



Emergency Service Patient Experience additional patient comments – July to September 2022

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

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
6	July	Beds & Luton	Received outstanding attention which was very very good. Keen to pass on praise; they deserve it - lots don't appreciate but I do!
21	July	Beds & Luton	They were patient and gave helpful advice.
25	July	Beds & Luton	They didn't show for over an hour then called to say it will be another 4 hours and to just take him to A&E myself.
34	July	Beds & Luton	Here in good time and very professional service.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
43	July	Beds & Luton	Very helpful and made the effort to call me back.
50	July	Beds & Luton	Quick response. Very helpful and considerate medics.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
64	July	Beds & Luton	We unfortunately needed to call for an ambulance several times in a short period of time. Each time all staff were friendly helpful and reassuring the service was first class. There were delays in the ambulance arriving and when taken into hospital long delays in the transfer from ambulance to hospital. But you will be fully aware of these issues.
67	July	Beds & Luton	The paramedic I spoke to on the phone was very calm, helpful and knowledgeable. Although she had to recommend getting a friend to take me to A&E as the wait for an ambulance was 20 hours for nonlife threatening emergencies, she was apologetic whilst remaining professional.
129	August	Beds & Luton	Excellent service, I arrived at the QE 2 in Welwyn Garden City Herts, the hospital has no A&E it was made very clear I needed a hospital that would be able to accommodate my health issue. An ambulance was called - They treated me with great care explaining everything in detail. They could see I was upset and frightened. Even when we arrived at Lister hospital they informed me what would happen giving me reassurance and great care, I was never left unattended due to my issue. I cannot praise and thank these guys enough and our NHS service.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
152	August	Beds & Luton	Explained what was going to happen and very polite and helpful.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
157	August	Beds & Luton	The 3 staff members worked well together assessing the urgent care I needed was sorted and taken to hospital where I was seen as soon as I arrived.
172	September	Beds & Luton	The crew were detailed and took time to reassure my 13 year old son. They listened to our concerns too and didn't just go by what their Corporals were saying. They then spent time on route to hospital explaining what happens during an asthma attack. The handover at hospital too was very swift and they even took the time to come and find us to say goodbye and confirm we were in the hands of the hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
186	September	Beds & Luton	I talked to the one answering the 999 call and explained what happened and said it probably was not very urgent. After about an hour a doctor rang me up and explained it was urgent as it was TIA and to get to the hospital as soon as possible by car as the ambulance would be too slow (17 hours wait). My neighbour took me to Lister hospital and I was kept in overnight. I am in the system now and has received medication etc. and it is being followed up. I was very impressed by the 999 service passing on what happened to me, so that I could get the right care.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
179	September	Beds & Luton	The Guys were brilliant with us at a very difficult time They stayed with for as long as they could, even checking on us when we had been emitted.
199	September	Beds & Luton	As I had a continuous nose bleed, called the ambulance on 999, arrived within 20 minutes, though bleeding had stopped by then, they monitored my blood pressure, temperature, tongue swipe test. As my blood was very high, they took me to Bedford hospital A&E. Very friendly.
211	September	Beds & Luton	Thorough prompt service. Supportive and friendly staff.
220	September	Beds & Luton	Outstanding care, professional, kind and caring, lovely people.
228	September	Beds & Luton	The paramedics who attended to me were impeccable and calmed my husband and daughter down during a very traumatic experience. The call handlers were not so helpful. My husband had called because I had taken an overdose and he was told that a doctor would call within 480 minutes. He explained the amount of tablets I had taken but was told to wait for the call. He called my sister who works for the east ambulance service and she was able to escalate the call due to severity and nature of my

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			condition. The crew then arrived within 20 minutes.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
5	July	Cambs & Peterborough	Caring, professional, kind assistance was provided to me when I was weak, vulnerable and emotional. I was so impressed and totally trusted (name and name), crew who attended and treated me whilst getting me safely to Addenbrookes. I am very grateful for their professional yet friendly care.
11	July	Cambs & Peterborough	Inspite of a 3 hour wait the crew on arrival were all brilliant, polite, considerate and caring.
13	July	Cambs & Peterborough	The paramedics were brilliant with me.
19	July	Cambs & Peterborough	Staff were kind, professional and reassuring.
23	July	Cambs & Peterborough	I've had two falls recently, all staff concerned were absolutely marvellous.
37	July	Cambs & Peterborough	My Mum was looked after with the upmost care from the minute the team arrived.
41	July	Cambs & Peterborough	I was surprised to see ambulance turn up so quick + 3 paramedics.....service was excellent.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
46	July	Cambs & Peterborough	Upto 14 hour wait, was advised to make my own way to A&E.
52	July	Cambs & Peterborough	They were absolutely excellent, couldn't praise them more.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
54	July	Cambs & Peterborough	The crew were quick to respond despite the delays often reported in the news. They were professional and were quick to assess my medical needs and were the appropriate service for my condition.
59	July	Cambs & Peterborough	I had to wait five and a half hours for the ambulance and was seven hours outside the hospital in three different ambulances.
69	July	Cambs & Peterborough	Very professional and skilled staff with the best interests of the patients in mind. They were also very friendly and put me at ease inspite of the circumstances.
74	July	Cambs & Peterborough	I spent around 6 hours in the ambulance at the QEH and had a change of staff in that time. All were very caring, friendly and kept me comfortable and entertained, throughout the long wait. On being allowed home they ensured that my transport was in place for me. A very good service all round.
76	August	Cambs & Peterborough	Prompt response. Friendly medics.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
118	August	Cambs & Peterborough	They reassured me from when they arrived until I arrived at the hospital. I went to the walk in clinic as I would be seen to quicker.
134	August	Cambs & Peterborough	My two paramedics were absolutely amazing were so so nice respectful, helpful and considerate.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
136	August	Cambs & Peterborough	The paramedics were very calm and put me at complete ease.
137	August	Cambs & Peterborough	The paramedics who attended to me were very professional but also kind and pleasant.
139	August	Cambs & Peterborough	I think 4 teams (it might be 5) have come to my house after I phoned 999 -- since June. All have been excellent, both in treating me for my symptoms and in their kindness to me.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
141	August	Cambs & Peterborough	Absolutely first class service provided by (name & name). Highly professional, calm and reassuring when my sister Joan fell and was unable to get up, they carried out the necessary checks with great kindness and efficiency. While (name) completed the checks on (name) - with thoroughness and warmth – (name) found the time to offer me invaluable support by giving me a number of very helpful insights and practical suggestions for handling the care of my sister. I can't think of any way in which their help could have been bettered and I am sure you must be justly proud to have these two officers in your Service.
162	August	Cambs & Peterborough	The team were excellent. So caring, thorough and understanding. The best we have had so far.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
176	September	Cambs & Peterborough	Staff were extremely polite but put you at ease they were respectful of my problem listening to what I said & dealt promptly with me keeping me calm & advised of everything they were going to do.
187	September	Cambs & Peterborough	Treated very well.
189	September	Cambs & Peterborough	Sorry I find the waiting times for the ambulance to arrive is very very disappointing and the waiting times in the ambulance because of waiting times at the hospital I find that part really appalling I don't find it fair that ambulance crews have to do the work of the hospital staff ie take patients for xrays and stuff I understand that the NHS is having trouble But on a good note I've never found any complaints with the ambulance crews they are all outstanding I cannot fault the ambulance crews they are over worked and VERY under paid I give all ambulance crews 100%.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
191	September	Cambs & Peterborough	Everyone was wonderful and service was brilliant.
193	September	Cambs & Peterborough	Very prompt and efficient.
194	September	Cambs & Peterborough	As the paramedics who attended took the time to call the gp to arrange call back and also called the hospital to arrange an appt.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
198	September	Cambs & Peterborough	The crew stayed with my husband who was unwell for a couple pf hours until he was recovered to prevent taking him to hospital and waiting many hours in A&E.
202	September	Cambs & Peterborough	Brilliant and professional but waiting a long time for them to arrive. I was stuck in my bedroom on my knees caught between my bed and the wall and couldn't move.
210	September	Cambs & Peterborough	Brilliant service very competent crew friendly and put me at ease saved my life.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
214	September	Cambs & Peterborough	Very professional, caring and capable.
218	September	Cambs & Peterborough	Quick service, staff were polite, helpful and understanding.
221	September	Cambs & Peterborough	The paramedic, the ambulance staff, the doctors and the nurses all helped to save my life both at Peterborough City Hospital and at Papworth. I couldn't have had better care... they are literally life savers.
231	September	Cambs & Peterborough	Because I had to wait 15 hours in severe pain.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
237	September	Cambs & Peterborough	The paramedics, (name and name), were absolutely brilliant - my mother was experiencing a relapse after a bout of pneumonia and it was very frightening for her, but they comforted and reassured her before taking her to hospital. Everything they did was respectful and professional and I felt certain she was in great hands.
10	July	Herts & West Essex	Took 10 hrs to arrive. Then sat outside hospital for over 4hrs with so many ambulances waiting to book in these ambulances should be out not stuck outside hospital what has gone wrong? That ambulance crew was amazing but only done one call that morning which also waited 4hrs no other word for it DISGUSTING.
9	July	Herts & West Essex	I have actually had an ambulance dispatched by 111 3 times since March last year each time they have been professional, kind, efficient and thorough. I cannot praise them enough. response times were also good. The only complaint I have had is not with the ambulance service but with the lister hospital in September last year, We arrived at 6am and I was down for a safety watch and A&E would not allow me in, so I remained in the ambulance until 8.15 am, I was happy because my

