



Emergency Service Patient Experience Report

Emergency Service July to September
2022

Authors: Laura Mann, Patient Experience Manager (Surveys)
Tessa Medler, Patient Experience Facilitator
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Emergency Service patient experience results for July to September 2022

Introduction

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

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

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

Sample

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

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

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

Methodology

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

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

Conclusion

Overall, **91.7%** of respondents who answered the overall satisfaction question and had used the ES during July to September 2022 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (87.3%), with 75 respondents (86.7%) advising that they had received an

emergency response following their call. Overall, 72.4% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 14.8% of respondents rated the time the ambulance took to arrive as either 'poor' or 'very poor.'

Positively, the majority of respondents felt that they were treated with dignity, respect and privacy and could trust the ambulance service staff. 203 respondents also provided 'good' (3.4%) or 'excellent' (96.1%) ratings in relation to staff attitude.

Overall, 95.5% of respondents felt that they were involved in the decisions made in relation to their care to at least 'some extent,' with treatment and care explained in an understandable way to most patients (98.0%). The majority of respondents felt that their pain had either been managed (57.0%) or they had not been experiencing pain (33.7%). However, 15 respondents (7.8%) 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 74.7% 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 (86.3%) advised that they had heard about the survey via the invitation to feedback letter.

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

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

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

| Response | ICS Areas | | | | | | | July to September 2022 combined percentage |
|---------------------------|--------------|----------------------|--------------------|-------------------|-------------------|----------------------------|---------|--|
| | Beds & Luton | Cambs & Peterborough | Herts & West Essex | Mid & South Essex | Norfolk & Waveney | Suffolk & North East Essex | Unknown | |
| Overall satisfaction | 91.3% | 87.2% | 94.7% | 95.0% | 94.7% | 90.7% | 71.4% | 91.7% |
| Total number of responses | 23 | 39 | 38 | 40 | 38 | 43 | 7 | 228 |

Chart illustrating overall satisfaction for all ICS areas:



Overall, 91.7% of respondents who answered the FFT question and had used the service during July to September 2022 rated the service as 'good' (10.5%) or 'very good' (81.1%). Three respondents (1.3%) rated the service as 'neither good nor poor' and 16 respondents rated the service as either 'poor' (2.6%) or 'very poor' (4.4%). The remaining respondents did not provide a response.

Q2 – Are you the patient?

Overall, 77.4% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: "wife," "husband," "mother," "father," "daughter," "son," and "bystander."

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

Overall, 113 respondents advised that had been in contact with another healthcare provider prior to calling 999: 72 respondents (63.7%) had initially contacted the NHS 111 Service, 25 respondents (22.1%) had contacted their GP, seven respondents (6.2%) had contact with the hospital and nine respondents (8.0%) 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':

Cambs & Peterborough

- *"The Jet team arrived from Ely to assess me and he requested an ambulance." (Patient 30, July)*
- *"District nurses." (Patient 162, August)*

Herts & West Essex

- *"See reply above, we were told to by 111." (Patient 71, July)*
- *"999." (Patient 115, August)*

Norfolk & Waveney

- *"Care line." (Patient 164, August)*

Suffolk & North East Essex

- *"Maternity." (Patient 36, July)*
- *"Helpline." (Patient 200, September)*
- *"Careline." (Patient 224, September)*

Unknown

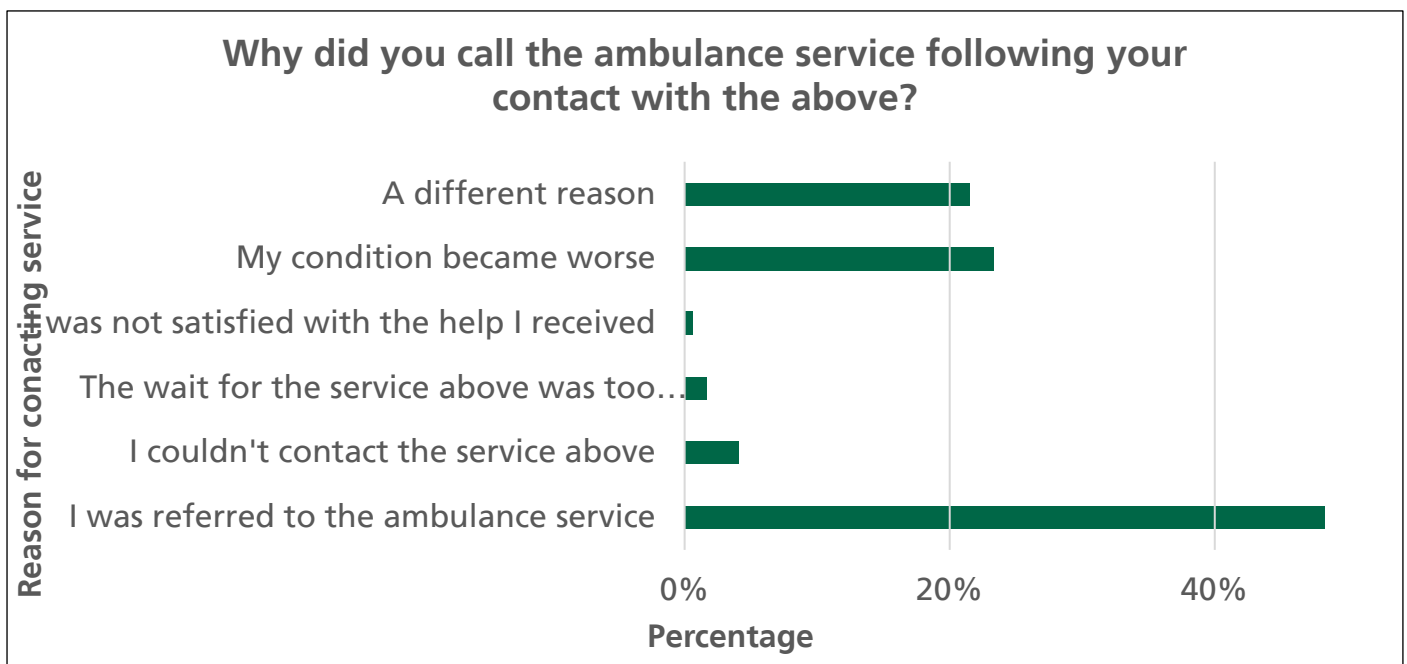
- “On duty security.” (Patient 142, August)

