



Emergency Service Safeguarding Survey Patient Experience Report

Safeguarding patient experience survey

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Report Period: April to June 2023

Date of Report: October 2023

Emergency Services Safeguarding Survey Summary

Introduction

The East of England Ambulance Service NHS Trust (EEAST) has a comprehensive annual Patient Survey Programme which includes the continuous Emergency Services (ES) survey, along with bespoke survey projects which vary each year depending on the Trust's priorities or if there is area of care that is being developed.

During 2021/22, an ES safeguarding survey was designed in collaboration with the Safeguarding Lead with the aim to obtain feedback from patients over the age of 18 who had consented to a safeguarding referral (for example: to local authorities, a referral to the Fire and Rescue Service for safe and well checks, GP for additional support, mental health services, falls teams, early intervention teams or other healthcare professionals such as physiotherapists, occupational therapists and district nurses).

The objective of the survey was to establish patient satisfaction and to monitor the quality of care and service provided by the Trust, specifically in relation to patients who had received a safeguarding referral. 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 to the safeguarding survey for patients who had been attended to by EEAST and received a subsequent safeguarding referral between April and June 2023.

Sample

A random sample of patients who had used the service during April to June 2023 was obtained from the Trust's Safeguarding Team. The sample only included patients over the age of 18 years old who had consented to a referral. The sample included patients across the whole region covered by the Trust (Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Hertfordshire, and Essex).

Response rate

622 patient experience surveys were posted to patients (April (236), May (169) and (217)) who had used the service and received a referral between April and June 2023. Overall, 59 surveys have been completed and returned, which equates to an 9.5% response rate.

Methodology

A random sample of patients (over the age of 18) who had used the service and received a safeguarding referral was collated. The patient sample was traced using the Demographic Batch Trace Service, with any patients who did not trace removed from the sample prior to survey mail out. In August 2023, a paper survey, cover letter and prepaid envelope were sent to each patient within the sample, with a month allowed for responses to be received.

Conclusion

Patients were generally satisfied with the service received from the Trust, with **96.5%** of patients rating the service as either 'good' or 'very good.'

Overall, **82.6%** of patients recalled being included to at least 'some extent' in discussions undertaken in relation to onward referral for additional support. However, **17.4%** of patients did not recall being included in such discussions.

Various responses were provided in relation to where the patient had been referred on to for additional support. Patients were most likely to have been referred on to 'adult social care' (**33.3%**), 'other health care provider' (**24.6%**) or their 'GP' (**19.3%**). The majority of patients (89.6%) were satisfied with the information provided in relation to their referral. Following their referral, 80.0% of patients who responded had gone on to receive additional support.

The additional comments received were generally positive and highlighted the professionalism, kindness and care provided by staff. The main areas of dissatisfaction were predominantly in relation to **delays**.

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:

Please see the below results to the safeguarding patient experience survey.

The percentages within the charts **do not** include the patients who either did not respond to the question or who answered, 'not applicable/unable to say.'

Caution must also be taken when interpreting the results which may not be representative due to the small sample of patients who completed a survey.

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.'

Overall, **96.5%** of respondents who answered the FFT question rated the service as 'good' (8.8%) or 'very good' (87.7%). Other responses included 'neither good nor poor' (1.8%) and 'very poor' (1.8%).

The remaining respondents did not complete this question.

Please can you tell us why you gave this answer:

Patient	Month	Positive comments received
2	June	A really helpful crew.
3	May	Ambulance response was quick, personnel were very professional, efficient, and extremely kind. Gave the patient reassurance and made them more at ease.
4	May	I didn't have long to wait the crew were polite. The first time I called there my obs were fine, so they didn't take me to hospital although in pain. 2 nd time they took me & I spent 8 days in hospital.
6	April	The service was excellent.
7	June	Reliable.
8	June	They were polite, professional, and assessed my symptoms efficiently.
10	May	Prompt help 80% time.
11	June	The team were excellent in the care they provided and rapidly making a difference getting the care organisations kick started.
12	April	The service was prompt and very kindly to my condition.
13	June	Prompt and very thorough and courteous.
14	April	The ambulance crew attending were professional, friendly and very good at their jobs. I felt comfortable once they arrived.
16	June	It was 2 girls who were very good, and service was quite prompt. They put me at ease quickly and also sorted other problems I had, kept me informed throughout.
17	May	Paramedics very supportive, caring, and friendly.

Patient	Month	Positive comments received
18	April	All was very well done, kept informed about all that was happening.
19	June	They arrived promptly, friendly, made me feel calm and at ease, were very professional.
20	April	Very quick response, very helpful, friendly crew, acting in a fully professional manner. Excellent service!
21	June	Very good work with the ambulance service.
22	June	The ambulance arrived; I think within about 30-40 minutes of my telephoning for help.
23	April	Everything was great very grateful with services very helpful.
24	May	Was given an excellent health check, thorough and informative to the patient.
25	May	The staff who attend me were wonderful. He done more for me in the time he was with me than my doctor had done in six weeks.
26	June	Very quick response, very kind and caring approach. Very professional.
27	June	Staff kind and caring.
28	May	Because true.
29	May	The staff were very friendly and informative (the ambulance service) and funny!
31	April	Yes they were professionals.

