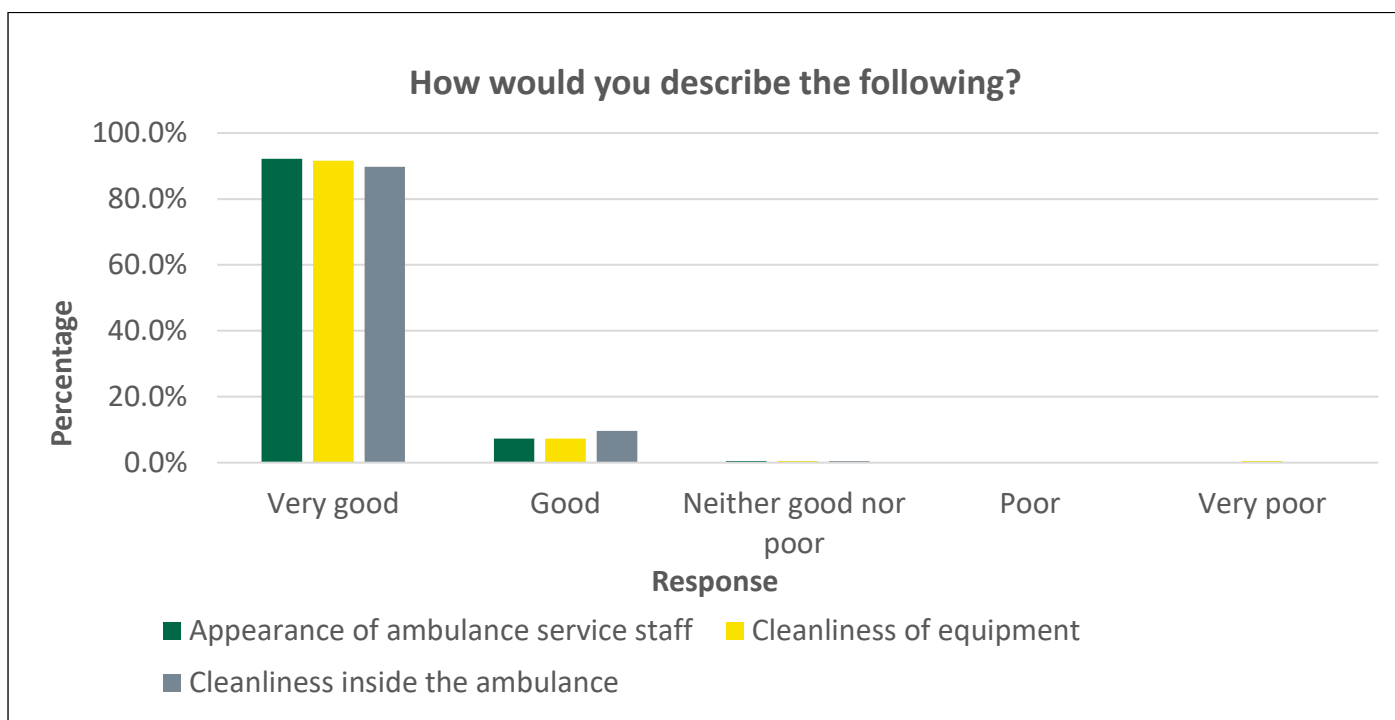


Overall, 95.2% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (28.6%) or 'comfortable' (66.7%) when travelling in the ambulance. Nine respondents (4.8%) felt 'uncomfortable' whilst travelling to hospital.

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

Q18 – How would you describe the following?

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



Ambulance staff appearance was rated as either 'good' (7.3%) or 'very good' (92.2%) by 99.5% of respondents, with a similar proportion of respondents also satisfied with the cleanliness of equipment: 'very good' (91.6%) or 'good' (7.3%).

Of the patients who were conveyed, 99.5% rated the cleanliness inside the ambulance as 'good' (9.6%) or 'very good' (89.8%).

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

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

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

Of the 178 respondents who were able to answer this question, 170 respondents (95.5%) rated the handover process as being either 'good' or 'very good.' However, three respondents felt the handover was 'poor' (1.7%) and five respondents (2.8%) answered 'neither good nor poor.'