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

172 respondents answered the above question, of these 83 respondents (48.3%) advised that they were referred to the ambulance service. Other responses included ‘couldn’t contact another healthcare provider’ (4.1%), Three (1.7%) felt that the wait for the service was too long, 40 (23.3%) respondents advised that their condition became worse and one respondent (0.6%) were not satisfied with the help they received. 37 (21.5%) 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

- *"The QE 2 was unable to care for my condition, it was the NHS team that called the ambulance." (Patient 129, August)*
- *"Staff at retirement village contacted the service." (Patient 211, September)*
- *"My husband called." (Patient 228, September)*
- *"NHS111 online told us to call 999." (Patient 172, September)*

Cambs & Peterborough

- *"I didn't have a phone. I had a broken right wrist. And relied on a passer by to help." (Patient 5, July)*
- *"Waited 45mins and didn't get an answer." (Patient 52, July)*
- *"I had made my own assessment of myself including ECG and clinically there was a valid need for an emergency response." (Patient 54, July)*
- *"Unfortunately, I cannot answer as the ambulance service was called on my behalf." (Patient 69, July)*
- *"Ambulance was called by someone else for another driver." (Patient 130, August)*
- *"I didn't contact with any of the above." (Patient 136, August)*

- *“My mother lives in sheltered accommodation and the carers deemed it appropriate to call the ambulance service as a stroke was suspected.” (Patient 194, September)*
- *“My husband was having a Parkinsons spasm and was unable to move or recognise us.” (Patient 198, September)*
- *“Patient needed lifting off the floor so ambulance was the appropriate thing.” (Patient 214, September)*
- *“Didn’t contact any of them.” (Patient 218, September)*

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

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

Herts & West Essex

- *“Just as well we did because it took 11 hours to get a response from NHS 111.” (Patient 65, July)*
- *“Nitro spray and have been told by my cardiac team and GP that if I had two sprays of the nitro with no improvement in my condition I should call 999 as the ambulance has the analytical equipment to deal with heart problems.” (Patient 120, August)*
- *“My partner called because I had heart failure.” (Patient 145, August)*
- *“My own gp told me to ring an ambulance without fail now!” (Patient 167, September)*

Mid & South Essex

- *“The GP said if mum got any worse call 999.” (Patient 49, July)*
- *“Auto answer on 111 - lines all busy so can't take the call. Condition was deteriorating. No time to wait for 111 to respond. 999 call was last resort as 111 contact attempt failed.” (Patient 92, August)*

- *“Dad was struggling to breath so we went direct to 999.” (Patient 177, September)*
- *“Mum was end of life and had been discharged from hospital two days before no support in place.” (Patient 183, September)*

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

- *“I had a major head trauma on warfarin and lost an hours worth of blood whilst unconscious.” (Patient 60, July)*
- *“My GP called them.” (Patient 103, August)*
- *“Call was made at 0246 am.” (Patient 227, September)*
- *“I have had two previous admissions to the JPH because of my asthma and have been advised to call 999 immediately.” (Patient 232 September)*

Suffolk & North East Essex

- *“The maternity line kept going dead and we couldn't get through to anyone whilst I was having regular contractions at home.” (Patient 36, July)*
- *“My work colleagues contacted the ambulance service.” (Patient 66, July)*
- *“111 called the ambulance.” (Patient 83, August)*

- *“Having spent 40 mins waiting for call to be answered by gp practice to book appt, told no appointments available as practice closed for afternoon training.” (Patient 84, August)*
- *“My wife thought I was having a stroke.” (Patient 93, August)*
- *“I didn't contact with any of the above.” (Patient 131, August)*
- *“Ambulance was called by someone else for another driver.” (Patient 132, August)*
- *“I had fallen, hit my eyebrow bone GP concerned swelling & closing my eye.” (Patient 155, August)*
- *“I did not contact any other service as my reason for the call was an asthma attack. But this questionnaire doesn't give an option for 'none of the above' and I can't skip this question!” (Patient 190, September)*
- *“It seemed clear that (name) a fractured a bone and the ambulance was the most appropriate service to contact.” (Patient 223, September)*

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':

Unknown

- *“111 sent them as I was having breathing problems.” (Patient 79, August)*

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

66.4% of respondents who answered the above question had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week (11.8%), less than a month (8.1%) or more than a month (13.7%) previously.

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

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

Overall, 87.3% of respondents who answered the above question rated the emergency call handling as 'good' (14.7%) or 'very good' (72.6%). However, 14 respondents (7.1%) felt the call handling was 'poor' or 'very poor.'

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

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

182 respondents (86.7%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (9.5%), advice on how to care for themselves/the patient (1.4%), and one patient (2.4%) had an appointment arranged/advised with another healthcare professional.

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

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

Beds & Luton

- *"I was advised to get a friend to take me to A & E." (Patient 67, July)*

Cambs & Peterborough

- *"Taken to UTC then admitted for surgery." (Patient 5, July)*
- *"Was advised to make my own way to hospital." (Patient 46, July)*
- *"The ambulance arrived in a very short time." (Patient 74 July)*

Herts & West Essex

- *"I was taken to hospital." (Patient 61, July)*
- *"They came to my house but I did not go to hospital afterwards." (Patient 62, July)*
- *"Eventually!!!! several hours later." (Patient 65, July)*
- *"I had an infection and stayed in hospital for 12 days." (Patient 95, August)*
- *"Taken to Watford General." (Patient 104, August)*
- *"The ambulance arrived at my home within about ten to fifteen minutes." (Patient 120, August)*

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

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

Mid & South Essex

- *"Eventually after a considerable time of waiting I was admitted as an emergency to Southend General hospital." (Patient 102, August)*

Norfolk & Waveney

- *"Referral for paramedic to call me within 2 hours." (Patient 108, August)*
- *"I was told 2 hours but the ambulance arrived after about 30 minutes." (Patient 121, August)*

Suffolk & North Essex

- *"Scanned at Colchester and transferred to Romford Hospital for surgery same day by blue lights. The paramedic passed out though in the ambulance, I'd love to know if she is ok and what happened to her? I've been worried for her too!" (Patient 18, July)*

- “Unfortunately, the ambulance didn’t get assigned to us until 11pm and arrived with us at 11.10pm which was quick once it was assigned to us but we called 999 at approximately 10.30pm.” (Patient 36, July)
- “Told no ambulance available and to drive to hospital.” (Patient 184, September)
- “Told no service available.” (Patient 192, September)