Patient	Month	Positive comments received
32	June	First responder arrived within ten minutes; ambulance crew shortly afterwards. Everybody was very friendly, professional, and helpful.
33	June	Very caring and understanding with my mum who is my dad's main carer. Dad has dementia.
34	April	Efficient and caring.
37	May	Very rapid. Got straight to my problem. Very experienced, very knowledgeable. Very kind, very patient. Worth their weight in gold.
38	April	You always come to me and provide all assistance whenever I am in need.
39	April	From the time they arrived the two ladies were both attentive, knew what they were doing and were very pleasant.
41	June	Quick response, pleasant staff and helpful.
42	June	Efficient and knowledgeable crew, prompt action when 999 was called from the call centre.
45	April	Both ladies very helpful and looked after me very well. Also, very attentive on journey.
46	April	Because all the paramedics who turned up to help were friendly, efficient and knew exactly how to use their equipment which led to a quick safe journey to hospital.

Patient	Month	Positive comments received
48	June	Prompt and friendly service. Got my mum to her appointment with no fuss or hassle. Mum was very happy.
49	May	Both the driver and helper were cheerful and helpful and keen to sort out the problem and to reassure me of the need to go into hospital.
51	May	Praise, praise, praise. All staff in this field need nurturing.
52	June	I am completing the on behalf of my mum, she has had ambulance/paramedic visits on numerous occasions this year. Either called out by yourself, Carecall24, her carers or myself. On every occasion, the call was handled swiftly and great help given by the operator. And I cannot believe how quickly the ambulance or paramedics have arrived at my mum's home. They have been wonderful on each call out.
54	June	I was treated very well indeed by the crew in the ambulance.
56	April	They were very kind and looked after me 'exceedingly well.'
57	April	The service was fast. After all the tests the crew decided to send me to hospital.
58	April	Very caring, friendly but very professional too. Following ongoing health problems, they responded very quickly.
59	June	I was feeling very poorly and was very pleased to be treated by such a kind and caring paramedic team. They made me feel at ease and reassured me they would do all they could to help me. They explained all the way through of the tests they carried out. Very thorough with all my checks. I could not fault all the care they gave me, thank you.

Patient	Month	Mixed/neutral comments received
30	April	Cannot fault ambulance. But I had to wait 13 hours.
40	May	Sometimes a long wait, sometimes quick, but they were excellent checking out my husband's condition and caring about me as well (wife). Gave good advice.
50	May	You attended promptly when I did collapse from exhaustion in Boots. Took to hospital by ambulance, no beds.

Patient	Month	Negative comments received
47	June	<p>Operator was unrealistic with expected time of arrival stating 3 hours.</p> <p>Rang again and told another 3 hours, 3rd call was told another 3 hours and the 4th call was told they didn't know how long the ambulance would be. It ended up being 12 hours.</p> <p>The final operator told me to get Dad out of the chair if he started choking but the point was that he was stuck in his chair unable to get out.</p>

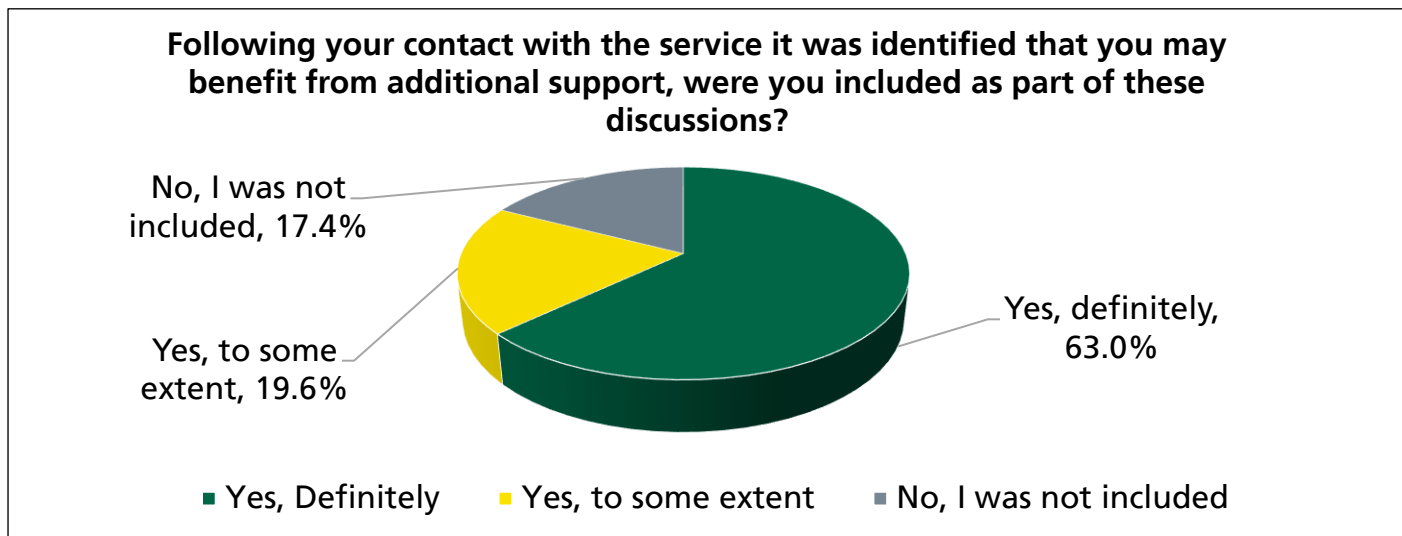
Please tell us about anything we could have done better:

