



Emergency Service Patient Experience additional patient comments – January to March 2023

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

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
14	January	Bedfordshire and Luton	Delayed attendance, poor call pick up, exhausted staff.
18	January	Bedfordshire and Luton	The service we experienced was excellent. A paramedic car with us within 5 minutes of making the call shortly followed by the ambulance. We were amazed how quick the response was.
21	January	Bedfordshire and Luton	We did not take an ambulance, I was transported in a different vehicle which made sense as I can imagine ambulances should be prioritised for those in serious need.
24	January	Bedfordshire and Luton	Quick response, paramedics very friendly and helpful.
32	January	Bedfordshire and Luton	Quick considerate professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
36	January	Bedfordshire and Luton	Quick to arrive and very considerate.
50	January	Bedfordshire and Luton	The paramedics were very calm and caring.
60	January	Bedfordshire and Luton	Ambulance arrived within 20 minutes. Paramedics were very kind, patient and efficient.
71	January	Bedfordshire and Luton	We had a long wait for the Ambulance.
80	January	Bedfordshire and Luton	Prompt response and those in attendance were professional/personable and polite.
107	January	Bedfordshire and Luton	Ambulance came very quickly and the paramedics were great with my baby and partner.
118	February	Bedfordshire and Luton	Crew polite and helpful. Although not an emergency still had to wait much longer than the estimated time given, ie over 24 hours. Crew very apologetic and we understood the reasons for the delay given.
129	February	Bedfordshire and Luton	Crew was calm, knowledgeable, reassuring and very pleasant to talk to.
149	February	Bedfordshire and Luton	Both members of the crew were very good and put me at my ease during what was a frightening experience. Also very professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
150	February	Bedfordshire and Luton	Looked after me very well, very good at their jobs, kind and understanding and kept me informed everything they were doing.
163	February	Bedfordshire and Luton	All four drivers I have had have been very helpful and friendly, always got me to the hospital on time for my appointment.
167	February	Bedfordshire and Luton	The ambulance arrived in 10 mins and the two men were extremely supportive and reassuring to ourselves and my mother. They acted in my mother's best interests and soon had us on our way to the hospital. Very caring and helpful. Another ambulance came to check if help needed getting my mother onto the board due to her fall.
208	March	Bedfordshire and Luton	Waited 45 mins for ambulance for 5 year old breathing difficulties. Operator told me to wait for ambulance. I ended up calling back and no unit assigned. I asked if I could just take him myself and they agreed in the end. When they say they are sending an ambulance you expect it to be with you within 15mins. If I had known that was not the case I wouldn't have bothered calling 999 and driven the 20mins to hospital.
210	March	Bedfordshire and Luton	My wife called 999 because I had a stroke. Although she was told that there was a 4 hour wait, the ambulance arrived in about 10 minutes. The two men were very peasant and efficient with preliminary tests and then got me from Clapham to Luton hospital in good time.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
211	March	Bedfordshire and Luton	It was professional, caring and efficient.
1	January	Cambs & Peterborough	(name and name) have amazing competence, interpersonal skills, patience.
7	January	Cambs & Peterborough	(name, name, name and name) were amazing and a credit to the ambulance service. They were all so very kind and considerate and nothing was too much trouble to explain.
12	January	Cambs & Peterborough	Phoned 999 for my mum on the 4th of feb around 11.50am as she is seriously unwell the call handler was fantastic took her time to listen to everything we said stayed on the phone until ambulance arrived constantly asked how she was doing and was very calm in a stressful situation.
25	January	Cambs & Peterborough	Because the two ladies put me at easy when I was feeling so unwell and made sure that they looked after me they were excellent.
27	January	Cambs & Peterborough	I have been unfortunate to have to call the ambulance service several times in the last 6 months and each time found them very efficient and thorough.
28	January	Cambs & Peterborough	The ambulance men were so kind and calmed me. They were very professional and smiled. Although we had a 3 hour wait at the hospital they chatted to me and was very attentive.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
30	January	Cambs & Peterborough	<p>The ambulance arrived in good time after NHS 111 said they would arrange one. The ambulance crew were friendly, efficient and reassuring. They explained clearly why I couldn't stay at home and needed to go to A & E. No waiting for admission to A & E - a bed was available. Smooth handover to A & E staff. Many thanks to your team - both frontline and backroom! I can't think of anything that would have improved my experience.</p>

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

Patient number	Month	Area	Comments received in relation to handling of emergency call:
35	January	Cambs & Peterborough	Quick response, experienced, calm and reassuring personnel.
46	January	Cambs & Peterborough	Ambulance men and women were exceptional in their professionalism, empathy and knowledge. They helped me and my wife.
51	January	Cambs & Peterborough	The ambulance turned up very quickly. The three paramedics were super professional - especially the Student.
56	January	Cambs & Peterborough	Because I was totally satisfied with the treatment I received and the speed of the response to my initial call.
92	January	Cambs & Peterborough	Excellent care, staff was patient, caring, understanding, very professional
105	January	Cambs & Peterborough	I had a heart attack, I was told ambulance would be here in 40 mins it arrived in 20 mins, the ambulance crew made me comfortable and stable. Very quickly and had me at papworth in no time at all, where I had a stent fitted, it is not possible to have taken me there any faster or with as much care.

Patient number	Month	Area	Comments received in relation to handling of emergency call:
63	January	Cambs & Peterborough	As I was in considerable distress (high temperature, pain, not being comprehensible) the day after my discharge from Addenbrookes Hospital after a kidney removal on Thursday 19 January 2023, my husband called 111 at 2.45 am on Saturday 21 January, fearing I had suffered a stroke. The 111 person decided to call an ambulance at 3.03 am. Though we did not time it, the ambulance arrived about ten minutes later. The ambulance crew (two young women) calmed me down, administered the necessary medication and took me to A & E at Addenbrookes. The ambulance service was quick and efficient. The crew reassured me and my husband and I completely trusted them. Their swift action ensured that I got the right treatment in hospital. I have now been recovering for over a month and I am nearly my normal self again. I cannot thank the NHS enough, from ambulance crew to all the staff in Addenbrookes.
115	February	Cambs & Peterborough	Amazing service with very quick response. Very reassuring and saved my Dad's life – (name and name) who were the two ambulance drivers that took my Dad to hospital. Couldn't praise them all enough. Once my Dad was taken to hospital Harrison and Nat stayed with us to make sure we were ok and answered any questions we had about what had happened. You do an amazing job. Thank you so much.

