



Emergency Service Patient Experience additional patient comments – October to December 2021

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	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
1	October	Unknown	Suffolk & North Essex	The paramedics were calm and reassuring throughout, especially as I was really nervous due to shielding at the time. They listened to what my family was telling them about my history of asthma and the treatments that work for me and I felt respected at all times. The rapid response car was here within 2 minutes and the ambulance wasn't.
3	October	Unknown	Cambs & Peterborough	The crew that arrived provided the right mix of support, urgency, calm and humour. They were clearly knowledgeable and described everything they were doing and why. I could not have asked for more.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
6	October	Unknown	Unknown	The ambulance arrived very quickly, the paramedics were caring and patient and explained everything they did and why they were doing it. The off-topic chat put me at ease too. I couldn't fault them.
4	October	Unknown	Suffolk & North Essex	Called for ambulance when my husband was unwell. Unable to stand as he was passing out I been told by 999 call handler I need to take my husband in the car to the hospital! Shocking as health care professional this is absolutely disgusting! Couple years back we called ambulance for my friend a father and again we been told his symptoms wasn't life threatening and we should take car and take him to hospital. On arrival he had cardiac arrest and died!
8	October	1410211215	Herts & West Essex	Lack of service and support for patient suffering from Covid.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
5	October	Unknown	Mid and South Essex	We needed the Emergency Service for my Dad on Sunday 3rd October. They arrived within an hour, were polite, caring and very attentive with Dad. *name* and *name* from Canvey were everything we expected plus more. We would like to Thank them very much for all they did and for arranging additional services where required. We would like a personal Thank You to be extended to *name* and *name*(Ref ****) from *name* and his daughters.
7	October	Unknown	Herts & West Essex	The service down the phone was really good. Although some questions that where asked could have been avoided. As our patient was Unresponsive so gathering personal details would be a challenge whilst we provided first on scene treatment. The call handler was really good with us allowing our team to continue our observations but supporting us where needed down the phone.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
2	October	Unknown	Mid and South Essex	<p>Very distressing situation and call handler would not give any indication on how long the ambulance would be, baby not breathing and told in a roundabout way we were not priority, ambulance took 25 minutes to get to us and we thought our baby was dying, no reassurance from the call handler, has given me extreme anxiety that if this happened again when I am on my own I will get no support and will have to deal with it for half an hour or longer without paramedics in attendance. Once arrived, the ambulance crew were fantastic, offered reassurance straight away, even though I was hysterical, treated my baby extremely well and explained to me what had caused her seizure extremely well. Treated us with dignity and respect at all times, looked after us on the way to the hospital, could not fault the paramedics at all! I have contacted the team on Facebook as I wanted reassurance that if it happens again at home we would get a rapid response car (if available) sent to us whilst waiting for an ambulance but they would not answer this, therefore it would be extremely reassuring if someone could answer this for me.</p>

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
10	October	2310211810	Cambs & Peterborough	We was sent an ambulance by 111 and we honestly could not fault how great and amazing the paramedics were with our 2 year old little boy.
13	October	0409211518	Beds and Luton	I feel that they don't have enough training with people with special needs and anxiety.
11	October	2010212972	Mid and South Essex	The wait was long to get an ambulance out to my father, although we do understand what pressure our great NHS is under. The two paramedics were brilliant. I could not fault them in any way. I have the utmost respect and gratitude to them both in my opinion, they should be in the highest salary bracket, the same as MPs.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
9	October	1710210391	Herts & West Essex	<p>I called 999 for the paramedic service as I had taken a BP reading which was 200/80 something. I already had recently been prescribed Ramipril to stabilize the condition, so in my ignorance couldn't understand such a high reading. The operator said I would get a call-in time. As I had no pain in my chest, just a stonking headache and wobbly. Best solution - get some rest. This was about 1.30a.m. About 5ish in the morning received a phone call - the paramedics were outside!!! They were brilliant. I kept apologising and said I thought someone would phone! They did all the tests necessary and calmed me. (This is the third time I, or my family have called the services regarding this problem in the last 2 years - the previous two events were in Devon staying with my daughter and I ended up in Exeter A&E being monitored). I took a Remipril and promised them I would contact the GP in the morning. "Your GP will want to see you". Bless them. I phoned the surgery in the morning and, after fully explaining the night's events, the Emergency Doctor TELEPHONED me at 9.30. He</p>