Patient	Month	Comments received
2	June	All good.
4	May	I needed someone to kill the pain.
8	June	It was all good.
16	June	The delay on getting response from GP on further info could have been much better for them as it held them up for next shout. GP's just don't care anymore. Hope this is helpful as it mustn't be costing NHS considerably.
17	May	Couldn't do anything further.
20	April	Very poor service on arrival at the hospital! Wife remembers being put into a 'room' alone with pipes? Denied an extra blanket in case it was stolen?! (A&E) (previous visit)?
23	April	Nothing all excellent.
25	May	You could not have done anything better.
26	June	No, excellent service. We appreciate your help, thank you.
32	June	No, it was fine.
37	May	Nothing, all good for me.
38	April	Nothing, you are the best. Thank you.
39	April	There was nothing, they did everything in their power to help.
40	May	Just the time for help sometimes.
41	June	Cannot think of anything better.

Patient	Month	Comments received
47	June	Not give a time of expected arrival - just as soon as possible. No crib sheet for operators of calls as the questions/advice is different for different patients.
48	June	Pick-up could have been better! Mum had to wait a very long time for her return journey.
50	May	Was a very busy day.
51	May	Not possible.
52	June	I think they have done an excellent job. It is just unfortunate that sometimes, when arriving at Broomfield hospital, the ambulance may have a long wait before the patient is seen to.
56	April	I lost one shoe in the ambulance.
57	April	No because the tests that were carried out helped the hospital.
59	June	Very satisfied.

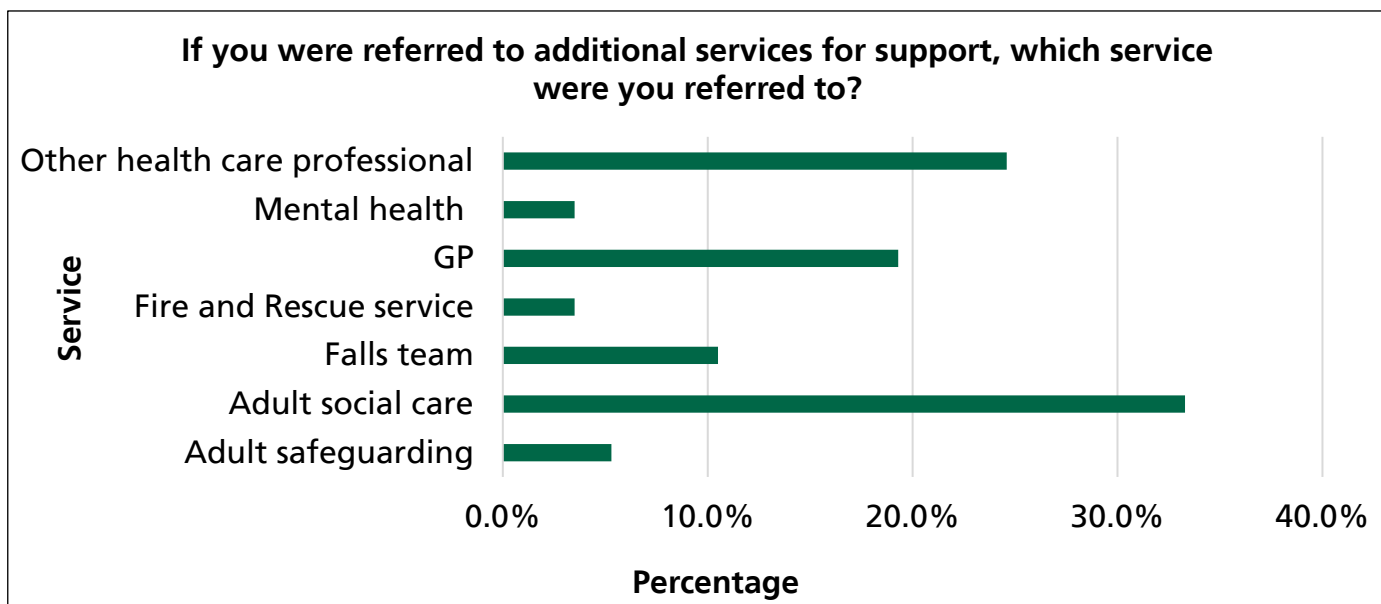
Six respondents responded, 'nothing' in answer to the above question.

Following your contact with the service it was identified that you may benefit from additional support, were you included as part of these discussions?



