



Emergency Service Safeguarding Survey Patient Experience Report

Safeguarding patient experience survey

Author: Tessa Medler, Patient Experience Facilitator

Report Period: July to September 2023

Date of Report: February 2024

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 continually 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 July and September. This report includes a comparison to the feedback received from patients who were attended to by EEAST during April to June 2023 (Quarter 1 (Q1)).

Sample

A random sample of patients who had used the service during July to September 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

591 patient experience surveys were posted to patients (July (193), August (198) and September (200) who had used the service and received a referral between July and September 2023. Overall, 50 surveys have been completed and returned. This equates to an 8.5% 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 November 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

Overall satisfaction with the service received from the Trust was once again rated highly, with the majority of patients rating the service as 'good' or 'very good' during Q1 (96.5%) and Q2 (95.9%).

Most recalled being included to at least 'some extent' (Q1:82.6%, **Q2:88.1%**) in discussions relating to onward referral for additional support. During Q2, a slightly lower proportion of respondents (Q1:17.4%, Q2:**11.9%**) stated that they had not been included in such discussions.

Once again, various responses were provided in relation to where the patient had been referred on to for additional support. As seen during Q1, patients were most likely to have been referred on to 'adult social care' (Q1: 33.3%, Q2:**27.1%**), 'other health care provider' (Q1:24.6%, Q2:**16.7%**) or their 'GP' (Q1:19.3%, Q2:**16.7%**). Patients were generally satisfied with the information provided in relation to their referral (89.5%), with most patients going on to receive additional support.

The additional comments received were generally positive and highlighted the professionalism, kindness and care provided by staff. During Q1, the main area of dissatisfaction predominantly related to delays. Although delays were highlighted by some respondents during Q2, the main area of dissatisfaction generally related to communication and lack of awareness in relation to existing health conditions.

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:

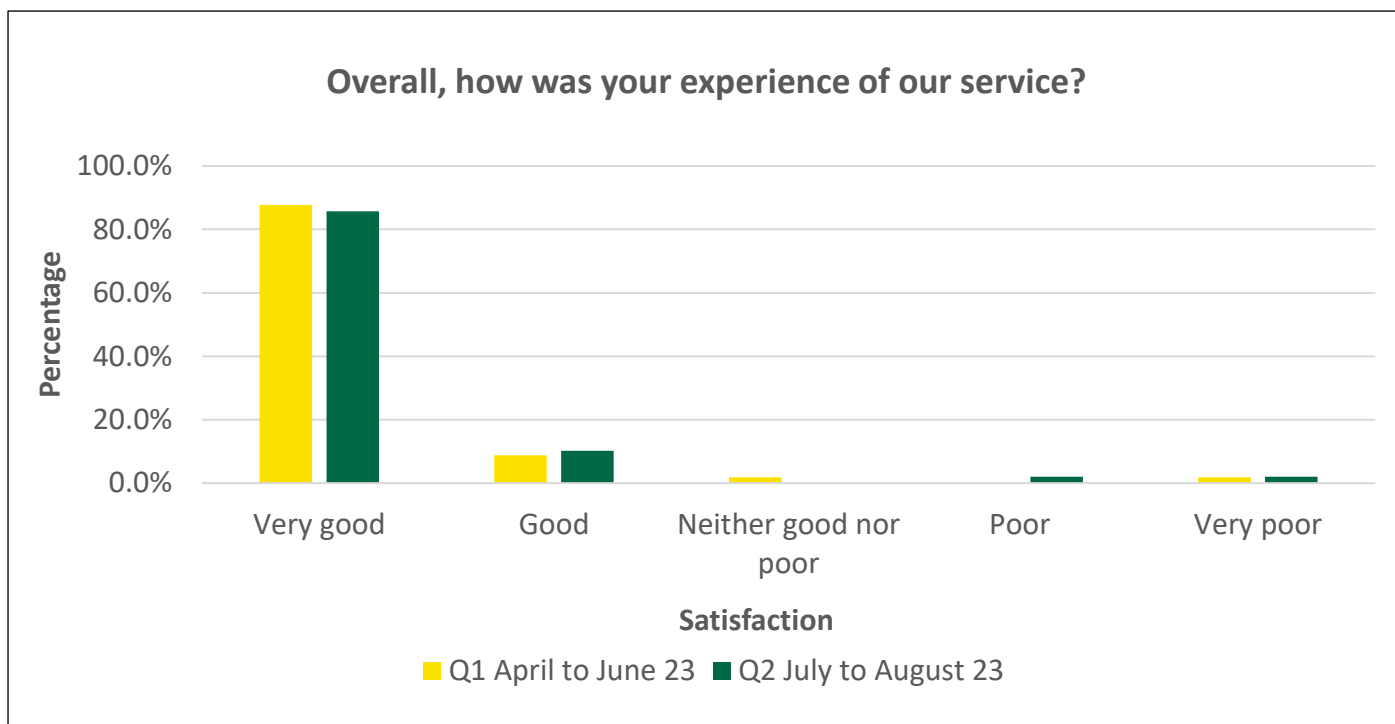
Please see the below results to the safeguarding patient experience survey.

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 below chart shows the comparison between Quarter one (April to June 2023) and Quarter two (July to September 2023):



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 satisfaction with the service received from the Trust was once again rated highly, during Q1 respondents rated the overall satisfaction as (96.5%) and **Q2 (95.9%)**. During Q2 most patients rated the service as either 'good' (10.2%) or 'very good' (85.7%).

A small proportion of 'poor' and 'very poor' responses were received from respondents who used the service during Q1 (1.8%) and **Q2 (4.0%)**.

One patient did not respond to this question.

