



Emergency Service Patient Experience Report

Emergency Service January to March
2022

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Emergency Service patient experience results for January to March 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 January to March 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, **90.5%** of respondents who answered the overall satisfaction question and had used the ES during January to March 2022 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (90.6%), with 202 respondents (77.1%) advising that they had received an emergency response following their call. Overall, 75.1% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 15.9% 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. 233 respondents also provided 'good' (5.6%) or 'excellent' (94.4%) ratings in relation to staff attitude.

Overall, 95.6% 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 (95.6%). The majority of respondents felt that their pain had either been managed (59.7%) or they had not been experiencing pain (34.3%). However, 12 respondents (5.6%) 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 96.6% 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):

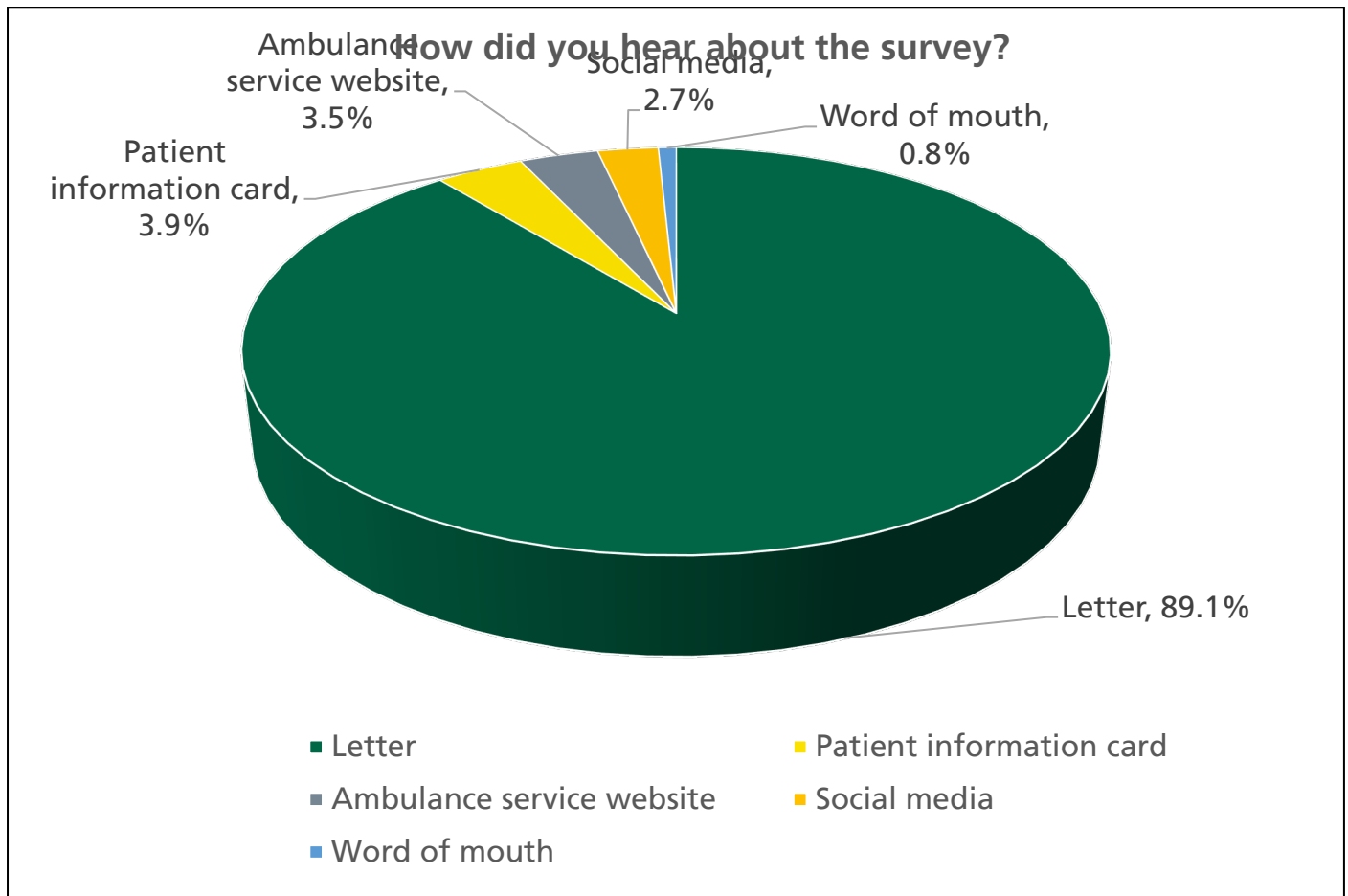
- Bedfordshire and Luton (Beds & Luton)
- Cambridgeshire and Peterborough (Cambs & Peterborough)
- Hertfordshire and West Essex (Herts & West Essex)
- Mid and South Essex (Mid & South Essex)
- Norfolk and Waveney (Norfolk & Waveney)
- Suffolk and North East Essex (Suffolk & North East Essex)

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?

Chart illustrating signposting method:



Various methods are used to signpost the online surveys, however, most respondents (89.1%) 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 the updated 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 Area							
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	January to March 2022 all areas total
Very good	20 (87.0%)	38 (84.4%)	38 (84.4%)	31 (75.6%)	48 (92.3%)	28 (73.7%)	5 (55.6%)	208 (82.2%)
Good	0 (0.0%)	3 (6.7%)	5 (11.1%)	3 (7.3%)	4 (7.7%)	6 (15.8%)	0 (0.0%)	21 (8.3%)
Neither good nor poor	0 (0.0%)	1 (2.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (5.3%)	0 (0.0%)	3 (1.2%)
Poor	2 (8.7%)	1 (2.2%)	0 (0.0%)	2 (4.9%)	0 (0.0%)	2 (5.3%)	1 (11.1%)	8 (3.2%)
Very poor	1 (4.3%)	1 (2.2%)	2 (4.4%)	5 (12.2%)	0 (0.0%)	0 (0.0%)	3 (33.3%)	12 (4.7%)
Don't know	0 (0.0%)	1 (2.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.4%)
Total number of responses	23	45	45	41	52	38	9	253
No reply to question	0	0	2	0	0	1	0	3

Chart illustrating overall satisfaction for all ICS areas:



Overall, 90.5% of respondents who answered the FFT question and had used the service during January to March 2022 rated the service as 'good' (8.3%) or 'very good' (82.2%). Three respondents (1.2%) answered 'neither good nor poor,' 20 respondents answered either 'poor' (3.2%) or 'very poor' (4.7%) and one respondent (0.4%) answered 'don't know,'

Q2 – Are you the patient?

Overall, 71.1% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: "mother," "father," "daughter," "son," and "wife."