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

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
111	February	Cambs & Peterborough	My partner had a fall on Sunday 4th February and the 111 service called the ambulance. The paramedics arrived within 10 minutes and gave exemplary service, they were thorough, compassionate, and very professional. They understood that we were reluctant for him to go into A &E because of the waiting times and because he would be acutely distressed due to having dementia. They discussed options with the duty doctor, keeping us in the picture at all times and we were given the diagnosis that the fall was probably due to a chest infection. They arranged for the doctor to issue a prescription noting that my partner is very allergic to penicillin. We got the prescription later on in the day and he has responded well to the treatment. They stayed with us until we were all satisfied that treatment was in place and that I was aware of any changes in his condition which may need emergency admission to hospital. We could not have asked for a better service.
134	February	Cambs & Peterborough	Friendly staff kept me calm and informed.
137	February	Cambs & Peterborough	The crew was amazing and very professional. They made me feel at ease and explained what they was doing.
174	February	Cambs & Peterborough	First responder was attending me within 5 minutes.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
158	February	Cambs & Peterborough	Very good personal service made me feel comfortable and safe. explained things very clearly. lovely ladies to have at such a time.
155	February	Cambs & Peterborough	The call handler and ambulance crew were calm, professional and reassuring at a very scary time for us. The ambulance crew arrived quickly and kept my son calm and explained all the steps. They were kind and considerate, gave us clear instructions and kept us informed as the situation developed. On arrival at the hospital they ensured a smooth handover to hospital staff. We are very grateful to them.
168	February	Cambs & Peterborough	The 3 members of the ambulance service that attended my father, following a fall at a garden centre, where very polite and informative towards me upon my arrival at the scene. They were all compassionate in their manner while helping my dad. Very calm even after they thought that my dad had fractured his skull after realising, he was on blood thinners and needed to get to hospital ASAP.
179	February	Cambs & Peterborough	They were very efficient and took there time very friendly and over all amazing.
182	February	Cambs & Peterborough	Came promptly took charge of the situation gave pain relief.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
176	February	Cambs & Peterborough	The first ambulance that attended didn't help in any. they made it clear that mine was the last call for their day and were just waiting for another ambulance to take over. after 2 hours the newly arrived ambulancemen were straight to help me and rescued me. They were amazing and I felt very safe. I was very ill but they reassured me and kept me informed about the medicines being given and why. They both clearly new exactly what they were doing and did it very gently. after stabilizing me the ambulance to the hospital and I was in very quickly. I am very grateful for their help.
198	March	Cambs & Peterborough	The two gentlemen who attended were professional, calming and friendly.
200	March	Cambs & Peterborough	Quick response and the crew were so caring and discussed their assessment at all times. Also continued to help with contact to respiratory team for further help.
202	March	Cambs & Peterborough	The service was exemplary. The 2 men who arrived quite late at night picked me up off the floor and took me to Addenbrookes. They were so gentle and kind, I would recommend them to anybody. The service was out of this world, I have no complaints.
227	March	Cambs & Peterborough	Very good help.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
205	March	Cambs & Peterborough	Prompt response time and the emergency ambulance staff were knowledgeable and efficient. They were thorough in their investigations and offered a calm reassurance throughout. Although I recognise that it is an extremely busy and pressurised service they made sure that I fully understood the both the tests and the results of the tests.
209	March	Cambs & Peterborough	Prompt arrival. Very reassuring and helpful ambulance staff.
212	March	Cambs & Peterborough	Ambulance was requested but delay times were far to long so we had to arrange other ways to get my child to the hospital. Absolutely terrible service arrival time.
217	March	Cambs & Peterborough	Were very prompt on these occasions set straight to work with the routine examinations, very calming when alot going on, kind and caring and making sure Husband was ok.
225	March	Cambs & Peterborough	Although I did wait nearly an hour for the paramedics to arrive they were thorough and put me at ease. They done, ecg, blood pressure and blood test. They drove me into hospital.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
260	March	Cambs & Peterborough	Prompt and very efficient. On arrival at house, the two paramedics were superb. Despite my doctor calling for the service after an hour plus investigation into my wellbeing the two medics were going nowhere until after they had concluded their own questionnaire and tests. They were business like (professional) but friendly and caring. No-one could have asked or even expected more so please ensure they receive my sincere thanks and gratitude for a job well done.
262	March	Cambs & Peterborough	Really caring and able to comfort us.
268	March	Cambs & Peterborough	Waiting time for paramedics to arrive on both days they were called was beyond expectations. Excellent service and both sets of paramedics couldn't have been more professional, kind thoughtful and understanding. Did all they could for me to help relieve my pain. Many, many thanks.
269	March	Cambs & Peterborough	I called 111 for my husband. The operator called the ambulance service. An ambulance arrived within 30 minutes. The paramedics were superb. My husband had been discharged from hospital on 06/01/2023 after an 11 month inpatient stay and is virtually bedbound. They were thorough, kind and very patient. They explained everything clearly, read the discharge letter and asked for clarification of a few things. They worked well as a team and lightened a worrying situation, being both upbeat and reassuring. They showed the ambulance service and the NHS at its best.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
271	March	Cambs & Peterborough	I have filled in questions where I can but what happened was (I had a mall cut on my toe) I phoned 111 couldn't get an answer, so I rang 999 and was told to put towels on my toe as I couldn't stop the blood so I rang 111 again and they phoned me back, but I couldn't get to hospital as I am very bad at walking so she sent an ambulance and they could not stop blood either and they had not got any glue so bandaged it kept my foot up. Got down my road and they were flagged don as a 12 year had collapsed. At the hospital it started to bleed so was glued. It slowed but after coming home it was blood all over carpet so I had to bandage again.
276	March	Cambs & Peterborough	Fast response to head injury and concussion. Arrived very quickly.
3	January	Hertfordshire and West Essex	The crew arrived within 30 minutes of my 999 phone call, that my dad had severe chest pains. They calmly observed/assessed him and kept the news of a major heart attack very low key so as not to alarm my dad, mum and I. He was issued with medication by the paramedic team and was taken to Harefield hospital where he was fitted with 3 stents. He was back on the ward and drinking tea within 3 hours of my call. The speed of this service was literally life saving and my thanks go to everyone involved.
13	January	Hertfordshire and West Essex	Paramedics were helpful, efficient and attentive. They arrived quickly and provided very good care.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
16	January	Hertfordshire and West Essex	Simply because of the wait for an ambulance (3.5hrs).
19	January	Hertfordshire and West Essex	Prompt response and very caring crew.
22	January	Hertfordshire and West Essex	Crew were professional and compassionate. They explained what they were doing and treated me as an individual.
31	January	Hertfordshire and West Essex	Quick response and incredible paramedics.
47	January	Hertfordshire and West Essex	Rapid response, highly competent, friendly staff. No fuss.
48	January	Hertfordshire and West Essex	I would like to thank you all for the amazing service, my son is usually very afraid of the paramedics and having tests, but the paramedics calmed him down and he was super calm and happy. I thank every paramedic who came to help my son! They did an excellent job!