Please can you tell us why you gave this answer:

Patient	Month	Positive comments received
1	July	My care & interest in my wellbeing and any required needs I had.
2	July	Each of the crew members were extremely efficient & empathetic.
3	July	Very well organised, drivers were really pleasant, very safe & made you feel at ease everything was clean and comfortable well done.
8	July	From the time the ambulance crew helped me out of the bath until I came home, the experience was one of efficiency and kindness. I even enjoyed it and had the best night's sleep for ages.
9	July	Very quick to arrive here, very caring.
11	July	The staff were very empathetic and supportive and really made me feel safe.
13	July	Highly professional, very caring and definitely the men for the job.
21	July	Staff friendly and communicative.
30	July	Because that's what they were. Arrived quickly and assessed the situation. Checked my vital signs and assured me that I was not having heart problem. Communication was excellent which gave a of calm.
34	July	They were more than good they were brilliant. Considerate, kind, reassuring and stayed until the hospital could take over and popped back to see if ok. Thank you!
40	July	I was cared for in my home and then taken to hospital whilst still being cared for. The crew were kind to me.
39	July	Both ambulances arrived in a timely manner. The ambulance staff were very professional, kind and patient and put me at ease. All with good humour.

Patient	Month	Positive comments received
4	August	I am 86 and severe osteoarthritis in both knees. Scan only have paracetamol and as a result I have lost over stone in weight due to muscle wastage. I fell over in my bedroom and hit my side on bedroom cabinet. My husband telephoned for an ambulance. The 2 ladies who called were a credit to the ambulance service. They thoroughly checked me over including an ECG and put me back to bed.
5	August	Very helpful & made you feel you were in good hands.
7	August	My wife suffers from dementia so I am filling form on her behalf, your ambulance staff treated her very professionally and with great care and understanding I can only thank them for the care and attention they gave wife.
14	August	I think we have the best national service, and the ambulance service are fantastic with such lovely crew.
19	August	Only took 20 minutes to arrive at the house after the phone call. Excellent service & very professional from ambulance team to fixing me up with home carers.
20	August	The crew were great. The 101 service was great. No complaints Thank you.
24	August	The paramedics who came to my husband were very patient, competent and respectful to my husband who is suffering from Alzheimer's. They managed to get him into the ambulance without him becoming aggressive or more agitated.
26	August	Came quickly, patient was unresponsive so as her mother I'm completing this survey. The paramedics were amazing. I will never be able to be more grateful for a team of people.
33	August	The ladies that attended to me were really caring and kind.
35	August	Very patient and understanding, very helpful and thorough.

Patient	Month	Positive comments received
36	August	Brilliant in every way very protective.
38	August	They were very good towards my father who is very ill & is end of life great experience my dad feel very comfortable.
42	July	On all visits they were caring, compassionate and concerned that the right outcome was in place for all.
45	August	Because I only received good service.
12	September	My answer should be excellent! Because the service was 10 star rating.
15	September	Staff were very considerate and worked as a team to help me and to resolve the situation I was in.
17	September	You always provide a good service.
22	September	Because they acted very good. Very polite and professional. Real good people.
23	September	The ambulance team are very polite always have a smile and positive - gentle when treating patients. Always encourage you & me patients. Help at hand for the ailment. I am proud of the service.
27	September	It's usually a pleasant experience, the staff are uplifting and at the same time they carry out all their checks as per their training.
29	September	We had two female paramedics they were caring and helpful.
32	September	Because I was extremely grateful on the very quick service you provided, how gently you lifted me & how reassuring and kind you were on the journey.
43	September	Because the last team of 3 women were fantastic, helpful, caring.

Patient	Month	Positive comments received
46	September	Very polite, professional, and courteous.
49	September	The paramedics were wonderful. Very caring and professional.
50	September	The service was excellent I could not fault it. The ladies are a real credit to the ambulance service.

Patient	Month	Mixed/neutral comments received
16	July	I fainted in the bathroom approximately 11.45pm, pressed call alarm. The local service contacted ambulance. Only 'out' briefly but too dizzy to get up. No physical injury. Ambulance service very busy came at 6.15 am, by which time I had crawled to bed!

Patient	Month	Areas for improvement
41	September	Delay in ambulance arriving, had to be chased up. Patient notes not read, so staff was not aware of their history. Mis-failings in appropriate treatment of patient. Missed mental health history.

Please tell us about anything we could have done better:

Patient	Month	Positive comments received
34	July	There was nothing that could have been done better.
7	August	You all do a magnificent job - thank you all.
26	August	Nothing could have been that was better as the team were amazing.

Patient	Month	Positive comments received
38	August	They were both great.
12	September	Nothing, my wife, and I have had to relieve your service many times and unfortunately will still need the service in the future.
16	July	Probably no. I was not an 'urgent' call out. I was taken to A&E at local hospital for check & discharged.

Patient	Month	Neutral / mixed comments received
22	September	Got good head but body needs replacing worn out.
27	September	My Parkinson's diagnosis is difficult, and I don't expect the staff to know about it.
50	September	I cannot
29	September	We do not consider there to be anything else they could have done.
32	September	Sorry I cannot.
50	September	I cannot think of anything.
32	September	Sorry I cannot.