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 | | | | | | | July to September 2022 all areas total |
|-----------------------|---------------|----------------------|--------------------|-------------------|-------------------|----------------------------|--------------|--|
| | Beds & Luton | Cambs & Peterborough | Herts & West Essex | Mid & South Essex | Norfolk & Waveney | Suffolk & North East Essex | Unknown | |
| Very good | 13 (65.0%) | 21 (56.8%) | 16 (47.1%) | 19 (48.7%) | 22 (61.1%) | 14 (36.8%) | 3 (50.0%) | 108 (51.4%) |
| Good | 3 (15.0%) | 6 (16.2%) | 10 (29.4%) | 7 (17.9%) | 6 (16.7%) | 11 (28.9%) | 1 (16.7%) | 44 (21.0%) |
| Neither good nor poor | 2 (10.0%) | 3 (8.1%) | 5 (14.7%) | 3 (7.7%) | 4 (11.1%) | 7 (18.4%) | 0 (0.0%) | 24 (11.4%) |
| Poor | 0 (0.0%) | 3 (8.1%) | 1 (2.9%) | 5 (12.8%) | 2 (5.6%) | 2 (5.3%) | 1 (16.7%) | 14 (6.7%) |
| Very poor | 1 (5.0%) | 4 (10.8%) | 2 (5.9%) | 3 (7.7%) | 2 (5.6%) | 4 (10.5%) | 1 (16.7%) | 17 (8.1%) |

| Response | Beds & Luton | Cambs & Peterborough | Herts & West Essex | Mid & South Essex | Norfolk & Waveney | Suffolk & North East Essex | Unknown | July to September 2022 all areas total |
|---------------------------|--------------|----------------------|--------------------|-------------------|-------------------|----------------------------|-------------|--|
| Don't know | 1 (5.0%) | 0 (0.0%) | 0 (0.0%) | 2 (5.1%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 3 (1.4%) |
| Total number of responses | 20 | 37 | 34 | 39 | 36 | 38 | 6 | 210 |
| No reply to question | 3 | 3 | 5 | 3 | 3 | 11 | 3 | 31 |

Overall, 72.4% of respondents who answered the above question rated the length of wait as 'good' (21.0%) or 'very good' (51.4%). However, 14.8% of respondents felt the time they waited was 'poor' (6.7%) or 'very poor' (8.1%).

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

Overall, 99.0% of respondents advised that ambulance service staff had introduced themselves. However, one respondent (1.0%) did not recall receiving an introduction.

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

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

Overall, 99.5% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with

97.6% of these respondents answering 'definitely.' However, one respondent (0.5%) 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 97.5% 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 204 respondents who answered the above question, 203 (99.5%) described the attitude of ambulance service staff as 'excellent' (96.1%) or 'good' (3.4%). However, one respondent (0.5%) rated staff attitude as 'poor.'

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

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

202 respondents (99.5%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 96.1% of these respondents advising that they 'definitely' trusted the ambulance service staff.

Unfortunately, one patient (0.5%) 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, 192 respondents (98.0%) who answered the above question recalled the explanation of their care/treatment as definitely being in a way they could understand.' Three respondents (1.5%) advised that they did not understand the explanation provided and one respondent (0.5%) did not recall receiving an explanation from staff.

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

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

The majority of respondents (95.5%) felt involved to at least 'some extent' in the decisions made regarding their care, with 84.4% of these respondents answering that they were 'definitely' involved. However, seven respondents (3.5%) did not feel involved in the decisions made.

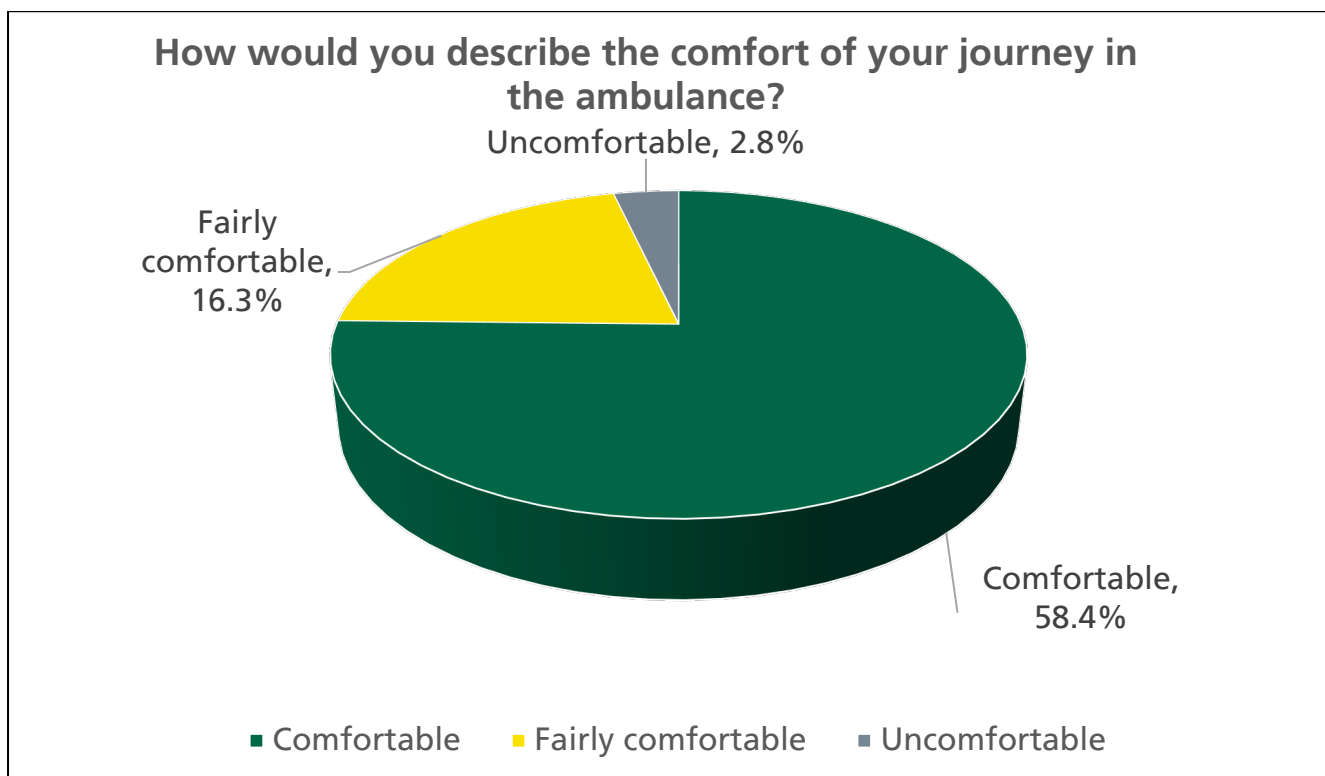
The remaining respondents were either 'unable to say' or did not respond.