Of the 46 patients who responded to the above question, 38 (82.6%) recalled being included to 'at least some extent' in the discussions undertaken to relation to additional support required. Eight patients (17.4%) did not remember being included within these discussions. The remaining patients either did not respond or answered, 'not applicable/unable to say.'

If you were referred to additional services for support, which services where you referred to? (all answer types listed, some multiple answers)



Various and multiple responses were provided in relation to the service the patient had been referred on to for additional support. Responses included: 'adult social services' (33.3%), 'other health care professional' (24.6%), 'GP' (19.3%), 'falls team' (10.5%), 'adult safeguarding' (5.3%), 'Fire and Rescue Service' (3.5%) and 'mental health services' (2.5%).

The remaining patients either did not respond or answered, 'not applicable/unable to say.'

Patient	Month	Comments received from respondents who answered 'other'
34	April	Intermediate care, Huntingdon.
4	May	Watford General Hospital.
10	May	Marsden Brompton Papworth. Cancer, cardiac lung patient. Also, husband needs mental health support.
8	June	Transferred to Acute Cardiac Unit for a pacemaker to be fitted after arriving at Lister by ambulance.
11	June	NEAT and Occupational therapy.
22	June	Admitted to hospital.
42	June	Hinchingbrooke hospital. Peterborough City Care Centre.
59	June	O/T and caring at home.

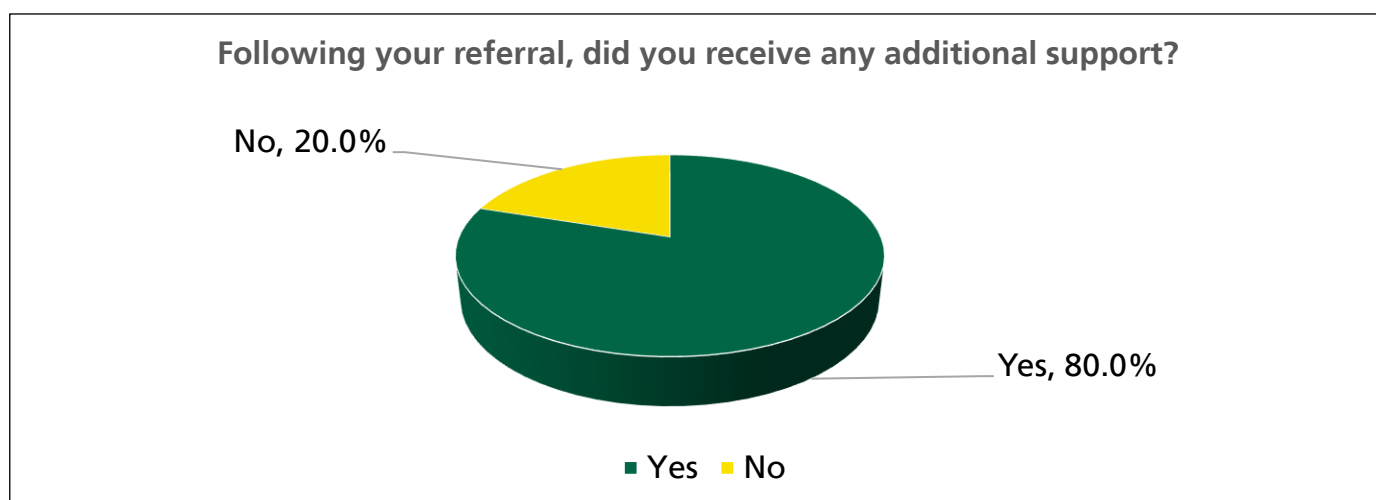
How would you rate the information provided to you about your referral?



Patients were generally satisfied with the information provided to them in relation to their referral, with 43 patients (89.6%) rating the information received as 'good' (39.6%) or 'very good' (50.0%).

Four patients (8.3%) rated the referral information as 'neither good nor poor' and one patient (2.1%) felt the provision of information had been 'very poor.' The remaining patients either did not respond or answered, 'not applicable/unable to say.'

Following your referral, did you receive any additional support?



Of the 40 patients who responded to the above question, 32 (80.0%) had gone on to receive additional support following their referral. Eight patients (20.0%) had not received additional support. The remaining patients either did not respond or answered, 'not applicable/unable to say.'

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

Patient	Month	Additional comments received
12/18	April	Adult services.
20	April	Care in the home and equipment.
34	April	Team of carers who were part of the intermediate care who were excellent.
39	April	Returned for iron infusion and x-ray.
45	April	Had carers coming in three times a day.
57	April	Visit from fire service, telephone call from falls team.
56	April	The reablement team and occupational health.
58	April	Visit from occupational therapist.
37	May	Welfare and Social care checks.
3	May	No help available due to being financially sound. Referral was from home return crew.
40	May	Plenty of support as Dementia progresses.
50	May	Have now been referred.
7	June	Physio.
8	June	Had pacemaker check, the equipment is working well.
11	June	OT, GP, NEAT, all made contact the very next day.

