



Emergency Service Patient Experience Report

Emergency Service October to December 2023

Authors: Tessa Medler, Patient Experience Facilitator

Report Period: October to December 2023

Date of Report: June 2024

Emergency Service patient experience results for October to December 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 October to December 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, **85.2%** of respondents who answered the overall satisfaction question and had used the ES during October to December 2023 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (88.3%), with 202 respondents (82.8%) advising that they had received an emergency response following their call. Overall, 77.2% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 12.0% of respondents rated the time the ambulance took to arrive as either 'poor' or 'very poor.'

Positively, the majority of respondents felt that they were treated with dignity, respect and privacy and could trust the ambulance service staff. 221 respondents also provided 'good' (3.2%) or 'excellent' (95.0%) 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 (58.3%) or they had not been experiencing pain (35.1%). However, 13 respondents (6.2%) did not feel that their pain had been appropriately managed.

Cleanliness of the interior of the ambulance, equipment and the appearance of staff were rated highly, and 71.6% 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:

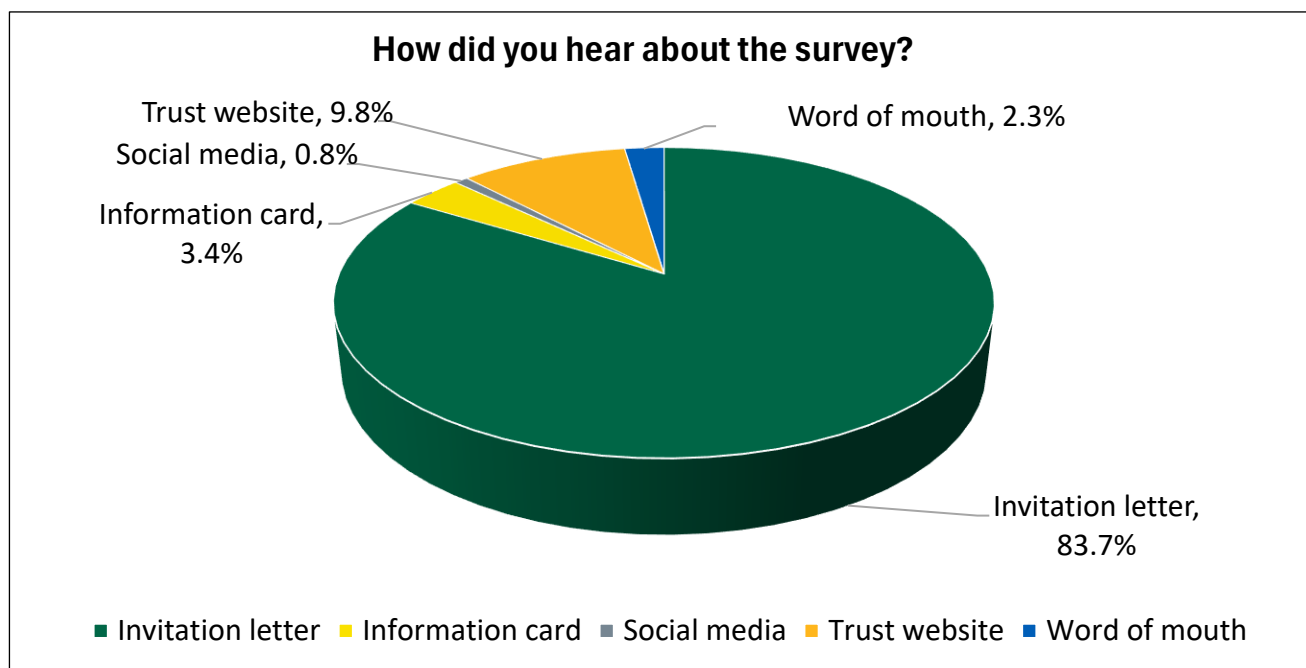
The results to the survey have been grouped into the below Integrated Care Systems (ICS):

- 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 (83.7%) advised that they had heard about the survey via the invitation to feedback letter.

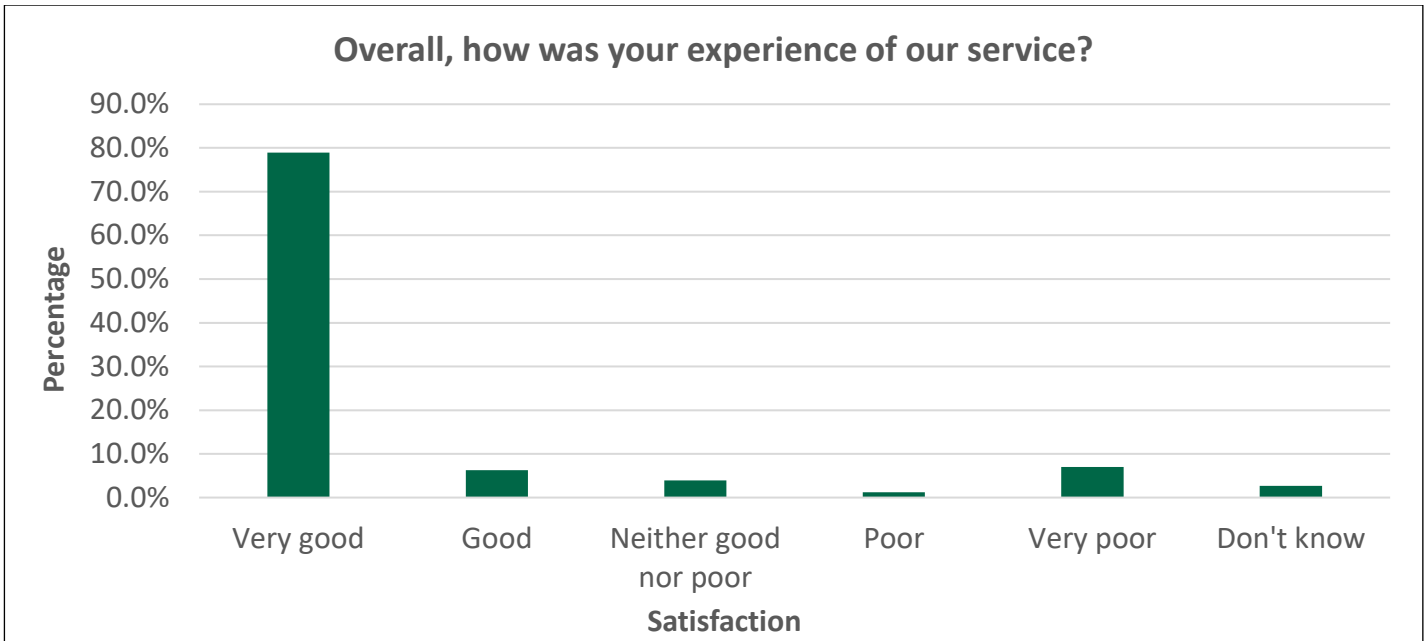
Q1 – Overall, how was your experience of our service?