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

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

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

The remaining respondents did not answer this question.

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

Six respondents who were able to answer the above question advised 'GP' (16.7%), 'hospital department' (50.0%) or 'other' (33.3%). The remaining respondents did not respond.

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

- "A nurse saw me and prescribed antibiotics." (Patient 40, Mid & South Essex, April)
- "A&E." (Patient 214, Cambs & Peterborough, June)

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

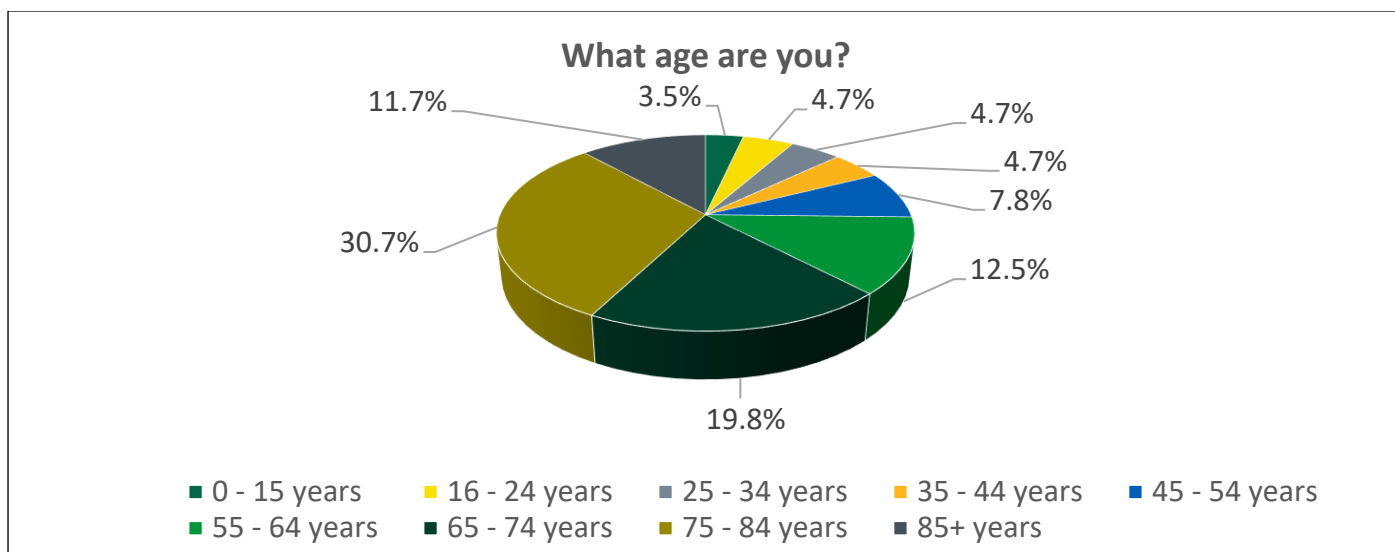
26 respondents were able to answer this question, with 18 of these respondents advising that it was explained why an ambulance would not be dispatched. Eight respondents advised that it was not explained why an ambulance would not be dispatched. 235 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

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

Of the 26 respondents who were able to answer this question, five respondents did not agree that an ambulance had not been dispatched and 21 respondents did agree that an ambulance had not been dispatched. 234 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