Patient	Month	Additional comments received
19	June	Diabetic technician home visit, social care district nurse home visit.
22	June	Admitted to hospital.
33	June	Adult social care. Dr visit.
41	June	Support from nurses.
42	June	Reablement team, support with carers am and pm.
54	June	I was treated very well.
59	June	I had O/T phone and help me with some aids at home and caring was sorted through help with the hospital and the paramedic.

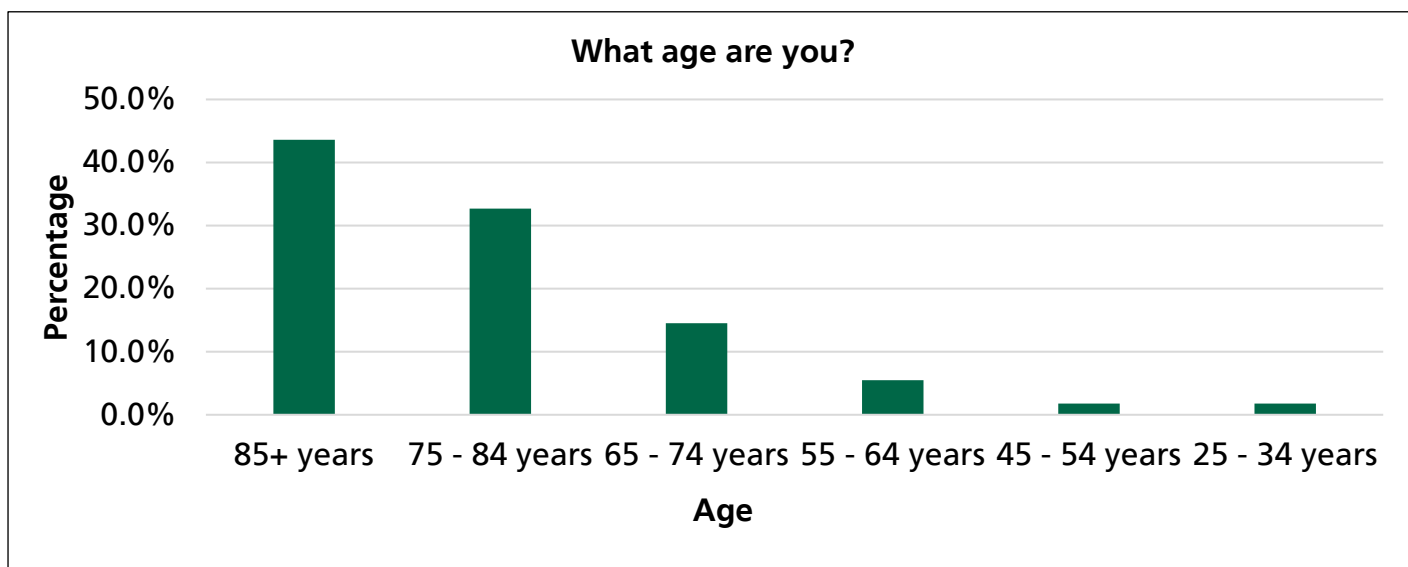
Do you feel there is anything else we could have helped you with?

Patient	Month	Comments received
3	May	You could have done no more.
4	May	Didn't sort pain.
7	June	Improved communication.
10	May	Often need ambulance car hospital transport. No do enough thank you.
20	April	Very poor response in hospital. Very difficult trying to obtain information on patient! Took 6 hours awaiting discharge and medication. Half of which was missing?!
21	June	Very helpful
24	May	Nothing further.
32	June	No, it was not needed.

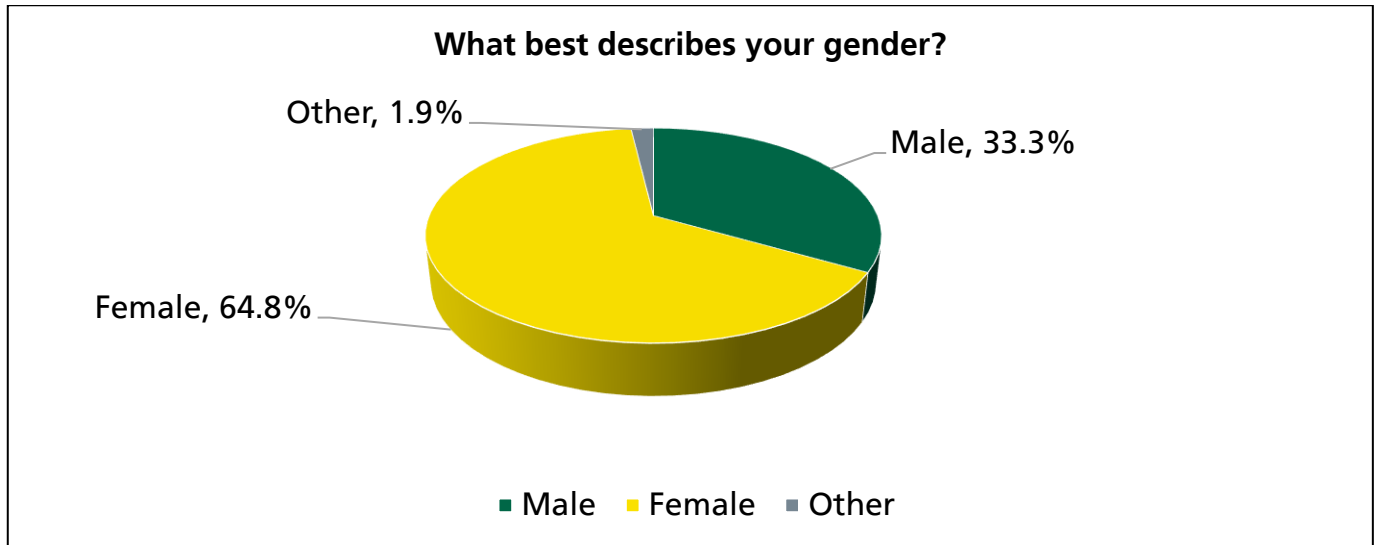
Patient	Month	Comments received
37	May	No all good.
39	April	On discharge we had no help in the home as originally intimated.
48	June	Yes! Maybe something to eat. My mum is a woman of age and she needed something to keep her going due to the long wait for pick-up!
52	June	Not sure this would be down to the ambulance crews. They have been wonderful with my mum and must be frustrated that they keep being called back! She then doesn't always go with them, so not much more they can do. If she has been referred for anything, I certainly haven't been aware of it.

