



Emergency Service Mental Health Survey Patient Experience Report

Mental Health patient experience survey

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Report Period: April to December 2021

Date of Report: March 2022

Emergency Services Mental Health survey summary

Introduction

The East of England Ambulance Service NHS Trust (EEAST) has a comprehensive annual patient survey programme, which includes a continuous survey for the Emergency Services (ES)/Emergency Clinical Advice and Triage (ECAT) Service, along with various planned survey projects, to ensure the patient voice is heard across different patient groups and areas of care.

During 2020/21, an ES online mental health survey was co-produced with Experts by Experience from the SUN network. This survey was designed to specifically focus on questions for patients over the age of 18 who had called 999 in relation to a mental health crisis. The objective of the survey was to establish patient satisfaction, to involve patients in the healthcare and service received, and to monitor the quality of care and service provided by the Trust. Listening to patient feedback enables the Trust to identify what is working well but also to highlight areas for service improvement.

This report summarises the results to the mental health patient experience survey for patients who used the service during April to December 2021.

Methodology

The co-produced mental health survey <https://www.eastamb.nhs.uk/contact-us/mental-health-patient-survey.htm> has been promoted using various methods, including the Trust's social media channels, patient information cards (which include a QR code to link the online surveys), and invitation to feedback letters which have been sent to random samples of patients who contacted 999 in relation to a mental health crisis. Quarterly patient samples were provided by the Trust's Information Management Department, which were then traced using the

1

EEAST: ES Mental Health survey
January to December 2021

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Demographic Batch Trace Service. Any patients who did not trace were removed from the sample prior to invitation to feedback letter mail out. Letters were posted at least two weeks after the end of the sample period, with a month allowed for responses to be received.

Sample

The mental survey has been available for patients to complete at any time via the Trust's public website. The random patient samples provided by the Information Management Department included patients over the age of 18 who had contacted 999 in relation to a mental health crisis between Quarter 4 (2020/21) to Quarter 3 (2021/22). The patient samples covered the whole region of the Trust (Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Hertfordshire, and Essex). Overall, 582 invitation to feedback letters were posted, in addition to the other survey signposting methods used.

Unfortunately, no responses were received following the initial mail out of letters for patients who had contacted the service between January and March 2021. However, 17 completed survey submissions were received for patients who had used the service between April and December 2021.

Conclusion

Overall, 76.5% of patients rated the service they received from the EEAST as either 'good' or 'very good.'

Over half of respondents (56.3%) advised that they had not been able to access mental health services prior to calling 999. Once through to the emergency call handler, six respondents (54.5%) remembered the need to explain their situation more than once. Nine respondents (81.1%) felt that the call handler understood what they had told them to at least 'some extent,' although two respondents

(18.2%) did not feel they were understood during the call. Overall, eight respondents (72.7%) felt that they were listened to, with their call dealt with appropriately to at least 'some extent.' Unfortunately, three respondents (27.3%) did not feel listened to and did not feel that their call was dealt with appropriately.

Five respondents (41.7%) advised that someone had stayed on the telephone line with them until they received the help they needed, however, seven respondents (58.3%) did not remember anyone staying on the line. The 999 call met the urgent care needs for nine respondents (69.2%), with 66.7% rating the call as 'good' or 'very good.' However, 26.7% of respondents rated the emergency call as 'poor' or 'very poor.'

A number of additional comments were received, which were generally positive and highlighted the professionalism, kindness and care provided by staff. However, three comments were received in relation to non-attendance/wait for an ambulance, and one comment was received in relation to staff attitude. Please note that the comments included within this report are only from respondents who 'opted in' for their comments to be made public.

Given the small number of completed survey submissions received, caution must be taken when interpreting the results which may not be representative. However, the feedback received provides a valuable snapshot of the patient voice, in relation to the experience of patients who have contacted the service when experiencing a mental health crisis.

The results to this survey have been shared with the Mental Health Team and Experts by Experience, to identify where improvements can be made going forward. Further call handler engagement sessions with the call handlers and Experts by Experience are planned over the coming months. The survey will also be included within the 2022/23 patient survey programme; however, the

methodology and signposting methods will be reviewed with the aim to increase the number of responses and valuable feedback received.

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.

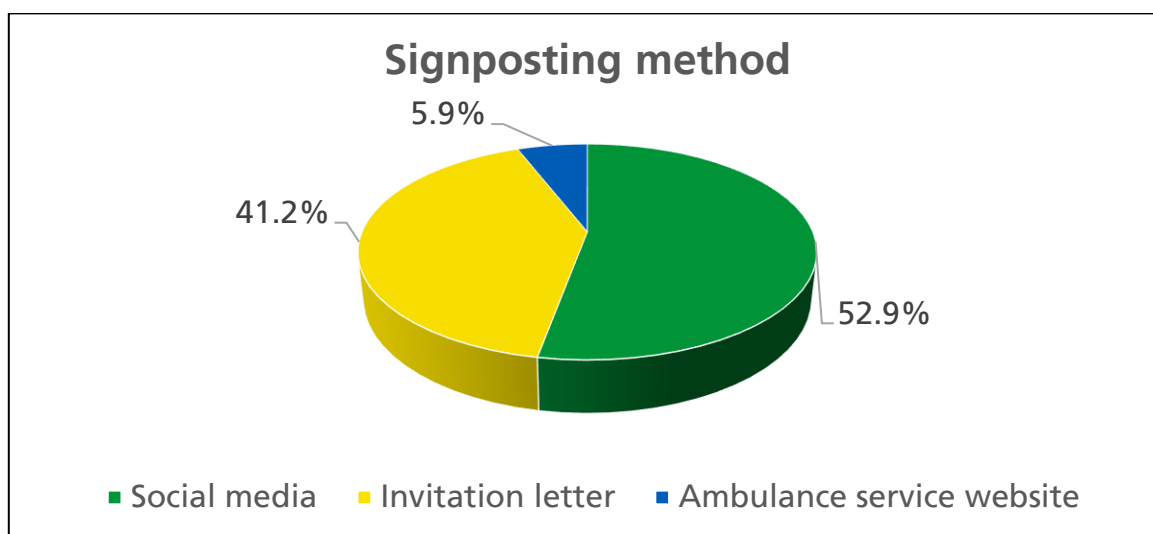
Results

Please see the below results to the mental health 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.'