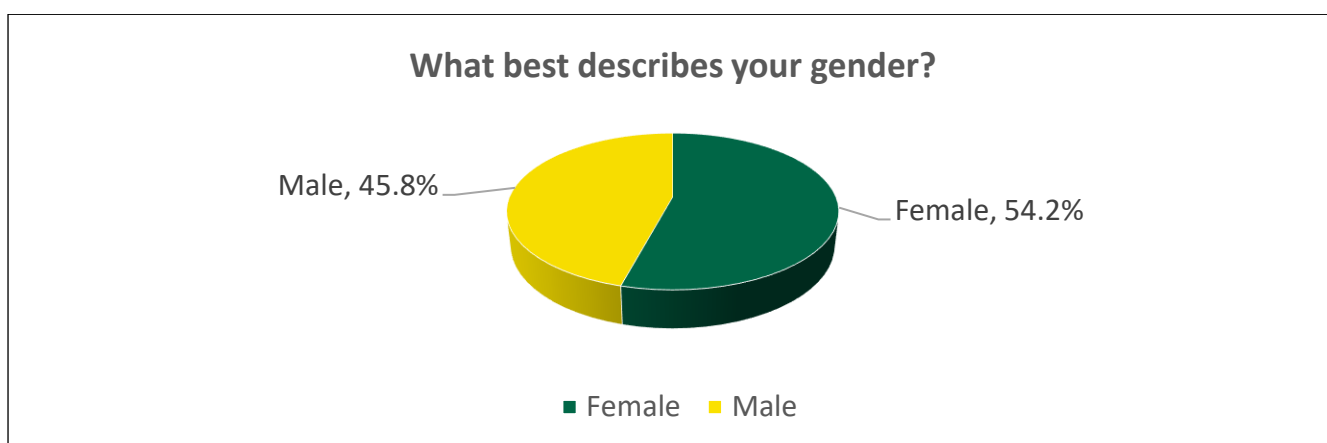
Demographics and Equality and Diversity Information

What age are you?



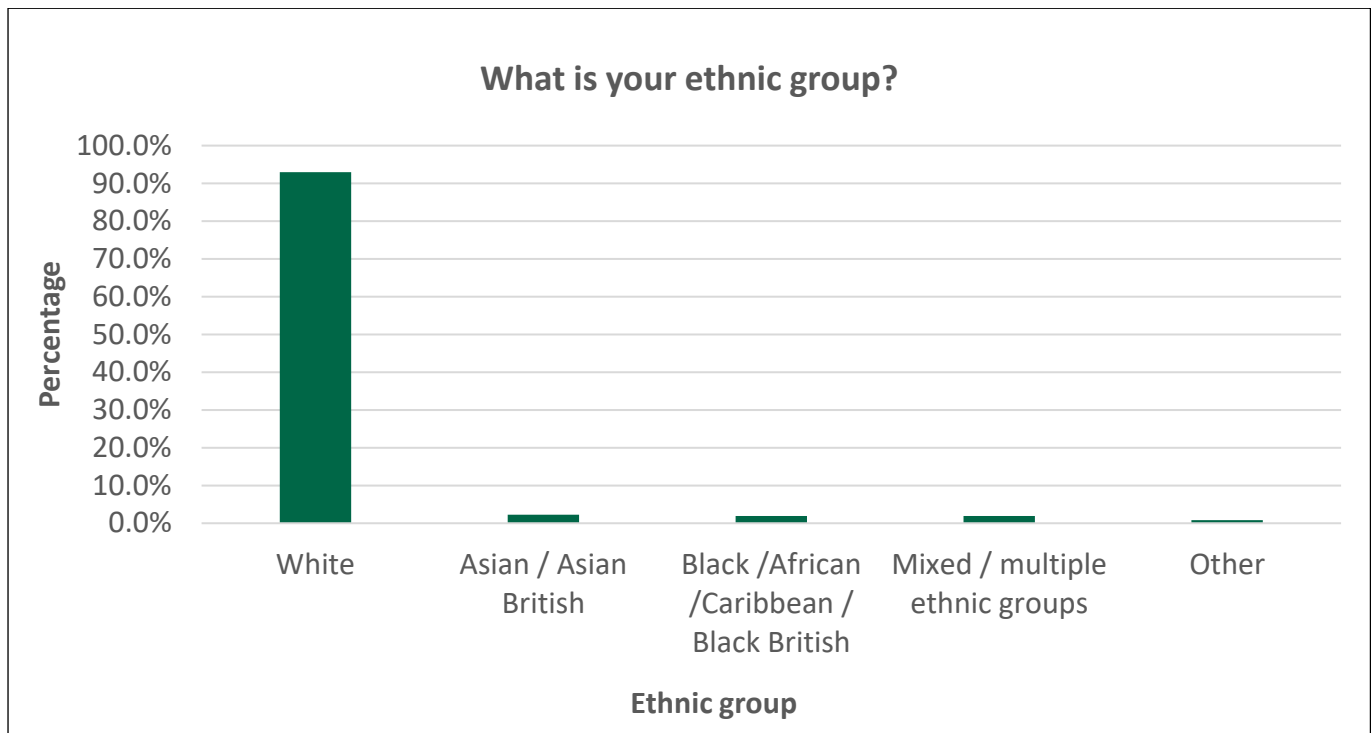
14 respondents did not complete this question and three respondents answered, 'prefer not to say.'