Demographics and Equality and Diversity Information

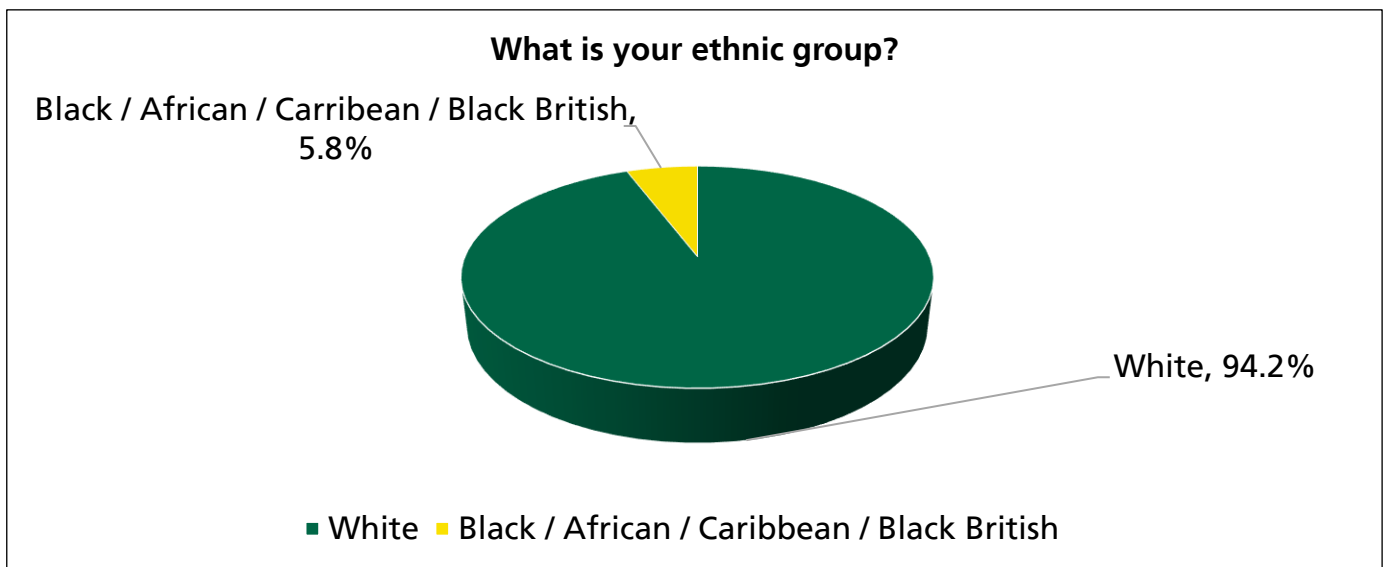
What age are you?