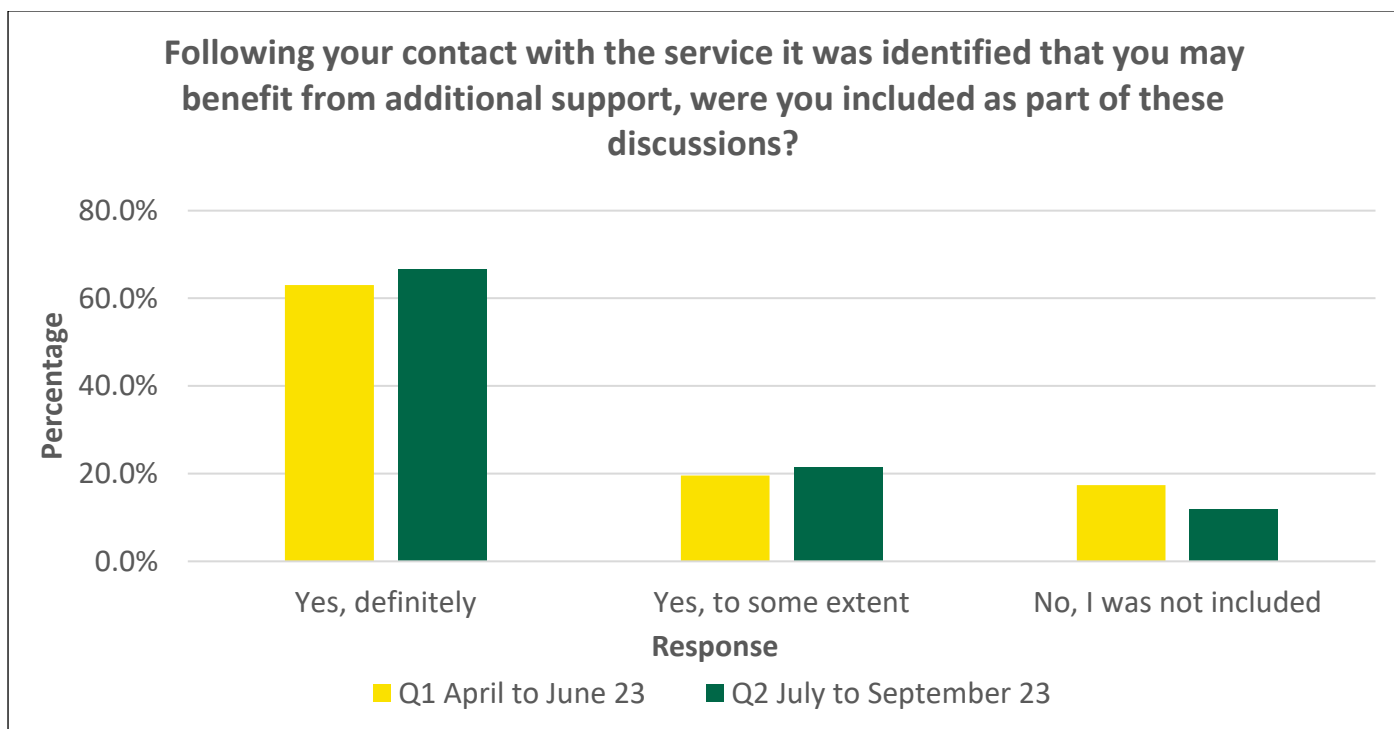
Patient	Month	Areas for improvement
3	July	A bit warmer.
40	July	Because I was in and out of consciousness, I didn't really understand what was happening. It could have been easier if they had listened to my ex-husband, who found me.

Patient	Month	Areas for improvement
42	July	Concerns raised by spouse were listened to but unfortunately not acted on due to no medical indication, unfortunately this was a silent stroke.
24	August	Waiting times for patients need to be considerably less. Phoned at approx. 20.50 on the (date) but arrived 07.00 on the (date, next day).
33	August	Improved communication between paramedics and GP, as didn't hear back from GP and was expecting to.
15	September	Response time I guess.
23	September	A quicker – air ambulance for the A&E & death transport.
41	September	Could have read patient medical history beforehand in order to provide appropriate care. Lack of awareness for best practice and treatment. Blood sugar treatment were in proper, carbohydrate not given after glycogen administered. Did not stay with the patient long enough, patient later passed away.
27	September	My Parkinson's diagnosis is difficult, and I don't expect the staff to know about it.

Seven respondents responded, 'no' or '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?

The below chart shows the comparison between Quarter one (April to June 2023) and Quarter 2 (July to September 2023):



During Q2, 88.1% of respondents recalled being included to 'at least some extent' in the discussions undertaken in relation to additional support required. This compares to 82.6% of respondents during Q1.

During Q2, five patients (11.9%) did not recall being included within such discussions, which is a slight reduction when compared to Q1 (17.4%).

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

Please can you tell us why you gave this answer:

Patient	Month	Positive comments received
42	July	On all visits they were caring, compassionate and concerned that the right outcome was in place for all.
4	August	I am 86 and severe osteoarthritis in both knees. Can only have paracetamol and as a result I have lost over stone in weight due to muscle wastage. I fell over in my bedroom and hit my side on bedroom cabinet. My husband telephoned for an ambulance. The 2 ladies who called were a credit to the ambulance service. They thoroughly checked me over including an ecg and put me back to bed.
5	August	Very helpful & made you feel you were in good hands.
7	August	My wife suffers from dementia so I am filling form on her behalf, your ambulance staff treated her very professionally and with great care and understanding I can only thank them for the care and attention they gave my wife.
14	August	I think we have the best national service and the ambulance service are fantastic with such lovely crew.
19	August	Only took 20 minutes to arrive at the house after the phone call. Excellent service & very professional from ambulance team to fixing me up with home carers.
20	August	The crew were great. The 101 service was great. No complaints Thank you.
24	August	The paramedics who came to my husband on (date) and (date) were very patient, competent, and respectful to my husband who is suffering from Alzheimer's. They managed to get him into the ambulance without him becoming aggressive or more agitated.

Please can you tell us why you gave this answer:

Patient	Month	Positive comments received
26	August	Came quickly, (name) was unresponsive so as her mother I'm completing this survey. The paramedics were amazing. I will never be able to be more grateful for a team of people.
33	August	The ladies that attended to me were really caring and kind.
35	August	Very patient and understanding, very helpful and thorough.
36	August	Brilliant in every way very protective.
38	August	They were very good towards my father who is very ill & is end of life great experience my dad feel very comfortable.
45	August	Because I only received good service.
12	September	My answer should be excellent! Because the service was 10 star rating.
15	September	Staff were very considerate and worked as a team to help me and to resolve the situation I was in.
17	September	You always provide a good service.
22	September	Because they acted very good. Very polite and professional. Real good people.
23	September	The ambulance team are very polite always have a smile and positive - gentle when treating patients. Always encourage you & me patients. Help at hand for the ailment. I am proud of the service.
27	September	It's usually a pleasant experience, the staff are uplifting and at the same time they carry out all their checks as per their training.
29	September	We had two female paramedics they were caring and helpful.