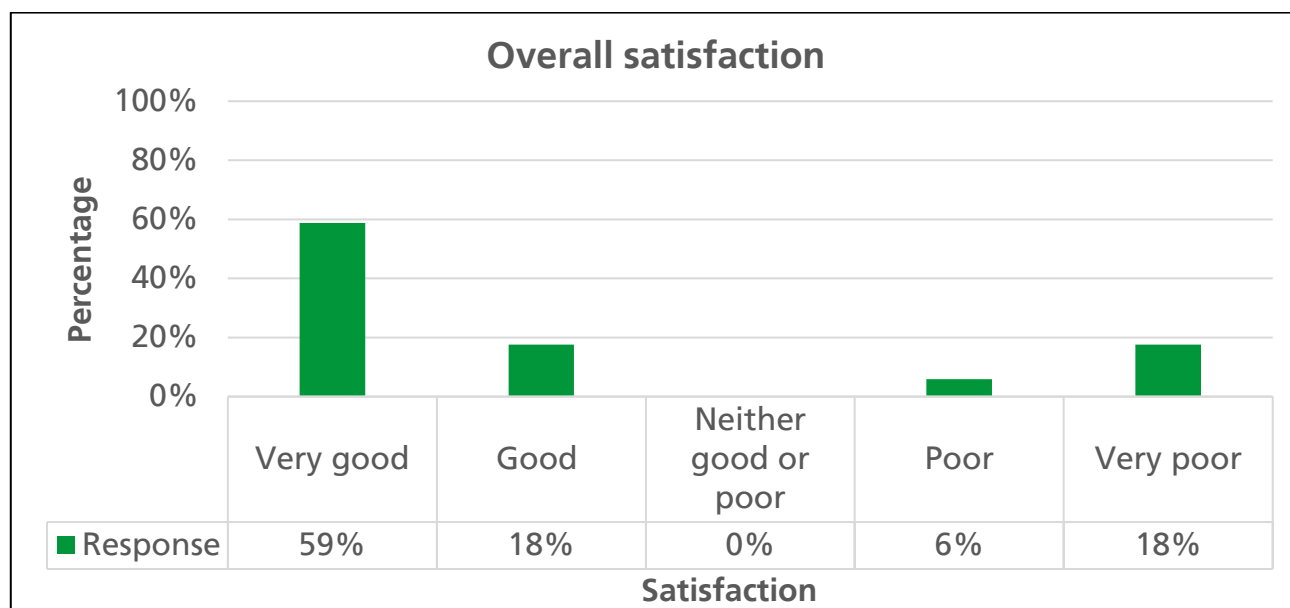
Caution must also be taken when interpreting the results which may not be representative due to the small sample of patients who completed a survey.

How did you hear about the survey?



Respondents advised that they had either been signposted to the survey via social media (52.9%), invitation to feedback letter (41.2%) or via the ambulance service website (5.9%).

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, 76.5% of respondents rated the service received from the EEAST as either 'good' (18.0%) or 'very good' (59.0%). However, four respondents rated the overall experience as 'poor' (5.9%) or 'very poor' (17.6%).

Please can you tell us why you gave this answer:

Patient	Positive comments received
3	The crew that came to me where very reassuring and was not patronising when I needed them. They were both young men so they could relate to the issues I was facing.
4	I was helped helpfully and not patronised.
6	The paramedic assured me that I had done the right thing in asking for help, no matter my previous failed attempts. She allowed me to speak and listened with her full attention.
9	The ambulance made a rapid response, and the crew were very efficient in their handling of the situation.
10	Excellent Service, kind & considerate, very good, medical competence 5*****