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
67	January	Hertfordshire and West Essex	<p>Positives: the ambulance crew were wonderful. I had a sudden reaction to something and had boils come out all over my skin these caused me to become delirious at times and I was speaking a load of garbage. I remember shouting at one of the ambulance ladies but when I had a lucid moment I did apologise. The crew were absolutely brilliant, and I can't praise them enough.</p> <p>Negatives: The call handler asked too many questions and asked my husband to put the phone to my ear so I could answer them, but when I was confused, frightened and didn't know what I was saying I don't feel this was appropriate. When my sister arrived they were still asking my husband questions, and she had travelled a fair distance to get to ours, she took the phone from my husband and said just send an ambulance now. I feel the questioning was too long and the questions too lengthy and the time delay wasn't good. The operator was very poor and didn't show any common sense.</p>
93	January	Hertfordshire and West Essex	<p>The ambulance arrived within a reasonable time, after being requested by the 111 service. The Paramedics were professional and friendly. They completed their examination, whilst explaining what they were doing and what the results meant and putting me at ease. They took me to A&E waited with me while I was admitted.</p>

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
103	January	Hertfordshire and West Essex	Response within a reasonable time, thorough examination and information checking by the paramedics, caring approach to the elderly parent and clarity over why it was essential for patient to go to hospital.
104	January	Hertfordshire and West Essex	(name) and the lady, I've forgotten her name were amazing.
110	February	Hertfordshire and West Essex	Professional, Reassuring, Friendly.
119	February	Hertfordshire and West Essex	My mother got stuck on the toilet couldn't get off (frail, very slight and underweight) called careline who called the paramedics. expected 12 hours but they came quickly within a few hours (thank you) sadly - they pulled her off a bit too forcefully, she banged her knee on the wash basin in front of her and had a compressed fracture - so taken to hosp. NWB, bed bound, lost her mobility, sent to rehab, hoping to discharge home, then got a severe hosp acquired chest infection and pneumonia, back to the acute hosp told she won't make it and prepare for the worst, pulled through after stacks of antibiotics, lost weight, lost mobility again, on oxygen and trying to wean off it now but proving difficult. Still struggling to get her home it's a very very sorry tale her baseline significantly deteriorated and still unsure if she will get home - told today the ward has norovirus and covid so yet more worry if she will pull through and this started with one event -

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
114	February	Hertfordshire and West Essex	The paramedics were rude and condescending not ideal when you are physically unwell and also have mental health problems.
120	February	Hertfordshire and West Essex	The attention given by the attendants was excellent.
121	February	Hertfordshire and West Essex	Caring with empathy.
127	February	Hertfordshire and West Essex	I suffered a RA flare up in the middle of the night and fell out of bed. I was unable to move and my wife called the service. The team arrived from Berkhamsted in good time and carried out a full check of my issues and determined I needed to be taken to Stoke Mandeville A&E. They delivered me and stayed with after passing over the notes they had made to ensure I was in the chain. They were both excellent throughout. My wife subsequently wrote to the two crew members at Berkhamsted Ambulance station to thank them.
131	February	Hertfordshire and West Essex	Outstanding service!!