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			symptoms had subsided but I felt it was a dreadful waste of an ambulance and 2 attendants.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
29	July	Herts & West Essex	Paramedics were sympathetic, friendly and professional.
31	July	Herts & West Essex	The paramedic made me feel safe. I trusted him, I knew I was in good hands. He made me feel very comfortable and explained everything very clearly-step by step- which put me at ease.
35	July	Herts & West Essex	They came very quickly, and where efficient and confident in helping me.
42	July	Herts & West Essex	The two paramedics came within an hour, they calmed me down as I was very distressed and did the necessary tests to ensure I was okay. They stayed with me until they were sure that I was in a stable condition.
44	July	Herts & West Essex	It was reassuring to be in good expert hands & friendly.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
71	July	Herts & West Essex	Although it took some time to get you to us, thanks to differing replies, first from the 999 service, telling us we were not enough of an emergency to use this service and being told to ring 111. Their reply was it was an ambulance matter. and we were re directed to 999!... at least you did arrive.. The actual visit was first class, very professional and very helpful.
85	August	Herts & West Essex	111 advised us to call ambulance as had excruciating pain with sciatica and gp had already prescribed everything they could.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
86	August	Herts & West Essex	Very patient they handled me with care reassuring me all the time, I'm partially deaf but they spoke loud so I could hear.
90	August	Herts & West Essex	I had cancer surgery in April and although the cancer was removed, the healing process from the surgery has been somewhat unnerving. I have been visited by two separate ambulance teams, who were on both occasions very reassuring that all was ok.
91	August	Herts & West Essex	Transferred from Hemel minor unit to Luton & Dunstable comfortably for admission with cellulitis. Only hitch Q delay for ambulance to discharge patients.
95	August	Herts & West Essex	Ambulance arrived within 45 minutes, examined me and got me into L&D hospital in 1 hour.
97	August	Herts & West Essex	Paramedics very thoughtful. Put me at ease.
104	August	Herts & West Essex	The team of three arrived and immediately put me at ease, friendly, kind and very professional.
109	August	Herts & West Essex	The crew were absolutely amazing with my 3year old son, they were clear in instructions with me and made us all feel at ease.