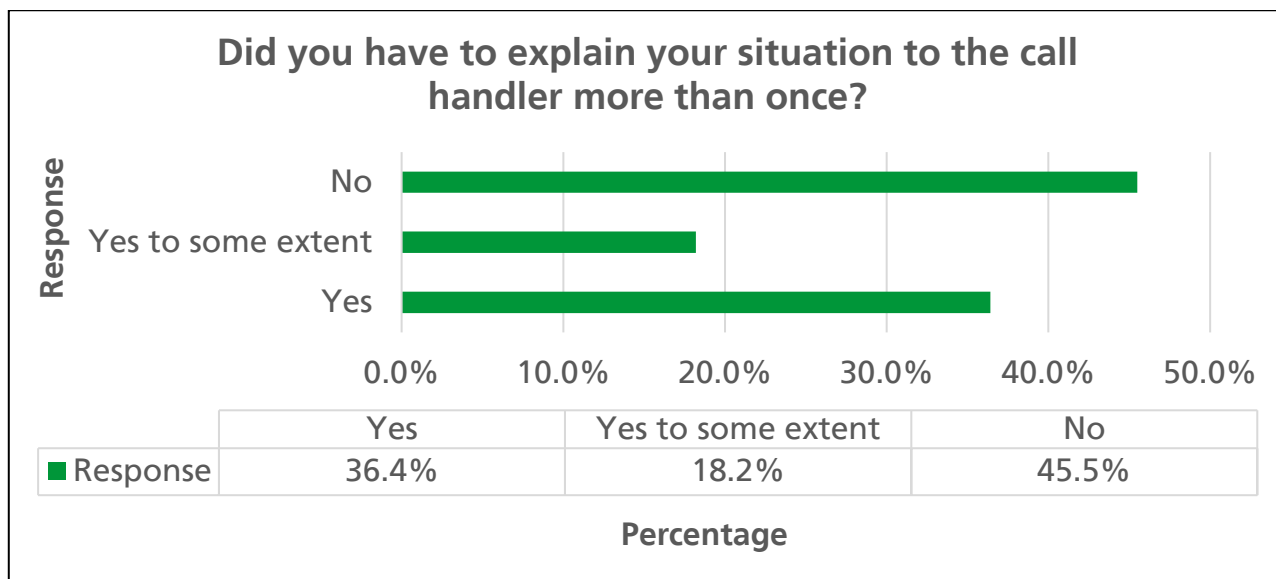
11	The child in question had a number of behavioural and psychological issues. His is transgender. We were his foster carers and he had threatened to cut himself badly. It was something I was not experienced to deal with. The ambulance staff reassured me that I had complied with what was expected of a foster carer, and also dealt sensitively with the child.
13	Very kind and courteous crew, also very efficient and thorough treatment.
15	When I was in crisis, the call handler managed to calm me down and gave me the space and time to talk.
16	Very professional and caring.
17	The paramedics were very kind and caring and took after me well until my guardian could come.

Patient	Negative comments received
2	Just got told to call the police when my son was in crisis
12	Explained in the call, I have tried everything to get help for months, but no-one is helping me, the lady on the phone was lovely but then at the end of the call I was told due to high demand I had to contact my GP or call 111, what's the point.
14	They didn't really help me when I was in crisis.

Were you able to access mental health services prior to your 999 call?

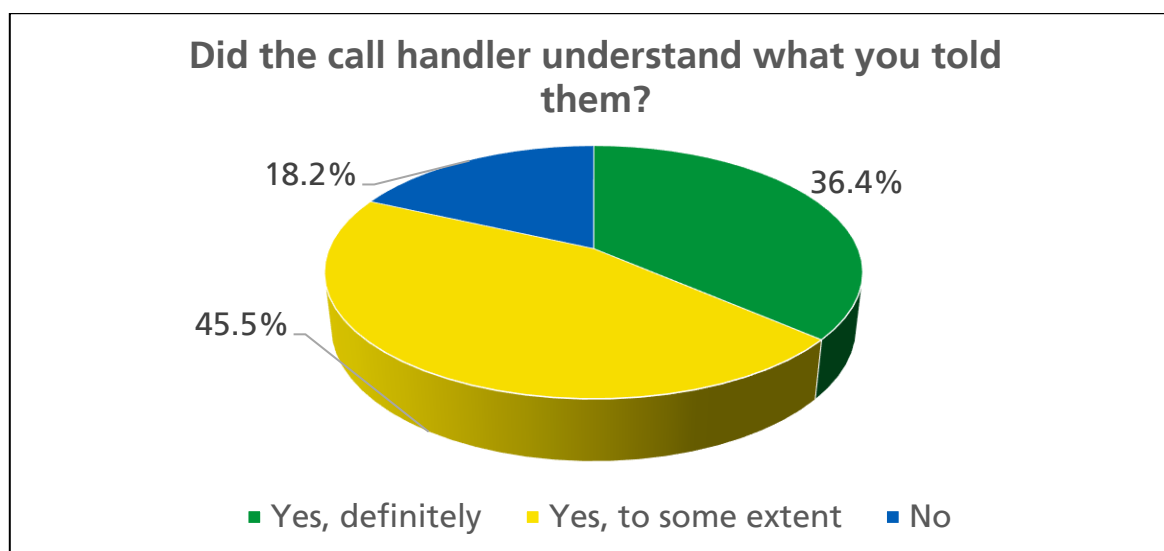
Of the 16 respondents who answered the above question, 7 respondents (43.8%) had been able to access mental health services prior to their call. However, 9 respondents (56.3%) were not able to access help via mental health services prior to calling 999. One respondent did not answer this question.

Did you have to explain your situation to the call handler more than once?