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
136	February	Hertfordshire and West Essex	I was advised an ambulance would be here in 40 minutes - over an hour later I got a call saying one wasn't coming. I had to wait for my mum who was over 2 hours away to come and take me to hospital, where I was then admitted to an emergency ward for 6 days.
139	February	Hertfordshire and West Essex	The first responder paramedic came quickly and was able to assist us.
148	February	Hertfordshire and West Essex	The response was quick, paramedic exam efficient and blue light to Lister fast. Admission to A and E Resus was immediate and handover information exact.
152	February	Hertfordshire and West Essex	The staff was professional.
153	February	Hertfordshire and West Essex	We had a call back 3 hours after our initial call to 111 saying they had no ambulances available and our 6 month old son needed to be seen immediately could we make our way to the hospital as they couldn't give us a time frame for an ambulance to actually get to us.
160	February	Hertfordshire and West Essex	The ambulance came very quickly and the crew were excellent, friendly and efficient. I believe they virtually saved my life.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
162	February	Hertfordshire and West Essex	The service I received was excellent and I can't fault the ambulance crew or the hospital staff in any way what so ever!
165	February	Hertfordshire and West Essex	Ambulance arrived in reasonable time and paramedics spent a long time assessing my condition thoroughly. Both were polite, patient and professional, which gave me great confidence.
175	February	Hertfordshire and West Essex	The service I received was absolutely excellent. The crew were lovely and chatted with me the whole time, which put me at complete ease. Please pass on my sincere thanks to them.
184	February	Hertfordshire and West Essex	Although I waited 1 hour the crew where very lovely and apologies they waited with till I was seen.
185	February	Hertfordshire and West Essex	The student paramedic did a job well done in assessing me thoroughly before I was transported to hospital.
187	February	Hertfordshire and West Essex	The ambulance arrived straight away and the team was very helpful. I wish to thank both the 111 helpline and the ambulance people.
188	February	Hertfordshire and West Essex	Came quickly. I was in agony and couldn't move an inch. Paramedics were understanding, caring and efficient.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
190	February	Hertfordshire and West Essex	The wait was 50 minutes for the ambulance an urgent call, glad I didn't have a heart attack while waiting. The paramedics were fantastic, explained everything very well and I felt there assessment was fair and they were supportive and understanding.
194	March	Hertfordshire and West Essex	Despite the Lister being very busy, the crew, (name and name), were at all times helpful, friendly and supportive. There was never a time that they were not being thoughtful and obliging. We cannot complement them too much, excellent.
195	March	Hertfordshire and West Essex	(name & name) arrived at 7.30 in the morning after what was for me a very disturbed and painful night. They patiently took down all my details and symptoms, and kept me calm while they checked pulse and blood pressure. Then, in an unhurried manner they took me quickly to Addenbrookes A&E, where (name) booked me in personally, and ensured that I was safely installed in Reception. Their professionalism and communication of medical knowledge was outstanding. Sadly, I was made all too aware of how seriously underpaid and inadequately recognised such vital paramedics are in the NHS. One can only ask why politicians do not put in the work and resources to give the NHS the facilities and management it deserves.
201	March	Hertfordshire and West Essex	On time no hanging about.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
215	March	Hertfordshire and West Essex	The meds were very efficient and also very polite.
218	March	Hertfordshire and West Essex	Considering how busy the 999service was at this time I thought that the waiting time would have been longer.
222	March	Hertfordshire and West Essex	The ambulance crew really looked after me and provided an excellent Service, despite the fact that I was drunk and was abusive. This I bitterly regret because they were so good to me and helped me so much.
224	March	Hertfordshire and West Essex	Because it was a very good service.
230	March	Hertfordshire and West Essex	Checked everything very thoroughly, very nice and friendly, kind and helpful.
234	March	Hertfordshire and West Essex	Polite and very helpful.
236	March	Hertfordshire and West Essex	It was a fall indoors - originally was told wait might be 6 hours, it was only half an hour. Three ambulance crew attended, couldn't have been nicer or more thorough. Also informed district nurses, who carried out follow up care.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
237	March	Hertfordshire and West Essex	Ambulance came quicker than expected, staff seemed both concerned and competent, they seemed very agreeable to us making our own way in to A&E releasing them to go on to the next call (WE appreciated releasing them to go to the next patient/s).
242	March	Hertfordshire and West Essex	Efficient, friendly service both pick up and drop off.
246	March	Hertfordshire and West Essex	Son having seizures 6th, I forewarned he will have another before we get to wgh I felt no confidence in that I was supported, I asked had the guy seen a seizure & he said they normally have happened before they get there, my son had been slipping into a lifeless state with each further seizure no recovery in between & I am an experienced parent in this, calling the ambulance meant I needed support here & instantly I felt like I was alone in this, my son seized & the paramedic stepped away & back I couldn't get my son in recovery as he was belted & chair back upright , they stopped ambulance but by time he offered to put back of chair down flat it was too late, he had swallowed mass of thick secretions that compromise his airways. I panicked son was not responsive & eyes in back his head paramedic was sat on chair watching. I was shouting my son & trying to rouse his eyes back his head I shouted this isn't right, he sat on chair still, no help still traumatised from this.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
244	March	Hertfordshire and West Essex	Made me feel safe and reassured.
248	March	Hertfordshire and West Essex	The ambulance arrived within the hour which I thought was quite good in the light of recent reports I'd heard about waiting times. The paramedics were very kind, polite, competent and efficient.
250	March	Hertfordshire and West Essex	Either, I had hurt myself pretty badly and needed to go to hospital and I was terrified about the possibility that I massively messed up my job and the rest of my life on an impulse. They calmed me down and took me to hospital and made sure I was safe and in a&e with a mental health professional before they left. Or, I was so scared, I didn't want to be on the earth and the paramedics came, stayed longer than they had to called 111 option 2 with me (and were able to hear how useless and mean the women, (name), was on the other end of the phone). They stayed and made me a cup of tea calmed me down and worked through the episode without me having to visit a hospital and they were here in unbelieving quick time.
253	March	Hertfordshire and West Essex	The ladies were efficient kind and caring.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
252	March	Hertfordshire and West Essex	The Ambulance was called by the school for my daughter and I arrived when she was with the paramedic. My daughter was really very looked after and happy. They were very informative and helpful plus caring and both me and my daughter was very grateful. They did a great job of updating all the information about the incident at the school. Well done for your hard work.
256	March	Hertfordshire and West Essex	The two ambulance crew were extremely helpful all through my experience.
257	March	Hertfordshire and West Essex	Was given very clear instructions over the phone before ambulance arrived. Ambulance arrived very quickly which was important as it was a suspected stroke. Crew dealt with situation and was soon on way to hospital A&E. Crew were friendly and very efficient.
258	March	Hertfordshire and West Essex	The crew were very caring and took my dignity into account as much as was possible. The situation they faced was extremely taxing and was approached in a logical and calming manner. They also put my wife and daughters feeling as almost as much of a priority by constantly telling them what and why they were doing what they were.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
261	March	Hertfordshire and West Essex	Although it took long for the ambulance to come, which was one of the reasons we cancelled it, they followed up immediately to make sure it was safe to cancel.
275	March	Hertfordshire and West Essex	They arrived quickly. It was correctly prioritised, as when I got to hospital they found out I'd had a sub-arachnoid haemorrhage and needed to be blue-lighted to a specialist hospital. I was in a lot of pain and the ambulance team were amazing trying to make me comfortable.
8	January	Mid and South Essex	I am a frequent user of service as I have many health conditions. I'm not responded in good time and was able to meet my health needs a time I did not require hospital admission.
9	January	Mid and South Essex	The paramedic turned up very quickly run tests on me and called the ambulance that also came very quick.
23	January	Mid and South Essex	When I eventually got through to the ambulance service after wasting time with 111 and an operator who told me to go to the nearest pharmacy in hellions bumpstead on a Sunday evening !!! everything was done in a professional and courteous manner by the paramedics that attended me. Handover to the hospital however was not that efficient as I was sat into A and eE whilst in acute pain with urine retention and fortunately a nurse noticed this after 45 minutes and then admitted me for treatment and the service from then was excellent. Thank you.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
40	January	Mid and South Essex	Speed of arrival, service and travelling to Basildon Hospital could not have been bettered.