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

Overall, 151 respondents advised that had been in contact with another healthcare provider prior to calling 999: 92 respondents (60.9%) had initially contacted the NHS 111 Service, 39 respondents (25.8%) had contacted their GP, one respondent (0.7%) had contacted their local pharmacy, four respondents (2.6%) had contact with the hospital and 15 respondents (9.9%) 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

- *"Care calling (Red button)." (Patient 245)*

Cambs & Peterborough

- *"Personal emergency button." (Patient 43)*
- *"A passing motorist phoned 999." (Patient 105)*
- *"The Carers at the Extra Care Home that My Mother was a Resident at called The Ambulance Service." (Patient 107)*

Herts & West Essex

- *"999." (Patient 15 & 106)*
- *"I believe my friend rang 111 before ringing 999 later." (Patient 125)*

Mid & South Essex

- *"Palliative nurse." (Patient 58)*
- *"NHS 111 and GP." (Patient 150)*
- *"999 nine nine nine who sent the ambulance." (Patient 243)*

Norfolk & Waveney

- *“District nurse.” (Patient 29)*
- *“I initially contacted 111 who referred me to my doctor who told me to ring 999.” (Patient 130)*

Suffolk & North East Essex

- *“Straight to 999 none of the above listed.” (Patient 213)*

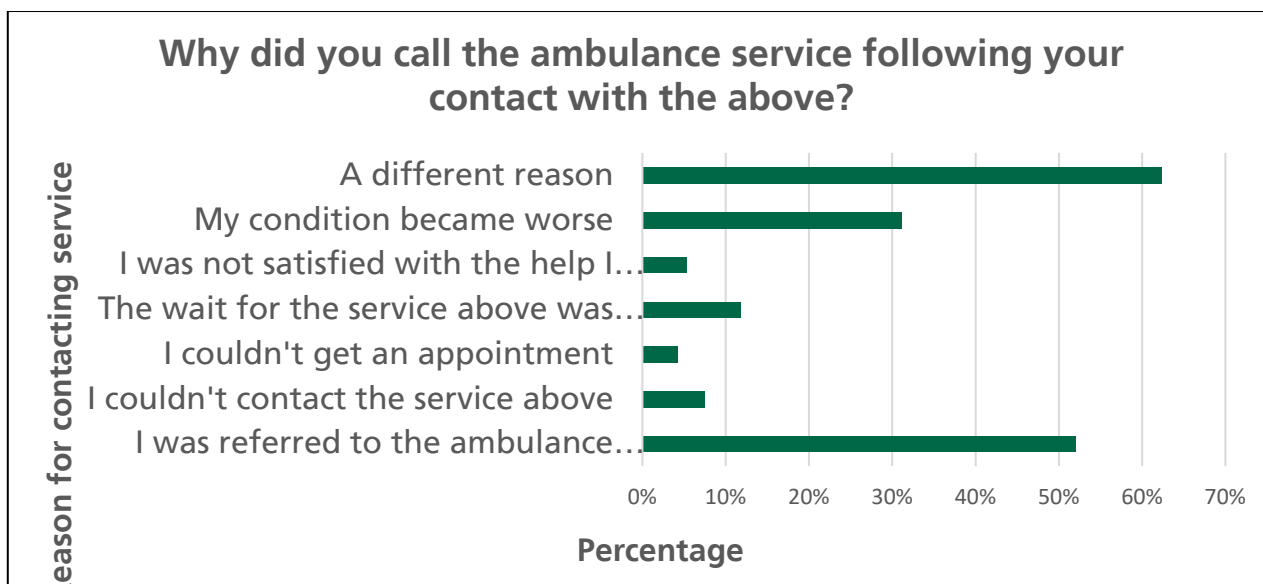
Unknown

- *“GP and NHS 111 who made the referral.” (Patient 91)*

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

Overall, 93 (52.0%) of respondents who answered the above question had been referred to the ambulance service. Of these respondents 7 (7.5%) couldn't contact another service, 4 (4.3%) couldn't get an appointment, 11 (11.8%) felt that the wait for the service was too long. 5 (5.4%) of respondents were not satisfied with the help they received and 29 (31.2%) of respondents advised that their condition became worse. 58 (62.4%) of respondents advised a different reason.

Chart illustrating reason for contacting ambulance service:



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

Beds & Luton

- *"Stroke." (Patient 30)*
- *"Was transferred from Bedford Hospital to Addenbrookes." (Patient 102)*
- *"The 111 service contacted the ambulance service." (Patient 132)*
- *"Because I knew about the 111 service." (Patient 172)*
- *"As above the little girl was deteriorating and 111 was not helping." (Patient 187)*
- *"I didn't contact any of the above, I was unconscious my wife phoned for an ambulance." (Patient 225)*
- *"Had a fall in the garden." (Patient 245)*

Cambs & Peterborough

- *"It was early morning, my husband was in distress with chest pain and my first thought was to dial 999." (Patient 17)*
- *"They were useless." (Patient 28)*
- *"My immediate contact with the ambulance service." (Patient 43)*
- *"As my Husband is on blood thinners, we could not stop the flow of blood, as it was so excessive." (Patient 76)*
- *"Not long wait, contact by phone." (Patient 82)*
- *"I called 111 and they advised me that they would get an ambulance to me." (Patient 83)*

- *"I did not call the ambulance service." (Patient 97)*
- *"A passing motorist phoned 999." (Patient 105)*
- *"111 contact sent the Ambulance." (Patient 109)*
- *"111 dealt with the process of ordering the ambulance." (Patient 119)*
- *"I required immediate help as I was having trouble breathing. I am asthmatic." (Patient 199)*
- *"Found in front garden unconscious by neighbours not aware of what had happened." (Patient 200)*

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

Herts & West Essex

- *"We had to call the ambulance service because it was all we could do for the help she needed." (Patient 7)*
- *"The paramedics called the ambulance on my behalf as I was breathless due to Covid19 infection." (Patient 9)*
- *"111 service too busy so in long queue to be answered." (Patient 12)*
- *"NHS 111 called for the ambulance." (Patient 22)*
- *"I did not contact the ambulance service. The ambulance service was arranged by NHS 111." (Patient 66)*
- *"When I called 111 I had covid, feeling very unwell and I have a heart condition, so they called the ambulance." (Patient 217)*
- *"Doctor called from surgery." (Patient 244)*
- *"111 called the ambulance for me as they judged that I needed it." (Patient 254)*

Mid & South Essex

- *"My 65kg dog pulled me over onto the pavement." (Patient 52)*
- *"Had a severe nose bleed at 2pm." (Patient 63)*
- *"Nhs 111 service called the ambulance." (Patient 123)*
- *"I was discharged from Basildon CTC a few days beforehand following heart surgery. Basildon Hospital advised calling an ambulance to take me to hospital because I needed urgent treatment." (Patient 124)*
- *"111 contacted the doctor who rang us." (Patient 126)*

- *"My pain was getting worse." (Patient 146)*
- *"Was told by gp that is his pain got any worse then to call an ambulance." (Patient 149)*
- *"When I collapsed my son phoned the emergency service." (Patient 154)*
- *"111 sent the ambulance." (Patient 158)*
- *"It was an emergency, I found my Dad had collapsed on the floor when I visited and was extremely unwell." (Patient 164)*
- *"It was a clinician at the GP surgery who phoned for an ambulance." (Patient 171)*
- *"My son rang for an ambulance." (Patient 192)*
- *"Told to by the surgery." (Patient 224)*