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							October to December 2023 combined percentage
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Overall satisfaction	14/18 77.8%	40/42 95.2%	30/39 76.9%	40/43 93.0%	45/54 83.3%	36/43 83.7%	13/17 (76.5%)	218/256 (85.2%)
Total number of responses	18	42	39	43	54	43	17	256

Chart illustrating overall satisfaction for all ICS areas:



Overall, 85.2% of respondents who answered the FFT question and had used the service during October to December 2023 rated the service as ‘good’ (6.3%) or ‘very good’ (78.9%). 10 respondents (3.9%) rated the service as ‘neither good nor poor’ and three respondents rated the service as either ‘poor’ (1.2%) or ‘very poor’ (7.0%). Seven respondents (2.7%) answered ‘don’t know’ and the remaining respondents did not provide a response.

Q2 – Are you the patient?

Overall, 71.9% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: “mother,” “daughter,” “son” and “niece.”

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

Overall, 170 respondents advised that had been in contact with another healthcare provider prior to calling 999: 109 respondents (64.1%) had initially contacted the NHS 111 Service, 29 respondents (17.1%) had contacted their GP, seven respondents (4.1%) had contact with the hospital department, seven respondents (4.1%) had contact with the mental health service, five respondents (2.9%) had contact with a pharmacy and 13 respondents (7.6%) had contacted 'somewhere else.'

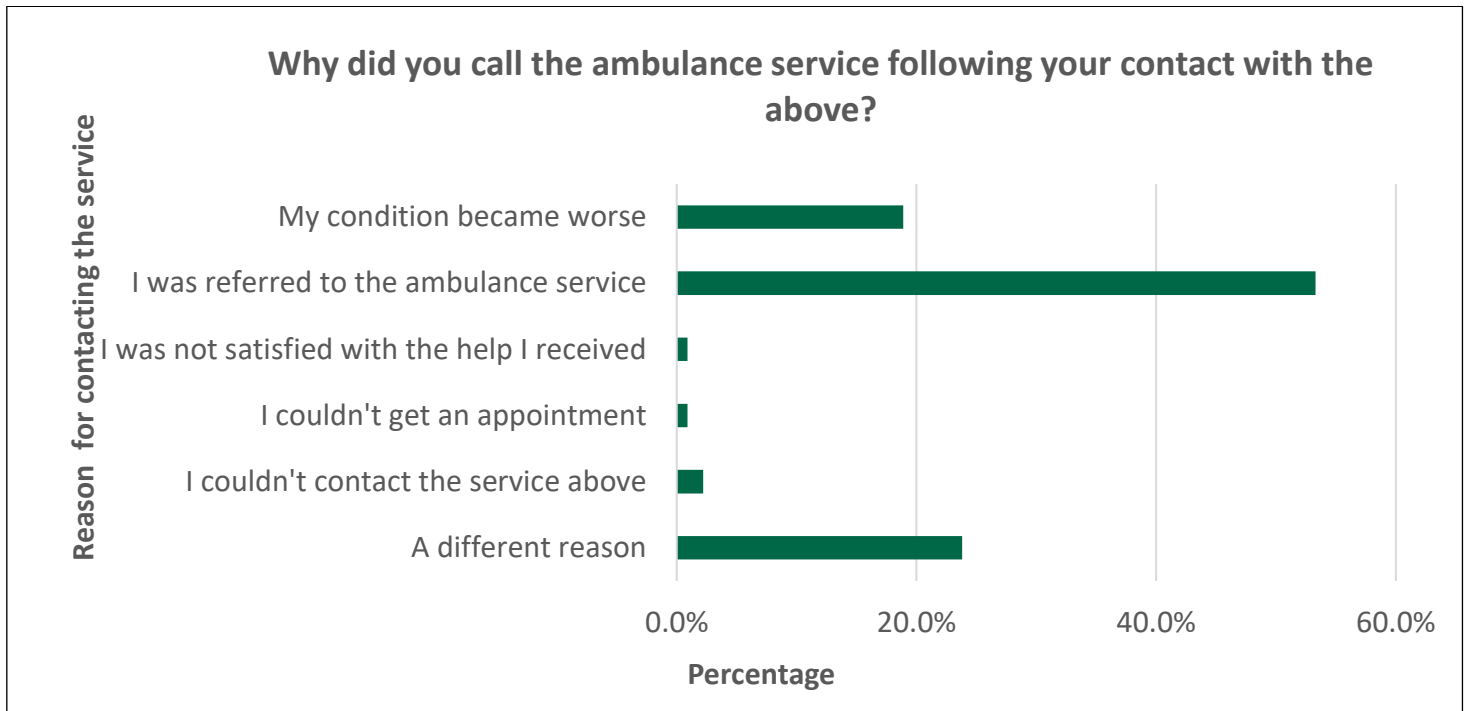
The remaining respondents were either 'unable to say' or did not respond.