42	January	Mid and South Essex	During these times where ambulances are taking hours at times to get to patients, my sons ambulance arrived fairly quickly.
43	January	Mid and South Essex	Via T/call- "because I was treated really well."
45	January	Mid and South Essex	Very thorough.
53	January	Mid and South Essex	The speed of attendance was excellent.
55	January	Mid and South Essex	The two Paramedics were very thorough and called my GP to personally speak to him on my behalf as they wished me to have further tests done by him.
62	January	Mid and South Essex	I had a previous fall where I was taken to hospital and discharged with hospital saying there was nothing wrong with me. A few days later I was very unwell, my son called the ambulance service and was told he may have to wait up to 2hrs he said he didn't think I would be here in 2hrs. The ambulance arrived very quickly and got me out of bed and to hospital without me even knowing. I was found to have COVID, an UTI, my liver had started to fail and they also discovered I had fractured my spine in 3 places from my previous fall. Without the crew that came I wouldn't be here now they saved my life. Thank you.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
66	January	Mid and South Essex	The paramedics were very thorough with me.
68	Other	Mid and South Essex	The ambulance team were very kind and considerate especially as I was in a lot of pain.
69	Other	Mid and South Essex	I was seen by the local Doctor who phoned for the ambulance as unaware I had contracted Viral Pneumonia.
75	January	Mid and South Essex	Because they put went down to the doctors to get a prescription of antibiotics and steroids then went to the chemist they then came back and let us know that all we had to do was collect it in the morning because they couldn't wait any longer for it to be done by the pharmacist but fortunately for us one off the staff from boots in tilbury new us and they delivered it to us that night.
78	January	Mid and South Essex	They were absolutely brilliant they looked after me very well. Both at home and when they got me to A&E before they could off load me, they were both really kind and helpful I cant fault them. There was 2 young men and a young lady they were very kind and looked after me very well have no complaints at all.
79	January	Mid and South Essex	I had to wait 12hours for an Ambulance, and I was in agony all the time that I waited. The crew was very good when it arrived, I all so know that they were on strike so unavoidable delays.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
90	January	Mid and South Essex	Paramedics were very quick to arrive and assess me. They were very thorough and friendly. I could not find fault with the care I received.
96	January	Mid and South Essex	Received lots of reassurance and care.
98	January	Mid and South Essex	It took a long time for the ambulance to arrive, however the paramedics on duty were exceptional.
99	January	Mid and South Essex	Very prompt and reassuring and outstanding professionalism with my very seriously ill husband.
108	January	Mid and South Essex	When the call was placed to 111 we were looking for advice/guidance and after 20 mins on the phone and numerous (well worded) questions asked we were told we would get a follow up in 30/60 mins, but to our surprise a lovely first responder was at the door. Unfortunately, we cannot remember his name but he was amazing with my father, checked him over thoroughly and put him at ease, got him back on an even keel and our troubled evening turned around.
117	February	Mid and South Essex	I can't think of anything, they were two lovely, helpful attendants, who knew what they were doing and we were made to feel we were in safe hands.
122	February	Mid and South Essex	Has always turned up when needed and been very helpful.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
124	February	Mid and South Essex	The service was efficient/effective, supportive to us (the family and the patient) and the team were very kind to my elderly mother of 93.
135	February	Mid and South Essex	Came within twenty minutes. Took us to Basildon Hospital, as not enough oxygen in the blood. Very attentive unfortunately for them we had to queue to get into the hospital and they had to wait with us for a long time.
141	February	Mid and South Essex	Called an ambulance but was told 9 hour wait (I am elderly, it was February and I was by the side of the road). After some helpful firemen and my daughter in law brought me to hospital and persistent changing from my daughter in law I was finally triaged in the back of a waiting ambulance outside A&E, paramedic was good and helped me and gave me pain relief for what I now know was a broken hip.
143	February	Mid and South Essex	Thorough very careful.
146	February	Mid and South Essex	The ambulance staff were wonderful. Very calm, considerate & compassionate. They were respectful of my property & nothing was to much trouble. They made me feel very comfortable & safe.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
151	February	Mid and South Essex	Lovely staff and brilliant paramedics. The lady who I was on phone to until the ambulance arrived guided and advised really well and stayed on the line until they arrived. The paramedics were so very kind and took me to the hospital. I couldn't thank them enough and the lady who advised me until they arrived.
159	February	Mid and South Essex	(name) received the best care possible and was in resus and being thrombosed within 2 hours of a severe stroke on a strike day both ambulance staff members were amazing with her and reassuring throughout and even checked on her when passing with their next patient.
172	February	Mid and South Essex	The medics were very understanding and professional.
173	February	Mid and South Essex	The two ambulance men who came were extremely polite, helpful and friendly. They stood me up after a fall and carried out various tests. I was then taken to Queens Hospital and they waited with me until I was seen by the hospital staff.
181	February	Mid and South Essex	A fast response. Excellent ambulance staff both in care knowledge and manner. Amazing people doing a fantastic job under difficult services. Very thorough.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
189	February	Mid and South Essex	On the two occasions I have been taken into Southend Hospital all crews have been very experienced and very helpful.
203	March	Mid and South Essex	They were excellent. I called 111 and the ambulance came very quickly the crew were so kind. I was very ill and they recognised this so rushed me to Southend hospital and took me straight to intensive care. I can't praise them enough they saved my life.
206	March	Mid and South Essex	I was in contact with NHS 111 service for a severe stomach problem. Because my surgery were unable to help, nor could I get a response from an on-line consultant, the matter was escalated to the ambulance service. This was at 4.30 pm, an ambulance arrived at 1.30am. The responders were wonderful and put me at my ease immediately. They made sure I did not feel "guilty" in using the service and commenced checking all angles of my problem, using probing questions to understand the background and nature of what I was experiencing. They uncovered some issues I was not aware could affect me and arrived at a conclusion as to the best way forward. I felt included and comfortable with their findings and in control of decisions as to what choices I had. They set out my choices - go to A&E or speak to my local doctor when the surgery opened. In the end I opted to go back to the surgery and they ensured a full report was available for the surgery so I could be treated accordingly.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
193	March	Mid and South Essex	Fast response, detailed examination, reassuring words from paramedic.
213	March	Mid and South Essex	Called ambulance 3 times in March for my husband. Twice for hospital admittance and once for a fall. Every time the crew were outstanding. The first time administering pain relief and iVF antibiotics as it was UTI sepsis. Wonderful service.
216	March	Mid and South Essex	Attended promptly, dealt with me in a courteous manner and obtained all the relevant details to make the informed decision to transfer me to hospital.
221	March	Mid and South Essex	Came in reasonable time, friendly professional and interested crew who put my husband's mind at rest. Checked him as thoroughly as they were able and transferred him to hospital.
226	March	Mid and South Essex	Ambulance crew were so caring explained everything that was happening and what will be happening
228	March	Mid and South Essex	They arrived in about an hour. They were extremely polite. Got on with the job quickly. Appeared competent and thorough.
229	March	Mid and South Essex	Exceptional service from paramedics.
243	March	Mid and South Essex	The paramedics were very thorough and helpful. The time waiting outside the hospital was far too long.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
231	March	Mid and South Essex	The ambulance crew and the paramedic that attended me were all amazing and kind. As a first time mum was very scary and worrying but the team were great.. I have to thank (name) paramedic that was his day off but responded to the call to attend me. He was nothing but very attentive and kind and reassured me throughout the time he attended me. Also don't want to forget the 2 amazing ladies that were great too.
245	March	Mid and South Essex	The men that come were very respectful and professional when helping me.
249	March	Mid and South Essex	Your team that came out to me were patient, kind and listened to what I was saying I felt very safe with them.
254	March	Mid and South Essex	Ambulance arrived quickly and assessed the situation straight away. We're very friendly and reassuring.
267	March	Mid and South Essex	It was all quick and caring.
272	March	Mid and South Essex	Paramedics were extremely efficient but calm and did not rush me at all.
273	March	Mid and South Essex	Put simply, the ambulance service and the paramedics/ doctors saved my life. If it wasn't for the incredibly fast arrival of 10 minutes I don't know if I would be alive due to multiple seizures and a diagnosis of status epilepticus.
4	January	Norfolk & Waveney	Stuck outside the N&N for 17 hours both crews looked after me above and beyond.