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115	August	Herts & West Essex	Good.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
120	August	Herts & West Essex	Quick response, professional approach, common sense re hospital for me to attend. My heart trace showed a very minor deviation from normal, ambulance staff contacted Basildon Cardiac unit where they said they had to take me but as all my cardiac treatment and records were at our local hospital, King George Ilford. Basildon discussed my trace and symptoms and agreed for me to go to King George Hospital.
145	August	Herts & West Essex	Arrived very quickly and treated me professionally and with dignity.
158	August	Herts & West Essex	I am on the autistic spectrum and the ambulance crew treated me with a lot of respect and kindness taking in to account my extreme anxiety. They were really reassuring.
166	August	Herts & West Essex	The Ambulance crew (and student) as well as the FRU paramedic that attended to me were extremely professional in light of the circumstances of the call. I cannot express how well I was treated by all those involved.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
167	September	Herts & West Essex	The 3 paramedics were very friendly & put me at ease. Their care was just wonderful too. Thorough in all they had to do before taking me to hospital. My gp had told me to ring ambulance now without delay. At the hospital they stayed till I was booked in & checked I was okay. So I was very pleased such a lovely 3 person crew from Watford ambulance depot came to me last Thursday 1st September. Thankyou all.
173	September	Herts & West Essex	Prompt response from paramedics, very friendly and kind.
181	September	Herts & West Essex	An ambulance did not arrive for our child after it was called by 111, however, we did receive a call from a clinician at EEAST who supported us and gave us advice on next steps.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
195	September	Herts & West Essex	The staff who triaged my needs were patient and helpful. While they understandably needed to safeguard the use of ambulances they listen and took my worries seriously. When the ambulance was called they arrived much faster than I would have expected given the current pressures on the service. The crew who supported me were friendly and professional. They put me at ease and made everything feel safe and comfortable. I can't remember their names (which is frustrating) but they were fantastic.
213	September	Herts & West Essex	The guys managed to get to me quickly and were sympathetic and reassuring.
224	September	Herts & West Essex	I am very aware of the current pressures being felt by the Ambulance service at present. The way I was cared for was superb.
240	September	Herts & West Essex	Quick response & very helpful Paramedics worked well as a team.
241	September	Herts & West Essex	Simply because the service provided cannot be faulted.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
4	July	Mid & South Essex	Because the paramedic (name) kept me informed me of everything was going on when my heart stopped and they brought me back round and he went beyond the call of duty because he wanted to know how I was after it all happened and now back on recovery and many thanks to both paramedics because they do a fantastic job many thanks (name) many thanks.
24	July	Mid & South Essex	Ambulance arrived quickly and the paramedics were kind and caring and made sure that I was well looked after.
38	July	Mid & South Essex	They attended reasonable time was very caring polite and respectful and explained things.
47	July	Mid & South Essex	Excellent both on a personal level and on a clinical level.
49	July	Mid & South Essex	Amazing paramedics, so caring, friendly, helpful, professional. They put my elderly mum at ease, explained what they were doing and why. Spoke to her clearly so she could hear them (hard of hearing) properly. They were very good with me also, they listened went about their medical checks with care and thoughtfulness. So much more! We are so grateful for their help words can't express.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
58	July	Mid & South Essex	Ambulance arrived within time stated, paramedics were very informative of what they were doing and reassuring too.
75	July	Mid & South Essex	Quick response. Reassured me that I could roll on my side and get up after my fall. Kind and understanding because I was nervous. They waited with me quite a while to make sure that I was able to walk ok.
87	August	Mid & South Essex	Found Ambulance very helpful and explained what they were doing and the reason.
88	August	Mid & South Essex	The paramedics that came to me were very nice, kind and patient. They took the time and made the effort through phoning departments and after checking me over they diagnosed me correctly so my problem which was a very painful water infection was dealt with as quickly and efficient as possible.
89	August	Mid & South Essex	Found the Ambulance crew very helpful and explained what they were doing and why.
92	August	Mid & South Essex	Quick to respond (20 minutes). Friendly, caring crew. Couldn't want for better.
98	August	Mid & South Essex	Efficient, reassuring ambulance team.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
102	August	Mid & South Essex	My husband called for an Ambulance in the late eve due to the fact I was in absolute agony. I had woken up with an upset tummy and was feeling very sick this ended in me being in terrible pain and vomiting. I was so frightened I thought I was going to die. My husband called for an ambulance again this we waited for but it didn't arrive. We waited again and this time the Ambulance arrived, but this was approximately 4 to 5hrs after my husband's first call. By now I was really scared and in agony I was Red Lighted to Southend General Hospital with my husband accompanying me. I can remember very little as I was in so much pain. I was admitted as an emergency and had an operation. I am sure you have records about me and know that it was serious Surgery and I have to thank the Surgeon who saved my life.
105	August	Mid & South Essex	Wait time wasn't bad at all and the two paramedics were nothing but caring and pleasant. I know it's been tough for paramedics recently and I really appreciated their time and help.
112	August	Mid & South Essex	All three crew were respectful both of myself and the house.
114	August	Mid & South Essex	Staff were very attentive and put me at ease.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
122	August	Mid & South Essex	So professional, came in and were so efficient and good, first class. Couldn't fault them.
124	August	Mid & South Essex	They were here quickly and new how to help and reassure me.
127	August	Mid & South Essex	Very professional.
133	August	Mid & South Essex	The ambulance crew were excellent, but there was a long wait for their arrival.
140	August	Mid & South Essex	They arrived very quick. I was very poorly.. they each did professionally what was urgently needed, put me at my ease when it was a scary situation.. I honestly believe if it wasn't for their quick actions, compassion and professionalism I wouldn't be here now, I was taken to Broomfield on blue lights where I was diagnosed with Congestive heart disease...between the paramedics and emergency dept at Broomfield they saved my life, I'll be forever grateful.
144	August	Mid & South Essex	Thought the two crew were excellent - thorough, patient and friendly.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
147	August	Mid & South Essex	I gave this answer because my experience was excellent. Lovely, caring people, who explained everything they were doing and why. Very pleased with the service from beginning to when I arrived at hospital.
161	August	Mid & South Essex	Ambulance arrived sooner than expected. The ambulance crew was friendly & DID NOT make me feel I was wasting their time inspite of how busy they were.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
151	August	Mid & South Essex	<p>I was told by our local General Practitioner to telephone 999 and ask for an ambulance at 3.30pm on Friday 12th August 2022. I explained to the operator that an ambulance was required immediately for an extremely seriously ill patient at my address! The operator had no comprehension whatsoever after it was explained to them on numerous occasions via phone that the patient was gravely ill. That the patient needed to be transferred to urgently to hospital. The operator phoned the General Practitioner. The General Practitioner confirmed that the patient was gravely ill and required immediately to be taken by ambulance to A&E! The ambulance still did not arrive? Why? At 7.20am on Saturday 13th August, I phoned 999 and was told that the ambulance will arrive eventually! The ambulance 999 operator phoned back shortly and asked to speak to the patient, who was gravely ill and extremely weak. The 999 operator told the gravely ill patient that an ambulance would not attend.</p>
169	September	Mid & South Essex	<p>I found both (name) and (name) very kind, caring and patient with my father also (name) and (name) the ambulance crew. I cannot thanks these 4 wonderful people for all there help.</p>

177	September	Mid & South Essex	The ambulance was quick to arrive and the crew could not have been more professional.
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
178	September	Mid & South Essex	The wait time for a 999 call to be answered has been in excess of 8-10 minutes on recent occasions. This is completely unacceptable and puts life's at risk. Anything other than a C1 comes with an extensive delay and unfit time response.
182	September	Mid & South Essex	The ambulance crew were excellent they put me at ease, very professional they did all test needed and the did not hurry me in any way. When finished I did feel better and more confident.
183	September	Mid & South Essex	Ambulance literally arrived in minutes!! My mum was very unwell end of life with cancer. The crew were with us all morning trying to get pain medication and support from the hospice team, so that we could keep mum to at home. Sadly mum passed away whilst they were with us. They were so kind and compassionate to me my dad and brother. They were based at bury St Edmunds and sure their names were (name and name). Although can't be certain. Please ensure they are shown this message.
196	September	Mid & South Essex	Once arrived very reassuring and delivered me to hospital in a caring and careful manner.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
208	September	Mid & South Essex	Arrived within short period of time and were very professional in their diagnosis.
209	September	Mid & South Essex	I was close to dying and was given everything I need to stay alive and got me to the hospital quick and where I could have been inspected more to see what was wrong! I thank them from the bottom of my heart.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
212	September	Mid & South Essex	Ambulance arrived within 15 minutes and paramedics were very professional and friendly.
216	September	Mid & South Essex	Ambulance drivers were very attentive and spoke to me about my problem and using equipment to diagnose.
217	September	Mid & South Essex	On the above date 2 ambulance crews were called to my home after having a fall, both crews were absolutely fantastic very caring, professional, helpful in every way.
226	September	Mid & South Essex	The medical support was excellent but it took 6 hours to arrive. My son, who was with me, did get one telephone update on likely time of ambulance arrival but would have appreciated more.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
230	September	Mid & South Essex	The care, consideration and professionalism of the ambulance staff who treated and looked after me was second to none. Thank you.
7	July	Norfolk & Waveney	Attentive.
8	July	Norfolk & Waveney	The crew were wonderful, so helpful and put me at ease.
15	July	Norfolk & Waveney	I was not in a very good state, but I was treated very well, kindness, caring and calmness by everyone.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
20	July	Norfolk & Waveney	The Ambulance medics were very calm, nice, gentle, calmed me down with humour, explained everything they were going to do.
26	July	Norfolk & Waveney	Crew were very knowledgeable and friendly.
27	July	Norfolk & Waveney	The crews were all friendly and treated me with dignity.
33	July	Norfolk & Waveney	They arrived within minutes as they were in the area. Their assessment of the situation was caring and thorough. They appreciated the relevant medical details made ready for them. As BP and heart rate continued unstable, the decision was made to take me to the QE Hospital, King's Lynn. They made sure I was comfortable and reassured during the journey and when they wheeled me in to the A and E dept.
57	July	Norfolk & Waveney	Both crews just very caring.
60	July	Norfolk & Waveney	I was looked after amazingly well with a severe head injury following a seizure.
70	July	Norfolk & Waveney	They were so helpful and wonderful, kind and professional.
73	July	Norfolk & Waveney	The paramedics were professional and friendly. I was quickly given i/v pain relief and the paramedic was gentle when