What best describes your gender?



14 respondents did not complete this question.

What is your ethnic group?

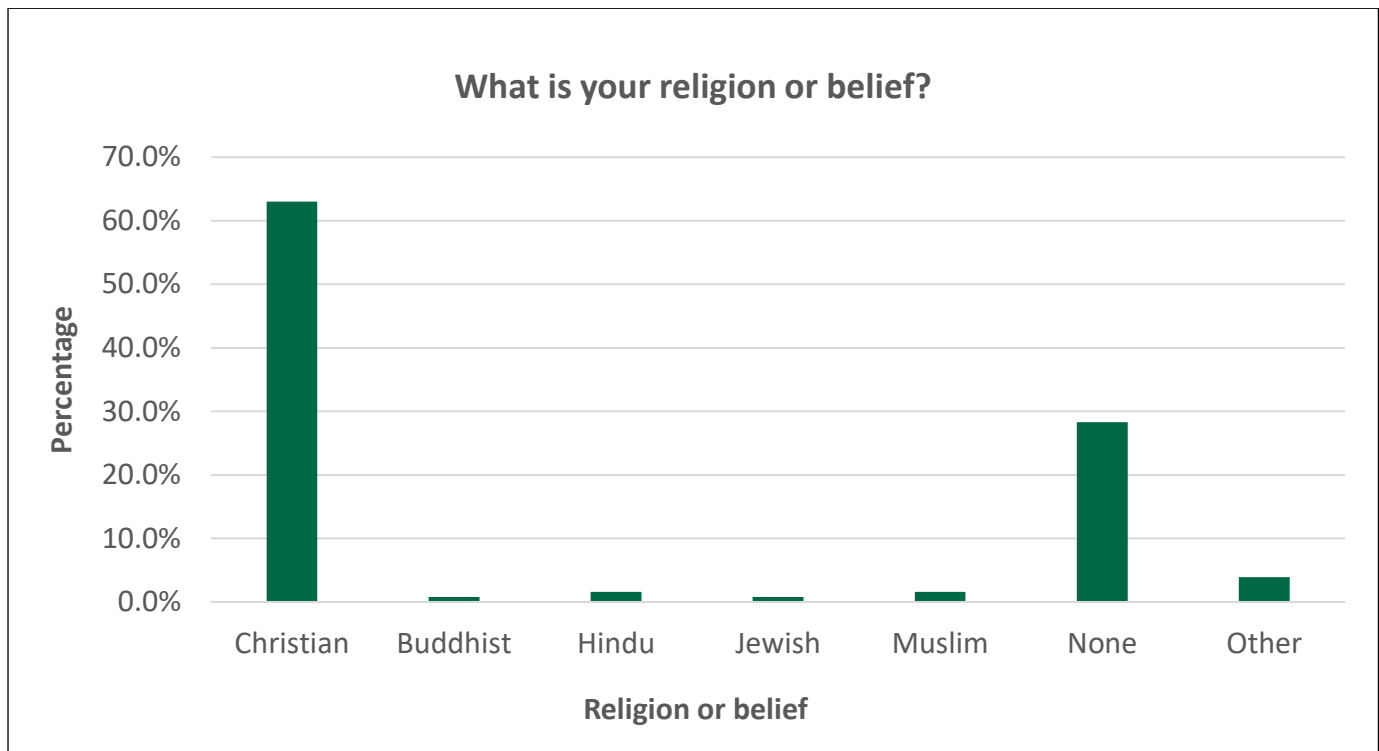


Overall, 93.0% of patients responded that they were of a white ethnic group, the remaining 7.0% of patients were either of a mixed/multiple ethnic group (1.9%), Asian/Asian British (2.3%), Black/African/Caribbean/Black British (1.9%) or 'other' (0.8%). 14 respondents did not complete this question and three respondents answered, 'prefer not to say'.