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

Overall, 175 respondents who answered the above question felt that their pain had either been managed (57.0%) or they had not been experiencing pain (33.7%). 15 respondents (7.8%) 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?

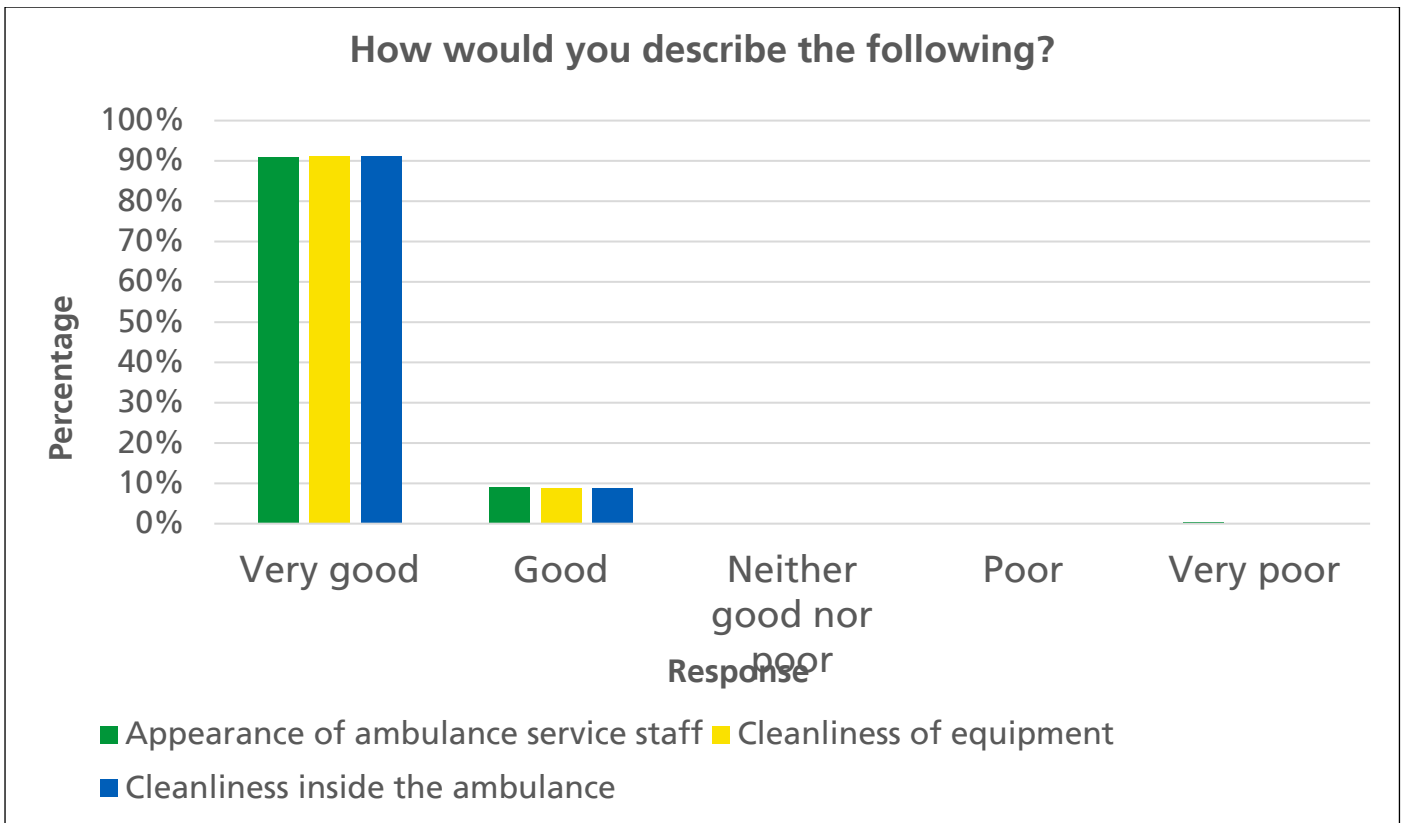


Overall, 74.7% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (16.3%) or 'comfortable' (58.4%) when travelling in the ambulance. Five respondents (2.8%) felt 'uncomfortable' whilst travelling to hospital.

40 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:



All respondents who answered the above question described the appearance of ambulance service staff, cleanliness of equipment and cleanliness inside the ambulance as 'good or 'very good,' 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 135 respondents who were able to answer this question, 117 respondents (86.7%) rated the handover process as being either 'good' or 'very good.'

However, four respondents felt the handover was 'poor' (3.0%) or 'very poor' (2.2%) and eight respondents (8.1%) 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?

179 respondents advised that this question was 'not applicable/unable to say.' However, 16 respondents advised that they were able to follow the advice given over the telephone.

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

- *"As the carer advice was given to me." (Patient 86, August)*
- *"I required pain relief and was told that no one was available to visit to administer pain relief." (Patient 108, August)*
- *"Don't like going to hospital." (Patient 200, September)*

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

Of the 109 respondents who were able to answer to this question, 25.7% were advised to see/arrange an appointment with a 'hospital department,' other responses included GP (12.8%), 'other' (9.2%) or 'NHS 111' (1.8%).

56 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

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

- *"Hospital." (Patient 21, July)*
- *"A&E." (Patient 25, July)*

Cambs & Peterborough

- *"I required ED assessment." (Patient 54, July)*

Herts & West Essex

- *"The first ambulance crew contacted my GP for a mental health referral, my GP called me the following day." (Patient 90, August)*

Mid & South Essex

- *"Scan at a gp surgery." (Patient 88, August)*
- *"Came in response to 111 call." (Patient 114, August)*

Norfolk & Waveney

- *"No appointment as they taken me over." (Patient 57, July)*

Suffolk & North Essex

- *"Taken to Romford as I had a bleed on brain!" (Patient 18, July)*
- *"Single point." (Patient 77, August)*
- *"A&E." (Patient 96, August)*

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

10 respondents were able to answer this question, with seven of these respondents advising that it was explained why an ambulance would not be dispatched. Three respondents advised that it was not explained why an ambulance would not be dispatched. 129 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?