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

227 respondents answered the above question, of these 121 respondents (53.3%) advised that they were referred to the ambulance service. Other responses included 'couldn't contact another healthcare provider' (2.2%), 43 (18.9%) respondents advised that their condition became worse and two respondents (0.9%) couldn't get an appointment. Two respondents (0.9%) were not satisfied with the help they received and (23.8%) 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, 53.3% of respondents who answered the above question had been referred to the ambulance service.

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

70.0% of respondents who answered the above question had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week (13.3%), less than a month (6.7%) or more than a month (10.0%) 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, 88.3% of respondents who answered the above question rated the emergency call handling as 'good' (17.0%) or 'very good' (71.3%). However, 16 respondents (7.2%) felt the call handling was 'poor' (0.9%) or 'very poor' (6.3%).

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

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

202 respondents (82.8%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (11.5%), advice on how to care for themselves/the patient (2.9%), and seven patients (3.5%) had an appointment arranged/advised with another healthcare professional.

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

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

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

Response	ICS Areas							October to December 2023 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	6 (50.0%)	25 (62.5%)	22 (51.2%)	25 (61.0%)	26 (48.1%)	21 (46.7%)	3 (50.0%)	128 (53.1%)
Good	2 (16.7%)	9 (22.5%)	8 (18.6%)	10 (24.4%)	15 (27.8%)	14 (31.1%)	0 (0.0%)	58 (24.0%)
Neither good nor poor	0 (0.0%)	3 (7.5%)	3 (7.0%)	3 (7.3%)	4 (7.4%)	1 (2.2%)	1 (16.7%)	15 (6.2%)
Poor	4 (33.3%)	0 (0.0%)	1 (2.3%)	1 (2.4%)	3 (5.6%)	0 (0.0%)	0 (0.0%)	9 (3.7%)
Very poor	0 (0.0%)	2 (5.0%)	5 (11.6%)	2 (4.9%)	5 (9.3%)	6 (13.3%)	0 (0.0%)	20 (8.3%)
Don't know	0 (0.0%)	1 (2.5%)	4 (9.3%)	0 (0.0%)	1 (1.9%)	3 (6.7%)	2 (33.3%)	11 (4.6%)
Total number of responses	12	40	43	41	54	45	6	241
No reply to question	5	2	2	5	8	3	0	25

Overall, 77.2% of respondents who answered the above question rated the length of wait as 'good' (24.0%) or 'very good' (53.1%). However, 12.0% of respondents felt the time they waited was 'poor' (3.7%) or 'very poor' (8.3%).

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

Overall, 98.2% of respondents advised that ambulance service staff had introduced themselves. However, four respondents (1.8%) 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?

Of the 222 respondents who answered the above question, 218 advised that they had either 'definitely' (97.3%) or to 'some extent' (0.9%) been treated with dignity and respect. The remaining respondents were either 'unable to say' or did not respond.

Q11 – Did the ambulance staff respect your privacy?

Of the 223 respondents who answered the above question, four (1.8%) advised their privacy was respected to at least 'some extent,' with 97.8% of these respondents advising that they had 'definitely' been treated with privacy. However, one respondent (0.4%) did not feel they were 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 221 respondents who answered the above question, 217 (98.2%) described the attitude of ambulance service staff as 'excellent' (95.0%) or 'good' (3.2%). However, four respondents (1.8%) 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?

218 respondents (97.8%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 94.6% of these respondents advising that they 'definitely' trusted the ambulance service staff.

Unfortunately, five patients (2.2%) 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, 208 respondents (96.7%) who answered the above question recalled the explanation of their care/treatment as definitely being in a way they could understand.' One respondent (0.5%) advised that they did not understand the explanation provided and six respondents (2.8%) 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, eight respondents (3.7%) did not feel involved in the decisions made.

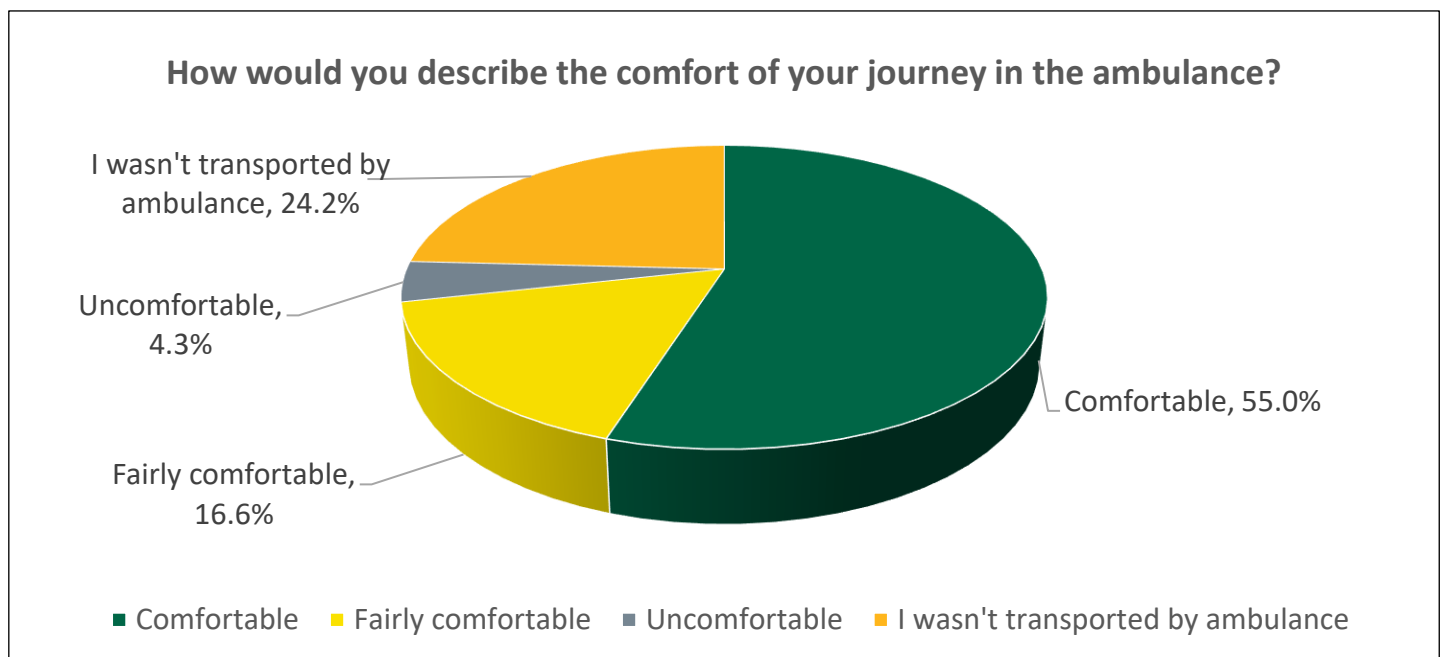
The remaining respondents were either 'unable to say' or did not respond.