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6	January	Norfolk & Waveney	Ambulance arrived quickly (15 minutes) and paramedics were brilliant.
10	January	Norfolk & Waveney	I was looked after and cared for so well by (name and name). They were kind and made sure that I was safe, warm and comfortable. They are the best and I want to thank them so much for their care and compassion towards me.
11	January	Norfolk & Waveney	Prompt. Patient understanding of complex event even while extreme pressure.
17	January	Norfolk & Waveney	Impeccable service.
20	January	Norfolk & Waveney	The service was under extreme pressure, and I was treated with query Sepsis and blood infection to a cancer site in the back of the ambulance for 7 hours. The paramedics gave me the best possible care given the circumstances we were in.
29	January	Norfolk & Waveney	very quick response to my call, considering my rural location.
33	January	Norfolk & Waveney	The ambulance arrived in 3 minutes and staff were excellent as they always have been.
34	January	Norfolk & Waveney	You couldn't have asked for a more friendly, compassionate and helpful team of medics who attended.
38	January	Norfolk & Waveney	Via voicemail message "Just to say they were so amazing, so happy with them, they do an excellent job."

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41	January	Norfolk & Waveney	Arrived quickly. Worked efficiently. Were kind and respectful.
44	January	Norfolk & Waveney	Paramedics excellent however due to admission delays I spent 7 hours on a trolley in the ambulance awaiting admission. Hospital staff did come out to treat me in the ambulance.
49	January	Norfolk & Waveney	Really kind crew who explained everything thoroughly and involved me in decision making.
52	January	Norfolk & Waveney	The three Medics who arrived were excellent, they were calm and put my wife at ease from the start.
57	January	Norfolk & Waveney	Quick response and very pleasant paramedics.
58	January	Norfolk & Waveney	Due to previous poor experiences in my professional role as an RGN I was dreading them coming & thought they would be ages coming to me, But they were very quick, very professional & treated me well, organising medication to help my breathing i.e. Steroids & Antibiotics. I felt so unwell & they reassured me.
61	January	Norfolk & Waveney	Ambulance here within an hour. The ambulance crew were brilliant. They looked after me through the whole process. So caring and thoughtful.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
59	January	Norfolk & Waveney	After 999 call, following collapse, Ambulance arrived with crew of (name, name and name) within half an hour. I had recovered a bit and was laying on my bed. (name) carried out awareness tests and (name) ECG and blood pressure, pulse etc. tests. Couldn't find any obvious cause so decided on hospital visit. Luckily King's Lynn only had a 50min wait time. Never having been in an ambulance before I found the experience very easy although I was sick with the motion. Young (name) was brilliant talking to me all the time. During wait at King's Lynn (name) came to the ambulance to carry out similar tests to those carried out by the ambulance crew at home, and I was taken for a CT brain scan and returned to the ambulance. I was in A&E within 2 hours and discharged after further tests the same evening. I was also attended by another ambulance crew headed by (name) and all of your crew members were absolutely brilliant, attentive, calm and absolutely professional. I had a very good experience.
64	January	Norfolk & Waveney	They was very kind and helpful.
74	January	Norfolk & Waveney	Great call centre staff. Quick respond time. Paramedics were so friendly when I was in a time of upset. I felt completely looked after the whole time I was in their care. Light hearted but professional and treated me with care & respect. Absolutely faultless. I hope they get recognition for all what they did for me. Thank you.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
65	January	Norfolk & Waveney	The ambulance took approx 80 minutes to arrive (slower than the 40 minutes first quoted by the operator but faster than I expected given the current situation). I called a second time because my mother was starting to lose consciousness. At this point the operator stayed on the line with us in case the call priority required changing. This was very reassuring and greatly appreciated. The Ambulance team were professional, fast acting, thorough, kind, reassuring and humorous. (important for keeping mood up when you are scared) There was no wait outside the hospital and Mum was triaged very quickly when inside. The rest of the process, x-rays, monitoring, diagnosis and discharge cannot be faulted. All the staff involved were professional & kind.
76	January	Norfolk & Waveney	Every time the quick and professional service given by all who attended was excellent, caring and understanding of my age and condition.
77	January	Norfolk & Waveney	They all had time for me.
81	January	Norfolk & Waveney	Crews were kind, courteous and doing a marvellous job in tough times.
82	January	Norfolk & Waveney	Ambulance arrived within 15 minutes, straight into A&E, not waiting in back of Ambulance.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
83	January	Norfolk & Waveney	The ambulance came in reasonably quick time, very friendly team, stayed with me a bit longer, called the senior doctor waiting for advice and decision what to do next. In the evening the ambulance was called again, ordered by 111 service, after one hour I was called and advice that the ambulance team would not be able to help me so it's better that someone would bring me to hospital... My husband drove me.
84	January	Norfolk & Waveney	Having heard and read about long waits for ambulances and sitting outside A&E we were really pleased that we did not have to wait around. " Paramedics in a car arrived quickly and when an ambulance was needed, again, the wait was not long. All the ambulance crews were brilliant and we were dealt with in a smooth and efficient way. We could not have asked for better service.
85	January	Norfolk & Waveney	Because they were attentive and caring, nothing was too much trouble.
88	January	Norfolk & Waveney	Very prompt service, thoughtful friendly professional crew.
89	January	Norfolk & Waveney	Paramedic arrived promptly and when ambulance called it was equally prompt. Crew were very professional and competent. They did a terrific job.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
86	January	Norfolk & Waveney	The first responder/paramedic who arrived first was so reassuring and put both myself and wife first, explaining all he was doing and why in easy to understand way. When the ambulance arrived both were so young(sorry) and obviously totally dedicated to what they were doing and why. They as did the responder/paramedic. They did their test, and observation and when we were calmed and readymade drove me to the NNUH A&E department. They reassured my wife that she would be updated on my situation. Once I arrived at the drop off point, one of the ambulance crew went inside to book me in the other kept me calm and comfortable. Drs and Consultants from A&E then began taking observations and asking me questions on how I felt.
91	January	Norfolk & Waveney	I can fault the service I received I had to wait long even though I thought I would I was told about 90 min it was a bit before that.
95	January	Norfolk & Waveney	My wife phoned 111, the person was very good making the calla priority. Ambulance was th the property within 30mins approx. The attention I received was very good. Sepsis was diagnosed in hospital, so was very grateful to everyone concerned, Thank you.
100	January	Norfolk & Waveney	Didn't wait too long caring but also very efficient patient explained lots of stuff as went along.
101	January	Norfolk & Waveney	Did not have to wait for too long for help and everyone most helpful and kind.