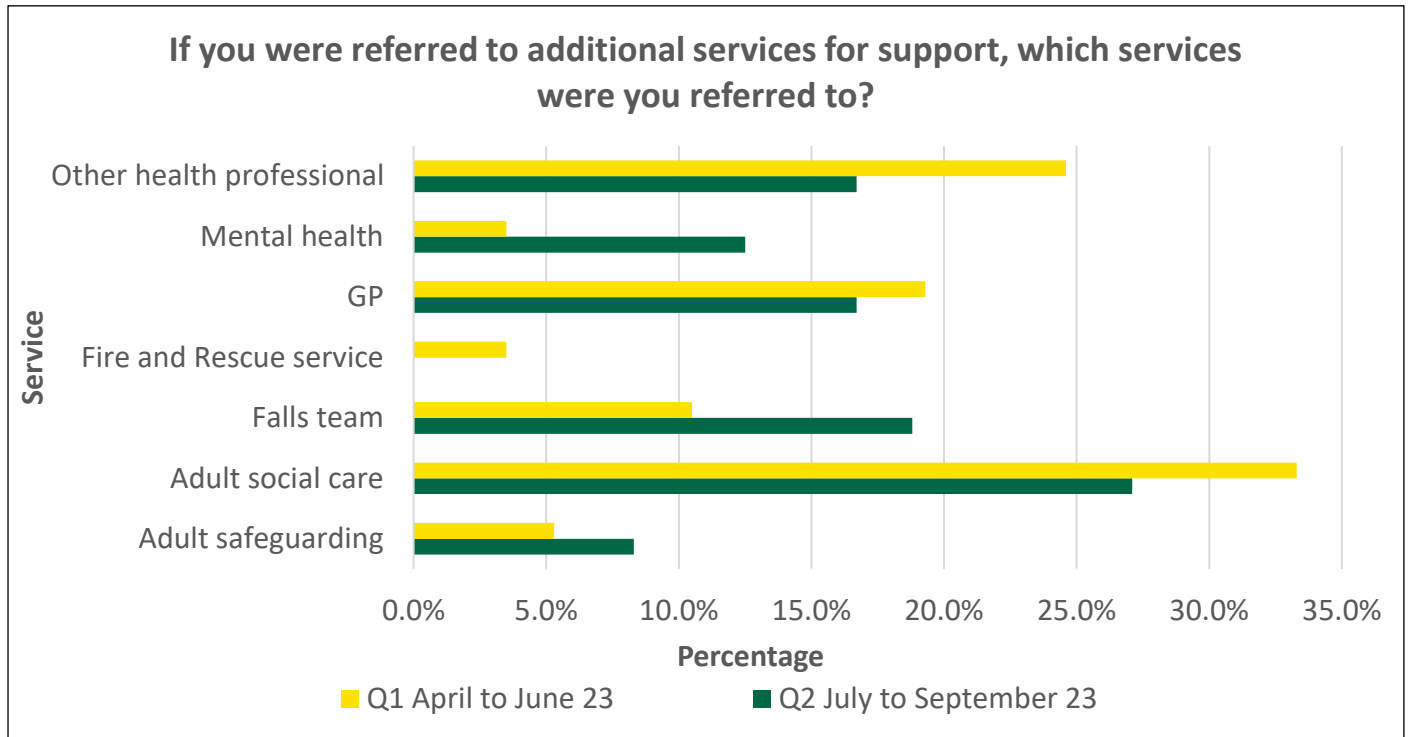
Please can you tell us why you gave this answer:

Patient	Month	Positive comments received
32	September	Because I was extremely grateful on the very quick service you provided, how gently you lifted me & how reassuring and kind you were on the journey.
43	September	Because the last team of 3 women were fantastic, helpful, caring.
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Patient	Month	Mixed/neutral comments received
16	July	I fainted in the bathroom approximately 11.45PM. Pressed call alarm. The local service contacted ambulance. Only 'out' briefly but too dizzy to get up. No physical injury. Ambulance service very busy came at 6.15 am, by which time I had crawled to bed!

Patient	Month	Areas of improvement
41	September	Delay in ambulance arriving, had to be chased up. Patient notes not read, so staff was not aware of their history. Mis-failings in appropriate treatment of patient. Missed mental health history.