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			inserting the canula and very reassuring (I am frightened of needles).
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
78	August	Norfolk & Waveney	I first made the 999 call at 21.10 hours after my husband had a serious fall down the stairs, falling on a stone fall and breaking his hip. He also has significant cardiac issues. I tried saying this to the call handler who only seemed to want to ask his/her list of questions. They totally ignored my concerns that he was sweating, incoherent in severe pain and suffered with a serious heart condition I made 6 follow up calls as my husband's physical state was deteriorating only to be asked the same questions, paying no attention to my concerns. The questions asked were irrelevant to the presentation. We had to wait 10 hours before the ambulance arrived. This is totally unacceptable-could an emergency responder not have been dispatched to offer pain relief? I am going to write to my local MP as I am sure we are not the only people who have complained about the waiting times for an ambulance. The call handlers need to listen to symptoms as just going through a questionnaire is not good enough. I kept getting asked 'Is the patient awake' and 'Are they bleeding'? I had told them that the patient was screaming in agony and likely to have internal bleeding. Surely a cardiac patient takes priority??An

			ambulance arrived at 07.40 the following morning, 10 and a half hours later. how can this be an acceptable response time for a 999 call? The ambulance crew on the other hand were excellent and I wish to extend my thanks to their professionalism and care.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
80	August	Norfolk & Waveney	Because the crew were sympathetic with the patient very professional.
101	August	Norfolk & Waveney	The crew were kind, caring and competent.
103	August	Norfolk & Waveney	The pickup (and return) were 1st class with caring friendly and highly professional staff. The support they gave me whilst waiting and up to admission to hospital was supportive. reassuring and caring. However, the wait at hospital was nothing short of dreadful, and promoted a sense of worry, and not being cared about except for by the ambulance staff.
108	August	Norfolk & Waveney	Due to needing pain relief and being told I would get a call back from a paramedic in the next two hours.
121	August	Norfolk & Waveney	No complaints with the service.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
123	August	Norfolk & Waveney	After a fall on Unthank Road, Norwich. Three kind passers-by picked me up and sat me on a nearby seat, where we mopped up the blood from a wound on the forehead. 999 was dialled, and we were informed that there was a 10 hour wait for an ambulance (a very long time, bearing in mind there would be several more hours wait at the hospital.
125	August	Norfolk & Waveney	Kindness itself.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
126	August	Norfolk & Waveney	Very quick 20 minute wait excellent service friendly 🙌 ambulance people kind and gentle.
150	August	Norfolk & Waveney	Prompt, efficient, professional response and very friendly and helpful paramedics.
153	August	Norfolk & Waveney	Ambulance arrived within an hour when we had been stated longer. Paramedics were excellent. I was soon taken to hospital where I received the treatment I needed.
154	August	Norfolk & Waveney	I was well looked after by the two ambulance men.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
160	August	Norfolk & Waveney	Prompt, Caring, Efficient, Thorough, Polite, Respectful.
164	August	Norfolk & Waveney	Very good is an understatement! They went to extreme measures not to cause any further pain. They had to take her a steep flight of stairs, the front carer had arms straight up above the shoulders and the rear carer was bent double to hold the handles by their feet! They had to take a rest on a landing before going down the last flight and all the time the stretcher was kept level.
174	September	Norfolk & Waveney	Very calming and professional. I kept apologising even though I was very unwell and they reassured me that I needed to be seen and wasn't wasting anybody's time. Great crew and I had never been that unwell before, so they keep me safe and calm throughout - thank you!

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
180	September	Norfolk & Waveney	When I have to call 999, its because my heart is in unstable AF. I have always received the fastest possible response, and the Paramedic and Crew have always been absolutely excellent. They make swift effective medical decisions on what's before them, and notify the Resus desk at the hospital that they're bringing me in. It's fast, effective, and most importantly Life Saving. Truly excellent service.
185	September	Norfolk & Waveney	A reasonably prompt response. The team were very caring and professional and I was made to feel reassured by them.
201	September	Norfolk & Waveney	Ambulance arrived after a 20-minute wait. The paramedics were polite and efficient and appeared very competent.
219	September	Norfolk & Waveney	The ambulance team made me feel at ease in my opinion did more than there pay grade. I have been in hospital many times. Not once did I feel unsafe or uncomfortable. They were happy and chatty to me all the way to the hospital and worked on me all the way there until is was transferred to the medical team at the hospital bed. I know it might seem like this is their job but they went above and beyond to help me. All the time I have had ambulance's come to my house I have had an excellent experience.

233	September	Norfolk & Waveney	We used the ambulance service on 11/8 and 6/9, call handlers and paramedics/ ambulance staff were very reassuring, calming and encouraging.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
227	September	Norfolk & Waveney	Second time within 2 weeks my wife had to request the services of an Ambulance due to a Hernia, this had been creating major swelling and extreme pain for 4 years. (each time I spent 2 - 3 days in N&N, after the pain and swelling had reduced I was sent home!) On both occasions this last August (late) and September the service offered was excellent, arrival times was around 90 minutes the Medics were excellent.
232	September	Norfolk & Waveney	I was suffering with an Asthma attack - No relief from Salbutamol puffer, very short of breath and unable to speak, only a word without being breathless. The 999 operator was calm and patient, very reassuring and she stayed on the line until the ambulance crew arrived. They in turn were thorough and efficient in their examinations, friendly and re-assuring and they contacted a friend to let her know what was happening and what they intended to do. They also made sure that the house was secure as I live alone.