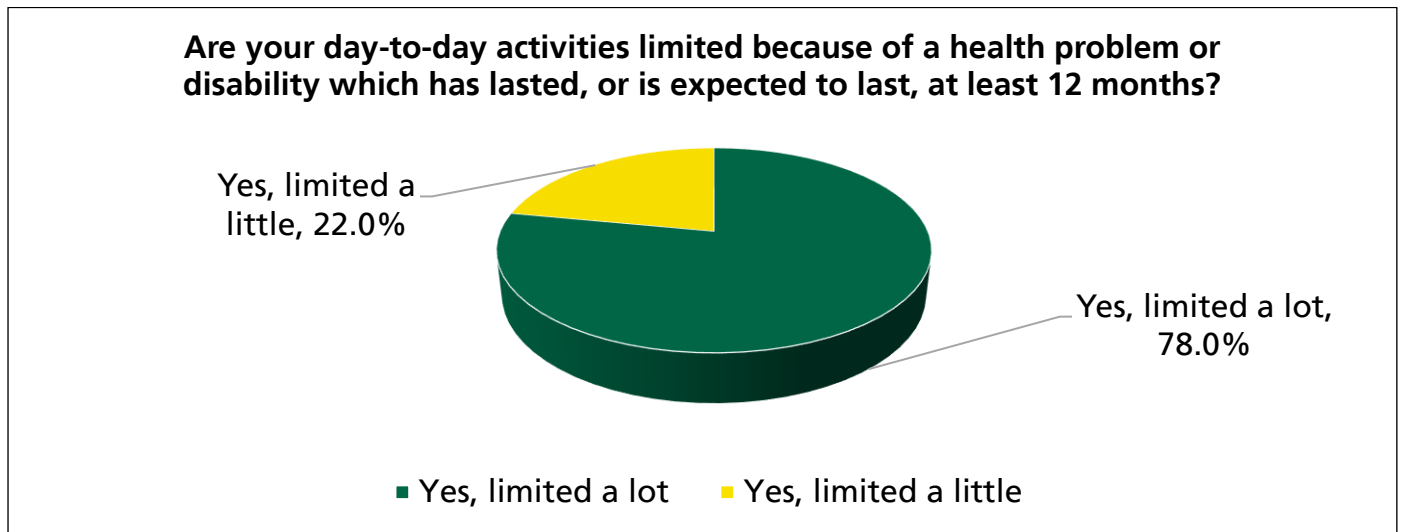
What best describes your gender?



What is your ethnic group?



Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?



Aftercare

Following this survey, 20 compliments and one complaint were received which were passed to the Patient Advice and Liaison Service (PALS) for logging and actioning as appropriate.

Appendix

Appendix 1 – cover letter

REF 1:

REF 2:



Patient Experience Department (Surveys)
East of England Ambulance Service NHS Trust
Hospital Lane
Norwich
NR6 5NA
Tel: 01603 422757
DATE

Dear

I understand the ambulance service was called to attend you in **MONTH** and I am writing to ask if you would take a few moments to complete a confidential survey on your experience. This feedback is valuable to us to help us understand where we are doing well and what needs to be improved.

If you cannot or do not wish to take part in the survey, please do not feel obliged to do so, we do not wish to cause upset or offence. If this is the case, please discard these documents and consider it no further. If you would like to complete the survey, please either complete the enclosed survey or scan the QR code at the top of this letter.

These surveys are confidential so if you would like to provide a specific compliment or concern, please make sure you complete the consent section on the patient survey, so we have your details and are able to contact you. If you raise a specific compliment or concern and provide your details and consent to contact you, our Patient Experience team may contact you to discuss this further. You have the right to withdraw consent to the Trust processing your data for this purpose. There are some limited circumstances where the Trust may be required to continue processing personal data, an explanation will be provided if applicable. Please see the Trust's Privacy Policy for more information: <https://www.eastamb.nhs.uk/privacy.htm>

Alternatively, you may contact the Patient Experience Department at the address given on the following page if you would like to speak to someone directly. Please return the completed questionnaire to us in the pre-paid envelope provided, we would appreciate hearing from you by the **RETURN DATE**. Thank you for taking the time to assist us. We really value the feedback we receive from the patients and communities we serve. If you have any questions about the survey, please contact us by email surveys@eastamb.nhs.uk or telephone: 01603 422757.

Yours sincerely,

Melissa Dowdeswell
Director of Nursing, Quality and Safety

Chief Executive Officer: Tom Abell
Chair: Mrunal Sisodia OBE
www.eastamb.nhs.uk

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Document format

You can contact the Patient Experience Department via telephone or email, and they will register your concerns and initiate the feedback process:

Free phone: 0800 028 3382 or email: feedback@eastamb.nhs.uk

If you would like any of these documents in large print, Braille, alternative format, or a different language, please contact the Patient Experience Department on: 0800 028 3382.

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں چاہیے تو براہ مہربانی ہالز سے فون نمبر 3382 028 0800 پر رابطہ کریں۔

منیجر نم ڈائمنڈ کمیٹیاں بہ ہستی گھوم رہیں، شہزادی جیوا، یا خود زمانیکی لیکہ ڈھولت، تکلیفہ پھیونڈی 08000283382: ہوہ بکمن لہ سمر زمارہ تعلقونی PALS بہ تیمی

Se desejar obter este folheto impresso em letras maiores, em Braille, num formato diferente, ou noutra língua, por favor contacte 0800 028 3382.

Jeżeli chciałbyś otrzymać tę ulotkę w dużym druku, w Braille'u, w innym formacie lub w innym języku prosimy o kontakt pod numerem telefonu 0800 028 3382.

Если вы бы хотели получить эту брошюру в печати крупным шрифтом, шрифтом Брайля, в альтернативном формате или на другом языке, пожалуйста, обращайтесь в группу по телефону 0800 028 3382.