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

- *"East African Asian British." (Patient 42, April, Cambs & Peterborough)*

What is your Religion or Belief?

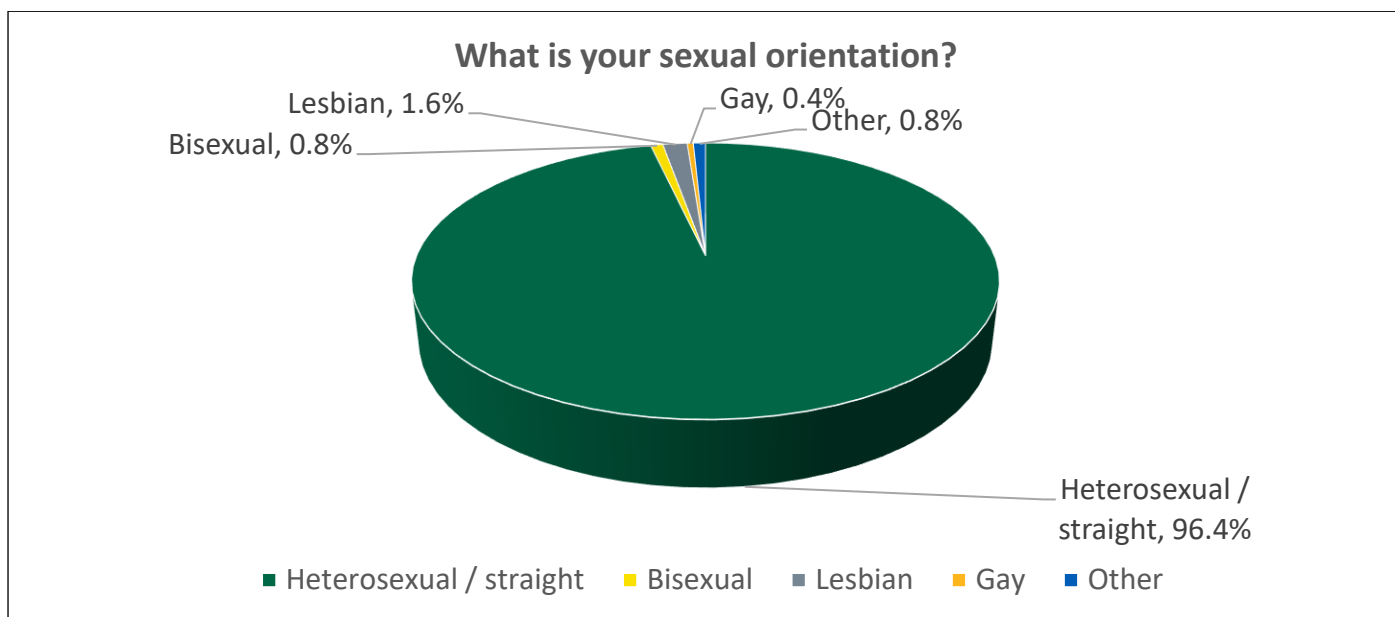


Overall, 160 (63.0%) of patients responded that their religion or belief was 'Christian,' the remaining 94 (37.0%) of patients advised either 'Buddhist,' (0.8%), 'Hindu,' (1.6%), 'Jewish,' (0.8%), 'Muslim,' (1.6%) 'None' (28.3%) or 'other' (3.9%). 15 respondents did not complete this question and five respondents answered, 'prefer not to say.'