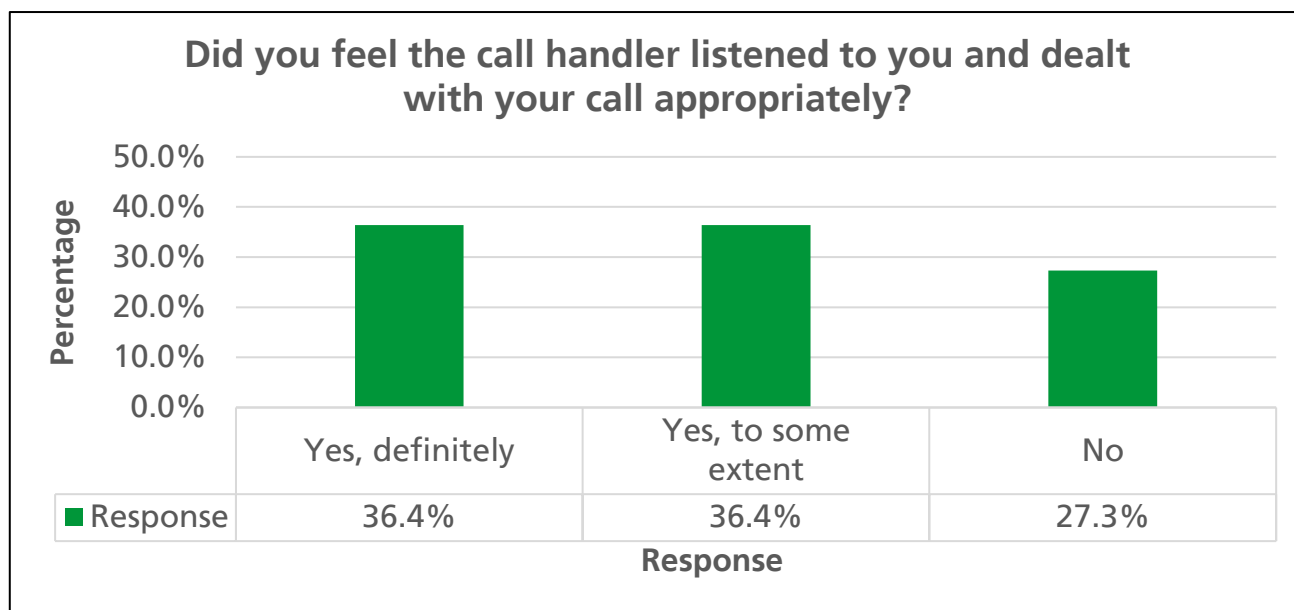
Of the 11 respondents who answered the above question, over half (54.5%) had to explain their situation to the call handler more than once. However, 45.5% of respondents did not need to repeat their situation to the call handler. Six respondents either did not answer this question or were 'unable to say.'

Did the call handler understand what you told them?



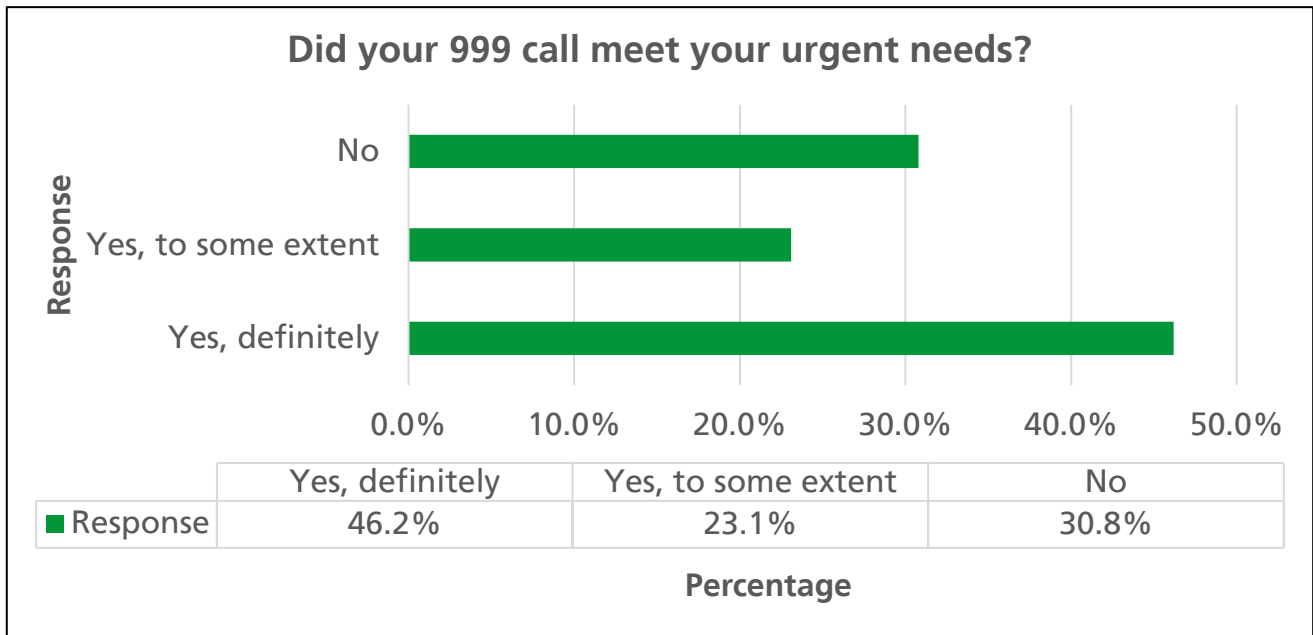
Overall, of the 11 respondents who answered the above question, 81.8% felt that they were understood to at least 'some extent,' with four of these respondents advising that they were 'definitely' understood. However, two respondents (18.2%) did not feel that the call handler understood what they had told them. Six respondents either did not answer this question or were 'unable to say.'

Did you feel the call handler listened to you and dealt with your call appropriately?



Of the 11 respondents who answered the above question, 72.7% felt that the call handler listened to them and dealt with their call appropriately to at least 'some extent.' However, three respondents (27.3%) did not feel that they were listened to or that their call had been dealt with appropriately. Six respondents either did not answer this question or were 'unable to say.'

Did your 999 call meet your urgent needs?