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



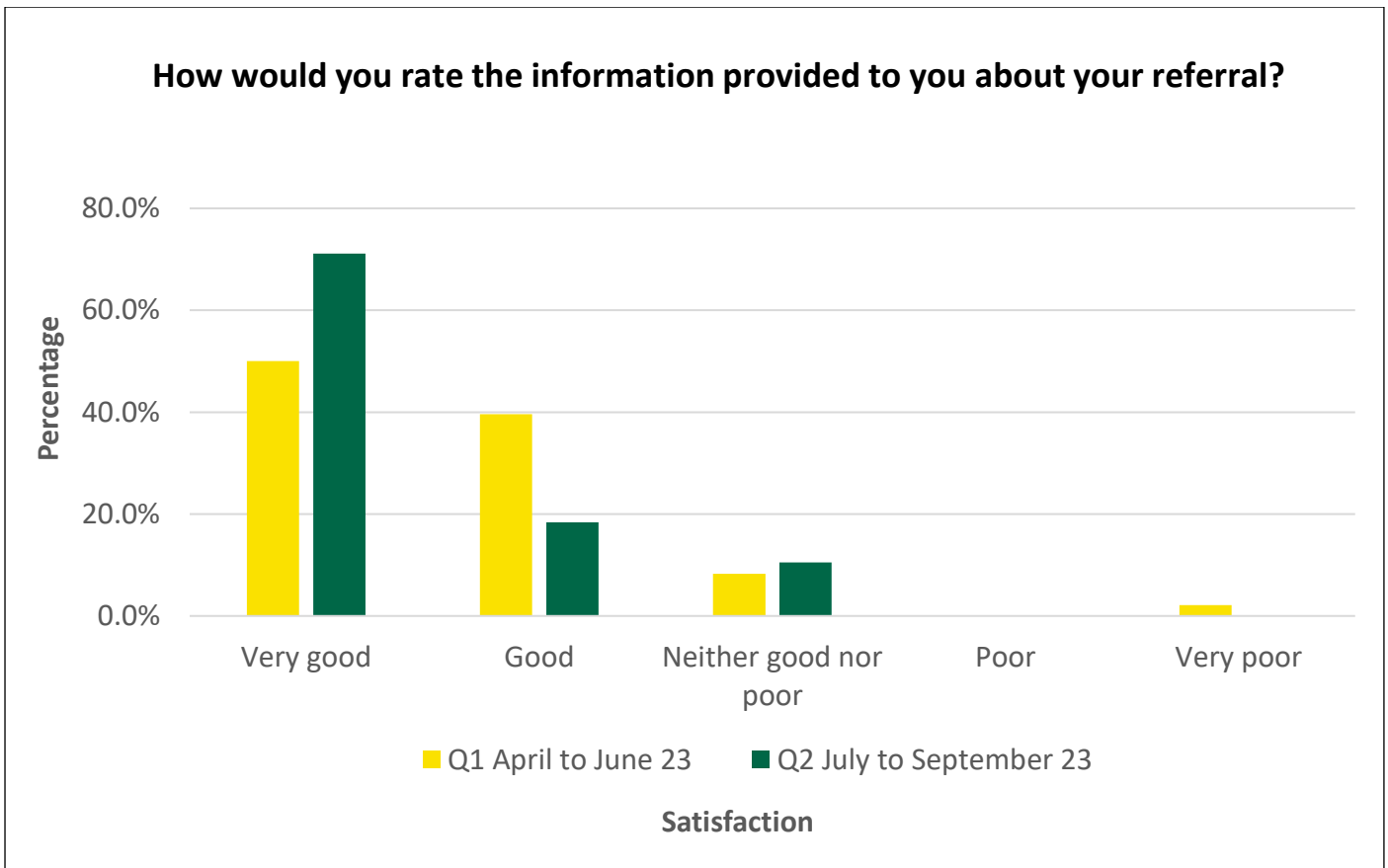
Various responses were once again provided in relation to where the patient had been referred on to for additional support. During Q2, a slightly larger proportion of respondents advised that they had been referred to mental health services (Q1:3.5%, Q2:12.5%), falls team (Q1:10.5%, Q2: 18.8%) or ‘adult safeguarding’ (Q1:5.3%, Q2: 8.3%).

In contrast, during Q2, a slightly lower proportion of respondents had been referred to adult social care (Q1:33.3%, Q2:27.1%), GP (Q1:19.3%, Q2 (16.7%) or ‘other health professional’ (Q1:24.6%, Q2:16.7%). During Q2, no respondents advised that they had received a referral to the Fire and Rescue Service.

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

Patient	Month	Comments received from respondents who answered 'other'
19	August	Care was arranged for 6 weeks. This took place at 7.30 each morning, very good.
24	August	I believe these referrals were made by the police & hospital.
28	September	OT.
34	July	I decided not to go ahead with treatment for lung cancer due to health status.
40	July	There may have been more, but I was in & out of consciousness, so I cannot remember.

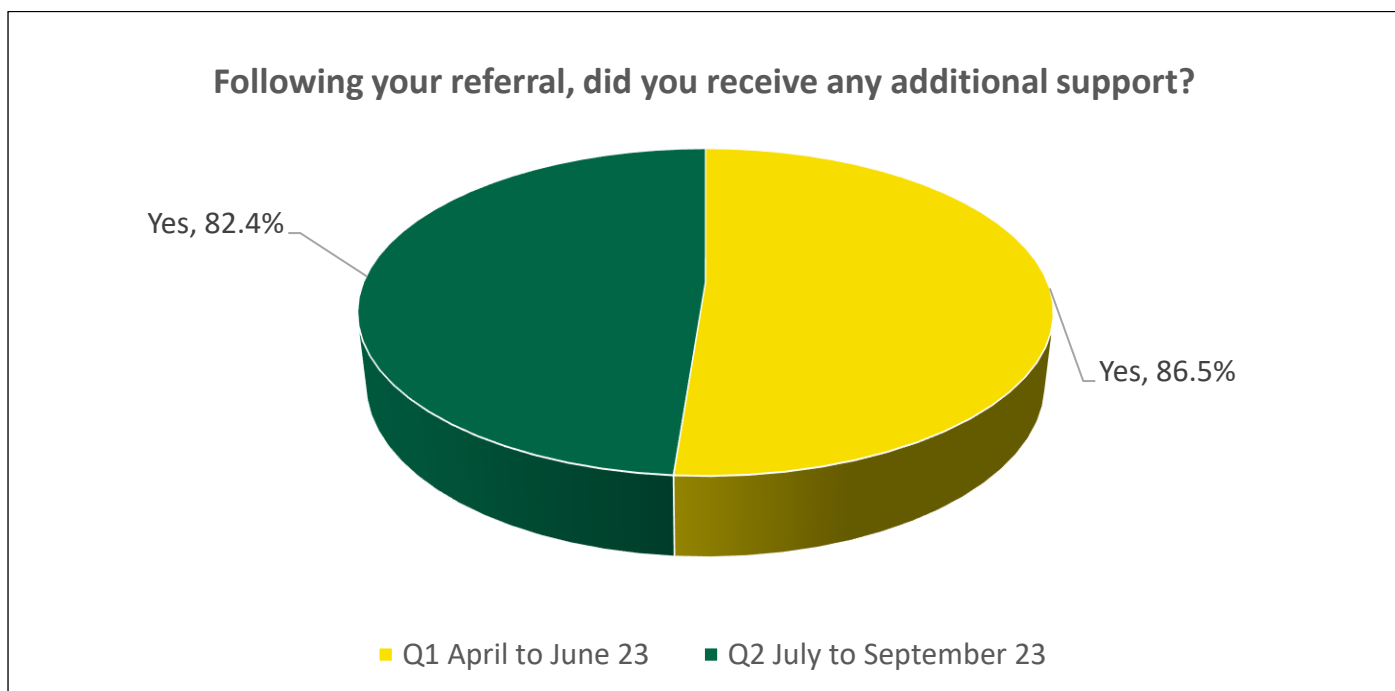
How would you rate the information provided to you about your referral?