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

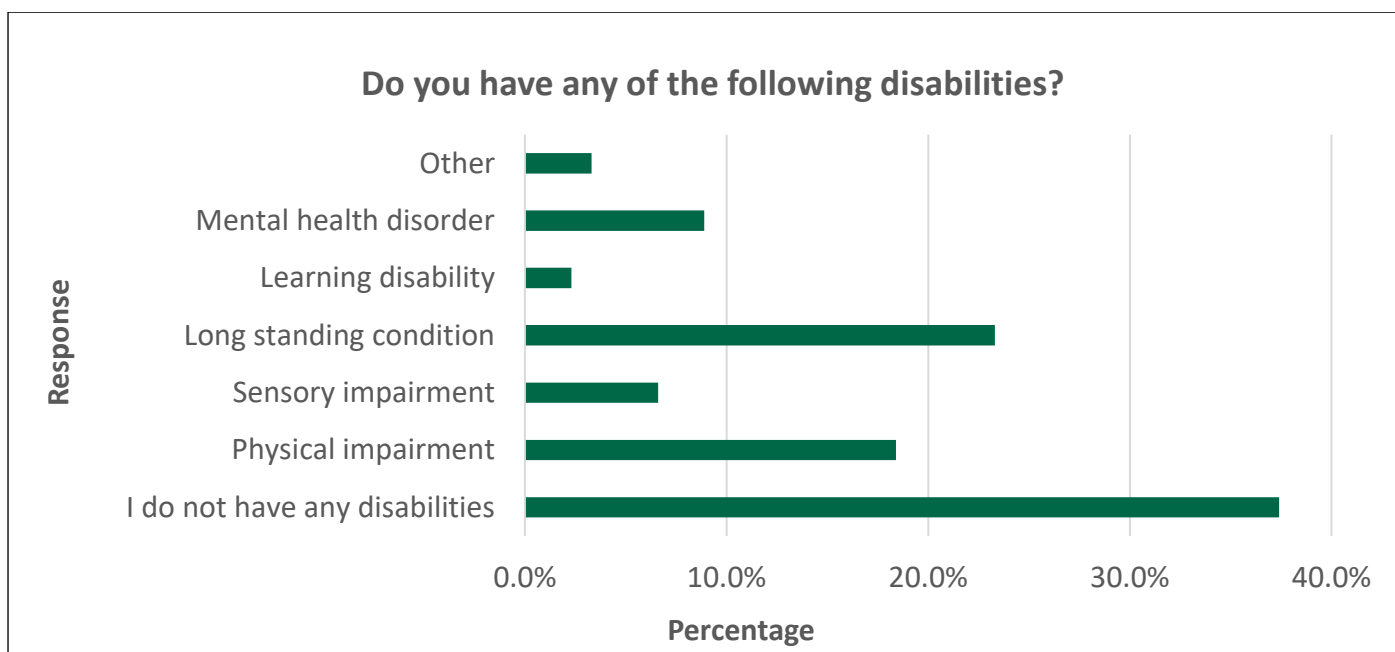
- "Roman Catholic." (Patient 28, April, Mid & South Essex)
- "Spiritual." (Patient 37, April, Herts & West Essex)
- "Catholic." (Patient 44, April, Suffolk & North Essex)
- "R/C." (Patient 57, April, Suffolk & North Essex)
- "C of E." (Patient 204, June, Herts & West Essex)
- "Humanitarian." (Patient 210, June, Cambs & Peterborough)
- "Norse Pagan." (Patient 235, June, Norfolk & Waveney)

What is your sexual orientation?



17 respondents did not complete this question and 10 respondents answered 'prefer not to say'.

Do you have any of the following disabilities?



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

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

Cambs & Peterborough

- *"Autism." (Patient 26, April)*
- *"ADHD." (Patient 31, April)*
- *"Chronic back pain." (Patient 42, April)*
- *"Leukaemia." (Patient 134, May)*

Herts & West Essex

"AML Leukaemia." (Patient 12, May)

Do you have any of the following disabilities?