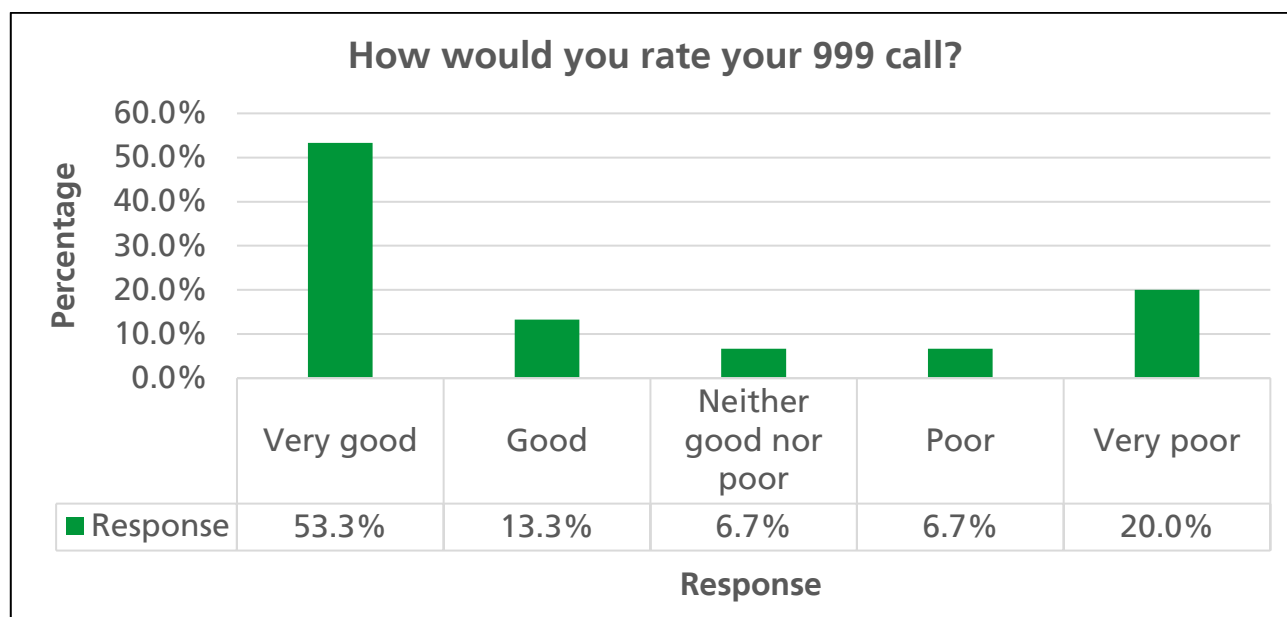


Of the 13 respondents who answered the above question, 69.2% felt that the 999 call met their urgent needs to at least 'some extent,' with 46.2% of these respondents answering that their urgent needs were 'definitely' met. Unfortunately, four respondents (30.8%) did not feel that their urgent needs were met as a result of their 999 call. Four respondents did not answer this question.

Did anyone stay on the line with you until you received the help you needed?

Of the 12 respondents who answered the above question, 41.7% advised that someone had stayed on the telephone line with them until they received the help needed. However, seven respondents (58.3%) did not recall anyone staying on the line. Five respondents did not answer this question.

How would you rate your 999 call?



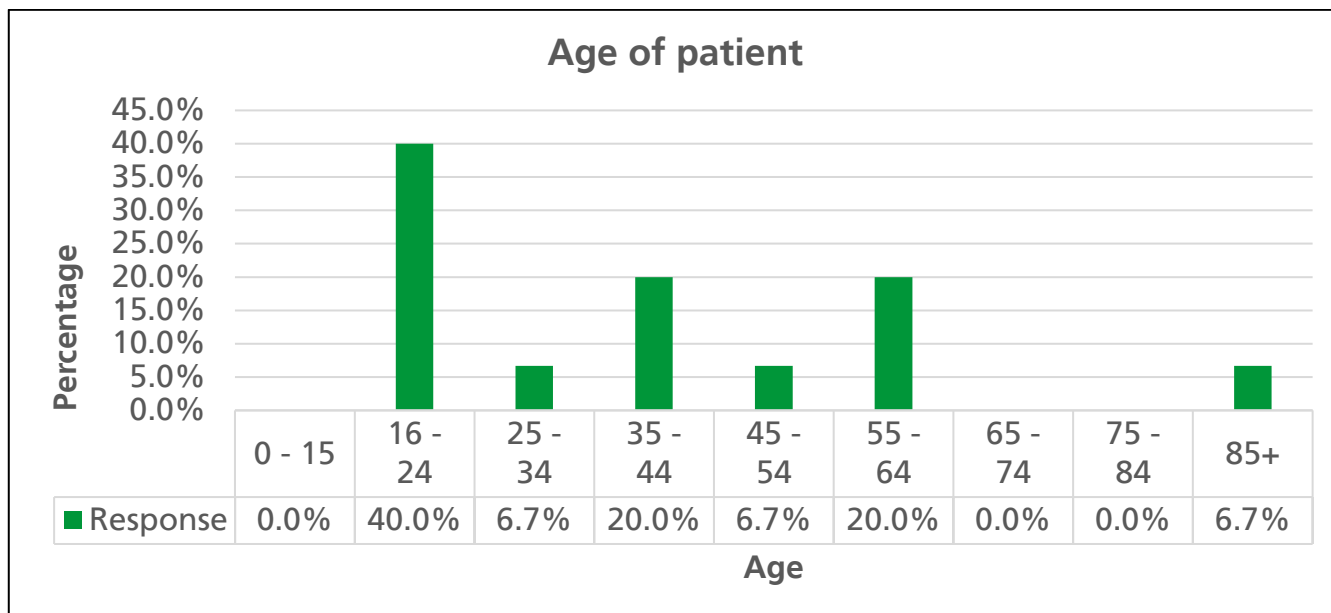
Overall, 66.7% of respondents rated their 999 call as either 'good' (13.3%) or 'very good' (53.3%). However, four respondents (26.7%) rated their call as 'poor' (6.7%) or 'very poor' (20.0%). Two respondents were unable to answer this question.

Please tell us about anything we could have done better:

Patient	Comments received
11	It was a critical situation, needing expert assistance
12	I turned to 999 as a last resort and got no help. I feel like I can't get help unless I actually try to take my own life, that's the only point at which someone will listen.
17	Confirmation about if the ambulance is actually coming or not.