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109	January	Norfolk & Waveney	In my view at the time there were 3 paramedics, which came to help me in a breathing stat, which I could not breath and fighting for my breath. They were very professional, help me to get better. We had to go to the hospital and help was all the way and whilst waiting for a bed. Many thanks to the service, not just this time, but all the other times I have had them. But the last time I had this service was the worst attack of COPD I have ever had and it was very scary, the service I had made me know I was going to make it. Thank you.
125	February	Norfolk & Waveney	Paramedics where very empathetic and understanding, ensured that I was happy and safe whilst on the ambulance waiting for a space in a&e.
126	February	Norfolk & Waveney	They were called to Poringland surgery for me by the Dr. They were very quick and very kind.
128	February	Norfolk & Waveney	They were professional and took every procedure to make sure my daughter and also myself were OK.
132	February	Norfolk & Waveney	Always feel safe when around them and they provide an excellent service and their work doesn't go unnoticed.
133	February	Norfolk & Waveney	Excellent service. Prompt arrival, very caring and understanding paramedics.
138	February	Norfolk & Waveney	Quick response and friendly crew.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
154	February	Norfolk & Waveney	Phoned 111 who decided that a paramedic was needed. He arrived within ten minutes in a rapid response car. An ambulance was requested which again came in ten minutes. They all were very pleasant, helpful and reassuring. First class care given.
156	February	Norfolk & Waveney	When they thought I was ready to be moved to the ambulance, they moved me quickly from the restaurant into the ambulance and took me to the hospital.
161	February	Norfolk & Waveney	We have always had good service from the ambulance dept. Feb you sent the swift response to us, they were great, had (name) back into bed in no time. Thank you for being there for us all, we often have to call you.'
164	February	Norfolk & Waveney	Rapid response, kept informed, prompt follow up.
171	February	Norfolk & Waveney	Didn't have to wait long, paramedics very friendly and helpful. Always take their time and explain everything. Everybody so kind and helpful.
180	February	Norfolk & Waveney	Care was outstanding for my 92yr old father. Even spending several hours in the ambulances, he was well looked after.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
183	February	Norfolk & Waveney	Emergency Paramedic turned very quickly. Then handed over to Ambulance crew who did multiple tests on me. They then advised me to make my own way to the hospital because of the long handover times for ambulances at A&E. I was seen shortly after arrival (wife drove), so seemed like good advice.
191	February	Norfolk & Waveney	The ambulance crew were professional, very efficient, also very kind.
219	February	Norfolk & Waveney	I feel like I was treated kindly and received the necessary treatment.
220	February	Norfolk & Waveney	Patient having severe breathing difficulties but still waited over an hour. When they arrived they took me in and I ended up having an emergency tracheotomy. Drs said another hour and I would have been dead.
235	February	Norfolk & Waveney	The first paramedic who came down the embankment to me was brilliant, calmed me, tried to find a solution to get me up to the ambulance. Eventually when got to ambulance the 2 lady paramedics were amazing, calming, reassuring to me and my husband when he was allowed in the ambulance - reassured all the way to Norfolk and Norwich right up till they left - all 3 just brilliant - thank you.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
247	February	Norfolk & Waveney	The Ambulance arrived promptly within an hour and the crews are very friendly.
255	February	Norfolk & Waveney	The two females were so caring and kind. Also very thorough doing their job They took me to the ambulance with great care. Made sure I was comfortable also explained all they were doing. They Took me to Norfolk and Norwich and stayed with me till I was in a cubicle. Great service. Cannot thank the nhs enough.
264	February	Norfolk & Waveney	They were very thorough with (name) and very friendly as he was scared and shaken up.
265	February	Norfolk & Waveney	We were pleased with the response of the ambulance arrival and the attendance the crew gave my husband.
266	February	Norfolk & Waveney	The two paramedics were kind, gentle and considerate, as well as taking great care of me. They were lovely.
2	January	Suffolk and North East Essex	Excellent medics, very thorough in their jobs & persistent.
5	January	Suffolk and North East Essex	The crew that attended were so professional and friendly and out my father at ease after a nasty fall.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
15	January	Suffolk and North East Essex	Fast friendly staff who went above and beyond for my mother who was very poorly. Gave me confidence and made us both feel safe and cared for.
37	January	Suffolk and North East Essex	We've had ambulances called out twice recently and the service has been excellent, we want to thank you all.
70	January	Suffolk and North East Essex	Paramedics were friendly and professional.
72	January	Suffolk and North East Essex	Prompt, efficient, informative.
73	January	Suffolk and North East Essex	Superb, very professional, kind and helpful.
87	January	Suffolk and North East Essex	Ambulance arrived very quickly after I had been examined I was then taken to hospital.
94	January	Suffolk and North East Essex	Considering the current situation with high media coverage over delays I was pleased to be seen by about an hour for a non life threatening condition. Kind, compassionate, knowledgeable team who cared for me and took me to West Suffolk hospital.
97	January	Suffolk and North East Essex	Quick response time. Very professional and friendly paramedics.