				<p>organised a new drug to be electronically forwarded to my local Chemist in Stansted. I commented to the paramedics that seeing a doctor is a rare as hen's teeth!!! so not at all surprised when I had no appointment!!! I cannot remember the name of the young man but the girl was called (name) and he kept referring to me as (name) not (name). Caused a smile. I told them both many times how I appreciate the care shown by them and to two visits to the A&E in Exeter. They both said I could be taken to Harlow, which was very kind but I said I would be better here this time. I am not complaining about the NHS at all.. I have had three Covid jabs, my flu jab - all performed in Saffron Walden. Blood tests Tuesday. Also a couple of procedures in Hospital, where again the staff were amazing and could see my face!! Sorry, I'm rattling on, but would just say a big thank you to (name) and her partner and promised them I would write to you.....</p>
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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
14	October	0610212196	Cambs & Peterborough	My husband is bed ridden and our bungalow hall is too narrow to get a stretcher in so he has to be wheelchair moved to the hall way to get him out. This crew where very good with him.
15	October	2110212443	Norfolk and Waveney	Paramedics were very kind and friendly; I was distressed having had a bad fall but received nothing but amazing care. They looked tired and had obviously had a busy day but stayed with me in A&E until I could be seen. I cannot fault them.
16	October	0410211649	Cambs & Peterborough	Ambulance crew so calm and caring and very thorough.
18	October	2010214074	Suffolk & North Essex	Phoned as suspected Myocardial Infarction, here within 30 minutes.
19	October	2010211743	Norfolk and Waveney	The paramedics seemed well trained and on the ball.
22	October	1210210587	Herts & West Essex	The ambulance people were caring efficient and informative.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
21	October	0310212044	Suffolk & North Essex	I have a relative who is an Ambulance Despatch Officer so I know first-hand the pressures the Service is under. I try not to use the service unless urgent. The paramedics dealt with my problem in a very professional way and thank them for that.
20	October	2210212588	Cambs & Peterborough	Ambulance arrived in very good time. Paramedic Crew very good and conversed with me and my wife all the time. Drive to Hinchingsbrooke Hospital and arrival procedure carried out quite quickly. Ambulance clean, dry and warm. Crew comforting throughout.
24	October	2410212285	Herts & West Essex	They were very understanding to my situation and conditions.
26	October	0510210642	Norfolk and Waveney	I received excellent care from the Paramedics. They were kind, professional and reassuring. Nothing could be faulted, and I have nothing but praise for these amazing professionals.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
23	October	0310213448	Suffolk & North Essex	The paramedic arrived promptly and was very efficient, quickly getting on top of the situation and calling for a ambulance which was there within 10 mins. I was quickly on my way to Colchester hospital casualty. Unfortunately, on arrival we were stuck in a queue in a corridor waiting to get into casualty despite my Ambulance crew stressing the severity of my situation and not paying attention to the handover notes and being told for me being kept elevated at all times. Failure to heed these warnings led to me lapsing into unconscious 3 times. The service I received from the Ambulance service was excellent but sadly let down by the holdup at casualty with several ambulances held up.
29	October	2510212250	Mid and South Essex	2 Hour wait for ambulance to arrive.
30	October	0110212034	Cambs & Peterborough	Took over 2 hours to arrive, but excellent once they were here.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
28	October	2010210219	Mid and South Essex	When the ambulance arrived, the staff were fantastic - really knowledge, communicated well and put me at ease. I can't say very good because I had to wait around 7 hours for them to arrive and had an upsetting conversation with a 999 call handler while I was waiting.
27	October	2110213214	Beds and Luton	Told us no ambulances available with (name) screaming out in pain. Then he fell out chair and told 16hrs wait but if emergency which it would be 14 hours. This is not acceptable and was terrible experience for the whole family. They eventually came 20 mins later as doctor contacted them. Then they had to call fire brigade to get him out building. We had call back from 111 at 1am 3am to say had we sorted out. Very angry.
31	October	0110211502	Cambs & Peterborough	They were very friendly and very helpful always looking after me and make sure I was alright all the time.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
32	October	2510213177	Herts & West Essex	They were very understanding as I'm a bit forgetful and explained everything so I could understand it.
33	October	2010213342	Mid and South Essex	My wife phoned for the ambulance, and it arrived within 20 minutes. So was pleased with that.
34	October	0110210345	Beds and Luton	Response was very quick. Paramedics were efficient and reassuring and treated me with kindness. They were also friendly and patient.
35	October	2710211010	Mid and South Essex	Service was very prompt. The paramedics put me at ease and dealt with me in a polite and professional manner.
36	October	2510211979	Beds and Luton	Two very friendly and understanding ladies attended my mother-in-law and helped her into the ambulance even though she was in pain and very disorientated. She is 99 years old and very frail.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
37	October	0210212633	Suffolk & North Essex	I received excellent care from the ambulance crew which attended me on 02/10/2021, they arrived very quickly, and I felt very secure and safe. they took me quickly to hospital for checks, as I had a seizure and did not come round until I was in the ambulance. I feel very grateful for the care I received that day from all of the NHS.
38	October	1810214873	Suffolk & North Essex	I was told they were very busy but they were only an hour. There were two paramedics and one student who attended me / They were all really calm. professional and polite. The student was very good, did everything right but checked every time. She was well supervised.
40	October	0910211209	Norfolk and Waveney	I was apparently suffering from a heart attack and wife told me later that she was told there was a 90 min delay. In event it was approx 1 hour. That said what I can remember of the crew is they were very professional and reassuring as were the second crew who later transferred me to the N& N hospital.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
41	October	unknown	Suffolk & North Essex	The wait for an ambulance was 16 hours. The wait for a taxi was 2 hours. I was in so much pain a friend took me to A & E where I had to wait 4 hours although the signs said the wait was 2 1/2 hours.
42	October	2810210124	Norfolk and Waveney	The 1st I called for an ambulance I was told they had other calls to take, and the phone was put down, on the 2nd call my details were taken and I was told I needed to get to a hospital or wait for an ambulance. Living alone and unable to drive I waited 3 hours for an ambulance that never arrived. At 3-30am a friend was awake and drove me to hospital as the ambulance had not arrived.
44	October	unknown	Suffolk & North Essex	Although didn't get ambulance until quite late they were just so kind.
48	October	2210213865	Mid and South Essex	Absolutely excellent and professional service. Thank you.
50	October	0310212766	Norfolk and Waveney	I was in distress, and they calmed me very professional.
51	October	2610210600	Suffolk & North Essex	Great service.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
49	October	0110212697	Norfolk and Waveney	A doctor from the service rang my daughter and then spoke to me as I had been to sleep and was feeling much better. The doctor asked me some relevant questions and then reassured me and said a doctor would ring my daughter later which he did and put her mind at rest but told her to ring back if she had any concerns about me. I had felt so bad that once I was home and in bed I did not realise my daughter had rung 999 but was very pleased with the attention we both received.
52	October	1910211972	Suffolk & North Essex	Despite the wait, when the Ambulance crew arrived, they were efficient, caring and thorough.
53	October	1110211546	Norfolk and Waveney	The ambulance arrived very quickly and the team were professional, understanding and polite.
54	October	1510210243	Norfolk and Waveney	Made me feel safe, polite, talked through what checks they would carry out.
55	October	0410213717	Mid and South Essex	The crew were excellent - respectful, calm and professional.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
56	October	0910211169	Mid and South Essex	Prompt arrival of ambulance and crew were very polite and thorough.
57	October	unknown	Herts & West Essex	Fast response and great care.
63	October	2310211987	Norfolk and Waveney	They were marvellous cannot fault the care given.
64	October	1410210621	Cambs & Peterborough	I was having a heart attack and did think the wait was longer than it might have been.
65	October	2110210470	Beds and Luton	Very pleasant and helpful paramedics.
66	October	0310214468	Mid and South Essex	The ambulance arrived within 10/15 minutes and the paramedics relieved my situation immediately by supplying me with oxygen and an injection. By the time I was transferred to the ambulance I could breathe on my own and my tongue was gradually reducing in size enabling me to speak and fill them in with events. Both paramedics were extremely helpful and kind.
68	October	2510213906	Herts & West Essex	If it wasn't for the speed, efficiency and care of the paramedics and ambulance crew I don't think I would be her today.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
71	October	1010214405	Mid and South Essex	Was told by 111 that they were sending an ambulance for my 9-month-old son. Waited an hour and someone for the ambulance team called to say they didn't have any ambulances to send out and asked me to take him to a&e myself. I didn't have a problem in taking him myself just annoyed that I had to wait an hour to be told this. It was 11pm by the time I arrived at the hospital which I had to take him on my own as partner needed to stay at home with our other son. Was constantly worried on my way to hospital as his temperature was so high and it was dark so couldn't see him in the back of the car.
73	October	2710210673	Norfolk and Waveney	All the ambulance staff who attended me were very thorough, patient and very understanding.
72	October	Unknown	Norfolk and Waveney	The two ladies who looked after me were very caring and very professional and put me at ease. Plus I think it's nice to write when the service is first class, rather most people only write if they have a complaint to make.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
74	October	1710211386	Norfolk and Waveney	I have called the emergency ambulance service on several occasions during the past few years given my disability when I have sustained a fall at home and require paramedics to assist me by lifting me up using their electronic inflatable cushion. I have always found the staff exceptional in their care and help and I remain grateful for their wonderful help.
75	October	1710211386	Beds and Luton	I used the 999 services twice in October 21 and numerous times in the last 4 years and have always had amazing service. The last call in October took only 4 minutes to arrive. The previous one 3 days previous the paramedics were very special. Such caring and helpful girls from the Huntingdon Depot.
78	October	2310212444	Norfolk and Waveney	Very friendly, professional.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
77	October	Unknown	Suffolk & North Essex	The ambulance crew were very kind and professional and took great care to make sure my husband was not in too much pain before they move him. They treated him and myself with respect.
79	October	1810214057	Herts & West Essex	I cannot fault the service at all, was treated very good each time I have needed the service and put very much at ease.
80	October	1410211975	Mid and South Essex	I am a patient but a neighbour called the service. The service I received was very caring, kind and patient. They did not take me to hospital but helped me into my son's car for him to take me. He was only allowed to the door due to the current Covid situation. I had to give my details to book in and find a seat by myself- I found this difficult as I'm disabled and elderly.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
81	October	3110213736	Suffolk & North Essex	Contacted 111 due to becoming breathless. Person call handler to my health status was very attentive and informative, informed me what to do and reassured me the ambulance would be contacted.
89	October	2310210933	Suffolk & North Essex	Disappointed with the call taker when I initially dialled 999. She was more concerned that I did not use the 999 system unless the patient deteriorated dramatically. The wait time for the ambulance was unacceptable as I felt a more rapid response should have been provided due to the patient being aged 90 years, very frail and having broken her neck of femur. This was agreed the response was not graded accurately by the Paramedics who attended. Very pleased with the staff who attended and provided treatment. Exceptional care and treatment provided.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
90	October	1910211993	Herts & West Essex	Everything was very professional.
82	November	0611213621	Mid and South Essex	Paramedic was very nice and listened to me. Also gave helpful advice.
83	November	Unknown	Cambs & Peterborough	The EMT staff came very promptly to my 83 year old wife in the Marriott hotel, Huntingdon. They were so kind and thoughtful as well as being very caring and professional. I cannot thank them enough- it is always a relief when we see the ambulance crew arrive. Please give our thanks to (names) for all their help.
85	November	Unknown	Unknown	Arrived very quickly and were brilliant with my little boy who was unwell and distressed. Superstars!
86	November	Unknown	Suffolk & North Essex	I cannot thank the paramedics that attended the recent call out to my father. Not only were they professional, efficient & courteous but extremely helpful & reassuring at a very frightening time.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
88	November	Unknown	Norfolk and Waveney	I found very kind and helpful.
87	November	1911212888	Norfolk and Waveney	Compassionate and clear communication.
91	November	811211994	Cambs & Peterborough	The crew were absolutely efficient and thorough, which resulted in then taking my wife in to Hinchingsbrooke A & E, where it was eventually found, after her fall in the shower and cut her head, that she'd had a heart attack, and is now being treated for heart problems, which we were never aware of. Many thanks for their professionalism.
92	November	1311212156	Norfolk and Waveney	The two paramedics were lovely made me feel totally at ease.
93	November	0511210004	Norfolk and Waveney	Very efficient made you feel at ease on your journey to hospital.
94	November	1211212245	Cambs & Peterborough	(name) had a seizure so cannot comment on the incident himself. I, his father, called the ambulance. I cannot praise the ambulance team high enough for their response and patience.
95	November	2111211213	Norfolk and Waveney	Very quick response and the crew were very friendly and efficient.