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

Norfolk & Waveney

- *"My terminally ill husband had fallen in the bathroom and was unable to get up or be helped by the district nurses." (Patient 29)*
- *"My son's observations was off limits." (Patient 54)*
- *"Husband became unconscious and needed emergency help." (Patient 62)*
- *"999." (Patient 80)*
- *"Doctor called for ambulance." (Patient 81)*
- *"There was no doctor available so they advised to call 999." (Patient 104)*
- *"My daughter called the ambulance service because of my pain level." (Patient 161)*
- *"Received a voicemail saying that due to demand they weren't taking any more calls so went straight to the ambulance service as dad was so poorly." (Patient 166)*
- *"The doctor who rang me after my initial call to the surgery insisted that I should call 999. She refused my request for a doctor's appointment." (Patient 189)*

Suffolk & North Essex

- *"I didn't think in the circumstances it was appropriate to call any of the above agencies." (Patient 34)*
- *"The GP who came out to me called the ambulance." (Patient 159)*
- *"To attend hospital for treatment I require transport." (Patient 178)*

- *“This was an on-going event over several days which came to a head that evening. I was losing a lot of blood, was dizzy and coughing up blood clots.” (Patient 196)*
- *“As I was the patient it was my parents that made the call to the paramedics.” (Patient 213)*

Unknown

- *“Called by Doctor.” (Patient 5)*

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

64.3% 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 (14.0%), less than a month (8.1%) or more than a month (13.6%) 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, 90.6% of respondents who answered the above question rated the emergency call handling as ‘good’ (17.5%) or ‘very good’ (73.1%). However, 11 respondents (4.7%) 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?

202 respondents (77.1%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (14.5%), advice on how to care for themselves/the patient (6.5%), and five patients (1.9%) 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 collected and made safe and stable in the ambulance, I cannot say otherwise the crews were great but my overall experience was horrendous!" (Patient 39)*
- *"The advice given has made a difference to me." (Patient 127)*
- *"I was taken to Bedford Hospital." (Patient 137)*
- *"Admitted to hospital." (Patient 147)*
- *"Transfer to hospital." (Patient 187)*
- *"Given assistance in getting up." (Patient 245)*

Herts & West Essex

- *"On their arrival I was taken to PAH." (Patient 9)*
- *"No service provided." (Patient 50)*
- *"The paramedics came, checked my condition and advised that I had to be taken to hospital immediately." (Patient 66)*
- *"I stopped the antibiotics, and we agreed that if the palpitations had not stopped by the next day I would call them again." (Patient 140)*
- *"Told to drive, I can't drive, and considering it's likely my husband is having a heart attack he can't drive. Was told to get a taxi, unfortunately it's hard*

enough putting food on our table, and a taxi after midnight would cost more money that's in our purse." (Patient 191)

- *"Taken to hospital." (Patient 244)*
- *"They checked my covid status, took my temperature, took my oxygen levels, observed me using the puffer. Advised me to contact my GP, GET A PCR (as Ift very faintly positive had been neg the day before) and if condition worsened in terms of feeling I couldn't breather to call them again." (Patient 254)*

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

Cambs & Peterborough

- *"PPCI Contacted." (Patient 4)*
- *"My wife drove me to hospital." (Patient 18)*
- *"I did not make the call." (Patient 105)*
- *"Again, 111 sent the ambulance!" (Patient 109)*
- *"Neighbours called ambulance." (Patient 200)*

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							
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	January to March 2022 all areas total
Very good	13 (59.1%)	31 (70.5%)	22 (50.0%)	11 (27.5%)	28 (56.0%)	13 (36.1%)	2 (22.2%)	120 (49.0%)
Good	4 (18.2%)	10 (22.7%)	9 (20.5%)	13 (32.5%)	17 (34.0%)	9 (25.0%)	2 (22.2%)	64 (26.1%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	5 (11.4%)	3 (7.5%)	3 (6.0%)	6 (16.7%)	0 (0.0%)	17 (6.9%)
Poor	1 (4.5%)	0 (0.0%)	4 (9.1%)	4 (10.0%)	1 (2.0%)	3 (8.3%)	2 (22.2%)	15 (6.1%)
Very poor	3 (13.6%)	2 (4.5%)	4 (9.1%)	7 (17.5%)	1 (2.0%)	4 (11.1%)	3 (33.3%)	24 (9.8%)
Don't know	1 (4.5%)	1 (2.3%)	0 (0.0%)	2 (5.0%)	0 (0.0%)	1 (2.8%)	0 (0.0%)	5 (2.0%)
Total number of responses	22	44	44	40	50	36	9	245
No reply to question	1	1	3	1	2	3	0	11

Overall, 75.1% of respondents who answered the above question rated the length of wait as 'good' (26.1%) or 'very good' (49.0%). However, 15.9% of respondents felt the time they waited was 'poor' (6.1%) or 'very poor' (9.8%).

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

Overall, 99.1% of respondents advised that ambulance service staff had introduced themselves. However, two respondents (0.9%) 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? 237

Overall, 98.7% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with 97.5% of these respondents answering 'definitely.' However, three respondents (1.3%) did not feel that they had been treated respectfully or with dignity.

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

Q11 – Did the ambulance staff respect your privacy?

All 234 respondents who answered the above question advised their privacy was respected to at least 'some extent,' with 97.9% 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?

Positively, 233 respondents (97.9%) who answered the above question described the attitude of ambulance service staff as 'excellent' (94.4%) or 'good' (5.6%). 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?

228 respondents (98.3%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 95.7% 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, 217 respondents (95.6%) who answered the above question recalled the explanation of their care/treatment as being in a way they could understand.' Three respondents (1.3%) advised that they did not understand the explanation provided and seven respondents (3.1%) 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 (95.6%) felt involved to at least 'some extent' in the decisions made regarding their care, with 88.6% of these respondents answering that they were 'definitely' involved. However, ten respondents (4.4%) did not feel involved in the decisions made.

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

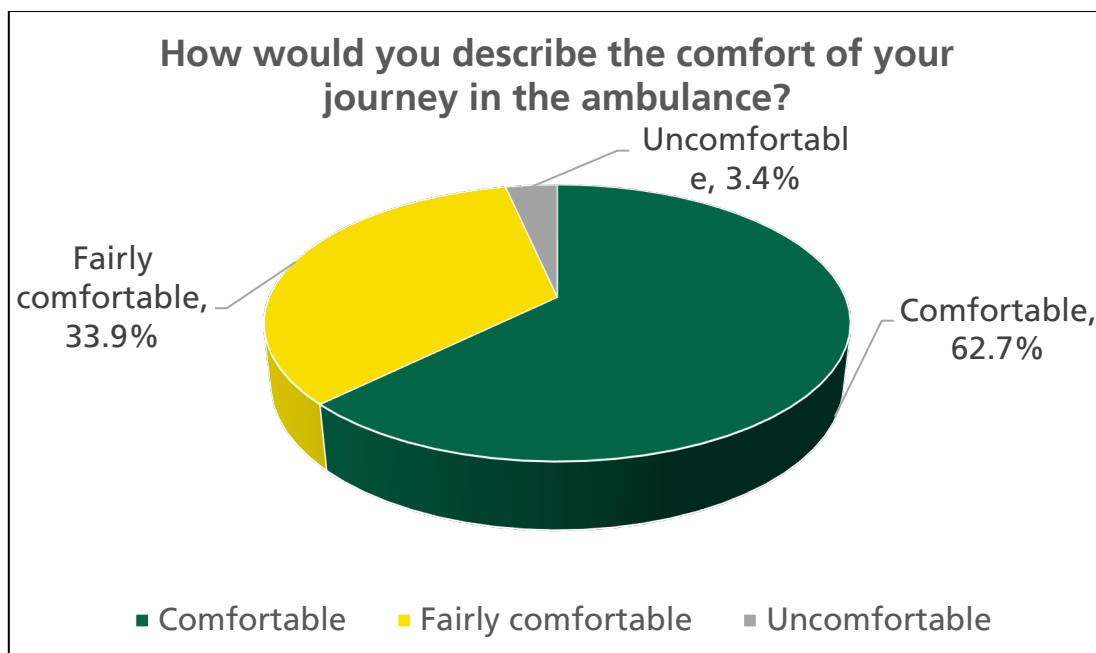
Q16 – Did you feel the ambulance service staff managed your pain?