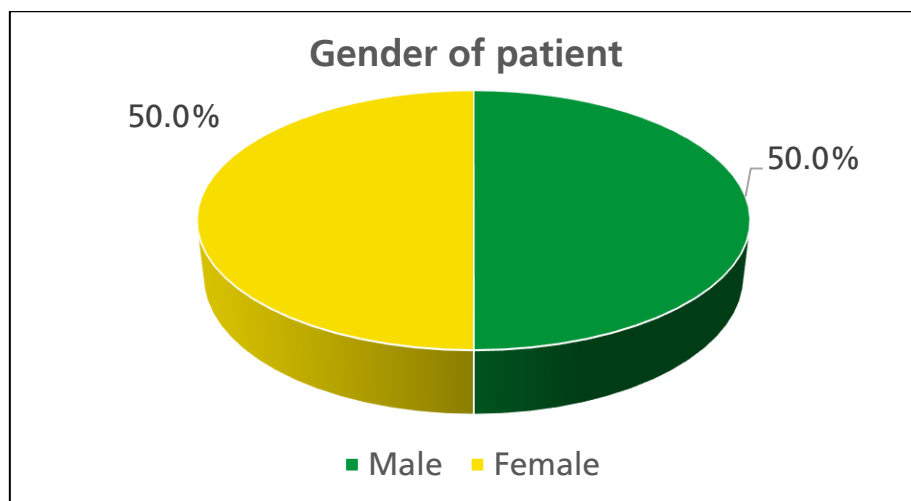
Demographics and Equality and Diversity Information

What age are you?



Two respondents did not answer this question.

What best describes your gender?

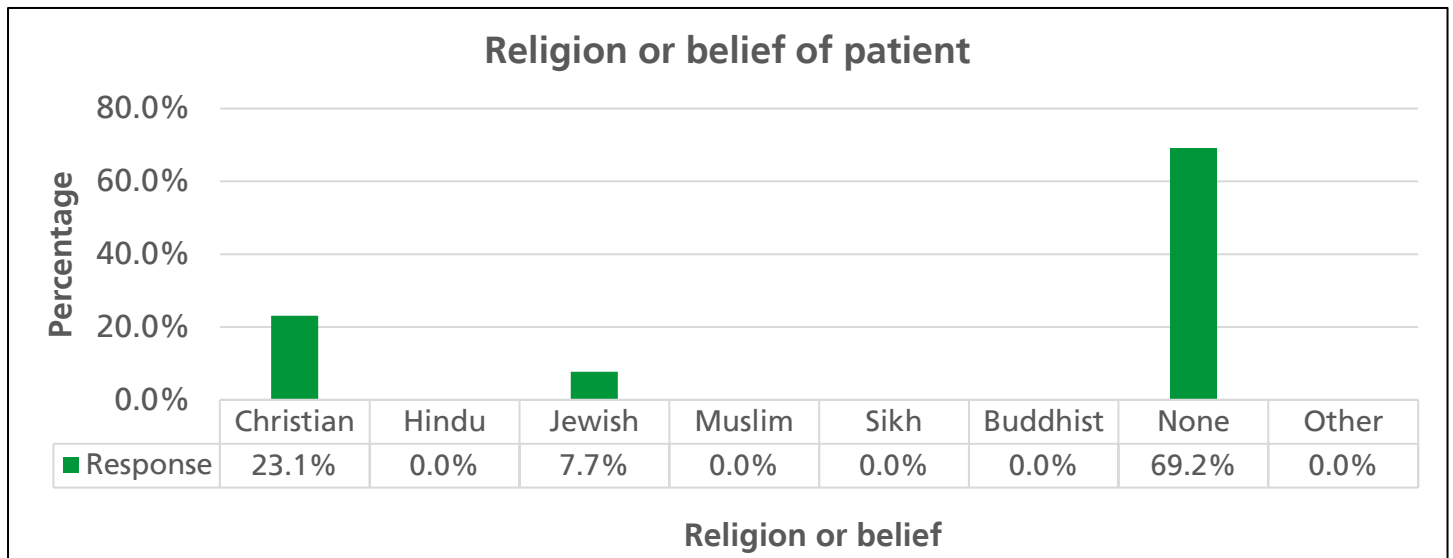


Three respondents either did not answer this question or 'preferred not to say.'

What is your ethnic group?