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96	November	Unknown	Suffolk & North Essex	Took a while to get here even though it was a child under 2 with breathing difficulties but the staff were lovely.
97	November	1311213372	Norfolk and Waveney	I needed help and people came helped me felt they respected me treated me in professional manner. I also felt they understood I was not usual patient in that they allowed me be myselfI have ms and cognitive issue find hard remember time line events helped keep me focused showed patience with me including pet that was distressedI have never been treated so well years these 3 attended did all should and more.
98	November	0811213811	Suffolk & North Essex	The crew who came were very kind, and professional.
99	November	1211211065	Suffolk & North Essex	Brilliant response time. The controller stayed on phone until the ambulance arrived. Excellent crew, very caring and reassuring.
100	November	1111210141	Suffolk & North Essex	Very professional.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
101	November	0811211046	Suffolk & North Essex	Paramedics were lovely but had to wait 7hours.
102	November	0411210344	Norfolk and Waveney	The ambulance arrived quite quickly, and the medics on board were very kind and helpful.
103	November	1511210495	Beds and Luton	The ambulance crew arrived quickly, they were friendly and efficient and soon sorted out that I needed hospital treatment.
104	November	0311210711	Norfolk and Waveney	They came swiftly and helped as I was panicking & breathing erratically with covid. Had headache hot head, cold body and my throat hurt/ felt like I had a furball.
105	November	0211210592	Suffolk & North Essex	The ambulance arrived quickly and the crew examined me thoroughly. They decided to take me to Colchester Hospital because my blood pressure was very high. They stayed with me until they were sure I was being seen by a doctor. They were reassuring, kind and very professional.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
107	November	1011210990	Herts & West Essex	I would like to have given very good, but because you are so busy it took a couple of phone calls and a small waiting time before arrival, (not your fault).
106	November	0511211316	Mid and South Essex	Never made to feel I have called them unnecessarily, give me excellent care and reassurance too my family and neighbours. Considering how very busy all the staff are particularly over the recent months you would never realise that when they attend you in your own home. Many thanks to you all, *name*
108	November	1311210954	Beds and Luton	The Paramedics were both professional, friendly and reassuring at a time when I needed it most. I can't thank the two lovely ladies enough.
109	November	1911212372	Herts & West Essex	The response was quick, even though there seemed to be a backlog. The two ladies who attended were polite, efficient and caring.
110	November	2111211838	Suffolk & North Essex	Both of the paramedics were lovely and very thorough popping downstairs to keep my children informed of what was happening.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
112	November	1711211494	Cambs & Peterborough	Very professional of course. In addition, calming and very reassuring.
114	November	1811211293	Suffolk & North Essex	Very quick response, and paramedics very kind and considerate.
115	November	1311211354	Herts & West Essex	Service was on time, courteous and very professional.
113	November	1911212441	Cambs & Peterborough	The paramedics arrived within 3 minutes of the call. I received excellent care and checks were thorough. The cardio graph was explained to me and they said I should attend A&E Hinchingsbrooke that evening which I did and had various tests. Very satisfied with the care I received from all.
116	November	2011213425	Suffolk & North Essex	The paramedics were sympathetic and attentive. They got orange juice and a sandwich to relieve my hypo. I was concerned they wanted to get chocolate which isn't a good treatment for the condition, but they were interested to know what that was the case.
121	November	2111211306	Herts & West Essex	Professional reassuring personal.