18	July	Suffolk & North Essex	My husband called the 999 service as I suffered a subarachnoid Haemorrhage and I had passed out in the car. The ambulance turned up very quickly he said and were marvellous, well organised and immediately took charge of the situation. Sorry to say that I don't remember obviously until I came round!
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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
22	July	Suffolk & North Essex	Crew were absolutely brilliant.
28	July	Suffolk & North Essex	After speaking to Service 111 I was asked to go to A&E in Ipswich. I anticipated a quick visit but it was more thorough and I was admitted then told I would go by ambulance to Colchester Hospital. When the ambulance arrived I found three lovely ladies ready to take me to Colchester Hospital. They were most kind, reassuring and helpful. The ride was smooth, one accompanied in the ambulance and on arriving at Colchester they stayed with me until I could be handed over to the Colchester staff. These three ladies were most professional, yet we laughed together. Sorry I cannot remember any names.
36	July	Suffolk & North Essex	The staff were friendly.
39	July	Suffolk & North Essex	The paramedics were lovely. They calmed me down as I was very worried about the pain. They were very professional and checked every medication was in date they gave me. They didn't rush me to get in the ambulance.
48	July	Suffolk & North Essex	Arrived within minutes of calling 999 & the 3 paramedics were brilliant! Couldn't fault the service in any way.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
55	July	Suffolk & North Essex	Excellent, knowledgeable and caring paramedics.
56	July	Suffolk & North Essex	Arrived quickly, Crew considerate, helpful and understanding.
66	July	Suffolk & North Essex	Arrived quickly following a request, very professional paramedics, attentive, patient, supportive and thorough. Couldn't have asked for a better service.
77	August	Suffolk & North Essex	The Paramedics were so good with my elderly mother in law who can be very challenging.
84	August	Suffolk & North Essex	Called out for my mother's law, the service we received from (name) and (name) was brilliant. They were clear and precise explaining exactly what they were doing and why it was necessary to take Mum to hospital. We cannot fault the service provided and the care taken by them not only with Mum but also with us. On arrival at Colchester hospital the guys continued this excellent service taking care of Mum especially (name) who really was very concerned about Mum and I would like to thank him very much for all that he did.
93	August	Suffolk & North Essex	From the time the ambulance arrived quickly and the staff were excellent.
94	August	Suffolk & North Essex	Considering the pressure the NHS is under. The care and attention to myself was

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			wonderful and the crew were very reassuring.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
96	August	Suffolk & North Essex	Because of the stellar care given by the two first responders. They were reassuring, thorough and just lovely. It was a 90 minute wait which obviously isn't ideal but I completely appreciate the pressure the ambulance service is under. I have nothing but praise for the two men whose names I sadly didn't write down so can't thank them personally.
100	August	Suffolk & North Essex	Paramedics turned up promptly and experience was very good from the team.
106	August	Suffolk & North Essex	The ambulance men were both very pleasant, polite and efficient.
107	August	Suffolk & North Essex	I thought I was going to die the pain was so bad, but your team were fantastic, caring knowledgeable and very good.
111	August	Suffolk & North Essex	Having decided to contact the emergency service we were reassured by the operator and then told we would be contacted within 40 minutes. About 10 minutes later an ambulance arrived. The crew were professional, calming and took decisive action by seeking guidance regarding the ECG result then deciding to admit me to hospital.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
113	August	Suffolk & North Essex	Very sensitive paramedics wanting to help me.
132	August	Suffolk & North Essex	3 car RTA and ambulances called for the other 2 drivers, I was checked over too.

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Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
138	August	Suffolk & North Essex	I was having a heart attack and wasn't at all well but the Ambulance said ETA was two hours, it was scary to wait but it couldn't be helped, when the paramedics came they were excellent, if they were able to get to me earlier I would have said very good, but this is the case all over the country.
155	August	Suffolk & North Essex	It was 20-30 mins wait after the GP called.
156	August	Suffolk & North Essex	Extremely polite. Gave me a full 'MOT' Explained to my Son fully why I couldn't be admitted to A&E.
159	August	Suffolk & North Essex	Patient, understanding trying to get me proper help on a Tuesday.
165	August	Suffolk & North Essex	The service you provided was excellent. Your staff gave me a lot of confidence.
170	September	Suffolk & North Essex	I was made to feel cared for and important. The staff were professional and I felt safe and confident throughout.
171	September	Suffolk & North Essex	Superb staff. reassuring and professional.

Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
184	September	Suffolk & North Essex	We were told an ambulance was on its way to my daughter, many hours later we received a call today there wasn't an ambulance available. So we drove to A and E. We could have taken her hours before but were told to wait at home for the ambulance.
188	September	Suffolk & North Essex	Helpful, supportive, knowledgeable and they kept us up to date with treatment.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
192	September	Suffolk & North Essex	They were unable to help take an 84 man with Parkinson and a dislocated hip to hospital had to be taken with great pain and discomfort in car.
197	September	Suffolk & North Essex	Crew was very caring and cognitive of patient's needs and existing problem relating to dementia.
203	September	Suffolk & North Essex	Efficient and prompt service friendly staff.
215	September	Suffolk & North Essex	The crew arrived quickly, were very friendly, talked me through what they were doing and involved me in my care. The crew explained what was happening to both my partner and I and explained options allowing me to make decisions on my care. They stayed with me until I'd fully

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			left my postictal state and were reassuring. Amazing team.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
222	September	Suffolk & North Essex	Quick, efficient staff and made to feel you were not being stupid.
223	September	Suffolk & North Essex	Excellent service when the ambulance arrived but obviously would prefer a shorter response time.
225	September	Suffolk & North Essex	Service and staff 10/10.
1	July	Unknown	The staff were compassionate and professional, despite being under unprecedented pressures.
79	August	Unknown	Brilliant service crew were fantastic and very professional waiting time was minimal and made me feel at ease.
Patient number	Month	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
82	August	Unknown	Absolutely nothing. (name) and (name) were totally sympathetic, yet highly efficient. It was a pleasure to meet them both.
142	August	Unknown	Very efficient, polite and kind.

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

Patient number	Month	Area	Comments received in relation to call handling question:
25	July	Beds & Luton	They didn't attend.
64	July	Beds & Luton	When ringing 111 all we spoke to were very good but there were long delays between first talk and doctor retuning call running into several hours.
129	August	Beds & Luton	I did not make the call, I was driven to the QE 2, with receiving great care. With them making the emergency call.
152	August	Beds & Luton	Tried to be as helpful as possible even though I was in a queue.
172	September	Beds & Luton	The call handler was very calm and asked all the questions without sounding like a computer.
179	September	Beds & Luton	All very good.