22

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Of the 11 respondents who were able to answer this question, six respondents did not agree that an ambulance had not been dispatched and five respondents did agree that an ambulance had not been dispatched. 127 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

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

Beds & Luton

- *"I appreciate the strain that the service is under and that resources are limited and the need to prioritise." (Patient 64, July)*

Cambs & Peterborough

- *"Had to find an alternative way to get to hospital." (Patient 46, July)*
- *"They was gonna send one but in 9 hours but my pain was too extreme." (Patient 134, August)*

Mid & South Essex

- *"It was totally IRRATIONAL; I was shocked at how idiotic the 999 operator explanation was!" (Patient 151, August)*

Norfolk & Waveney

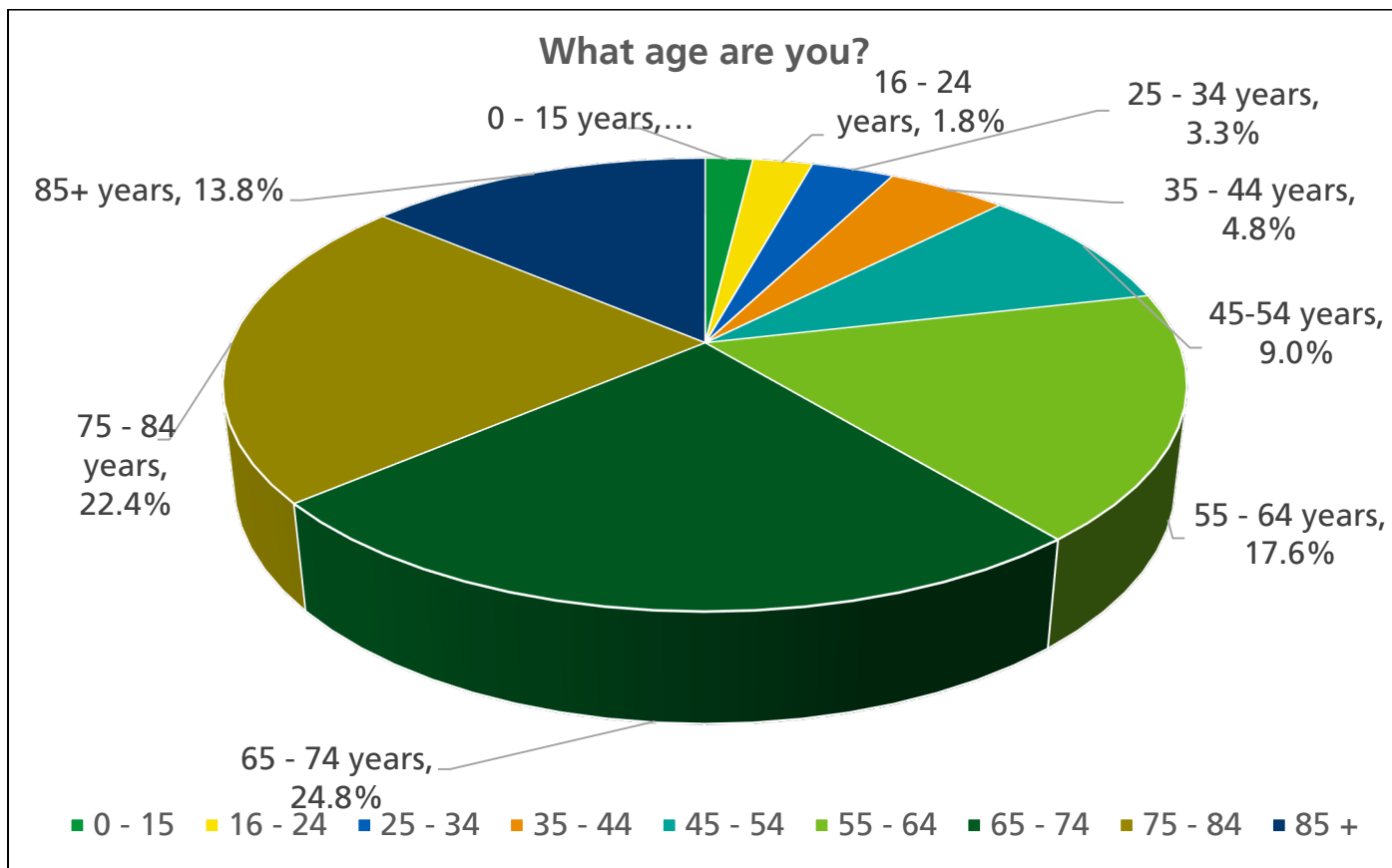
- *"I understand that I was not immediate to needing treatment for life threatening treatment but I required pain relief but nothing was available." (Patient 108, August)*

Unknown

- *"Car driver was injured with a neck injury and should have been professionally assessed and not told it would be 15 hours before an ambulance would be sent and for a bystander to take them to hospital." (Patient 3, July)*

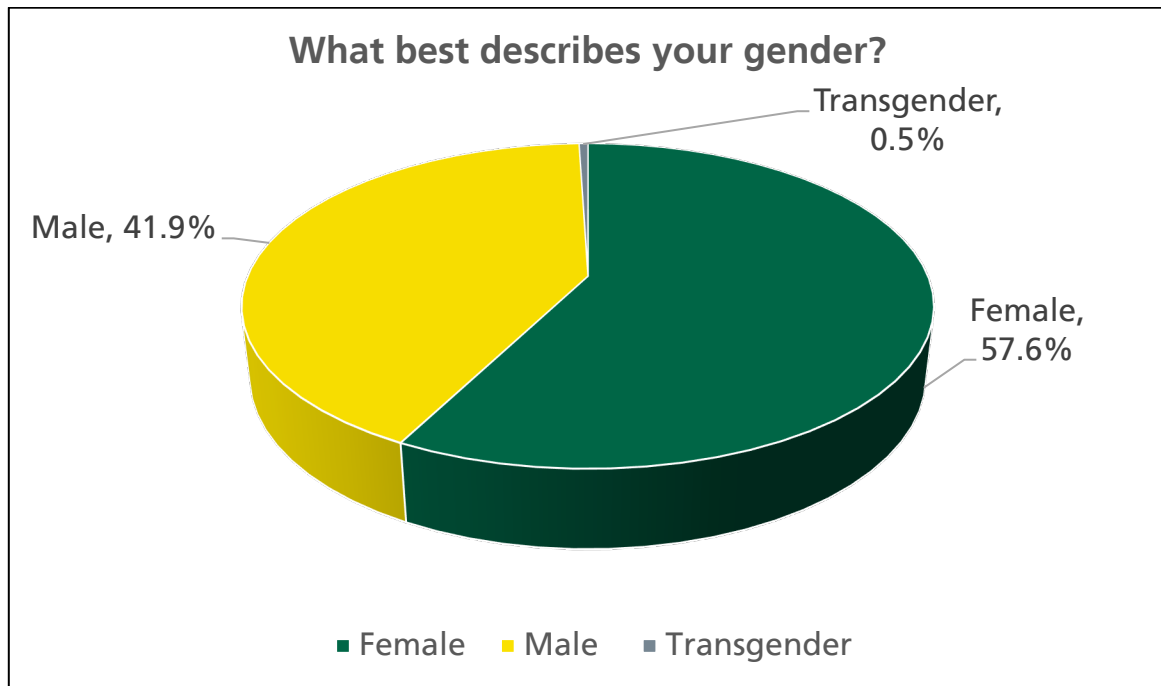
Demographics and Equality and Diversity Information

What age are you?