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119	November	2111212104	Mid and South Essex	Over 7 hours wait without the use of my legs is far too long. 111 asked if I can use my legs, to which I said no and was classed as a non-emergency. The paramedics that attended was fantastic throughout. As for Basildon hospital, they tried to discharge me the night I was admitted. Ended up staying for 5 days with 3 bulging discs and stenosis, only 2-day shift staff was respectable out of the whole stay there which wasn't exactly pleasant.
120	November	1611212706	Mid and South Essex	It's very scary when your child has seizures. Your brain sort of refuses to comply at times. The crew (as they always are, whoever comes here) were reassuring, patient and professional throughout.
122	November	2111212376	Cambs & Peterborough	Arrived quickly, very friendly and put me at ease and explained everything that was going to happen.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
123	November	1111212550	Norfolk and Waveney	The ambulance crew were friendly and reassuring, they had looked up mum's medical notes on their way and were up to speed on arrival, for once I couldn't tell them anything. Very impressed.
124	November	Unknown	Suffolk & North Essex	Excellent paramedics, very knowledgeable, kind and helpful.
125	November	1211212571	Herts & West Essex	The ambulance arrived promptly, and the staff were calmly efficient and friendly.
126	November	1211213386	Cambs & Peterborough	(Names) were so patient, so caring and so human, even though it was 4:00 in the morning.
127	November	0411211998	Norfolk and Waveney	The crew were amazing, so very caring and made us feel safe.
128	November	0511211564	Mid and South Essex	I was referred to have an assessment by paramedics. Whilst I didn't personally feel I needed or wanted to go to A&E others caring for me did. The assessment over the telephone was the best it could be in view of unavailable crew and ambulance.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
129	November	1211210696	Cambs & Peterborough	Ambulance arrived within 10 minutes and another ambulance needed to help get the patient down an awkward set of stairs and this too arrived very quickly.
130	November	1011211691	Suffolk & North Essex	The ambulance was there very quick and staff very professional and supportive.
131	November	0511210509	Cambs & Peterborough	Because the paramedics were very efficient, chatted to me to calm me down and generally very kind and understanding of how I felt.
132	November	1811211870	Mid and South Essex	Medics were very thoughtful and calming.
133	November	1611211559	Beds and Luton	Arrived quickly, were though with my examination caring and kind.
135	November	2011210705	Herts & West Essex	Excellent service, very patient and knowledgeable staff.
136	November	2011210201	Cambs & Peterborough	The team was prompt, courteous, efficient and spent time with us.
138	November	1311212210	Beds and Luton	They helped me a lot and were very patient.
140	November	2111212930	Mid and South Essex	The information given by 111 was incorrect, but the service on the phone and the team was very good.

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139	November	0211212593	Norfolk and Waveney	I am replying on behalf of my wife. As well as attending her in November your paramedics returned as recently as this week. On all occasions they have been reassuring, patient and professional. They have explained what they were doing and why and involved us in decisions. As a carer for my wife, it was always a relief for me when the ambulance arrived because I knew that she would be in good hands.
143	November	2111211119	Herts & West Essex	The paramedic was very thorough about my symptoms and calmed me down. He sounded a very caring man.
145	November	0611212155	Suffolk & North Essex	Because they were VERY kind, very polite and so caring.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
142	November	0611212307	Cambs & Peterborough	Friendly, trustworthy, empathic ambulance staff. I appreciated being talked through what was about to happen and why. They were professional but themselves, which was really lovely and helped me to feel at ease through intense pain. I really appreciated their kindness and compassion. And would like to pass on my thanks to them both for doing an amazing job! The only negative I have is the wait for the ambulance as I had to wait many hours (around 6 hours I think from my first phone call). I understand there would have been higher priorities than a dislocated knee and very good reasons for the wait etc. and the pressures more recently. But overall, a fantastic service.
146	November	1811211942	Mid and South Essex	The ambulance arrived fairly soon after the first responder, who had arrived in about ten minutes. I was well attended to and kept well informed as to the tests they were carrying out. I was given oxygen to help my breathing. The medics were very friendly. I cannot praise them enough.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
147	November	0311210960	Mid and South Essex	I thought that the ambulance crew were extremely kind and helpful.
148	November	0211210118	Norfolk and Waveney	Perfect.
149	November	1511212733	Herts & West Essex	Ambulance crew, (name) and her colleague, whose name I cannot now remember, were both highly efficient and professional from the moment they entered my house, and made me feel at ease, and explained their actions at every step of the examination procedure, prior to conveying me to Hospital.
150	November	1911213280	Cambs & Peterborough	I called 111 as I was experiencing chest pains. After answering all the questions, an ambulance arrived within five minutes. An ECG which was carried out was normal, but the ambulance crew said that just because it looked normal, a test for troponin levels could be carried out at hospital. Once I arrived at A&E, I had blood tests which revealed that my troponin levels were very high.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
151	November	1211210325	Cambs & Peterborough	The ambulance staff were brilliant they were very professional & caring couldn't have done more to help, highly recommended.
152	December	0312210529	Mid and South Essex	The paramedic who treated my daughter was very calming and reassuring and arrived an hour after we called which was good considering how stretched the NHS is currently but so pleased it didn't turn out to be a matter of life and death!
153	December	0412213075	Suffolk & North Essex	I was not in any sort of condition when attended by the crew. My answer is given on the basis of what I was told by my wife and daughter who called the ambulance.
154	December	Unknown	Suffolk & North Essex	Arrived quickly, staff calm and helpful