Overall, 129 respondents who answered the above question felt that their pain had either been managed (59.7%) or they had not been experiencing pain (34.3%). 12 respondents (5.6%) 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?

Chart illustrating comfort of journey in ambulance:

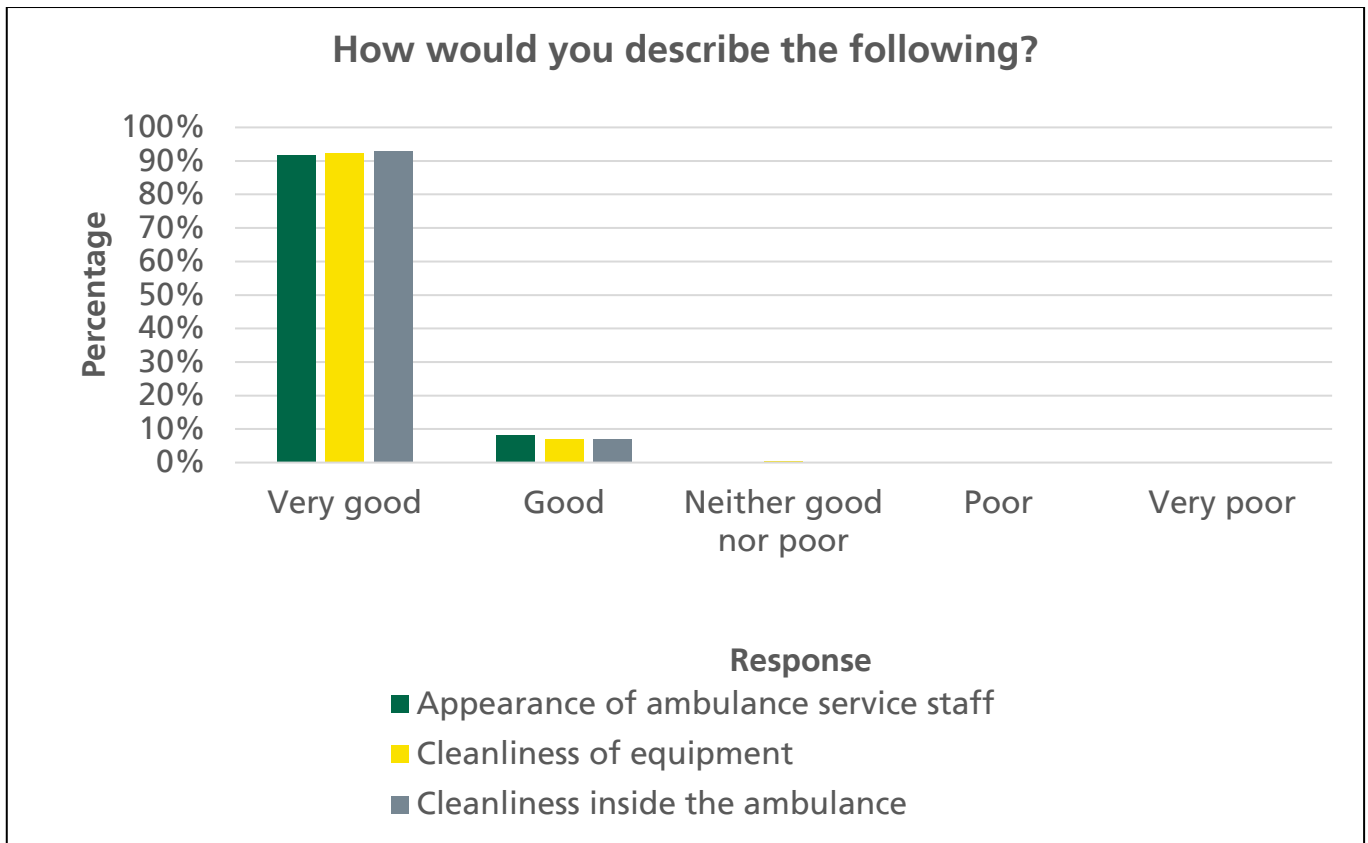


Overall, 96.6% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (33.9%) or 'comfortable' (62.7%) when travelling in the ambulance. Six respondents (3.4%) felt 'uncomfortable' whilst travelling to hospital.

47 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:



Of the respondents who answered the above question; 100% described the appearance of ambulance service staff as 'good' (8.1%) or 'very good' (91.9%). Cleanliness of equipment and cleanliness inside the ambulance was described as 'good' (7.1%), 'very good' (92.5%) or 'neither good nor poor' (0.5%). Cleanliness inside the ambulance was also described as 'good' (7.0%) or 'very good' (93.0%). 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 154 respondents who were able to answer this question, 138 respondents (89.6%) rated the handover process as being either 'good' or 'very good.' However, four respondents felt the handover was 'poor' (1.9%) or 'very poor' (0.6%) and 12 respondents (7.8%) 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?

202 respondents advised that this question was 'not applicable/unable to say.' However, 22 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.

January

- *"We had to go by car." (Patient 50, Herts & West Essex)*
- *"Given advice and information to present myself to the Oncology team at the hospital the following day." (Patient 57, Norfolk & Waveney)*

February

- *"No treatment over the phone. Been told to take the patient to hospital ASAP." (Patient 146, Mid & South Essex)*
- *"As stated, no 111 available and ambulance arrived quickly." (Patient 166, Norfolk & Waveney)*

March

- *"The paramedic was brilliant 🌟 The hospital staff terrible, they were rude to the paramedic, talked over me and the child concerned. Asking why is she here, has she got a DNR in place. She could have gone to riverbank, eventually after bloods were taken they realised actually she was really*

poorly and had a rightful place. By then the paramedic had gone after answering a barrage of questions by the ward sisters and having to justify himself. I worked in the NHS for over 20 years.” (Patient 187, Beds & Luton)

- *“I can't comment on the ambulance staff, because the 999 operator decided my Husband didn't warrant an ambulance.” (Patient 191, Herts & West Essex)*
- *“I was mostly unaware of anything and have no recollection of much other than the ambulance staff seemed kind an efficient.” (Patient 192, Mid & South Essex)*
- *“If you mean my call to 111 - person very dedicated but I thought she was taking chest tightness to mean heart probs whereas I was trying to say it was lung tightness. Anyway on that basis she kindly called the ambulance. I felt bad as was sure didn't need to go to hospital. Anyway ambulance and I agreed that was not necessary. It was very reassuring to have my oxygen levels done in particular.” (Patient 254, Herts & West Essex)*

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

Of the 101 respondents who were able to answer to this question, 56.4% were advised to see/arrange an appointment with a 'hospital department,' other responses included GP (18.8%), 'other' (18.8%) or 'NHS 111' (5.9%).