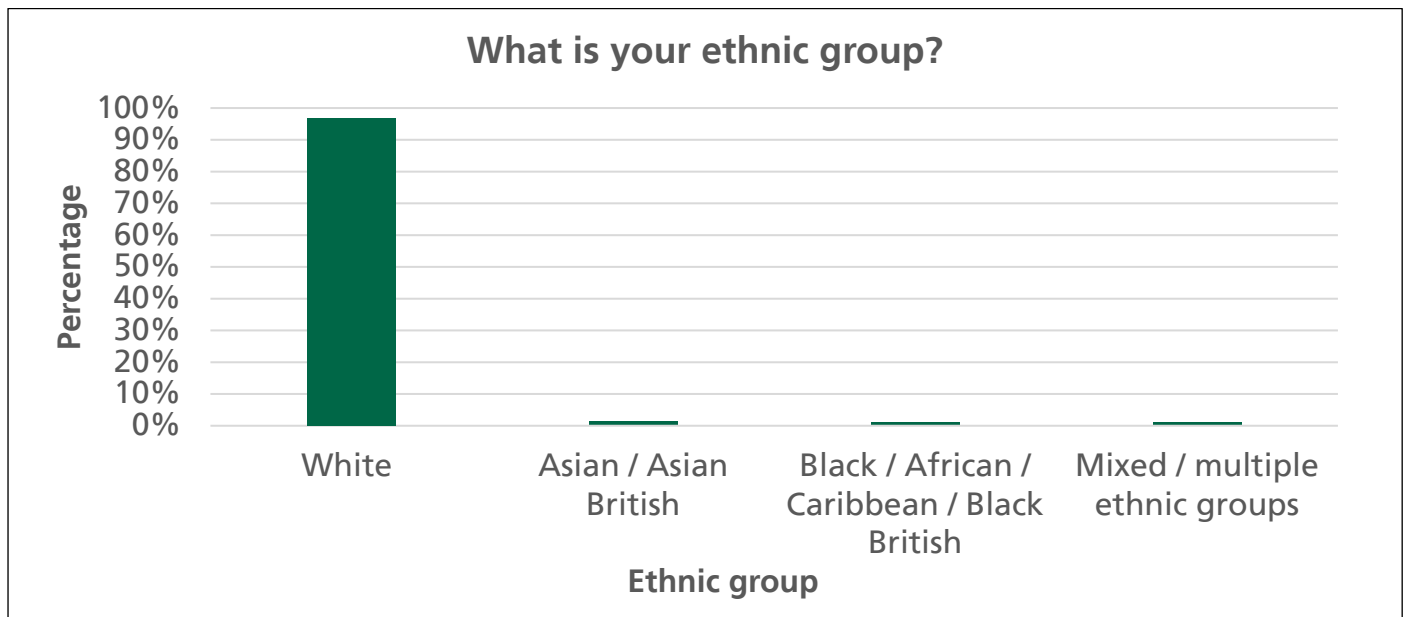
31 respondents did not complete this question.

What best describes your gender?



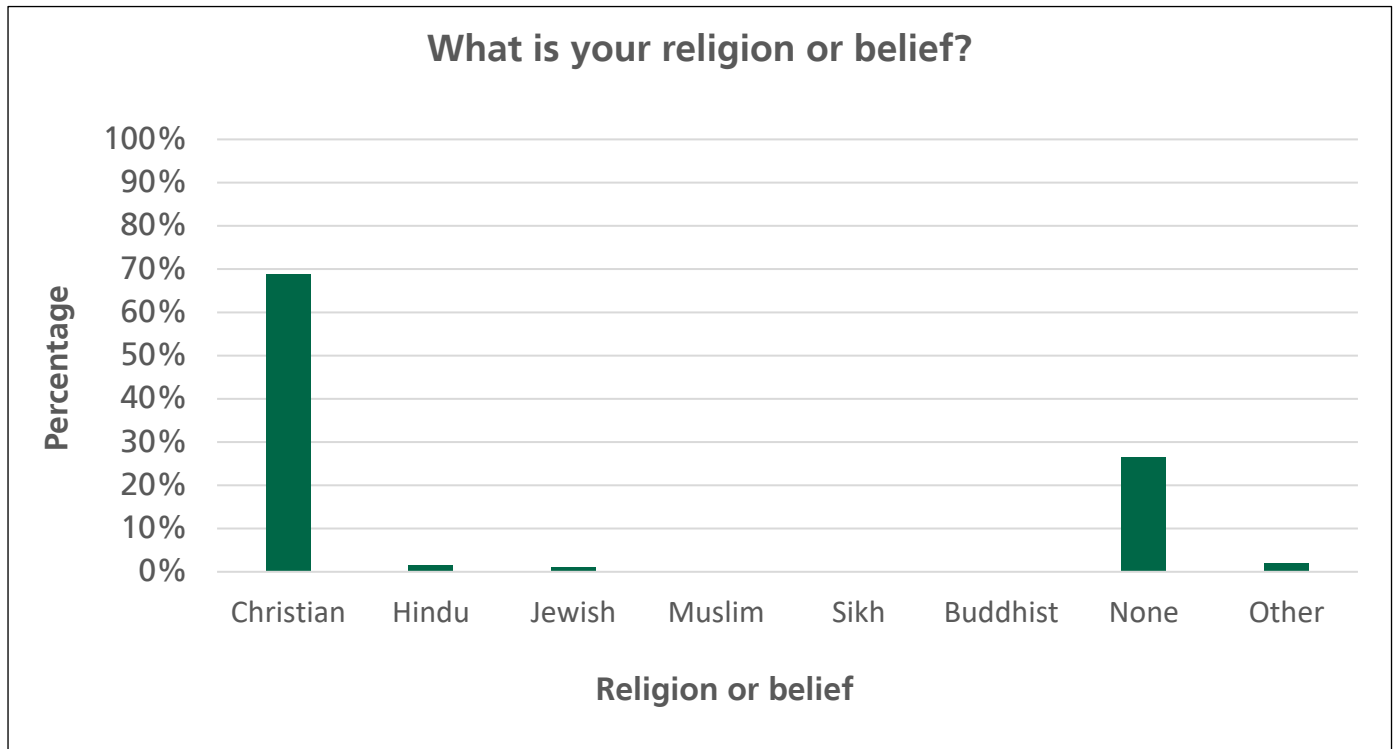
31 respondents did not complete this question and one respondent answered 'prefer not to say.'