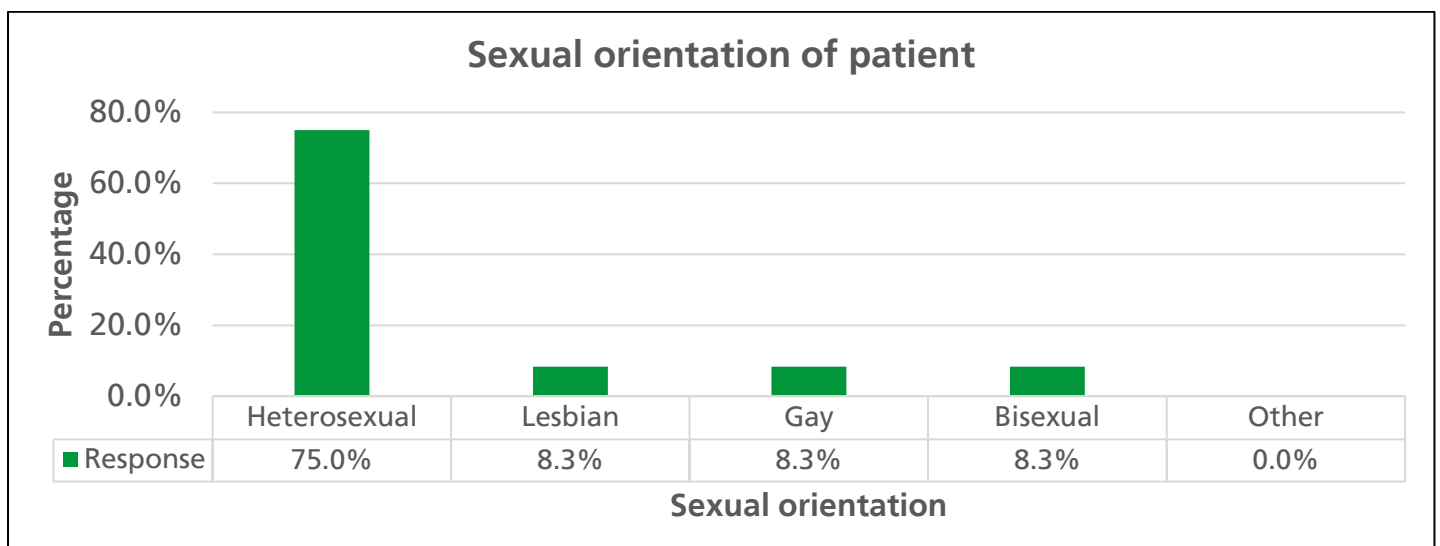
All respondents who answered this question advised that they were of a White ethnic group. Three respondents either did not answer or 'preferred not to say.'

What is your religion or belief?



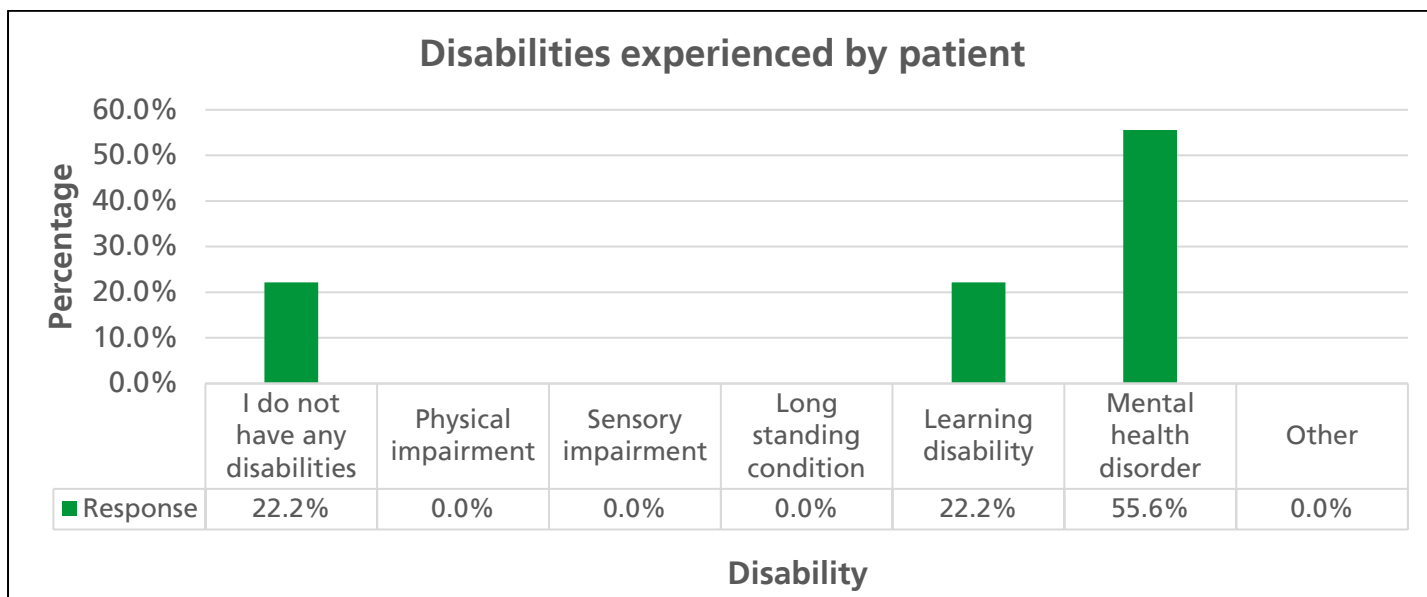
Four respondents either did not answer or 'preferred not to say.'

What is your sexual orientation?



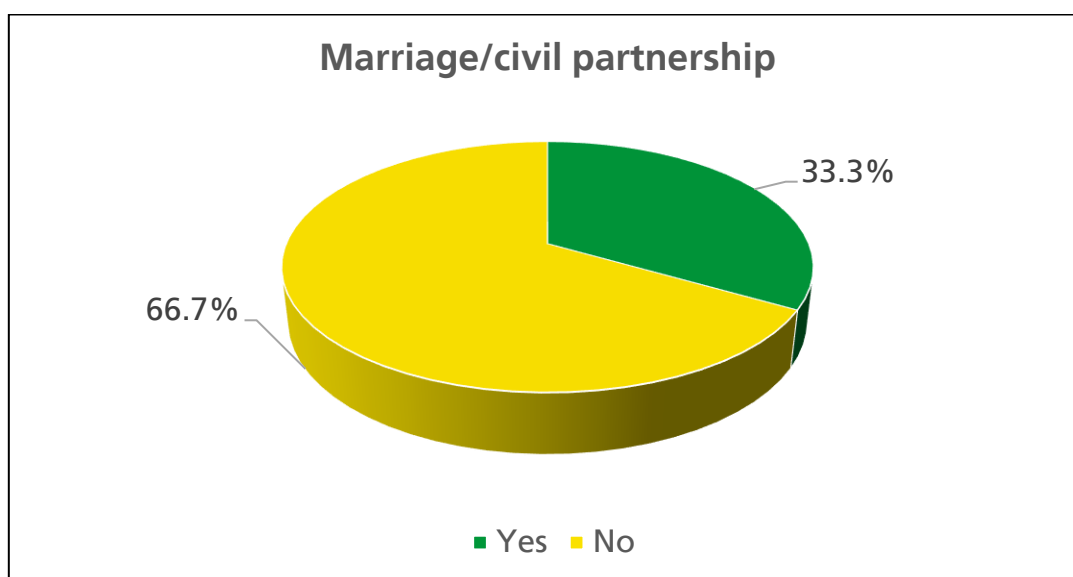
Four respondents either did not answer or 'preferred not to say.'