Once again, the majority of respondents rated the information provided to them about their referral as either 'good' or 'very good' (Q1: 89.6%, Q2:89.4%), with an increase in the proportion of 'very good' responses received (Q1: 50.0%, Q2:71.1%).

In total, eight respondents (9.3%) who had used the service during Q1 and Q2 rated the information received in relation to their referral as 'neither good nor poor,' During this time period, one respondent (Q1) rated the information provided as '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?



During Q1 and Q2, similar proportions of respondents advised that they had received additional support following their referral (Q1:86.5%, Q2:82.4%).

In total, 11 respondents (15.5%) who had used the service during Q1 and Q2 advised they did not receive 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
9	July	Medieval ward, heart failure.
11	July	Local support team.
12	September	A health professional.
15	September	Initially promised all sorts of help, but finally came down to friends sorting things. Then district direct did a little to finish off.
19	August	Carers were really caring & very efficient. We had meetings with the carers, OTs involved + extra physio.
20	August	Social services, Paramedic Visit, GP visit, Health equipment.
21	July	Admitted to hospital via A&E.
22	September	Hospital cancers - heart, open surgery on going.
26	August	Crisis team.
28	September	OT visited.
29	August	We were referred to adult social care.
35	August	Care support dementia support, physio support.
38	August	Dad received help from adult social care.
39	July	A full NHS check-up.
40	July	A falls support person came & checked my home & provided advice.

Patient	Month	Additional comments received
42	July	Emergency care pack in place in 24 hours. Follow ups were all quick.
46	September	Now living in care home.
50	September	Daily visits to help with washing, dressing, breakfast and lunch for 2-3 weeks.

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

Patient	Month	Comments received
5	August	Not on this occasion.
15	September	As an ambulance service all was excellent when they got on site.
16	July	No, until local surgery's deal with blood pressure problems and difficulties etc of ageing, emergencies will increase. July was the 3rd call out this year.
23	September	I would say that Doctor, orthopaedic, hospital doctor, physio, nurse team approved and send somebody with no medical qualification came to say would not give you the chair. I need it, this chair badly for my bones. I would like you to tell them to reconsider it.
27	September	No not at all.
29	September	No, we were quite happy.
32	September	No, you provided an excellent service of getting me to hospital quickly & painlessly.
33	August	Not really, I am on a waiting list.
40	July	No, except to listen to whomever is also attending.
50	September	No - I was getting the support I needed.

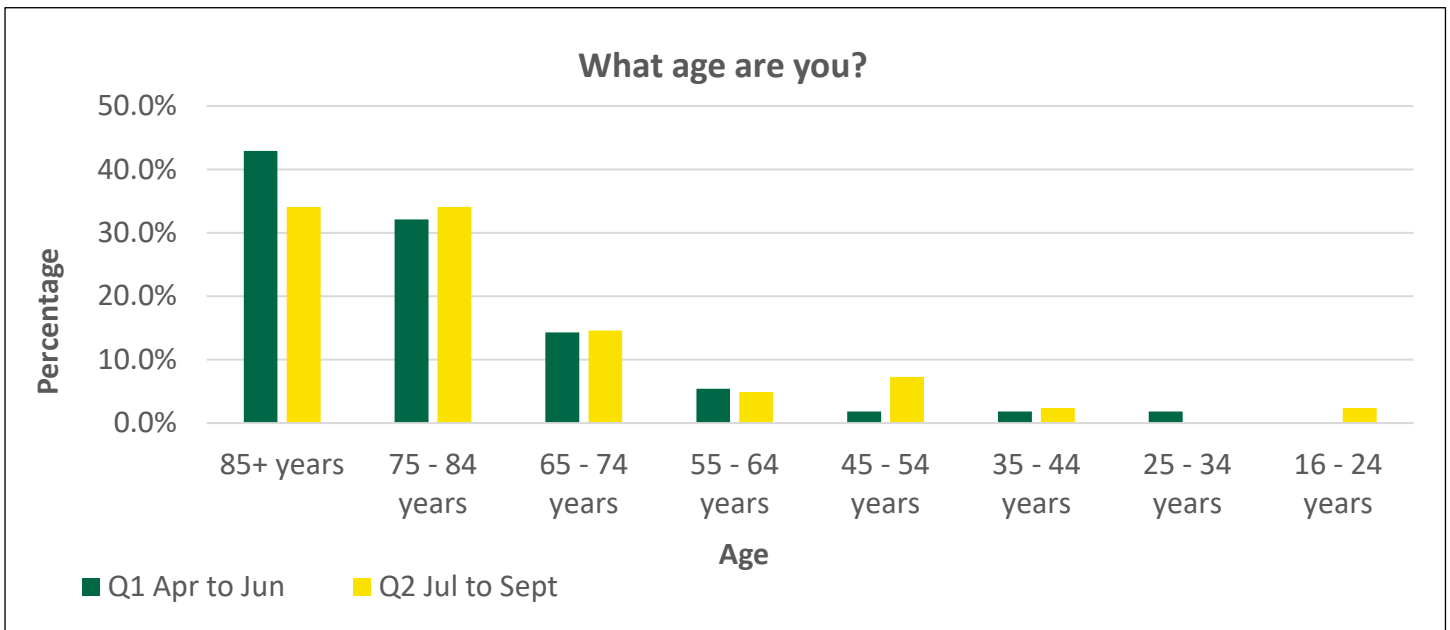
Additional patient compliments:

Patient	Month	Comments received
3	July	I would like to thank all the staff especially the ambulance drivers.
4	August	Please pass on my grateful thanks to the 2 young ladies who called.
7	August	I would like to thank the two ambulance staff who showed great compassion and understanding and were very helpful. Thank you for being so kind. signed patient's husband.
8	July	They were all first class.
11	July	The two ladies were brilliant in every way.
12	September	Many, many thanks to all involved in my care.
13	July	You got us sorted thank you.
14	August	Great service, fantastic crew. Thanks to everybody.
15	September	I would like to thank those who came to my aid, they were considerate and caring and talk through what they were going to do before doing it.
20	August	All the drivers/ crew. The local paramedic/ my GP.
32	September	Wishing you a happy Christmas & a good new year & at least as good as the job you do which is 1st class.
35	August	I would like to thank everyone involved from the time I phoned 999 to the time he (my husband) arrived in hospital everyone was brilliant and very kind.
39	July	I would like to thank both ambulance staff (I had 2 one in June I think) and the other in July. They were very professional, kind and put me at ease. All with good humour and patience. Many many thanks again!

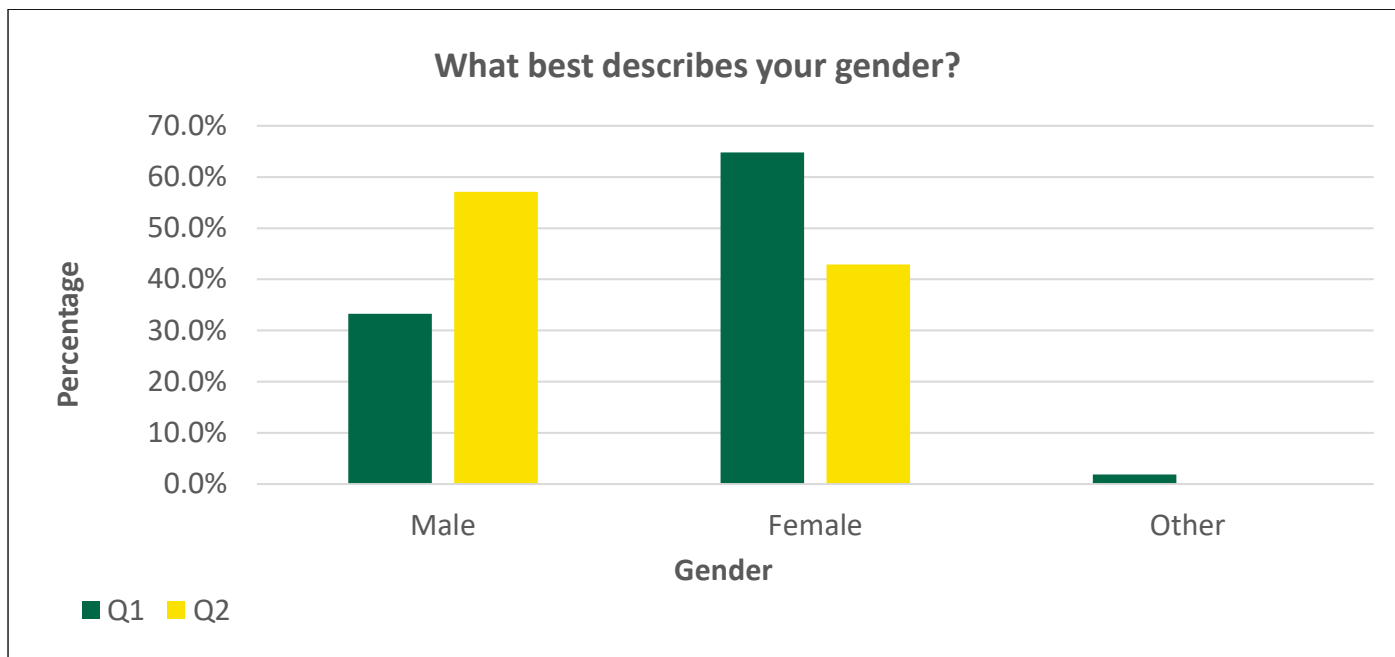
Patient	Month	Comments received
40	July	Thank you for caring for me & being kind to me whilst I didn't know what happening & I was afraid.
42	July	Both crews that attended were fantastic. Not only with the patient but the family. We can't thank them enough for the care and compassion they showed all of us.