139 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

- "ARAS." (Patient 151)
- "If any further problems call 999." (Patient 225)

Cambs & Peterborough

- "A & E." (Patient 76, Cambs & Peterborough)

Herts & West Essex

- "They were there to take me to the hospital where I was admitted." (Patient 9, Herts & West Essex)
- "We decided to go to A&E independently because no ambulance available." (Patient 50, Herts & West Essex)
- "Not treated over phone. Ambulance arrived." (Patient 255)

Mid & South Essex

- "The emergency nursing team attended to me after referral from the ambulance and they treated me over the next week at home." (Patient 69, Mid & South Essex)
- "A&E." (Patient 146)
- "Other service." (Patient 192)

Norfolk & Waveney

- *"Social services." (Patient 29)*
- *"Direct to A&E." (Patient 53)*
- *"999." (Patient 95)*
- *"A & E." (Patient 114)*
- *"Was taken to A&E." (Patient 181)*
- *"Social care." (Patient 231)*

Suffolk & North Essex

- *"Casualty." (Patient 142)*

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

22 respondents were able to answer this question, with 14 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 and 209 respondents answered, 'not applicable/unable to say,' and 25 respondents did not respond.

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

Of the 22 respondents who were able to answer this question, 14 respondents did not agree that an ambulance had not been dispatched and eight respondents did agree that an ambulance had not been dispatched. 203 respondents answered, 'not applicable/unable to say,' and 36 respondents did not respond.

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

Beds & Luton

"It's hard for me to say but on balance I think it was a sensible decision and given that I could take her myself I would rather someone with immediate life-threatening issues be attended than us." (Patient 68)

- *"They sent an ambulance out to help my son when he had breathing problems." (Patient 212)*
- *"Treated and had checks at home." (Patient 245)*

Herts & West Essex

- *"We felt it not appropriate to go by car as we had no idea if any bones had been broken but in the end we felt we had no choice." (Patient 50)*
- *"Because I believe my husband is having a heart attack, he's the only driver. Couldn't afford to get a taxi, besides what would happen if he was having a heart attack in the taxi and we need to resuscitate him, it was safer under the circumstances to stay at home." (Patient 191)*

Mid & South Essex

- *"If I was able to have made my own way to the hospital I wouldn't have rang the ambulance. It seems the only way to get an ambulance service is if you're dying." (Patient 75)*
- *"The only reason given was 'we are very busy'." (Patient 146)*
- *"We kept asking for them multiple times to take my mum to hospital as she was in unbearable pain and nothing was being helping manage her pain at all. Until after many times Roger was the only one who phoned and asked what we would like to do then we insisted she be taken into hospital as had been in this pain for weeks." (Patient 150)*

Norfolk & Waveney

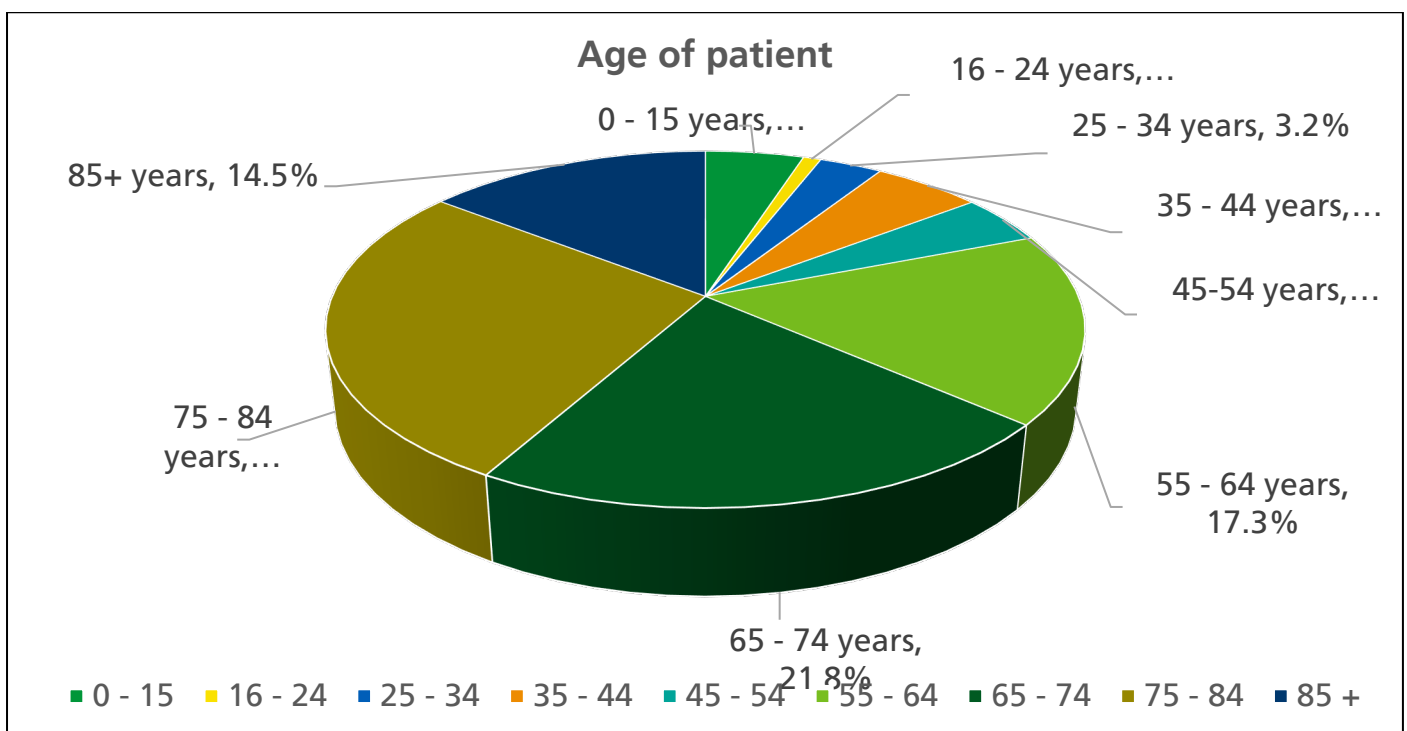
- *"As stated the operator knew that they were nearby." (Patient 23)*
- *"Rubbish question - there was NO ambulance available for at least 2 hrs." (Patient 53)*

Suffolk & North Essex

- *"The problem was slowly improving so no need to send an ambulance then." (Patient 34)*
- *"I would like to thank the people in the ambulance for their care and kindness." (Patient 180)*

Demographics and Equality and Diversity Information

Age of patient



36 respondents did not complete this question.