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
155	December	Unknown	Suffolk & North Essex	My son was involved in a motorcycle accident. It was a difficult experience. One of the paramedics who attended spent time explaining their suspected injuries to us. She also asked other staff to speak to us to provide reassurance. They did a brilliant job on a very horrible cold wet windy Saturday evening. Whilst I understand they waited a considerable time at the roadside for the ambulance to arrive, the care received was top quality.
156	December	1512211097	Herts & West Essex	The crew's actions that attended my mother were beyond reproach. Their attention to detail second to none. My mum is an almost 96-year-old lady, she has full mental capacity, but is deaf and requires hearing aids. This often limits communication and her ability to understand, both members of the crew ensured that she was fully cognisant of the explanations given throughout their assessment and care they gave to her.
157	December	2412211245	Beds and Luton	Your staff (name) and (name) were outstanding, extremely knowledgeable, and friendly and put our whole family at ease.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
158	December	3112212880	Suffolk & North Essex	(names) were compassionate, thorough, professional and kind when called out for my elderly mother. They were settling in a worrying situation.
159	December	Unknown	Herts & West Essex	After a long wait the care help and friendly service could not be any better thank you very much.
160	December	0712210690	Cambs & Peterborough	Very good.
162	December	Unknown	Cambs & Peterborough	Very caring and understanding.
164	December	3012210082	Norfolk and Waveney	Because I had to wait over 7 hours for someone to come and lift me off the floor.
165	December	0812213045	Norfolk and Waveney	First time I've ever had to call an ambulance, I was in abject pain and their calm and friendly manner just relaxed me and I can't thank them enough.
166	December	1012213828	Cambs & Peterborough	The three-ambulance staff were helpful, efficient, caring and listened.
168	December	1712213286	Cambs & Peterborough	We received a excellent service and care about our child.

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Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
167	December	1312212552	Cambs & Peterborough	Paramedics were quick to arrive, assessed the situation quickly and were very informative to us as parents. When other paramedics arrived, they briefed them away from the patient who was 6 years old and panicking which helped not escalate the situation or cause distress.
170	December	3012210725	Norfolk and Waveney	On Thursday 30/12/2021, I contacted 111 as I woke up at 05:00 AM with an extremely painful back pain around my left hip area. The lady I spoke to gave me a phone interview to establish what was wrong, at the end of the interview she came to the conclusion I was suffering with sciatica and because I was in so much pain she would call an Ambulance to check me over. A couple of hours later A lady from the Ambulance service phoned and spoke to me, also established I had sciatica and explained that 111 can't book ambulances, and anyway there was now a 15hr wait, she kindly said she would book an appointment to speak to the doctor. Which she did.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
171	December	1212214245	Norfolk and Waveney	My wife rang 111 for Suffolk swift response which had been disbanded they contacted you and eventually two district nurses were sent. That was fine I was got up off the floor got to bed.
172	December	2312213258	Cambs & Peterborough	Outstanding amazing.
173	December	2712212655	Cambs & Peterborough	The response of the crew mainly. The call took a long time to reply and could not advise whether I would be better going directly to hospital which with hindsight might have been better than waiting 2 hours for an ambulance. The estimated time given was correct however.
174	December	1912212053	Cambs & Peterborough	We spoke to NHS 111 who advised an ambulance, or a car would be sent out, several hours later we got a call to say this was not happening and an out of hours GP would call. This took several further hour and then they completely messed up sending a prescription to a pharmacy. The whole situation was a complete shambles.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
175	December	0912211211	Cambs & Peterborough	Ambulance arrived very quickly, the paramedics were amazing, so professional, kind and patient.
176	December	1112212448	Norfolk and Waveney	(names) were lovely to me. I have never been taken to hospital before and I was very frightened as my husband was away at time and I was on my own. They both made me feel calmer and kept reassuring me. I felt really guilty that they had to wait with me until I was seen by the doctors but, fortunately that was not long.
177	December	2912210679	Norfolk and Waveney	Paramedics were calm, cheerful, reassuring, thorough and efficient. I was impressed by ability to reverse into our very narrow driveway to reduce the distance patient had to be transferred from the house to the ambulance.
178	December	1312212255	Herts & West Essex	Waiting for over 2 hours for an ambulance that never turned up and then being advised to make my own way to A&E is pretty poor in this day and age.

Patient number	Month	CAD	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question:
179		2612210766	Suffolk & North Essex	Even though I know the ambulance service is extremely busy my wait was only 45 minutes.
180		Unknown	Suffolk & North Essex	The ambulance came very quickly. The crew were extremely kind and did everything they could to keep me comfortable and ease the pain of my dislocated hip.

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

Patient number	Month	CAD	Area	Comments received in relation to call handling question:
3	October	Unknown	Cambs & Peterborough	Continually asking for the what three words app reference when we had already made it very clear we had not got the app and with very poor reception it was not going to download.
4	October	Unknown	Suffolk & North Essex	Shocking!
5	October	Unknown	Mid and South Essex	Excellent Service!
8	October	1410211215	Herts & West Essex	Operator advised patient to take taxi, even though he was made aware the patient is Covid positive.