Patient number	Month	Area	Comments received in relation to call handling question:
199	September	Beds & Luton	Everything expected of the Ambulance Service was executed in a professional manner.
211	September	Beds & Luton	Didn't ask the staff - they did it of their initiative.
220	September	Beds & Luton	Amazing, help professional wonderful and kind/compassionate.
54	July	Cambs & Peterborough	The call handler realised I was a HCP and my observations and history were listened to. I had an acute, potentially life-threatening condition.
76	August	Cambs & Peterborough	Efficient, calm and friendly/cheerful staff.
118	August	Cambs & Peterborough	I had reoccurring chest pains of a known condition that I have, this happened at work. My work colleagues made the emergency call while they monitored me.
134	August	Cambs & Peterborough	When my son called the ambulance they told him 9 hours ,but I was on the floor and when his brother came he called again said they needed to come, then some woman phoned up but I couldn't speak, so she decided that I needed the ambulance.
136	August	Cambs & Peterborough	My partner made the call.

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Patient number	Month	Area	Comments received in relation to call handling question:
176	September	Cambs & Peterborough	Dealt with quickly very happy with outcome.
187	September	Cambs & Peterborough	Clinician had to ring me back so some time wasted.
189	September	Cambs & Peterborough	Sorry but like I say I understand that you are all under pressure but call centre staff seem like the don't have time for the callers anymore very disgusting and disappointing as they are first point of call not being negative but the bed side manner has gone completely out of the window disappointing.
191	September	Cambs & Peterborough	111 sent the ambulance.
194	September	Cambs & Peterborough	I did not call the service for my mum.
198	September	Cambs & Peterborough	Excellent were here in 10 minutes.
210	September	Cambs & Peterborough	Ambulance arrived within minutes.
221	September	Cambs & Peterborough	My sister phoned and was waiting for 15 minutes (no exaggeration) waiting to get through to get an ambulance.

Patient number	Month	Area	Comments received in relation to call handling question:
202	September	Cambs & Peterborough	My daughter was called through my alarm service and came round, she was unable to get me up as I was trapped between the bed and wall where I slipped onto my knees which are arthritic and painful. we tried for an hour to get me off my knees but in the end had to call 999. We were told there was a 10 hour wait. My daughter called my surgery for advice but they couldn't help. After 2 hours I was in so much pain that we called 999 again. They arrived within the hour. I felt very guilty as I know they are needed to attend to people a lot worse than me but if only there was a service that was devoted entirely for minor falls etc. Surely this would make sense!
237	September	Cambs & Peterborough	I advised the call handler that my mother's SATS were low and that she was struggling to breathe, but this was not relayed to the paramedics - they were told it was a simple welfare check for an older person.
29	July	Herts & West Essex	Quickly answered. Sympathetic.
63	July	Herts & West Essex	Good attention.
44	July	Herts & West Essex	Very prompt response and clear information.

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65	July	Herts & West Essex	The call handler didn't know anything about MS so couldn't escalate this situation based on my descriptions of the symptoms.
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Patient number	Month	Area	Comments received in relation to call handling question:
85	August	Herts & West Essex	Ambulance people were reassuring and helpful. A and E told them off for taking me and said they were there for trauma not for pain. I suspect ambulance people knew they would get in trouble with A and E but did it for me anyway. I really appreciate that-and the gas and air they gave me!
86	August	Herts & West Essex	I am the carer he stayed on phone till ambulance arrived advice was also given.
90	August	Herts & West Essex	On both occasions, the call handler was very clear about how long it should be before the ambulance would arrive, which lessened my anxiety.
104	August	Herts & West Essex	My care was excellent. The team included me in all the test they were doing and asked for my consent.
158	August	Herts & West Essex	The call handler reassured me and said that I should be seen by the paramedics.
167	September	Herts & West Essex	My friend made the call & said the call handler thorough in asking all details related to me & that the gp had said to call an ambulance.
181	September	Herts & West Essex	I didn't make the emergency call, it was advised and done by an NHS 111 call handler.
4	July	Mid & South Essex	111 was very quick to send the ambulance to me.

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Patient number	Month	Area	Comments received in relation to call handling question:
49	July	Mid & South Essex	It was the first time I had rung 999 and had to wait for the call to be answered. I understand there are high call volumes which are scary for people who are waiting.
58	July	Mid & South Essex	Asked clear questions and waited for responses as was out of breath.
92	August	Mid & South Essex	Excellent. Quick to answer and very efficient.
98	August	Mid & South Essex	Was told it would be 120 minutes, actually came in 90 minutes.
102	August	Mid & South Essex	The people who attended me when the Ambulance finally arrived were so good and they tried to reassure me. By now I had become very stressed and I was very scared. They had to try to stabilise me before they could take me to the hospital in the ambulance.
124	August	Mid & South Essex	Most kind understanding paramedics because I was in a lot of pain and frightened about going to hospital.
140	August	Mid & South Essex	Ambulance arrived very quickly.. Accessed me quickly.
161	August	Mid & South Essex	111 arranged the ambulance.

Patient number	Month	Area	Comments received in relation to call handling question:
151	August	Mid & South Essex	General Practitioner did not do a home visit! If the 999 operator had asked me, I would have immediately explained to operator that the General Practitioner did not need to make a home visit, he knew the patient was gravely ill and expected the ambulance to arrive quickly. The gravely ill patient realised they would die that weekend! At 7.15pm an ambulance arrived on Saturday 13th August, 28 hours after my first 999 phone call. The gravely ill patient was in intensive care for 3 weeks, then 5 weeks on a medical ward. They was in a General Hospital for a total of 8 weeks. All because the ambulance took 29 hours to arrive!
178	September	Mid & South Essex	Very robotic response by call takers who do not appear to be empathetic to situations and just treat it as 'another call statistic'.
182	September	Mid & South Essex	As I said before.
183	September	Mid & South Essex	Not that great, mum was dying had a DNAR in place. They told me to put her on floor and start cpr!! I declined.
196	September	Mid & South Essex	The call operator was very understanding when there was a 10hr wait.

208	September	Mid & South Essex	Service was swift and efficient.
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Patient number	Month	Area	Comments received in relation to call handling question:
209	September	Mid & South Essex	I didn't phone them I was blacked out.
217	September	Mid & South Essex	Very prompt.
226	September	Mid & South Essex	I was unconscious but I believe the call taker was helpful.
8	July	Norfolk & Waveney	I phoned 111 as I could not get a doctors appointment, I gave 111 as much information as I could and they said they were sending an ambulance.
15	July	Norfolk & Waveney	From the first responder to the ambulance crew all were really kind and calm.
26	July	Norfolk & Waveney	Clear and precise instructions.
57	July	Norfolk & Waveney	It was my husband that called them stay on line until crew arrived.
60	July	Norfolk & Waveney	I was unable to speak at first and they kept putting phone down on me.
70	July	Norfolk & Waveney	Can't remember.
78	August	Norfolk & Waveney	Please see above. the handling of the calls was atrocious.
101	August	Norfolk & Waveney	Their reaction reflected a high level of efficiency.