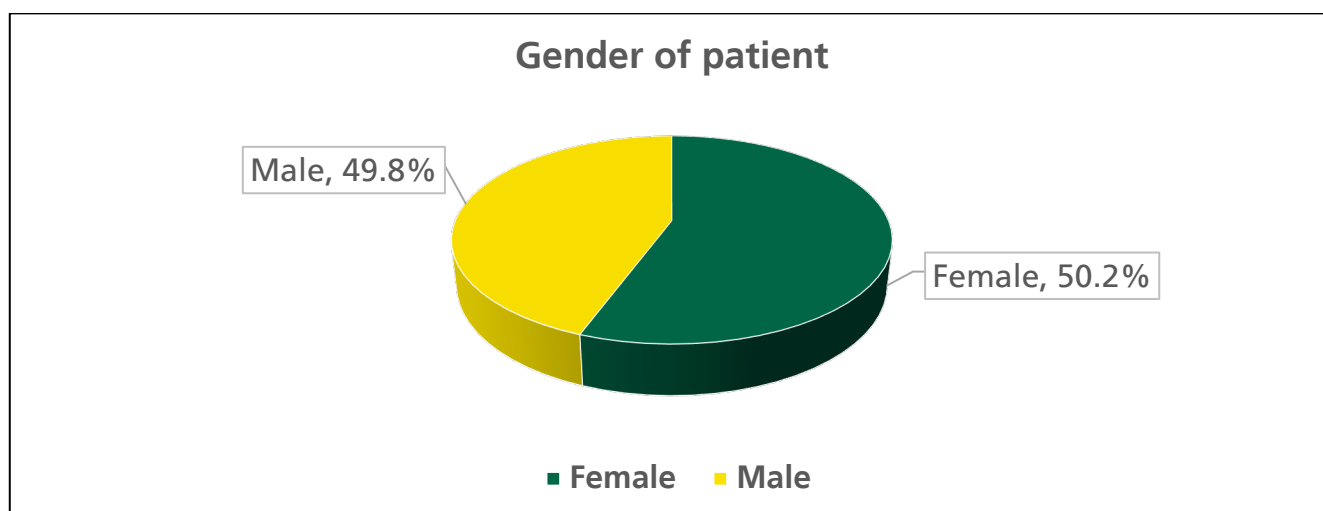
27

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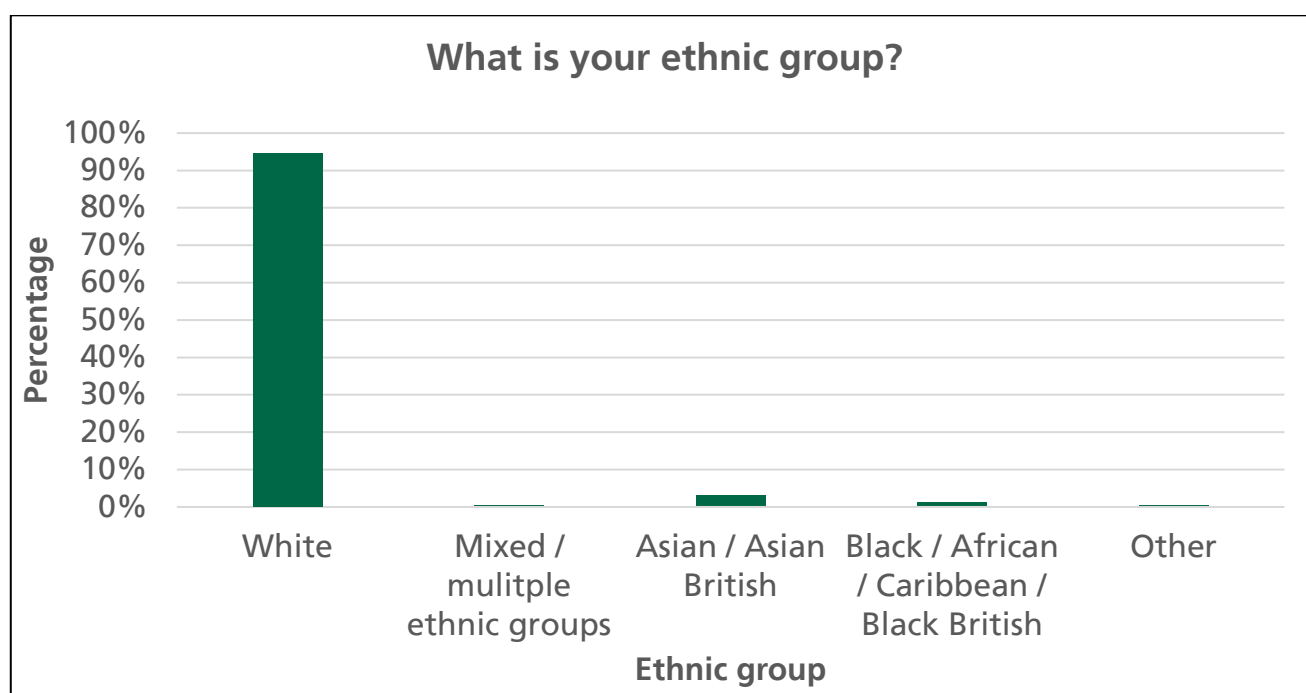
#WeAreEEAST 

Gender of patient



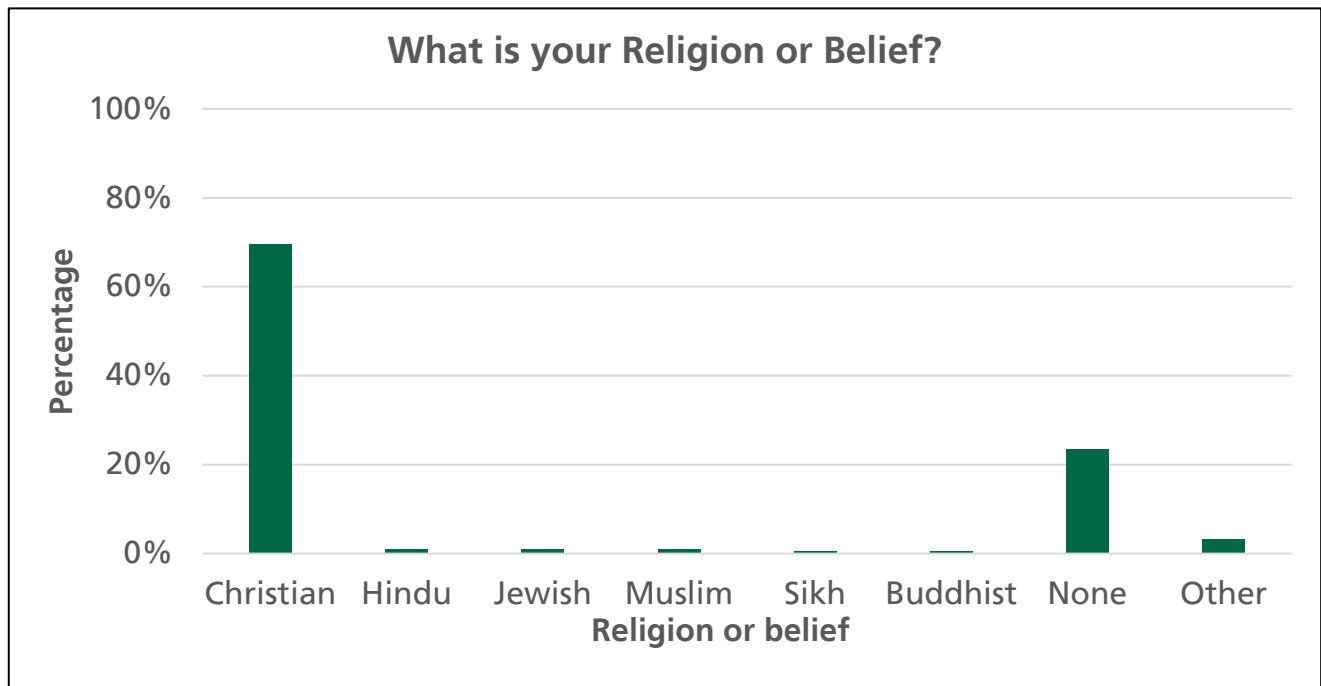
37 respondents did not complete this question.