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

Overall, 197 respondents who answered the above question felt that their pain had either been managed (58.3%) or they had not been experiencing pain (35.1%). One (0.5%) respondent advised that they declined pain relief and 13 respondents (6.2%) did not feel that their pain had been appropriately managed.

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?

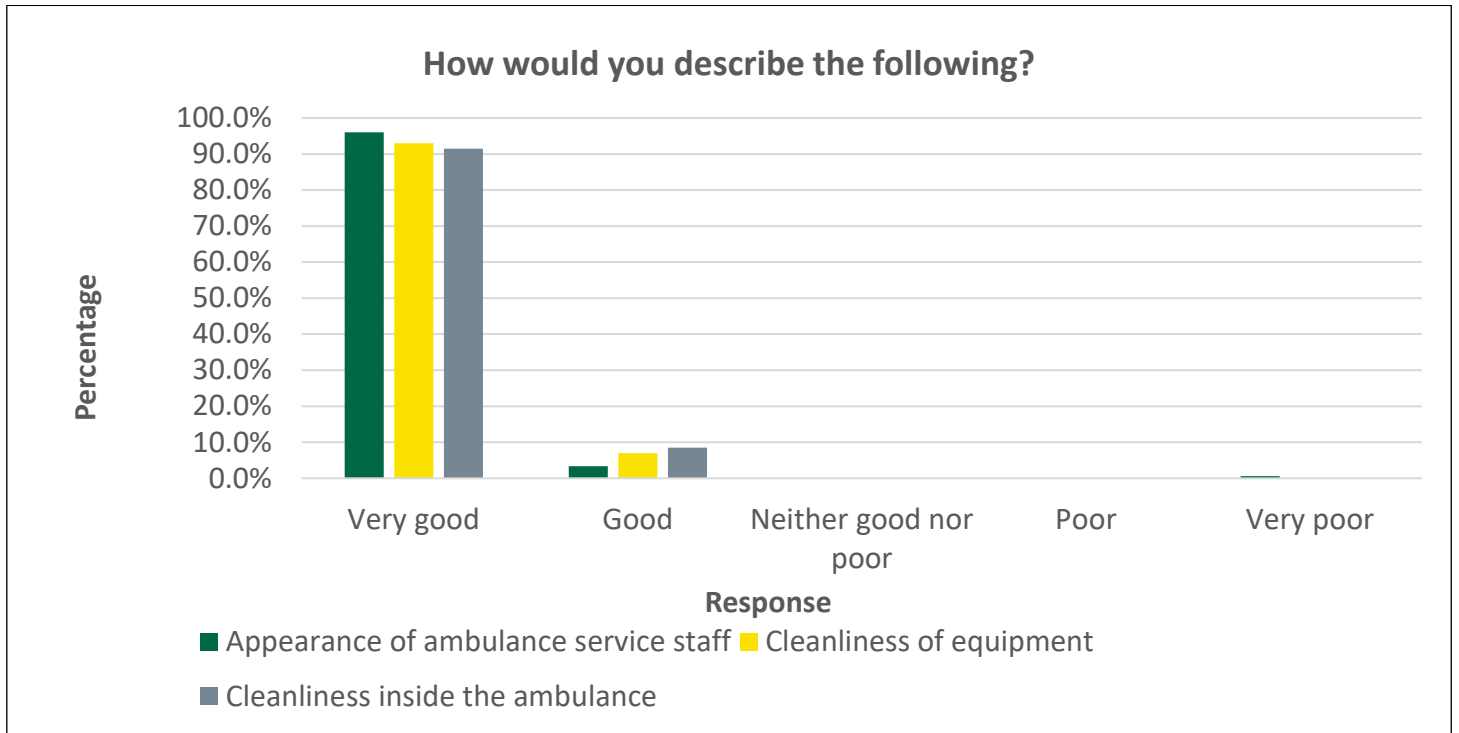


Overall, 71.6% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (16.6%) or 'comfortable' (55.0%) when travelling in the ambulance. Nine respondents (4.3%) felt 'uncomfortable' whilst travelling to hospital.

51 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' (3.4%) or 'very good' (96.0%) by 99.4% of respondents, with a similar proportion of respondents also satisfied with the cleanliness inside the vehicle: 'very good' (91.5%) or 'good' (8.5%) and the cleanliness of equipment: 'very good' (93.0%) or 'good' (7.0%).