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Patient number	Month	Area	Comments received in relation to call handling question:
108	August	Norfolk & Waveney	I was in queue for 35 mins on 111 my pain was becoming unbearable. I just wanted some immediate pain relief.
123	August	Norfolk & Waveney	999 call passed from calling an ambulance to alerting paramedic on a bike.
125	August	Norfolk & Waveney	The ambulance was called by my care home staff so I am unable to answer this question.
126	August	Norfolk & Waveney	Listening to me and telling me how to cope with everything.
180	September	Norfolk & Waveney	Quickly prioritised, in a couple of incidents call handler has stayed on the line until crew have arrived.
185	September	Norfolk & Waveney	Again very helpful and reassuring.
227	September	Norfolk & Waveney	My distressed wife made the call and was helped by a very kind and gentle operator.
232	September	Norfolk & Waveney	I was very short of breath and a bit scared. Your call handler was very reassuring.
233	September	Norfolk and Waveney	Handlers we spoke to were calming, reassuring, encouraging.
18	July	Suffolk & North Essex	Was kept on the phone and call handler tried to help my husband he said whilst I was passed out!

28	July	Suffolk & North Essex	It was the Ipswich Medical Staff who arranged for me to be transferred to Colchester Hospital.
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Patient number	Month	Area	Comments received in relation to call handling question:
36	July	Suffolk & North Essex	The member of staff on the phone just kept repeating someone will be with you shortly despite an ambulance not being allocated to us and they advised us to tie a shoelace around our baby's umbilical cord but the midwives said this was out of date advice and when we asked if we could get out of the water birth pool she said she wasn't qualified to answer that and we would need to speak to the midwife but we couldn't get hold of any midwives hence calling 999. Perhaps staff need more training.
66	July	Suffolk & North Essex	I heard the call being made and ambulance arrived within 10 minutes.
93	August	Suffolk & North Essex	Service was very prompt.
107	August	Suffolk & North Essex	So understanding they could hear I was in distress.
111	August	Suffolk & North Essex	The operator was calm, enquiring and reassuring.
132	August	Suffolk & North Essex	Call wasn't made by me.
138	August	Suffolk & North Essex	My daughter spoke to the call operator.
155	August	Suffolk & North Essex	The surgery rang for the ambulance.
188	September	Suffolk & North Essex	Had to call back when condition deteriorated.

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Patient number	Month	Area	Comments received in relation to call handling question:
197	September	Suffolk & North Essex	The call handler was sympathetic and reassuring.
203	September	Suffolk & North Essex	Very efficient.
215	September	Suffolk & North Essex	My partner made the 999 call and said they took details quickly and efficiently and an ambulance was with us in less than 5 minutes. The call handler stayed on the phone with my partner until the ambulance had arrived.
223	September	Suffolk & North Essex	The person we spoke to identified the likely issue quickly but again we had to wait a couple of hours for the response and (name) was in a lot of pain.
225	September	Suffolk & North Essex	10/10.
142	August	Unknown	I didn't make the emergency call.

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

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
21	July	Beds & Luton	I do appreciate that they were really busy and there was not an ambulance available
25	July	Beds & Luton	If there is a wait time of over 3 to 4 hours and your advice is to go to the hospital yourself. Rather than make an unwell baby wait over an hour to then decide to tell me to go myself to the hospital maybe make that decision quicker.
64	July	Beds & Luton	If you had the resources and manpower to do everything that was asked of you I am sure we would all be happier.
129	August	Beds & Luton	Truthfully and honestly simply nothing. Again, I cannot thank these guys enough. Even the staff at the QE 2 were amazing, the following evening I dropped off a tin of sweets. I am proud of our NHS.
157	August	Beds & Luton	I trust the ambulance service and believe that they do there best every time.
179	September	Beds & Luton	All great very pleased with everything.

Patient number	Month	Area	Comments received in relation to call handling question:
186	September	Beds & Luton	I think as you passed the details on to a doctor and you knew the ambulance would be too slow, you did the best possible under those circumstances.
199	September	Beds & Luton	No, the care was excellent.
211	September	Beds & Luton	Nothing.
210	September	Beds & Luton	Nothing, from call to hospital I had outstanding care.
5	July	Cambs & Peterborough	Staff should be paid a higher wage. A Government issue.
11	July	Cambs & Peterborough	It took 3 hours for the ambulance to arrive but that's not your fault I understand how stretched your service is and that I wasn't the only person waiting at the time.
41	July	Cambs & Peterborough	Was fine.
46	July	Cambs & Peterborough	In the past I think the Ambulance Service does a great job. I have never known such a long wait in my area.
52	July	Cambs & Peterborough	No, couldn't fault them.
59	July	Cambs & Peterborough	Much less waiting time and much less handover time.

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Patient number	Month	Area	Comments received in relation to call handling question:
118	August	Cambs & Peterborough	Nothing, the staff were brilliant and I can't thank them enough.
134	August	Cambs & Peterborough	They was going to send one but in 9 hours but my pain was too extreme.
136	August	Cambs & Peterborough	Nothing, I was so impressed by the service and the quality of the handlers.

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
137	August	Cambs & Peterborough	Absolutely nothing, the care I received was excellent.
162	August	Cambs & Peterborough	Nothing. Thank you.
187	September	Cambs & Peterborough	Quite happy with the service.
189	September	Cambs & Peterborough	I understand that the NHS and ambulance service is under pressure but the waiting times are a major problem not all people ask for a ambulance for no reason I have many illness ie copd and other problems and it just seems we as patients are not important. The disappointment is with the service and NOT THE STAFF.
191	September	Cambs & Peterborough	Nothing.
202	September	Cambs & Peterborough	If I had been attended to quicker my knees would not have been so painful and I probably would not have been admitted. However I realise that this was not the fault of the ambulance service.
210	September	Cambs & Peterborough	Can't think of anything negative.
214	September	Cambs & Peterborough	The ambulance personnel were in no hurry to leave, or at least they spent 15

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
			minutes or so doing form-filling, which seems a bit of a waste of time.
221	September	Cambs & Peterborough	Only the wait in hold whilst trying to get emergency help. The doctor at the hospital said if it had been 5 minutes more I might have died so the 15 minute wait was scarily long.
231	September	Cambs & Peterborough	Just come earlier or phone me to keep me of the delay and kept me informed. 15 Hours is not acceptable. I usually go to the hospital with one member of my family, but unfortunately nobody was available.
236	September	Cambs & Peterborough	2 Hours waiting time for someone having a heart condition is far too long.
10	July	Herts & West Essex	The response time and hand over time.
35	July	Herts & West Essex	Couldn't be any better well-trained staff who showed they really cared and took pride in their work.
90	August	Herts & West Essex	Nothing, the service was excellent.
97	August	Herts & West Essex	Shorter response time.
104	August	Herts & West Essex	Honestly my experience from the onset was truly amazing. Keep up the good work.