What is your ethnic group?



Overall, 94.6% of patients responded that they were of a white ethnic group, the remaining 5.4% of patients were either of a mixed/multiple ethnic group (0.4%), Asian/Asian British (3.1%), Black/African/Caribbean/Black British (1.3%) or responded 'other' (0.4%). 33 respondents did not complete this question.

What is your Religion or Belief?

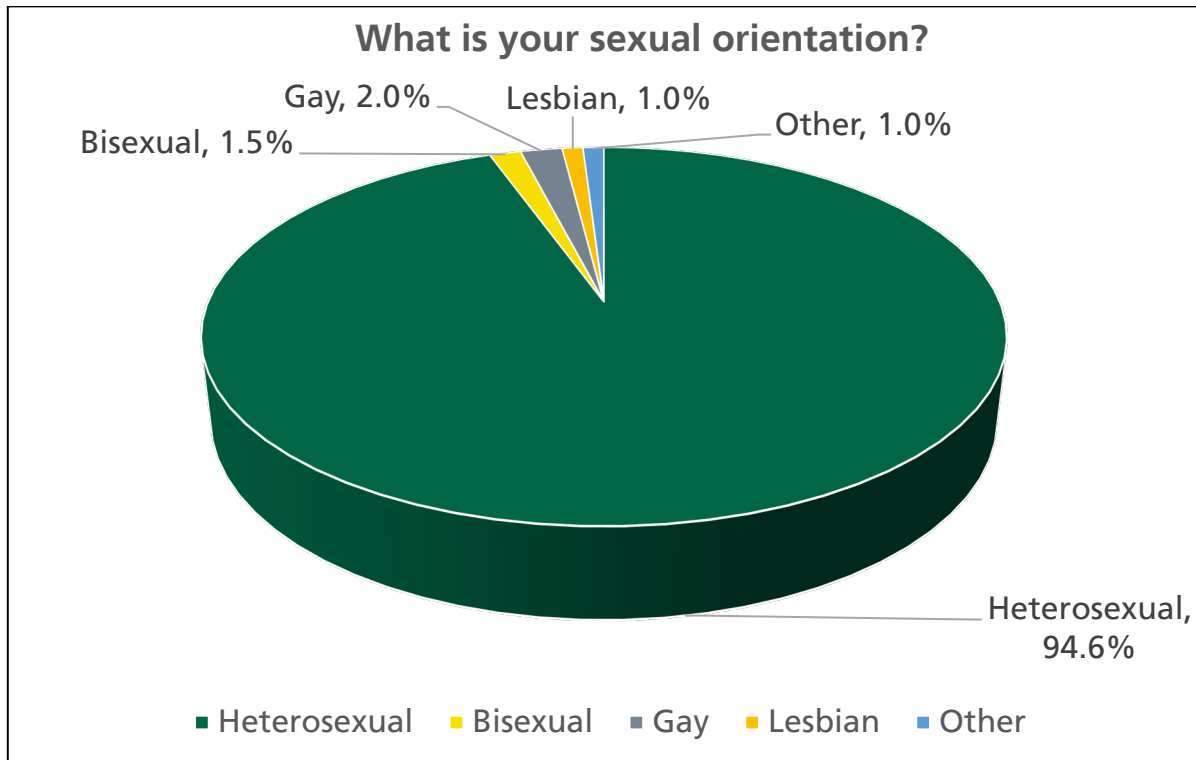


Overall, 148 (66.7%) of patients responded that their religion or belief was 'Christian,' the remaining 67 (30.2%) of patients advised either 'Hindu' (0.9%), 'Jewish,' (0.9%), 'Buddhist,' (0.5%), 'None,' (22.5%), or responded 'other,' (3.2%). 34 respondents did not complete this question and 9 respondents answered, 'prefer not to say.'

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

- "C.O.E." (Patient 21, Norfolk & Waveney)
- "Catholic." (Patient 60, Cambs & Peterborough)
- "Jehovah's witness." (Patient 128, Mid & South Essex)
- "British." (Patient 150, Mid & South Essex)
- "Church of England." (Patient 213, Suffolk & North Essex)
- "Humanist." (Patient 229, Mid & South Essex)

What is your sexual orientation?



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

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

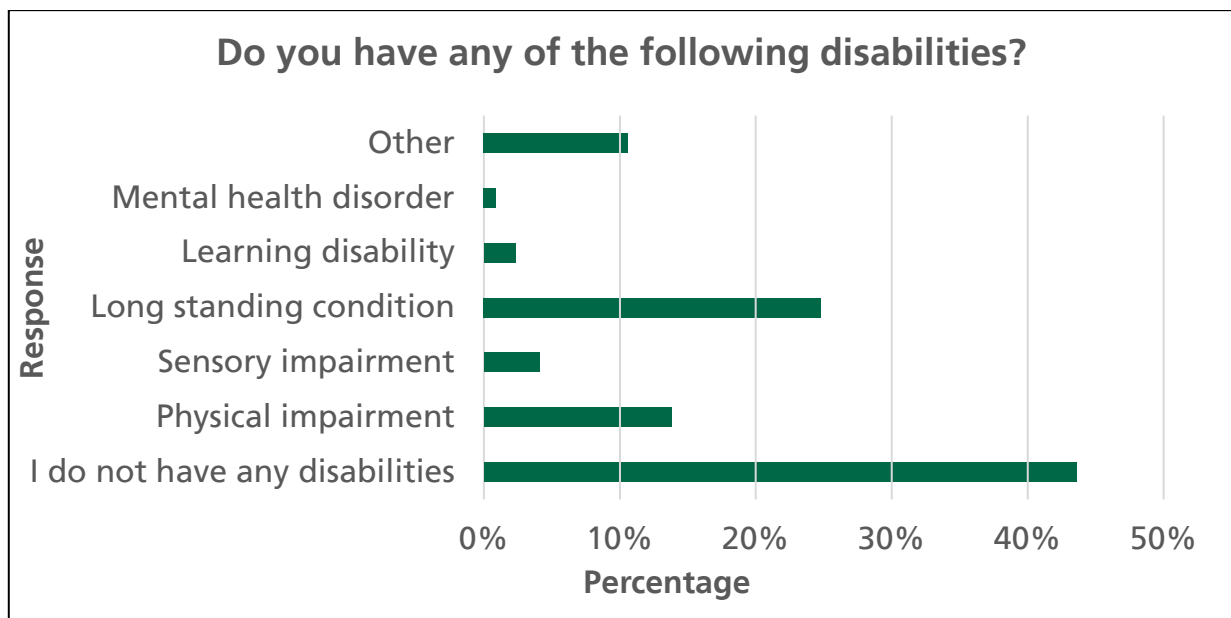
- "No idea! She's 1." (Patient 68, Beds & Luton)
- "None." (Patient 97, Cambs & Peterborough)

Do you have any of the following disabilities?