One patient (0.6%) rated staff appearance as 'very 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 170 respondents who were able to answer this question, 147 respondents (86.5%) rated the handover process as being either 'good' (20.0%) or 'very good' (66.5%). However, four respondents felt the handover was 'poor' (1.8%) or 'very poor' (0.6%) and two respondents (1.2%) 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?

30 respondents advised that they were able to follow the advice and nine respondents felt that they were unable to follow the advice given over the telephone, 213 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?

Seven respondents who were able to answer the above question and advised 'GP' (85.7%) or 'NHS 111' (14.3%). The remaining respondents did not respond.

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

39 respondents were able to answer this question, with 30 (76.9%) of these respondents advising that it was explained why an ambulance would not be dispatched. Nine respondents advised that it was not explained why an ambulance would not be dispatched. 213 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 46 respondents who were able to answer this question, 23 respondents did not agree that an ambulance had not been dispatched and 23 respondents did agree that an ambulance had not been dispatched. 206 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

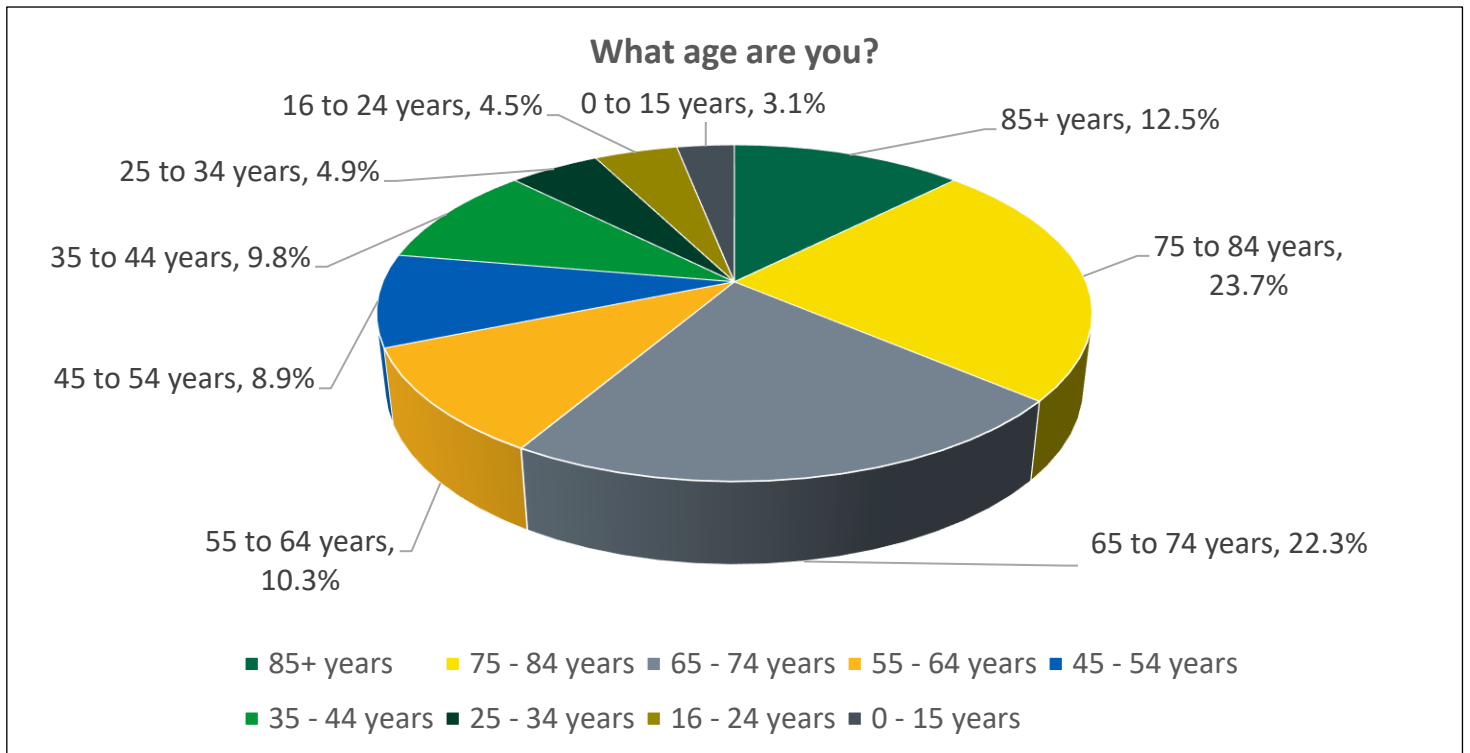
The below comments were also provided in response to this question:

- *“The paramedic arranged for the required prescription and collected for me. That was what I was trying to obtain from my surgery but could not get the receptionist to understand. The surgery have now apologised and provided more training for staff.” (Patient 19, Cambs & Peterborough)*
- *“My son was in agony.” (Patient 32, Suffolk & North East Essex)*
- *“I was worried about going into shock when the swarm attacked me but after waiting so long for the ambulance it wasn't worth sending one as I felt the risk had decreased, lucky for me I suppose.” (Patient 45, Herts & West Essex)*
- *“Not when being told by Drs that I should call an ambulance.” (Patient 85, Herts & West Essex)*
- *“It was decided by the ambulance crew that there was no need to send her to hospital.” (Patient 89, Mid & south Essex)*
- *“The ambulance from James Paget to Norfolk & Norwich was exemplary, the fact no ambulance was available when I needed it was disappointing.” (Patient 114, Norfolk & Waveney)*
- *“Her medical problems.” (Patient 119, Unknown area)*
- *“3 years old struggling to breathe.” (Patient 149, Herts & West Essex)*
- *“They didn't give me an option, they just said my symptoms would calm down.” (Patient 195, Beds & Luton)*
- *“Told it would be 16 HR wait. Get myself there as I needed to be seen and Have a good day.” (Patient 200, Norfolk & Waveney)*
- *“We needed one.” (Patient 207, Suffolk & North East Essex)*
- *“I was in the worst pain of my life, had been completely dehydrated for days, and fainting repeatedly. I could not walk or stand anymore.” (Patient 226, Cambs & Peterborough)*