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120	August	Herts & West Essex	The suspension in the ambulance is very hard leading to a bumpy ride. The call handler and the ambulance staff were all clear with their statements and professional in their approach.
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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
145	August	Herts & West Essex	This survey does not include the help from partner to fill in certain questions when the patient is unconscious for the most part until sometime after arriving in the hospital.
158	August	Herts & West Essex	Nothing, it was all very good.
181	September	Herts & West Essex	Nothing.
195	September	Herts & West Essex	Nothing. The service was superb. Well done to all involved. You are all doing an amazing job in incredibly tough situations.
240	September	Herts & West Essex	Everything was excellent.
241	September	Herts & West Essex	All satisfactory.
4	July	Mid & South Essex	The handover was good but it was the waiting time was 5 hours but the ambulance was there all the time before the handover and that's when I crashed.
38	July	Mid & South Essex	No very good service.
47	July	Mid & South Essex	First class treatment and service throughout their visit and were very thorough and professional, whilst at the

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			same time being friendly and approachable.
Patient number	Month	Area	Comments received in relation to anything we could have done better question:
88	August	Mid & South Essex	The staff were brilliant. The wait was long when in pain, but that wasn't their fault.
92	August	Mid & South Essex	Ambulance crew were excellent in all aspects. Unfortunately, the A&E department couldn't admit me upon arrival at the hospital so I spent 6 hours waiting in the parked ambulance. This tied up the vehicle and the crew for all that time. That is a waste of resource that could be avoided and lengthens ambulance response to other emergencies. Not the fault of the ambulance crew at all. A problem though that needs to be addressed.
114	August	Mid & South Essex	Thanks to the ambulance staff for their prompt service and caring attitude.
122	August	Mid & South Essex	No, they couldn't have been better.
133	August	Mid & South Essex	Reduce the delay in the arrival of the ambulance.
140	August	Mid & South Essex	Nothing...5 stars for everything.
147	August	Mid & South Essex	I could not praise the service and staff enough. Very pleased all round.

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161	August	Mid & South Essex	Everything was good.
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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
177	September	Mid & South Essex	I was not there, my parents are not on line. I am doing this for my mother who received the latter and was very pleased with the service my father was given.
182	September	Mid & South Essex	My only concern was the time the ambulance took to reach me.
208	September	Mid & South Essex	Nothing.
209	September	Mid & South Essex	Everything was perfect.
226	September	Mid & South Essex	Ambulance support time was very long But I know you have problems.
230	September	Mid & South Essex	Nothing from an ambulance staff perspective.
33	July	Norfolk & Waveney	Could not have been better treated.
57	July	Norfolk & Waveney	No just keep up the good work.
70	July	Norfolk & Waveney	No, not at all.
78	August	Norfolk & Waveney	Call handler attitude and response. Some are unprofessional and insensitive. And they do not listen Ambulance waiting time is not acceptable-10 hours 30 minutes in this instance!!

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
101	August	Norfolk & Waveney	The ambulance crew were calm, considered and competent. My family felt assured with their care and I genuinely feel that as a result of their treatment I am still here today. I am afraid I don't know his name but the younger, tall, dark man regulated my breathing and assured me throughout.
108	August	Norfolk & Waveney	Been able to offer immediate pain relief. I would like to say I respect and I'm thankful for the ambulance service but sadly I feel that the only offer of care in today's current climate, is life threatening treatment for an ambulance.
123	August	Norfolk & Waveney	Me after a fall on Unthank Road, Norwich. Three kind passers-by picked me up and sat me on a nearby seat, where we mopped up the blood from a wound on the forehead. 999 was dialled, and we were informed that there was a 10 hour wait for an ambulance (a very long time, bearing in mind there would be several more hours wait at the hospital.
126	August	Norfolk & Waveney	Nothing perfect in every way thank you nhs.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
180	September	Norfolk & Waveney	In my case, nothing. I appreciate whole heartedly what the Ambulance service does for me.
227	September	Norfolk & Waveney	Not sure of anything as I was partly not 100% aware as I was in so much pain etc.
185	September	Norfolk & Waveney	The only problem was on arrival at a&e there were no beds available therefore I had to spend several hours waiting in the ambulance. During this time the crew made every effort to make me comfortable and up to date as to what was happening.
232	September	Norfolk & Waveney	The ambulance staff had to wait, maybe an hour or so before they could hand me over. Because I think the A&E were so busy. They then had to wait with me in A&E until I had tests and treatment. Another hour or so in case I needed to wait further in the ambulance. I think that it was a sad use of their time and the unavailability of their ambulance for other parties.
233	September	Norfolk & Waveney	Keep holding on- you provide an excellent service.
239	September	Norfolk & Waveney	Nothing very good response thinking of the workload & stress you work under.

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
18	July	Suffolk & North Essex	Just would like to know if the lady in the ambulance with me who passed out on the floor behind me is ok and well? Perhaps someone could tell me? Please send them both my thanks too?
56	July	Suffolk & North Essex	I would like to thank the ambulance crew and everybody else who cared for me.

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Patient number	Month	Area	Comments received in relation to anything we could have done better question:
39	July	Suffolk & North Essex	The ambulance staff were very efficient and when I arrived in hospital I was seen pretty much straight away because of the pain I was in. The paramedic made sure I was given more pain relief as soon as possible and I was in surgery. within hours. The treatment from all the staff was excellent.
84	August	Suffolk & North Essex	My reason for Q19 being very poor is not because of your service, but because of the very poor service run by Colchester hospital , the ambulance crew had to stay with my mum and I for nearly 4 hours before we were finally passed over to the care of the A/e department all this time I watched ambulance crews standing for hours waiting to hand over patients which to me is an utter waste of these guys time. It wasn't just 1 or 2 crews at one 10 crews were standing around waiting. The 2 guys who looked after Mum were fantastic.
93	August	Suffolk & North Essex	We couldn't complain in any way, the service was very good.
106	August	Suffolk & North Essex	Suggest a diagnosis for the problem!
113	August	Suffolk & North Essex	It was an emergency handled extremely well.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
132	August	Suffolk & North Essex	We had two ambulances and all four paramedics were excellent.
138	August	Suffolk & North Essex	Very much need to organise the release of ambulances from A&E as it such a bottle neck as all the Ambulance paramedics are just standing around stuck there not being able to go and see to other people that are waiting. Someone somewhere has changed the system and it so needs to be addressed.
184	September	Suffolk & North Essex	We could have been asked if we could take our daughter ourselves to hospital. This would have minimised the wait for her to have treatment and freed up more ambulances.
192	September	Suffolk & North Essex	My husband was first admitted the Sat 17th then sent home having put the hip back unfortunately it came out again almost immediately and we coped till the Monday then a physio called in morning and realised he was in trouble and herself rang for an ambulance but was told not available.
203	September	Suffolk & North Essex	My service was the very best.

Patient number	Month	Area	Comments received in relation to anything we could have done better question:
215	September	Suffolk & North Essex	This time I received excellent care, however in the past it has not been to this standard. I would say ensuring care is always of a certain standard and the patient is always involved in their own care (if possible).
222	September	Suffolk & North Essex	Nothing in my experience.
223	September	Suffolk & North Essex	Improve response times but we totally understand the pressure the service is currently under.
225	September	Suffolk & North Essex	Everything 10/10.
79	August	Unknown	Nothing could of been done better 100% brilliant service.
142	August	Unknown	No, I and my family were treated exceptionally well.

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