Demographics and Equality and Diversity Information

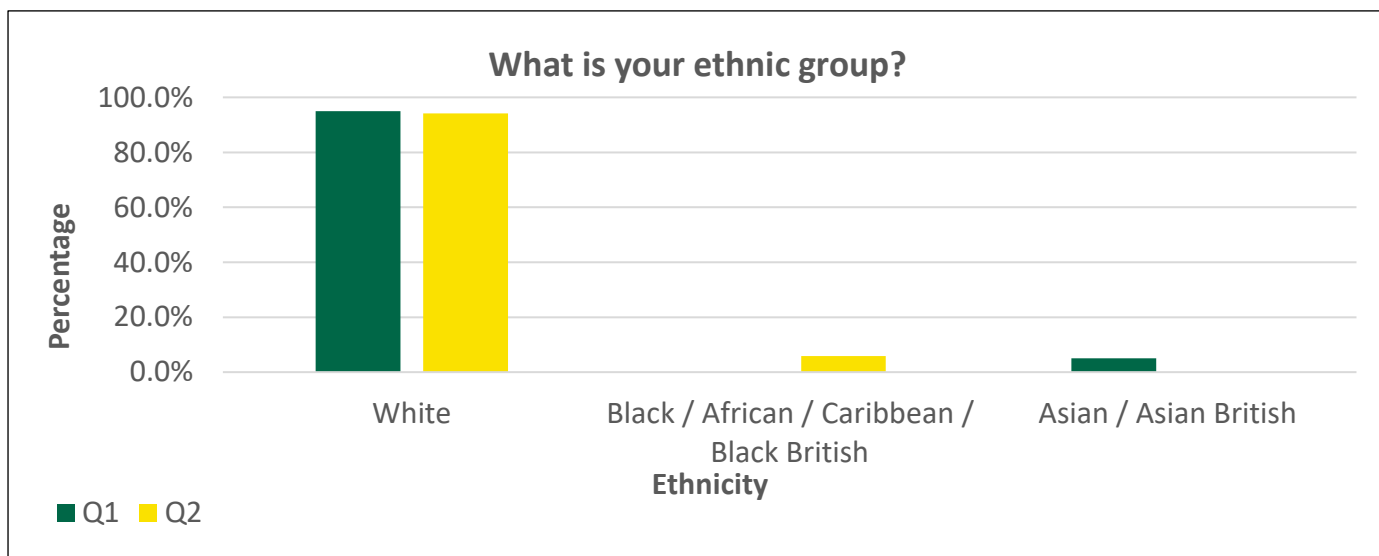
What age are you?



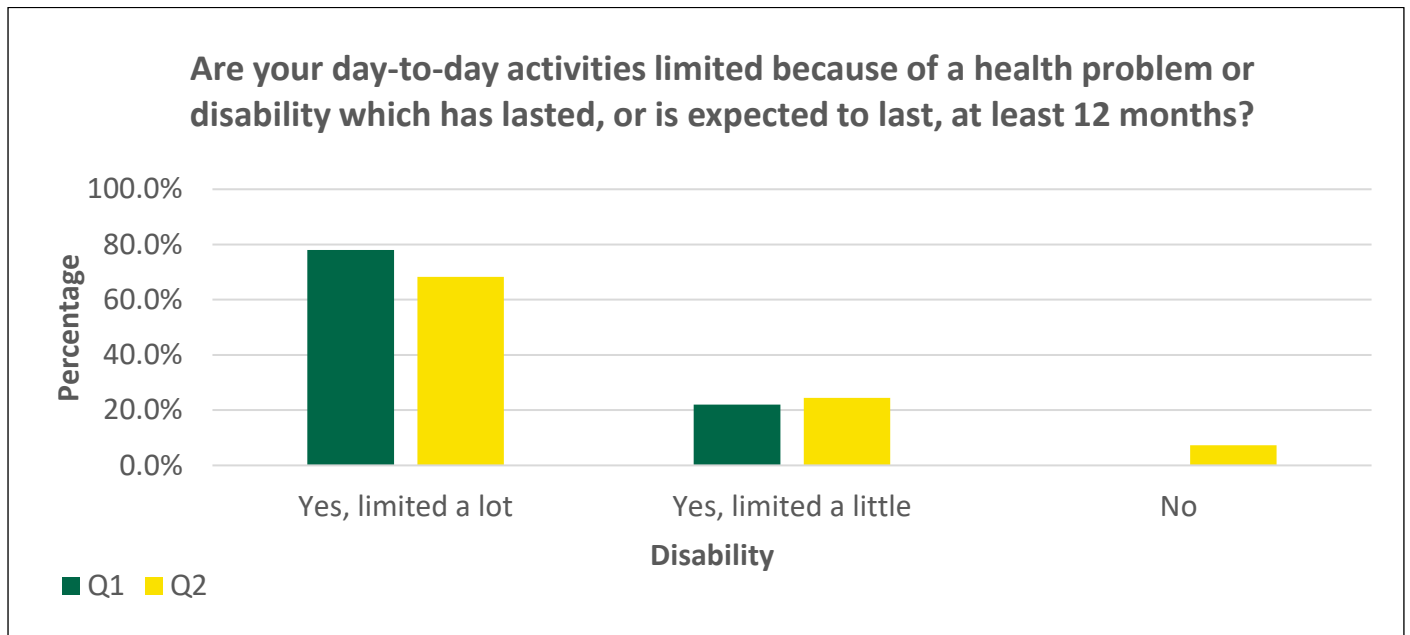
What best describes your gender?



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, 15 compliments and two complaints were received, these 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
Hellesdon
Norfolk
NR6 5NA
Tel: 01603 422757

Dear **Patient name**

DATE

I understand the ambulance service was called to attend to you in **(DATE)** 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 any 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, the enclosed questionnaire should take no more than **10 minutes** to complete. 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: on 01603 422757.

Yours sincerely,

Simon Chase
Acting Director of Quality and Chief Allied Health Professional

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



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](tel:08000283382).

اگر آپ کو یہ کتابچہ ڈیڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں جاننے کی راہ میری بالذات سے فون نمبر 028 0800
028 0800
پر رابطہ کرنے۔

اگر آپ کو یہ کتابچہ ڈیڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں جاننے کی راہ میری بالذات سے فون نمبر 08000283382
08000283382 یا کسی دوسری زبان میں جاننے کی راہ میری بالذات سے فون نمبر 08000283382
پر رابطہ کرنے۔ PALS: یہ وہ نمبر ہے جس پر آپ کو ڈیڑے پرنٹ کی معلومات مل سکتی ہیں۔

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



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 Female Non-binary Prefer not to say

Other, please specify:

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

Yes..... No..... Prefer not to say

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..... Yes, limited a little

No.....

I do not wish to declare.

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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