- “We had to beg for someone to come out as they didn't want to at first.” (Patient 237, Herts & West Essex)
- “I’m very reactive to pain, I faint. Luckily, I was not on that day.” (Patient 264, Mid & South Essex)

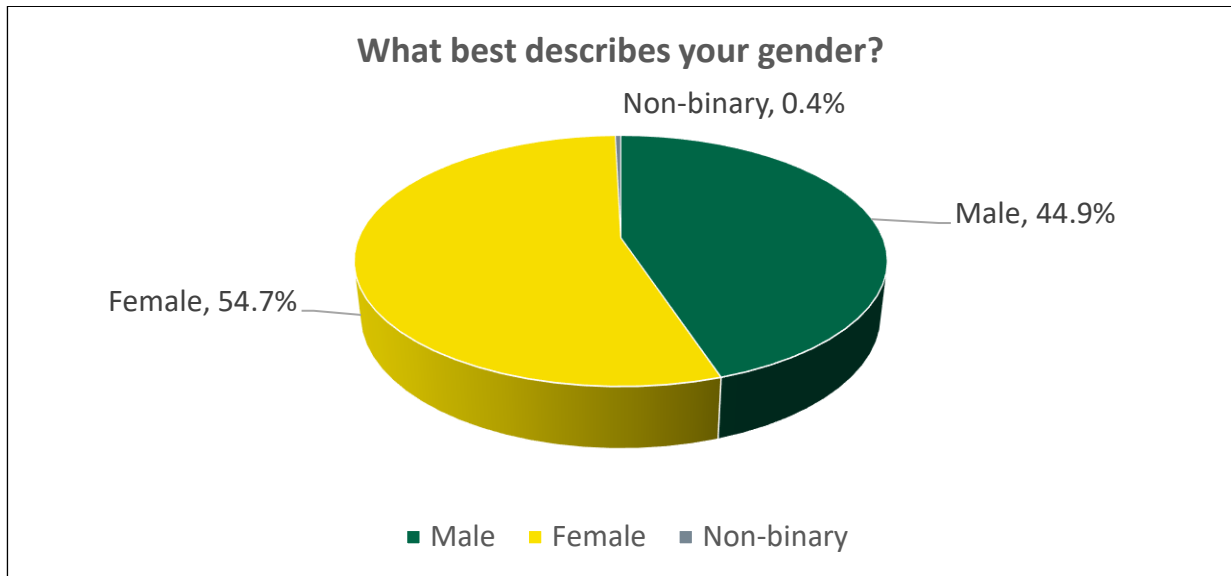
Demographics and Equality and Diversity Information

What age are you?



Eight respondents did not complete this question and two respondents answered, ‘prefer not to say.’

What best describes your gender?



Seven respondents did not complete this question and two respondents answered, 'prefer not to say.'

What is your ethnic group?

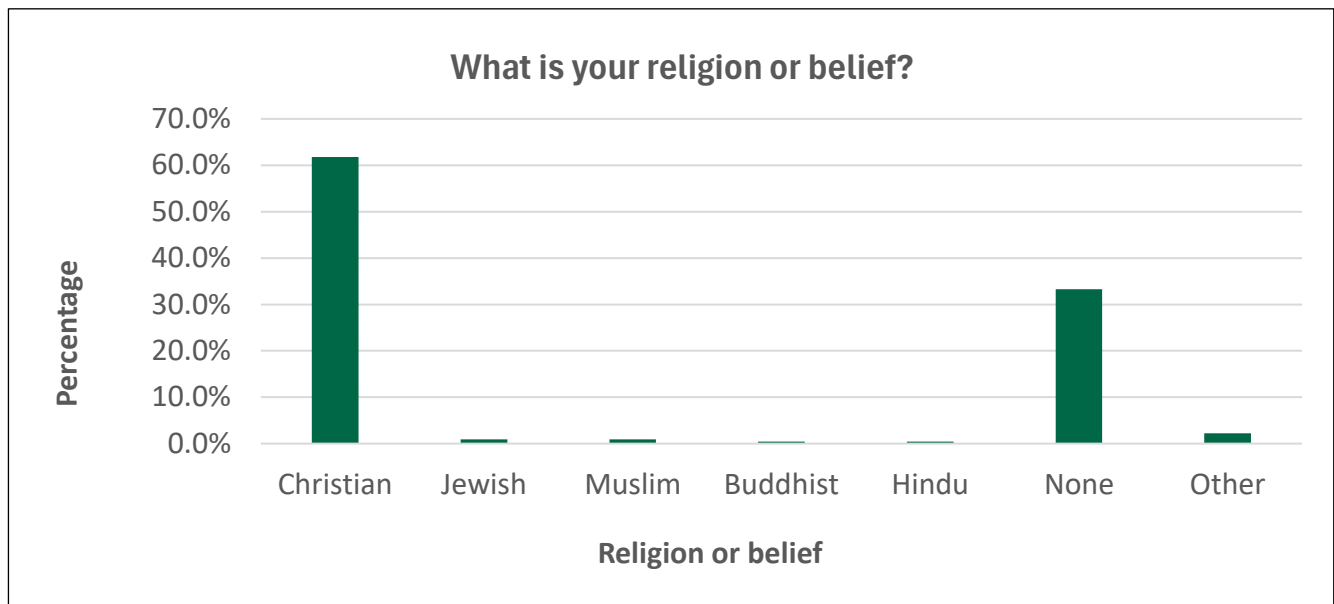


Overall, 95.4% of patients responded that they were of a white ethnic group, the remaining 4.6% of patients were either Asian/Asian British (2.1%), mixed/multiple ethnic group (0.8%), Black/African/Caribbean/Black British (0.8%) or 'other' (0.8%). 24 respondents did not complete this question and seven respondents answered, 'prefer not to say'.