Table illustrating disabilities of patient:

I do not have any disabilities	95 (43.6%)
Physical impairment	30 (13.8%)
Sensory impairment	9 (4.1%)
Long standing condition	54 (24.8%)
Learning disability	5 (2.3%)
Mental health disorder	2 (0.9%)
Other	23 (10.6%)
Declined to answer question	14
No reply to question	42

Do you have any of the following disabilities?



Of the patients who responded to the above question: 95 (43.6%) of respondents advised that they 'did not have a disability,' the remaining patients advised that they had either a 'physical impairment,' (13.8%), a 'sensory impairment' (4.1%), 'long standing condition'(24.8%), 'learning disability' (2.3%) or 'mental health disorder' (0.9%). 23 respondents answered 'other,' 14 respondents answered, 'prefer not to say,' and 42 respondents did not answer this question.

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

Beds & Luton

- *"Complex needs." (Patient 187)*
- *"Systolic heart failure, Atrial fibrillation, Hermansky - Pudlak syndrome & Ocular albinism." (Patient 245)*

Cambs & Peterborough

- *"Arthritis." (Patient 97)*
- *"Blood pressure." (Patient 157)*

Herts & West Essex

- *"Parkinson's diabetes." (Patient 6)*
- *"Colostomy and osteoporosis." (Patient 12)*
- *"Prolapse bowel." (Patient 85)*
- *"Arthritis in knees." (Patient 156)*
- *"Dementia." (Patient 160)*
- *"Stomach complaint gastro." (Patient 176)*
- *"Stroke, Epilepsy." (Patient 177)*
- *"Arthritis." (Patient 255)*

Mid & South Essex

- *“Coronary microvascular disease.” (Patient 129)*
- *“Mobility condition.” (Patient 148)*
- *“Sensory impairment.” (Patient 158)*
- *“Asperger’s, deafened.” (Patient 171)*

Norfolk & Waveney

- *“Deaf.” (Patient 61)*
- *“None.” (Patient 95)*
- *“Broke hip 27-03-22.” (Patient 248)*

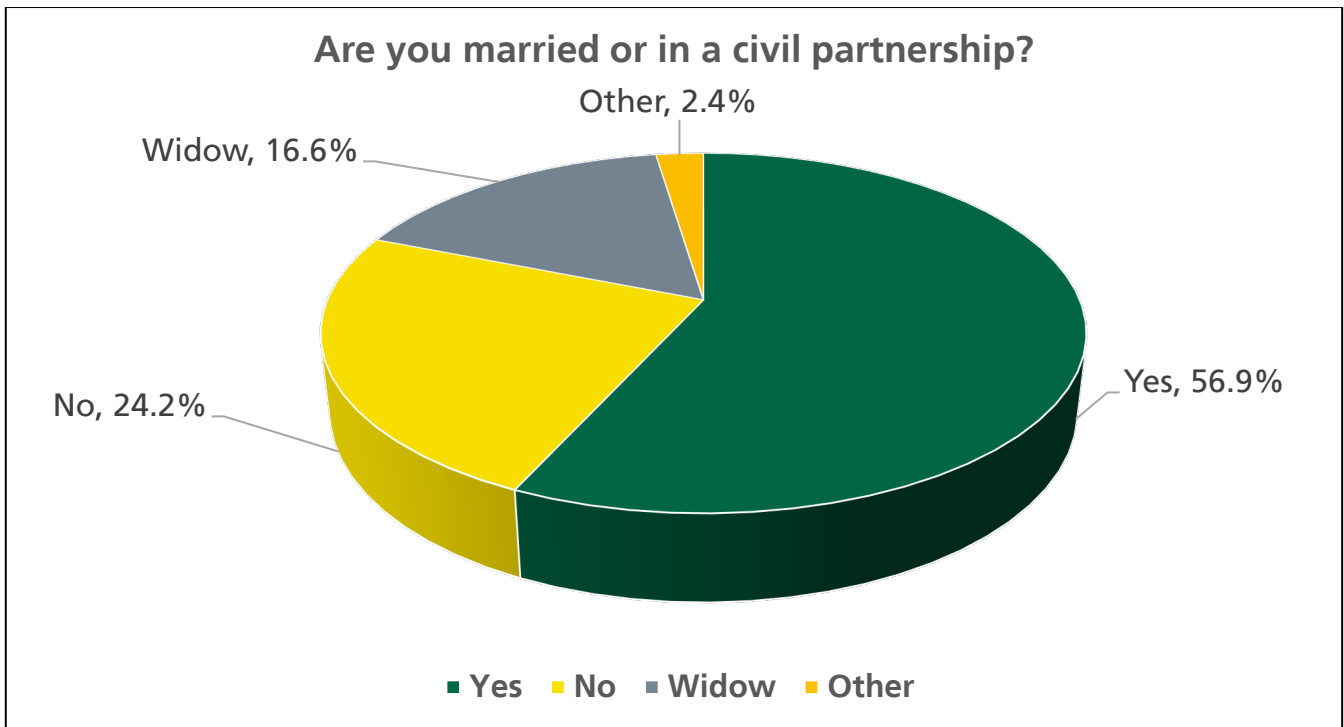
Suffolk & North Essex

- *“I have incurable cancer.” (Patient 46)*
- *“Severe COPD.” (Patient 210)*
- *“Prefer a lift access and can’t walk distances.” (Patient 234)*

Unknown

- *“Physical, Mental and Sensory impairments, Long standing health condition.” (Patient 2)*

Are you married or in a civil partnership?



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

- *"Divorced." (Patient 151, Beds & Luton)*
- *"Separated." (Patient 97, Cambs & Peterborough)*
- *"Divorced." (Patient 255, Herts & West Essex)*
- *"Frailty delirium." (Patient 62, Norfolk & Waveney)*
- *"Live with partner of 31 years." (Patient 46, Suffolk & North Essex)*

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

Of the 153 respondents who answered the above question advised that they were 'not pregnant' and that they 'did not have a child under 12 months old.' However, one respondent advised that 'they were pregnant,' and two respondents advised that they 'had a child under 12 months old.'

The remaining respondents were either 'not applicable' or did not respond.

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.