Use of patient information

A Patient Care Record is created every time a patient is assessed, either over the telephone or in person. The record will include information about the patient, the assessment, any treatments and advice given. A copy of the record will be handed over to the healthcare professional taking over the care of the patient and used to maintain safe and effective care. The data obtained will also be used to monitor and improve the quality of the services provided.

A copy of the record is retained by the Trust; all records are used and managed in accordance with strict NHS policy and English Law.

If you have any further queries or would like to request a copy of your record, more information is available via the Trust web site www.eastamb.nhs.uk or from the Trust's Patient Experience Department, East of England Ambulance Service NHS Trust, Hammond Road, Bedford, MK41 0RG

A copy of the report of this survey and any others completed by the Trust will be available online after completion at www.eastamb.nhs.uk.

Chief Executive Officer: Tom Abell

Chair: Mrunal Sisodia OBE

www.eastamb.nhs.uk

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Appendix 2 – Safeguarding survey



Emergency Ambulance Service Patient Survey

Ref1:

Ref2:

We would like you to think about your recent experience with the East of England Ambulance Service NHS Trust:

Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Thinking about the service we provide...

Please can you tell us why you gave this answer:

Please tell us about anything that we could have done better:

Please confirm whether you are happy for your comments to be made public:

- Yes No

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Following your contact with the service, it was identified that you may benefit from additional support, were you included as part of these discussions?

- Yes, definitely
- Yes, to some extent
- No, I was not included
- Not applicable / unable to say

If you were referred to additional services for support, which services were you referred to?

- | | | | |
|-------------------------------|--------------------------|--------------------------------------|--------------------------|
| Adult safeguarding | <input type="checkbox"/> | Mental health services | <input type="checkbox"/> |
| Adult social care | <input type="checkbox"/> | Falls team | <input type="checkbox"/> |
| Children's social care | <input type="checkbox"/> | Early intervention team | <input type="checkbox"/> |
| Fire and Rescue service | <input type="checkbox"/> | Other healthcare professional | <input type="checkbox"/> |
| GP | <input type="checkbox"/> | Not applicable / unable to say | <input type="checkbox"/> |

If other (please specify below):

How would you rate the information provided to you about your referral?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Not applicable / unable to say

Following your referral, did you receive additional help or support?

- Yes
- No
- Not applicable / unable to say

If yes, please explain what support you received:

Do you feel there was anything further we could have helped you with?



Would you like to compliment the service or staff?

If you wish to send a separate note of thanks to the staff involved, you may add your comments to the box below, please also include your name and contact details to make sure your compliment is passed on to the staff member.

Would you like to inform us of a concern or complaint?

All comments received are used to monitor and improve services provided by the Trust. If you have a concern or complaint about the service and would like us to contact you, please provide your details below:

I consent to my details being held by the East of England Ambulance Service NHS Trust and I wish to be contacted by the Patient Experience Team.

(Please tick box)

Signature:

Name:

Address:

Telephone number:

Would you like to take part in a discovery interview?

We are looking for patients or their representatives who would be willing to discuss their experience in more depth by way of a video discovery interview. The discovery interviews are used to assist us in improving the services provided through staff training and awareness raising.

I consent to my details being held by the East of England Ambulance Service NHS Trust and I would be interested in taking part in a discovery interview.

(Please tick box)

Signature:

Name:

Address:

Telephone number:

If you consent to a video interview, you may be contacted by a member of the Patient Experience or Patient Engagement Team following your survey submission.

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Equality and Diversity

The following information can help us plan to meet the needs of the community, to ensure that everyone has equal access to the health care provided and for the service to be delivered to a high standard for all our patients.

The following questions are about the patient:

What age are you?

0-15.....	<input type="checkbox"/>	35-44.....	<input type="checkbox"/>	65-74.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
16-24.....	<input type="checkbox"/>	45-54.....	<input type="checkbox"/>	75-84.....	<input type="checkbox"/>		
25-34.....	<input type="checkbox"/>	55-64.....	<input type="checkbox"/>	85+.....	<input type="checkbox"/>		

What best describes your gender?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Non-binary	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Other, please specify:	<input type="text"/>						

Is your gender identity the same as the gender you were assigned with at birth?

Yes.....	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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What is your ethnic group?

White	<input type="checkbox"/>	Asian / Asian British.....	<input type="checkbox"/>	Other ethnic group	<input type="checkbox"/>
Mixed / multiple ethnic groups.....	<input type="checkbox"/>	Black / African / Caribbean / Black British.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues / problems related to old age)

Yes, limited a lot.....	<input type="checkbox"/>	Yes, limited a little	<input type="checkbox"/>	No	<input type="checkbox"/>
I do not wish to declare.	<input type="checkbox"/>				

Thank you for taking the time to complete this questionnaire. The information collated will be used to assist us in improving the services we provide.

Please be aware that you can withdraw consent for the East of England Ambulance Service NHS Trust to use and store information you have provided at any time. If you wish to withdraw consent to your details being held, please contact the Patient Survey Team. e-mail:surveys@eastamb.nhs.uk or telephone: 01603 422757.

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