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102	January	Suffolk and North East Essex	They looked after me so well, talked me through everything, calmed me and listened to me.
106	January	Suffolk and North East Essex	They the ambulance crew were great.
112	February	Suffolk and North East Essex	I cannot praise (name and name) enough for their help when they attended to my husband (name) on Sunday 12 February 2023, and for their understanding of his anxiety disorder which made it extra difficult for him to go into hospital. It turns out he had developed encephalitis, so he is still at Addenbrookes recovering almost a week later, without (name and name) help it might have been a different story. Thank you very much.
113	February	Suffolk and North East Essex	When I had the ambulance out to me they send at I have been transferred to the frequent callers list and my doctors send to me every time I pass out and have a seizure is to call the ambulance service.
123	February	Suffolk and North East Essex	The lady's that came were very nice and comforting and understanding.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
130	February	Suffolk and North East Essex	Ambulance arrived quickly and carried out an assessment of patient's health. Their recommendation was for her to go to hospital but she chose not to - they did not pressure her Paramedics made call to doctor to ensure he was aware patient wasn't going to hospital and that she had appt for GP follow up. A very good efficient service.
142	February	Suffolk and North East Essex	The ambulance team that came out to me was very good & very patient with me even though I was in alot of pain.
157	February	Suffolk and North East Essex	After initial contact from 111 regarding extreme pain following ?torn muscles in back (putting socks on at 7am) and was bed bound, response call from paramedic fairly prompt, supportive, caring assessed, referred on to clinician. A little while later ?army medic phoned, reassurance only as not able to deal with problem. About an hour after that another reassuring phone call from 111 that there would be contact with a clinician, but unable to take action. 9.30pm still in extreme discomfort, no further contact until 8am following morning. 111 phone call to remind me that 'I hadn't been forgotten'.... the clinician would call. About 10am the call came in. Advice re analgesia offered. When I said that offered would give me gastritis I was told better to have gastritis than severe back pain. She obviously has not had severe gastritis!!! No further communication from the service unless my condition worsened. A case of 'doctor heal thyself'. Thank goodness I had been an SRN for 40 years.

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145	February	Suffolk and North East Essex	The service was excellent apart from the waiting time.
166	February	Suffolk and North East Essex	I phoned 111 at 8.15 am on Monday 6th February 2023 for my mother who was having stomach and chest pains. I was informed that an Ambulance would attend. The Ambulance arrived at my property at 8.45 am My mother was then transported to Colchester General Hospital. I was very pleased with the service that I received from both the Ambulance Crew and Colchester Hospital.
177	February	Suffolk and North East Essex	They were promptly, very polite, very kind and professional. Very thorough.
178	February	Suffolk and North East Essex	When a patient feels completely satisfied with a service provided then appreciation can be the only answer with one's feelings.
186	February	Suffolk and North East Essex	Paramedics extremely calm and reassuring. Talked through everything they did and what they would have to do. Even popped back to see patient at end of their shift to see how she was.
192	February	Suffolk and North East Essex	Tried new equipment on me and it worked very well.
196	March	Suffolk and North East Essex	Please forward an email contact so I can respond. Thank you.

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Patient number	Month	Area	Comments received in relation to anything that we could have done better:
197	March	Suffolk and North East Essex	Excellent and very grateful for their help.
199	March	Suffolk and North East Essex	Called at 9.30am for ambulance after fall it arrived 17.40pm.
204	March	Suffolk and North East Essex	The speediness of which the paramedics came and the thoroughness of the 2 paramedics was exceptional.
207	March	Suffolk and North East Essex	The service was excellent sorted me out.
214	March	Suffolk and North East Essex	Very prompt and very informative with everything they were doing. One guy came on his own and he was amazing as were the 3 other paramedics that came out. I can't even explain how caring they were to not only my daughter who was in need but also me and my youngest. My daughter was very poorly when they came but they didn't show no panic and were very quick and attentive with I everything and even came and checked on her later on.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
223	March	Suffolk and North East Essex	Although the team was very professional, the request from NNUH was to bring me to the N&N (where I had my heart procedure two days before); I was taken to the West Suffolk instead with the explanation that the West Suffolk would transfer me to the NNUH. this never happened as the West Suffolk did not know what to do with me and telling me I should have gone Straight to NNUH. The result: 4 days bed blocking on West Suffolk cardiac unit.
233	March	Suffolk and North East Essex	The ambulance arrived quite quickly and the paramedics were very kind and helpful.
239	March	Suffolk and North East Essex	Very helpful and gave immediate pain relief.
240	March	Suffolk and North East Essex	Paramedic was wonderful. Very kind, caring and understanding of my daughter Erin's worries when it came to all the checks he needed to complete. He explained everything he was doing and going to do very clearly and with empathy.
251	March	Suffolk and North East Essex	The Ambulance crew were friendly and very professional.
259	March	Suffolk and North East Essex	Professional, caring.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
263	March	Suffolk and North East Essex	They were quick, efficient and thorough. They assessed the situation accurately. Checked me over and handed me over to an actual person at the hospital. They took the greatest of care.
274	March	Suffolk and North East Essex	Paramedics who attended were very professional and courteous.
26	January	Unknown	Very informative, patient & caring.
39	January	Unknown	The paramedics both went above and beyond their duties. Especially has they had no time to have a break and we sat in a queue at Broomfield Hospital for 2-3 hours. They remained professional, friendly, attentive and engaging at all times.
116	February	Unknown	An ambulance arrived within an hour. Both the ambulance men were very competent, polite and sympathetic.
140	February	Unknown	Very quick and helpful.
144	February	Unknown	The Ambulance arrived within 10 - 15 minutes, the operatives knew what to do and got me to Lister Hospital quickly.

Patient number	Month	Area	Comments received in relation to anything that we could have done better:
54	January	Unknown	Although the two ambulance people were very nice and got me onto a stretcher and into the ambulance fine, I was very scared of being away from my diabetic test kit and injection. As both were in my handbag, that was with me when I fell, but did not go into the ambulance with me at first, I was extremely panicked, and it would have saved me a lot of distress, if they had called my husband to immediately put it in the ambulance. At that time I thought they were going to drive away without my bag, and without telling my husband where we were going. I had tripped whilst out shopping at Lakeside and broke my left wrist and right scapula, and was scared I'd be taken to a London Hospital, and lost. Eventually my husband came back with the bag, and I was being treated in the ambulance for quite a while, but I didn't know that would happen.
147	February	Unknown	Looked after me very well no complaints.
232	March	Unknown	Because they arrive less than an hour after phoning 999, they were very efficient and quick at getting me breathing and clearing my chest, and contacting my doctor for medication.