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

- *"Maltese." (Patient 40, Norfolk & Waveney)*
- *"Jewish." (Patient 89, Mid & South Essex)*

What is your Religion or Belief?

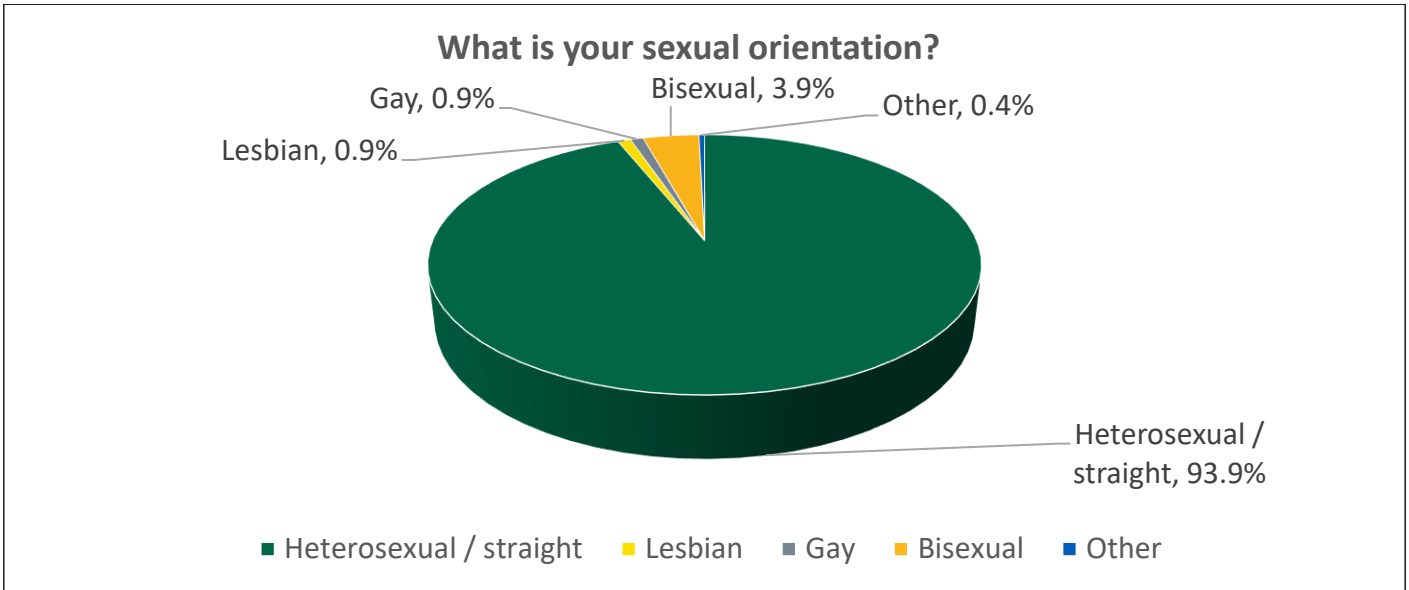


Overall, 141 (61.8%) of patients responded that their religion or belief was 'Christian,' the remaining 87 (38.2%) of patients advised either 'Jewish,' (0.9%), 'Muslim,' (0.9%), 'Buddhist,' (0.4%), 'Hindu,' (0.4%), 'None,' (33.3%) or 'other' (2.2%). 26 respondents did not complete this question and 17 respondents answered, 'prefer not to say.'

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

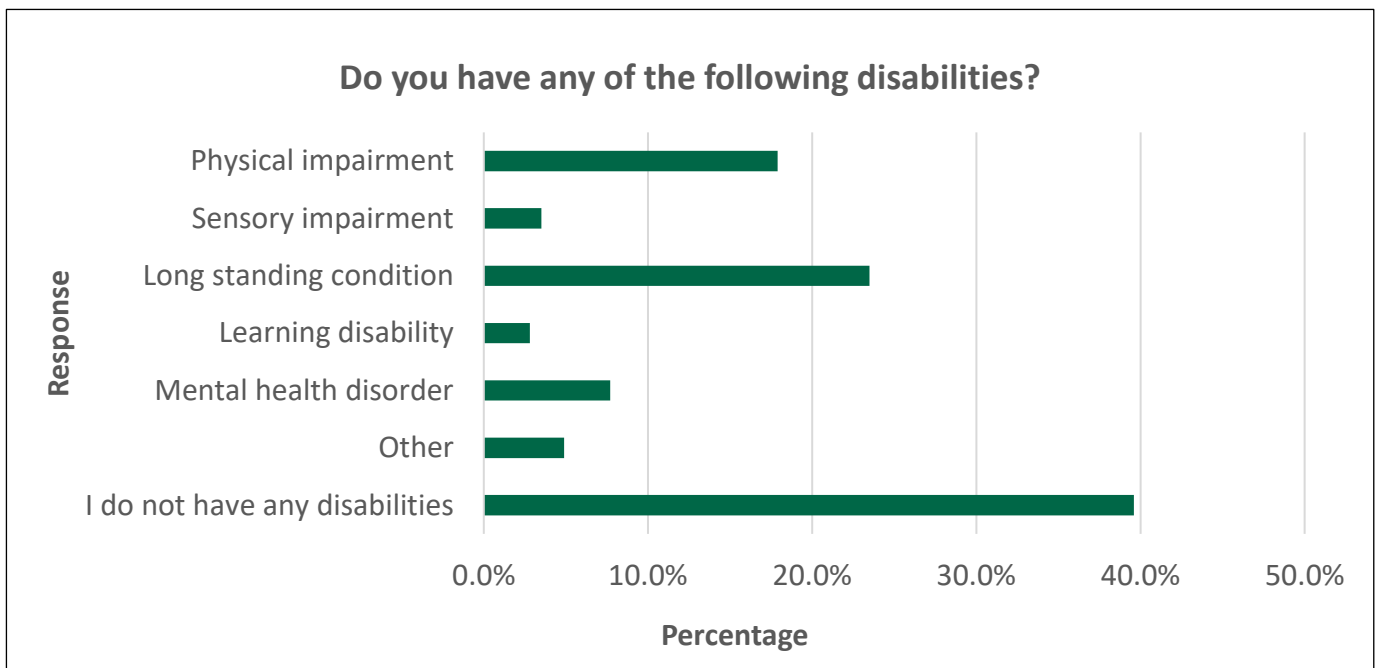
- *"Catholic." (Patient 30 & Patient 183, Suffolk & North East Essex)*
- *"Love." (Patient 33, Suffolk & North East Essex)*
- *"Spiritual." (Patient 166, Cambs & Peterborough)*