What is your ethnic group?



Overall, 96.7% of patients responded that they were of a white ethnic group, the remaining 3.4% of patients were either of a mixed/multiple ethnic group (1.0%), Asian/Asian British (1.4%) or Black/African/Caribbean/Black British (1.0%). 32 respondents did not complete this question and one respondent answered 'prefer not to say'.

What is your Religion or Belief?

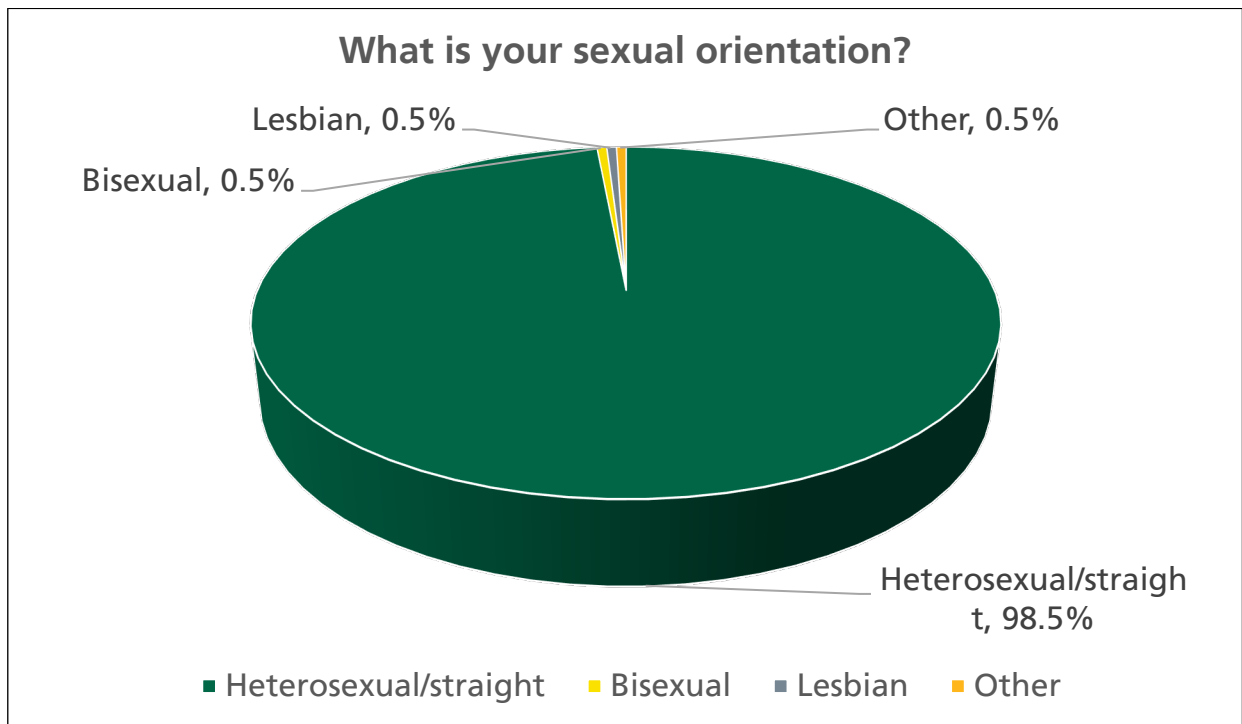


Overall, 135 (68.9%) of patients responded that their religion or belief was 'Christian,' the remaining 61 (31.1%) of patients advised either 'Hindu' (1.5%), 'Jewish,' (1.0%), 'None' (26.5%) 37 respondents did not complete this question and eight respondents answered 'prefer not to say.'

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

- *"Baptist." (Patient 94, August)*
- *"Spirit." (Patient 113, August)*
- *"C of E." (Patient 126, August)*
- *"Roman Catholic." (Patient 129, August)*
- *"Catholic." (Patient 134, August)*
- *"Personal philosophy." (Patient 160, August)*

What is your sexual orientation?



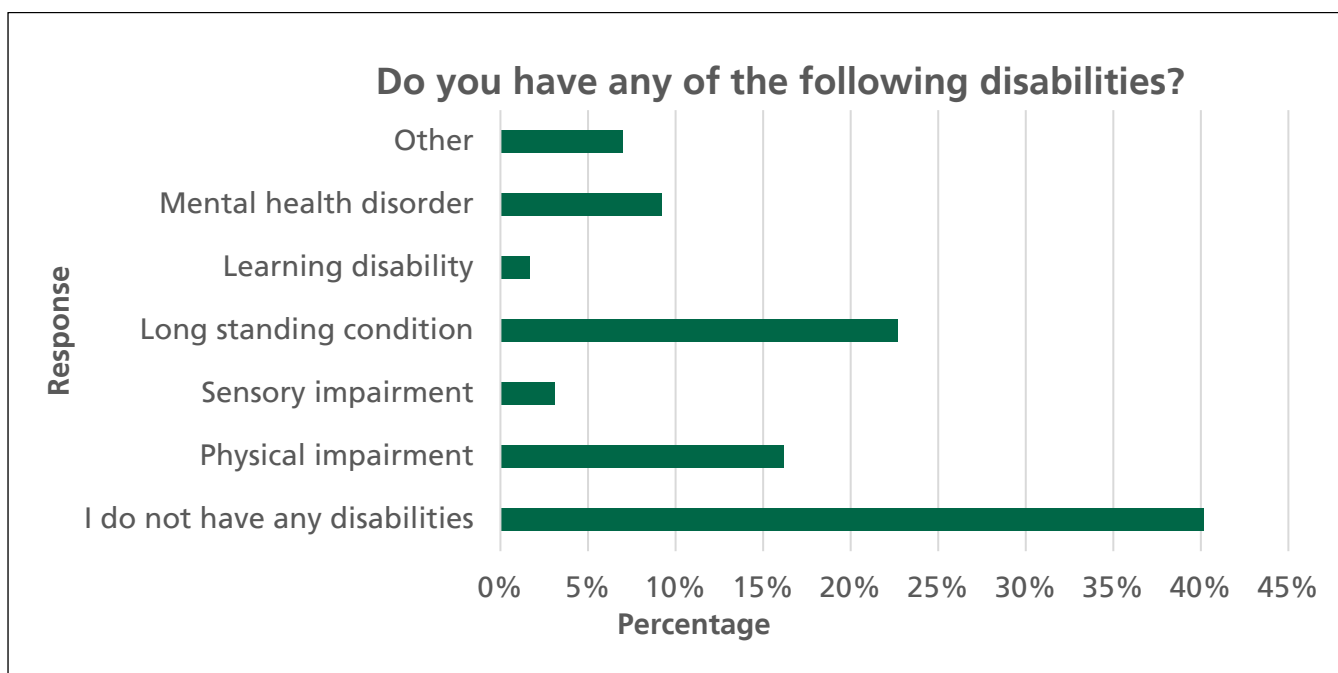
38 respondents did not complete this question and 10 respondents answered 'prefer not to say'.