Patient number	Month	CAD	Area	Comments received in relation to call handling question:
9	October	1710210391	Herts & West Essex	I think I've written all my comments above in question 1 above.
10	October	2310211810	Cambs & Peterborough	The call was done through 111.
14	October	0610212196	Cambs & Peterborough	Very helpful.
16	October	0410211649	Cambs & Peterborough	Very quick to respond.
20	October	2210212588	Cambs & Peterborough	I think the 111 service made the call to the ambulance service.
26	October	0510210642	Norfolk and Waveney	My blood test was done at approx noon and at 6am the following morning [I was not aware the Ambulance had been called] the Paramedics arrived to take me to Q/E.
22	October	1210210587	Herts & West Essex	I panicked because of the delay on the 111 number and tried to cancel the ambulance but was told it was best it attended. It was all very efficient.
26	October	0510210642	Norfolk and Waveney	My blood test was done at approx noon and at 6am the following morning [I was not aware the Ambulance had been called] the Paramedics arrived to take me to Q/E.

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
28	October	2010210219	Mid and South Essex	<p>The first call handler I spoke to was fantastic - she advised me to call back if my condition worsened and said that an ambulance was on its way. I called back and spoke to a different call handler and explained i felt worse and was worried about how long the ambulance would be. I was on my own in the house with my young son and concerned something might happen to me before the ambulance arrived and were able to help. She told me she has reassessed me and had decided I didn't need an ambulance, so she was cancelling it. By this point I was crying, struggling to breathe and desperately pleading with her not to cancel the ambulance but she was very dismissive, so I hung up. I tried calling again and spoke to someone different who was more understanding. By this time, I was in a state of panic and having convulsions. She talked to me calmly and tried to get my breathing under control. She kept talking to me until my mother-in-law came to the house to stay with me until the ambulance came.</p>

Patient number	Month	CAD	Area	Comments received in relation to call handling question:
26	October	0510210642	Norfolk and Waveney	My blood test was done at approx noon and at 6am the following morning [I was not aware the Ambulance had been called] the Paramedics arrived to take me to Q/E.
30	October	0110212034	Cambs & Peterborough	The process was very good and professional, but 2 hrs plus is a long time in extreme pain.
31	October	0110211502	Cambs & Peterborough	I wasn't the one calling for the ambulance.
35	October	2710211010	Mid and South Essex	After no more than 5 minutes on the telephone to 111, having given my symptoms I was told that an ambulance was on its way.
36	October	2510211979	Beds and Luton	Just waiting waiting waiting waiting. When I finally got through to a handler, the care was very good.
37	October	0210212633	Suffolk & North Essex	My son rang the ambulance as I was unconscious.
38	October	1810214873	Suffolk & North Essex	She was very calm and clear and listened well. Very reassuring and professional. Assured me help was on its way and instructed me on what to do in the meantime.

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
44	October	Unknown	Suffolk & North Essex	Said mothers not dying but need to go to hospital waited for ambulance.
48	October	2210213865	Mid and South Essex	A wonderful Service.
65	October	2110210470	Beds and Luton	No medication available in ambulance apart from Entonox which I gladly accepted for intense pain. Advised 2xParacetamol by 111 and Ambulance, which is good for a headache but little else.
74	October	1710211386	Norfolk and Waveney	Mainly, I would never call any of the emergency services were not absolutely necessary. The East of England ambulance service provides a first-class duty of care to me as a patient. I sometimes become concerned at the wait given that I am severely disabled and following a fall, I am usually deeply shaken and very uncomfortable on the floor. However, I realise that there are more important priorities, so I accept this as circumstances beyond the control of the crew. This is mainly due to poor staffing levels and not enough ambulances to cover the span of the ever-increasing workload.

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
75	October	1710211386	Beds and Luton	Very reassuring and professional, held on the line until the ambulance arrived.
77	October	Unknown	Suffolk & North Essex	We only had a 90 mins wait which is the time we were told.
90	October	1910211993	Herts & West Essex	I felt more confident knowing that someone is there keep checking what's going on. Asking the questions what matters and help ambulance team assess situation. Help me to stay calmer knowing that someone tell me what to do if things will get worse as he stay with me till ambulance team knocked at my door.
82	November	0611213621	Mid and South Essex	Someone else called 999.
83	November	Unknown	Cambs & Peterborough	You were just first class all round.
93	November	0511210004	Norfolk and Waveney	Took ages to sort out ambulance.
96	November	Unknown	Suffolk & North Essex	111 arranged it.
97	November	1311213372	Norfolk and Waveney	I would say recognise sometimes it may not be possible for wife /partner say in front partner.....if control issue or offend easily

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
99	November	1211211065	Suffolk & North Essex	Very calm, helpful and reassuring.
105	November	0211210592	Suffolk & North Essex	Everyone I spoke to was very kind and reassuring.
102	November	0411210344	Norfolk and Waveney	The call handler was quick to reassure me that an ambulance had been dispatched which was very reassuring. the medics on board were very kind and stopped the ambulance at one point when it became obvious that I was feeling very unwell.
106	November	0511211316	Mid and South Essex	My family made the call.
108	November	1311210954	Beds and Luton	111 staff and the ambulance control staff were both brilliant.
109	November	1911212372	Herts & West Essex	Over the phone I was taken through FAST to confirm if a stroke had taken place.
112	November	1711211494	Cambs & Peterborough	Everything was excellent.
114	November	1811211293	Suffolk & North Essex	I had to call an ambulance on behalf of my wife, who sadly passed away, then my son called an ambulance for me shortly after.

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
104	November	0311210711	Norfolk and Waveney	When I explained to paramedic how I felt and all the joint pains, she said it wasn't related to covid! But myself my partner and daughter all had body aches and joint pains. Couldn't cope with day-to-day task. No sense of taste or smell. Didn't feel like eating, but because I take lots of medication, had to force myself to eat plain toast or rich tea biscuits. Now had aches and pains since 29/10/21 still struggle daily with the aches and pains and I have fibromyalgia which has been exasperated by all this. Immune system low, then got water infection & thrush.
120	November	1611212706	Mid and South Essex	Call handler was also a consummate professional.
119	November	2111212104	Mid and South Essex	Both 111 and 999 told me I need wait over 7 hours for help because being unable to move from the floor and in pain wasn't an emergency. I understand I wasn't bleeding to death but even morphine wasn't helping at the end of it so it wasn't just a graze on my knee either. As previous the ambulance staff was fantastic with me.