Do you have any of the following disabilities?



Three respondents either did not answer or 'preferred not to say.'

Are you married or in a civil partnership?



Two respondents did not answer this question.

Are you currently pregnant or have had a child within the last 12 months?

No respondents advised that they were pregnant or had a child within the last 12 months.

6 respondents either did not answer this question or responded, 'not applicable.'

Aftercare

Following this survey, any letters of appreciation or comments of concern were passed to the Patient Advice and Liaison Service (PALS) for logging and actioning as appropriate.

Appendix

Appendix 1 – invitation to feedback letter

REF1:
REF2:




**East of England
Ambulance Service**
NHS Trust
Patient Experience Department (Surveys)
East of England Ambulance Service NHS Trust
Hospital Lane
Hellesdon
Norfolk
NR6 5NA
Tel: 01603 422801 / 01603 422757
DATE



Dear NAME

I understand that 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 this letter and consider it no further.

If you would like to complete the survey, please go to: www.eastamb.nhs.uk/surveys 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.

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, or would prefer a paper questionnaire, please contact us by email surveys@eastamb.nhs.uk or telephone: 01603 422757 / 01603 422801.

Yours sincerely,

Tom Abell
Chief Executive Officer
East of England Ambulance Service NHS Trust

Chief Executive Officer: Tom Abell
Chair: Nicola Scrivings
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 ہائرسے فون نمبر 0800 028 3382 پر رابطہ کریں۔

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

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: Nicola Scrivings
www.eastamb.nhs.uk

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Appendix 2 – Emergency Services Mental Health survey



Emergency Service Mental Health Patient Survey

How did you hear about the survey?

- Letter
- Patient information card
- Ambulance service website
- Social media
- Word of mouth

Please provide Ref1 / incident date

Please provide Ref2 / first part of postcode

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

Q1 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 confirm whether you are happy for your comments to be made public:

- Yes No

Q2 Were you able to access mental health services prior to your 999 call?

Yes

No.....

Did not try.....

Unable to say

Q3 Did you have to explain your situation to the call handler more than once?

Yes

Yes, to some extent.....

No.....

Unable to say

Q4 Did the call handler understand what you told them?

Yes, definitely

Yes, to some extent.....

No.....

Unable to say

Q5 Did you feel the call handler listened to you and dealt with your call appropriately?

Yes, definitely

Yes, to some extent.....

No.....

Unable to say

Q6 Did your 999 call meet your urgent needs?

Yes, definitely

Yes, to some extent.....

No.....

Unable to say

Q7 Did anyone stay on the line with you until you received the help you needed?

Yes

No.....

Unable to say

Q8 How would you rate your 999 call?

Very good

Good

Neither good nor poor

Poor.....

Very poor.....

Don't know.....

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

Would you like to compliment the service or staff?

If you wish to write a letter of thanks to the call handler or staff involved, you may include this in the pre-paid envelope provided with the survey. We will 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 the services provided by the Trust. If you have a concern or complaint about the service and would like us to contact you, please sign the box below to provide details:

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:

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.

Would you like to become a Patient Representative for EEAST?

If you would like to become a Patient Representative and help to shape the services provided by the Trust, please register your interest by contacting involvement@eastamb.nhs.uk

Equality and Diversity

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

What best describes your gender?

Male.....	<input type="checkbox"/>	Transgender.....	<input type="checkbox"/>
Female.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

Other, please specify:

What is your ethnic group?

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

Other, please specify:

What is your religion or belief?

Christian.....	<input type="checkbox"/>	Muslim.....	<input type="checkbox"/>	None.....	<input type="checkbox"/>
Hindu.....	<input type="checkbox"/>	Sikh.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Jewish.....	<input type="checkbox"/>	Buddhist.....	<input type="checkbox"/>		

Other, please specify:

What is your sexual orientation?

Lesbian.....	<input type="checkbox"/>	Bisexual.....	<input type="checkbox"/>
Gay.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Heterosexual / straight.....	<input type="checkbox"/>		

Other, please specify:

Do you have any of the following disabilities?

I do not have any disabilities	<input type="checkbox"/>	Learning Disability	<input type="checkbox"/>
Physical Impairment	<input type="checkbox"/>	Mental Health Disorder	<input type="checkbox"/>
Sensory Impairment	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Long Standing Condition	<input type="checkbox"/>		
Other, please specify:	<input type="text"/>		

Are you married or in a civil partnership?

Yes.....	<input type="checkbox"/>	Widow.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Other, please specify:	<input type="text"/>		

Are you currently pregnant or have had a child within the last 12 months?

No, I am not pregnant. <input type="checkbox"/>	Yes, I am pregnant..... <input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
No, I do not have a child under 12 months old..... <input type="checkbox"/>	Yes, I have a child under 12 months old... <input type="checkbox"/>	Not applicable	<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.