Do you have any of the following disabilities?

Table illustrating disabilities of patient:

| Disabilities | Total |
|----------------------------------|---------------|
| I do not have any disabilities | 92 (40.2%) |
| Physical impairment | 37 (16.2%) |
| Sensory impairment | 7 (3.1%) |
| Long standing condition | 52 (22.7%) |
| Learning disability | 4 (1.7%) |
| Mental health disorder | 21 (9.2%) |
| Other | 16 (7.0%) |
| Total number of responses | 229 |
| Declined to answer question | 2 |
| No reply to question | 43 |

Do you have any of the following disabilities?



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

Beds & Luton

- *"Partially blind." (Patient 50, July)*
- *"Suddenly got old." (Patient 64, July)*

Cambs & Peterborough

- *"Osteoarthritis and a recent heart attack." (Patient 11, July)*
- *"My Mum has dementia." (Patient 37, July)*
- *"Long term back, leg, hip, problem." (Patient 134, August)*
- *"Arthritis, stoma problems, gall stones." (Patient 231, September)*

Do you have any of the following disabilities?

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

Herts & West Essex

- *"Diabetes and heart condition." (Patient 29, July)*
- *"I had a triple bypass in Nov 2020 and am a Multiple Myeloma patient undergoing cancer treatment." (Patient 42, July)*
- *"Age related mobility and hearing limitations." (Patient 44, July)*
- *"Hip pain." (Patient 63, July)*
- *"After a stroke, I'm a bit less mobile." (Patient 95, August)*
- *"COPD." (Patient 241, September)*

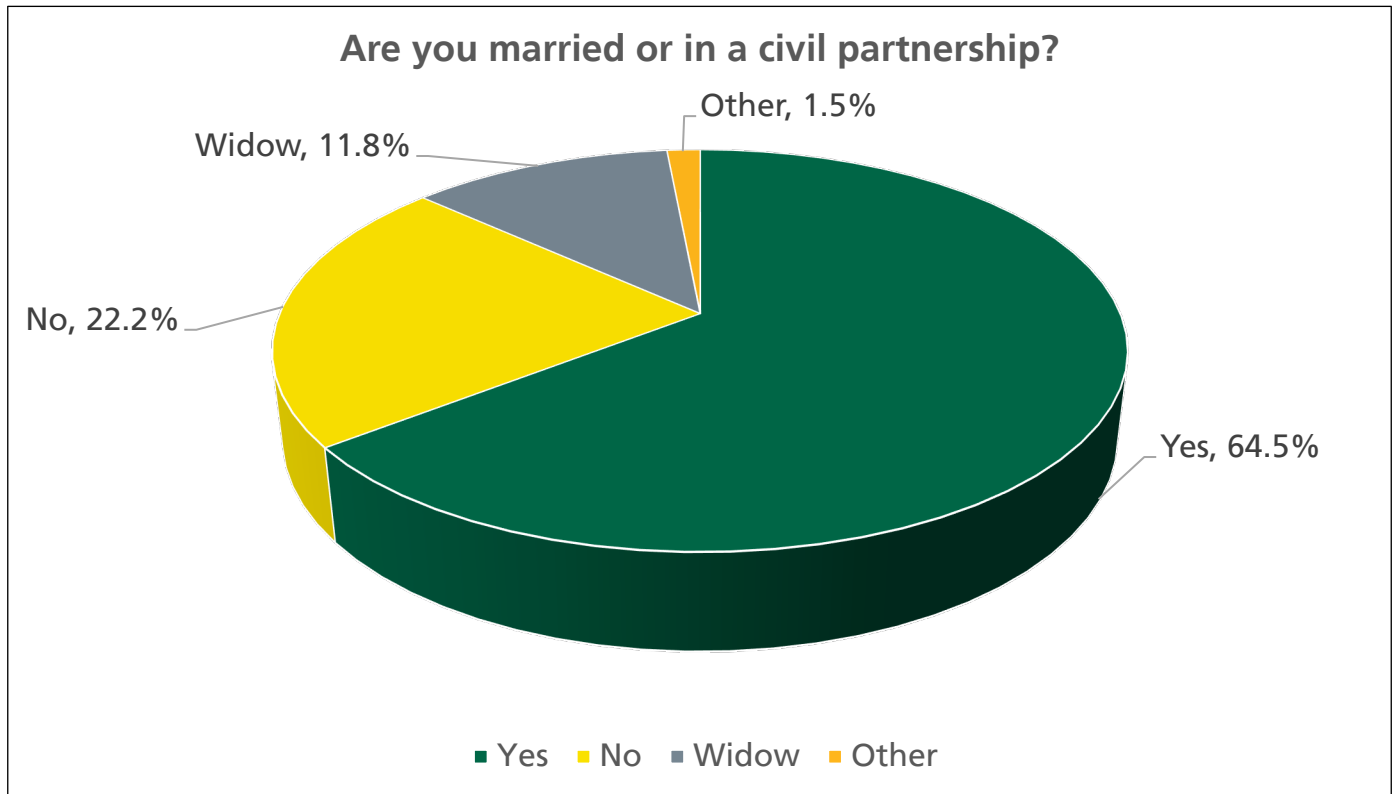
Mid & South Essex

- *"Old age, vision in one eye sugar." (Patient 169, September)*

Norfolk & Waveney

- *"Mental health bi polar and personality disorder." (Patient 60, July)*

Are you married or in a civil partnership?



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

- *"Divorced." (Patient 8, July, Norfolk & Waveney)*
- *"Divorced." (Patient 156, August, Suffolk & North Essex)*

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

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

56 respondents did not complete this question and 45 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.