Patient number	Month	CAD	Area	Comments received in relation to call handling question:
125	November	1211212571	Herts & West Essex	I was not aware of the call being made by my family but have no reason to think that there was anything less than good about it.
126	November	1211213386	Cambs & Peterborough	We didn't make the call, the lady on 111 called the ambulance for us.
127	November	0411211998	Norfolk and Waveney	I have never had to call 999 before and I have to say I was talking but the operator on the other end couldn't hear me, they then put me through to the police which I didn't want, I then tried again and it worked.
128	November	0511211564	Mid and South Essex	I didn't place the call myself it was done on my behalf but on the advice of a nurse assessment from 111 service and not being able to contact my GP at the time.
129	November	1211210696	Cambs & Peterborough	Person very good at communicating and very reassuring.
131	November	0511210509	Cambs & Peterborough	Everyone was most helpful, calm and efficient.
149	November	1511212733	Herts & West Essex	Emergency call made by my GP.

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
150	November	1911213280	Cambs & Peterborough	From the initial call to 111 to the ambulance service arriving, the service was of an extremely high standard.
151	November	1211210325	Cambs & Peterborough	Brilliant service.
152	December	0312210529	Mid and South Essex	I cannot speak highly enough of our emergency services who do a tremendous job under such extreme conditions and with staff shortages it makes things even harder. I don't know what we would do without you all. Please carry on the good work, the majority of us are right behind you.
154	December	Unknown	Suffolk & North Essex	They should not give out unrealistic times of the ambulance arriving from 111.
155	December	Unknown	Suffolk & North Essex	I cannot answer this question as I didn't make the call.
159	December	Unknown	Herts & West Essex	Long wait.
166	December	1012213828	Cambs & Peterborough	Ambulance services were contacted by NHS 111 on my behalf.
168	December	1712213286	Cambs & Peterborough	It was everything quickly.

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Patient number	Month	CAD	Area	Comments received in relation to call handling question:
170	December	3012210725	Norfolk and Waveney	I only spoke to the Ambulance when they called me following the 111 call.
177	December	2912210679	Norfolk and Waveney	I called 999 describing my partner as having symptoms of TIA or Stroke and was warned that the waiting time for an ambulance was 15 HOURS. I checked that this was hours, not minutes and this was confirmed. I was told ambulances were prioritising emergencies - which I thought this was, and if the symptoms became worse to call in again. I'm not sure how much worse an inability to speak or move his right arm and leg could become but assume cardiac arrest might have qualified. I was therefore pleased that the ambulance came within 2 hours, with a crew who had just come on shift.
172	December	2312213258	Cambs & Peterborough	Brilliant service.
176	December	1112212448	Norfolk and Waveney	Lady who took my 999 call was brilliant and explained everything in great details.

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

Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better question:
2	December	Unknown	Mid and South Essex	<p>Call handler should have been open and honest with how long the ambulance would take, I felt like she was fobbing us off and trying not to answer the question. I feel that 25 minutes wait for a baby that at the time we thought was dying is horrific, the call handler could have reassured us, if she has known it was a seizure due to a high temperature it would have calmed the situation to have been aware that it might be that. Baby was turning blue and appeared not to be breathing, therefore I don't think that a 25 minute wait for help is adequate.</p>
4	December	Unknown	Suffolk & North Essex	<p>I'm absolutely shocked with the outcome of the call for 999. As health care professional you know the importance of emergency services and on my two occasions, I called for ambulance one lead to death and second I had to take in the car and take to hospital to be treated. If you cutting numbers of ambulances and unable to provide treatment to a public in need? Regards.</p>

Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better question:
8	October	1410211215	Herts & West Essex	Provide alternative (legal) means of seeking and getting face to face review of the patient.
9	October	1710210391	Herts & West Essex	Nothing at all! I was on every lucky older lady!
14	October	0610212196	Cambs & Peterborough	Ambulance staff and call centre staff very helpful.
15	October	2110212443	Norfolk and Waveney	To my mind everything was good and very reassuring. I would like to say a huge Thankyou to the paramedics who attended me. They were wonderful xxxxx
16	October	0410211649	Cambs & Peterborough	Nothing could of been done better. I am very grateful to you all. First class service. No words can express how grateful I am to you all. You give a first-class service and are so very caring. Nowhere in the world would we get what you guys give and I thank you all from the bottom of my heart.
19	October	2010211743	Norfolk and Waveney	Nothing.
26	October	0510210642	Norfolk and Waveney	The service I received could NOT have been better. Excellent and thank you for all you do.

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better question:
27	October	2110213214	Beds and Luton	Staff at 111 were not understanding and did not want the reason we were calling. Just told no ambulances. Only came as dr got in touch with 111.
38	October	1810214873	Suffolk & North Essex	Nothing.
41	October	Unknown	Suffolk & North Essex	It's an ongoing problem. I know you have insufficient staff but the call handlers were not at all sympathetic to the problem.
44	October	Unknown	Suffolk & North Essex	Considering they are under so much pressure they treated very kindly and they were cordial. They got me to hospital and brought me home thank you very very much.
72	October	Unknown	Norfolk and Waveney	I would say impossible.
80	October	1410211975	Mid and South Essex	If I'd been taken to hospital by ambulance I may have received better attention with booking into A&E and when waiting for treatment.
83	November	Unknown	Cambs & Peerborough	You were excellent. We appreciated all your professionalism and care.

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better question:
74	October	1710211386	Norfolk and Waveney	On this occasion, I had not sustained a fall but awoke during the early hours of Sunday morning having difficulty in breathing – this was due to a chest infection that I had suffered with for the previous week! The crew were absolutely brilliant and provided me with oxygen which eased my breathing difficulties greatly I found it very difficult that the ambulance crew were kept waiting due to the long delay of a doctor (111 service) telephoning them back to discuss medication. The crew were extremely patient but were unavoidably and, quite frankly, unnecessarily delayed by the inefficiency of the 111 service calling them back. They waited over two hours and obviously, this is concerning given that they were probably needed elsewhere at another emergency situation!
89	October	2310210933	Suffolk & North Essex	More effective listening to the circumstances.

Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
75	October	1710211386	Beds and Luton	The problem is not with the ambulance service but due to high demand the hospitals are unable to admit without a long wait in the ambulance. It also the time of day. In the afternoon there is a long wait in the ambulance, however in the morning straight into A & E. The G.Ps are not pulling their weight refusing to attend or see patients and if I had not told the surgery they had a duty of care they would not have attended before the first ambulance was called. The second ambulance I just called 999
91		811211994	Cambs & Peterborough	Took couple of hours to turn up, the Hospital had about 7 ambulances waiting outside, it was so busy that day, I was told could not go in Ambulance and not to follow but await phone call time around 3pm , which was good advice as went 7.30 pm as heard nothing and A & E was packed and she had not been seen by then eventually seen near 10pm and I left near midnight after she had been seen and settled in the A U ward

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
94	November	1211212245	Cambs & Peterborough	Nothing first class service.
96	November	Unknown	Suffolk & North Essex	Been a bit prompt in attending other than that nothing.
97	November	1311213372	Norfolk and Waveney	Nothing score 10/10 just be aware partners can mislead or try create chaos may be hard patient communicate honestly.
102	November	0411210344	Norfolk and Waveney	I can't praise the help and care I received enough. The staff were kind considerate helpful right up until they handed me over to hospital staff. I was so grateful for all.
103	November	1511210495	Beds and Luton	Nothing at all.
104	November	0311210711	Norfolk and Waveney	I just felt like they thought my aches and joint pains were imaginary, which they weren't as I still have them. She kept saying she had covid January, what her symptoms were, but it affects people differently. My partner x I 53/54 it really affected us physically and mentally.
106	November	0511211316	Mid and South Essex	Nothing all excellent.

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
115	November	1311211354	Herts & West Essex	No. service perfectly adequate.
119	November	2111212104	Mid and South Essex	Waiting times are very long, I understand short of staff also but maybe the advisors asking questions could take more details into what the issue is rather than just deem you as wasting their time. Ambulance staff need a pay rise as they went above their expectations and preferred them compared to the hospital.
123	November	1111212550	Norfolk and Waveney	I hadn't expected to wait for over an hour for an elderly stroke patient.
125	November	1211212571	Herts & West Essex	My sole criticism of the experience concerns the ambulance journey. The suspension was extremely hard, and the Satnav chose a cross-country route by minor rural roads which was probably the shortest as the crow flies. A less direct route by A-roads would have been more comfortable and, in my view, quicker.
127	November	0411211998	Norfolk and Waveney	Quicker response time, but we all know that is not possible at this very trying time.

Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
128	November	0511211564	Mid and South Essex	The Head Receptionist at the GP surgery totally miss understood the ambulance call and rang my home asking if the ambulance personnel were still in attendance. She then told me to wait for a further phone call from the ambulance. This confusion was really unsettling and made me worry. It was then suggested to me by the GP that I was using the ambulance services as a taxi to my A&E. Which is wrong and certainly not the case as I was reluctant to attend hospital but was advised to seek medical assessment which I took to mean checking my blood pressure and vital signs. Which I believe had been assessed adequately over the telephone anyway by the control paramedic.
130	November	1011211691	Suffolk & North Essex	While waiting for CT scan I was waiting on the corridor which was rather cold. Perhaps a waiting room with heating could be used.
131	November	0511210509	Cambs & Peterborough	Not a lot. We had a 2 hour wait at the hospital and one paramedic stayed with me all the time, we chatted, and I was able to relax and feel comfortable.

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
139	November	0211212593	Norfolk and Waveney	There was at least one lengthy wait, but I appreciate the demand on the ambulance service.
145	November	0611212155	Suffolk & North Essex	Nothing, everything was perfect.
146	November	1811211942	Mid and South Essex	Nothing!
142	November	0611212307	Cambs & Peterborough	Just to say that I rated the ambulance ride as 'uncomfortable' but that was because there wasn't a way, I could be comfortable with my leg stuck in a locked position with knee bent. So, I could not go on the bed and had to sit in a chair. So, they tried to make me as comfortable as possible with a cushion/blanket etc. But I don't think I could have been at that time without different pain relief than gas and air.
150	November	1911213280	Cambs & Peterborough	Everything was carried out to a high standard. Could not be improved.
151	November	1211210325	Cambs & Peterborough	Nothing two times I went by ambulance & a great experience very helpful & caring.

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
158	December	3112212880	Suffolk & North Essex	No, everything was excellent, and we appreciate it was one of the busiest nights of the year.
160	December	0712210690	Cambs & Peterborough	We have had 3 or 4 ambulances over the past 7 weeks, and they have all been brilliant.
164	December	3012210082	Norfolk and Waveney	Yes get here sooner.
170	December	3012210725	Norfolk and Waveney	All good thank you.
172	December	2312213258	Cambs & Peterborough	Nothing it was 110% service paramedics were outstanding in their field of service.
178	December	1312212255	Herts & West Essex	I think that's fairly obvious. Have more Ambulances, staff, etc. But that's a bigger issue and one that's not easily solved.
180	December	Unknown	Suffolk & North Essex	I couldn't have asked for better treatment. It was excellent.

EEAST: Emergency Service
October to December 2021

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Patient number	Month	CAD	Area	Comments received in relation to anything we could have done better:
173	December	2712212655	Cams & Peterborough	<p>On a previous occasion the attitude of the crew was appalling as I was told to wait in a separate room as they treated my husband from covid. They were extremely insensitive and told him that he was putting them at risk as he hadn't been vaccinated and that he'd "have a lot of needles now" (he's needle phobic). They made these comments in front of my children which I rebuked them about. Whilst appreciating that the service is stretched and emotions are high I found it incredible that staff would be so rude to someone that was poorly. We are both former police officers so understand the stress of emergency response, but this was incredible, and I would like to register this concern. On this occasion the crew were lovely and restored my faith in the service as they were kind and did not make any judgements (or kept them to themselves if they held them) and were much more professional.</p>