What is your sexual orientation?



28 respondents did not complete this question and 12 respondents answered 'prefer not to say'.

Do you have any of the following disabilities?

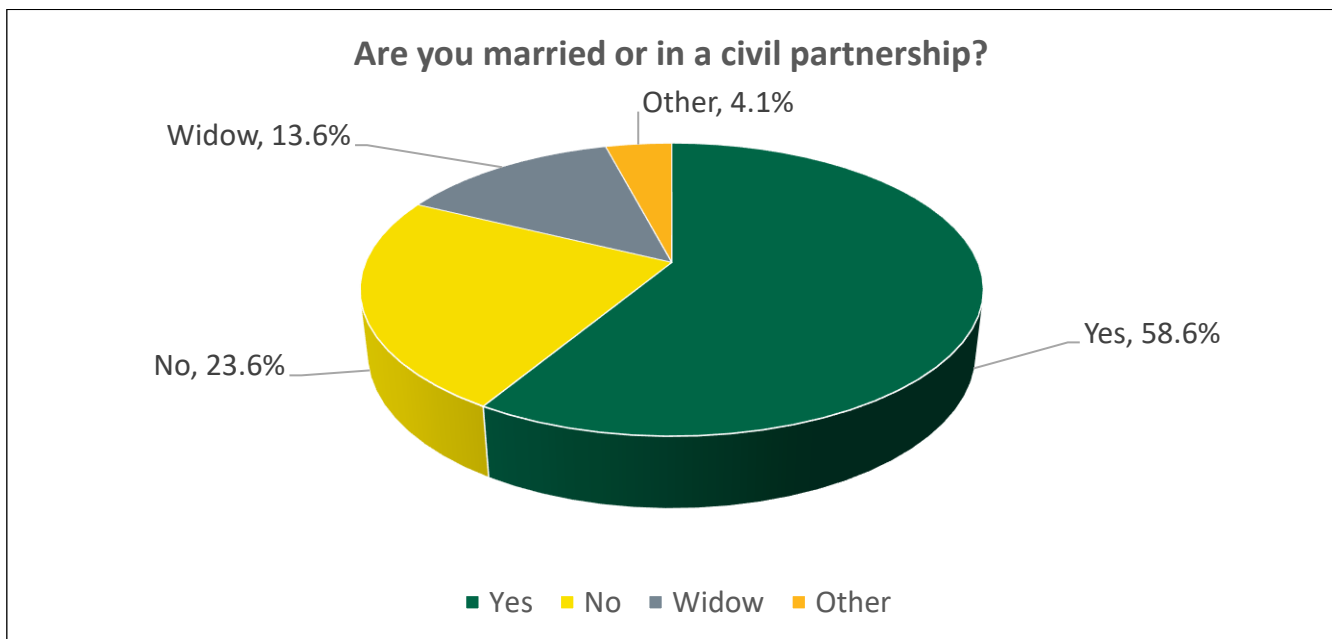


28 respondents did not complete this question and 10 respondents answered 'prefer not to say.'

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

- "Partial sight." (Patient 10, Cambs & Peterborough)
- "Ms." (Patient 12, Norfolk & Waveney)
- "Normal slow down with the aging process!" (Patient 55, Cambs & Peterborough)
- "Eyes." (Patient 92, Suffolk & North East Essex)
- "Neurodiversity." (Patient 115, Mid & South Essex)
- "Prolapsed disc in back and psoriatic arthritis." (Patient 145, Norfolk & Waveney)
- "Mobility." (Patient 192, Beds & Luton)
- "I have Parkinson's Disease." (Patient 230, Norfolk & Waveney)
- "Osteoporosis & COPD." (Patient 240, Cambs & Peterborough)
- "Can't walk due to euro sepsis, need new hip replacement." (Patient 241, Mid & South Essex)
- "Dementia." (Patient 246, Beds & Luton)
- "Padget in legs and need a new knee." (Patient 251, Norfolk & Waveney)
- "Born with spina bifida permanent back pain." (Patient 252, Norfolk & Waveney)

Are you married or in a civil partnership?



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

- *“Divorced.” (Patient 25, 33, 67 & 192)*
- *“Engaged.” (Patient241)*

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

132 (96.4%) out of 137 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. Five respondents (3.6%) advised that they had a child under 12 months old.

11 respondents did not complete this question and 87 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.