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

Norfolk & Waveney

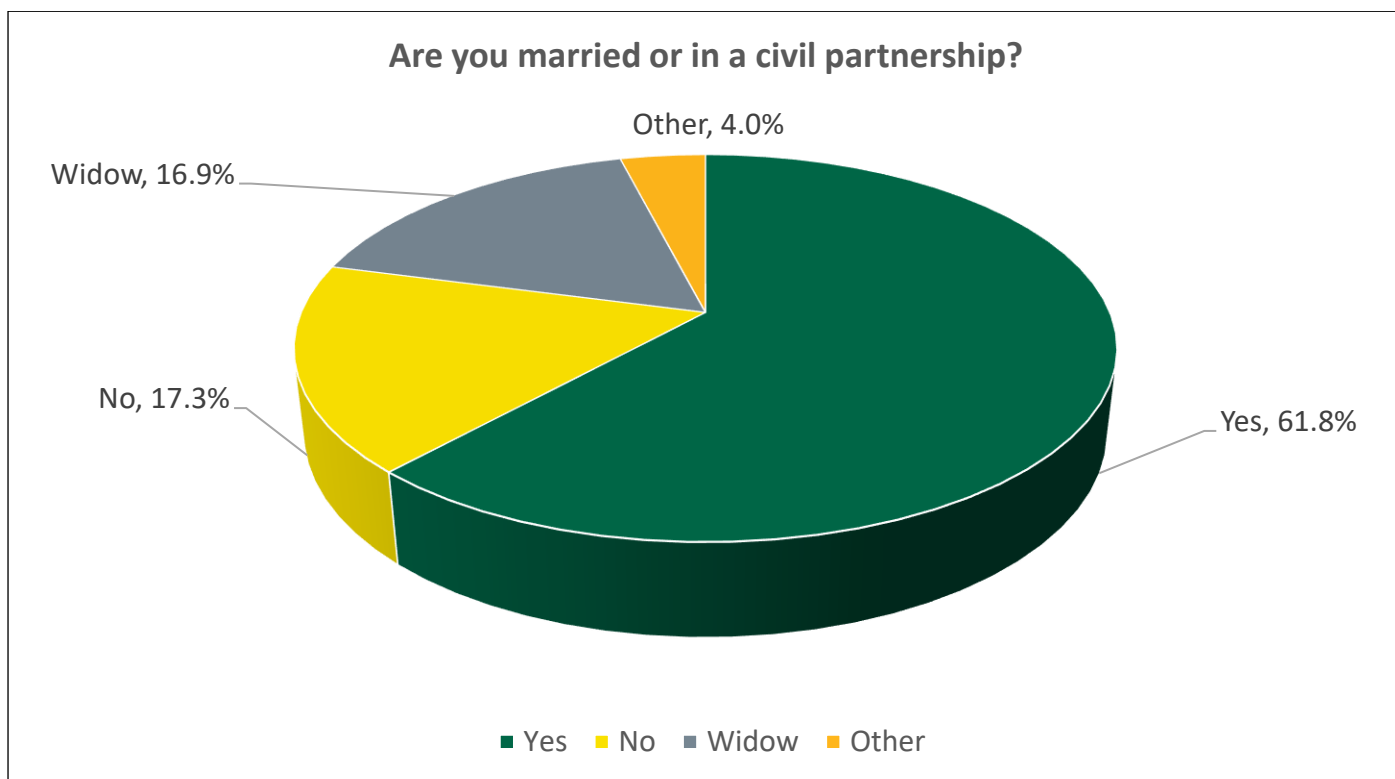
"Old." (Patient 125, May)

"Vision impaired." (Patient 257, June)

Suffolk & North Essex

- *"Diseased enlarged heart plus Pace maker and defibulator, degenerative spine." (Patient 182, May)*
- *"Health condition." (Patient 241, June)*

Are you married or in a civil partnership?



15 respondents did not complete this question and 10 respondents answered 'prefer not to say.' The below comments were received from the respondents who answered 'other':

Beds & Luton

- *"Divorced." (Patient June)*

Cambs & Peterborough

- *"Separated. Living on my own." (Patient 42, April)*

Herts & West Essex

- *"Widower." (Patient 88, April)*

Are you married or in a civil partnership?

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

Mid & South Essex

- "Partner." (Patient 96, April)
- "Widower." (Patient 243, June)

Norfolk & Waveney

- "Divorced." (Patient 24, April)

Suffolk & North Essex

- "Widower." (Patient 87, April)

Unknown

- "Widower." (Patient 116, May)

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

147 (97.4%) out of 151 respondents who completed the above question either answered that they were not pregnant, or they did not have a child under 12 months of age. Two respondents (1.3%) advised that they were either pregnant, and two respondents (1.3%) answered that they had a child under 12 months old.

19 respondents did not complete this question and 104 respondents answered 'prefer not to say' or 'not applicable.'

Aftercare

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