



# Emergency Service Patient Experience Report

Emergency Service August 2021

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# Emergency Service patient experience results for August 2021

## Introduction

Due to the COVID-19 pandemic, the East of England Ambulance Service NHS Trust (EEAST) has ceased the routine undertaking of patient experience postal surveys. However, the Emergency Service (ES) and Emergency Clinical Advice and Triage (ECAT) Service survey has remained available on the Trust's public website, enabling patients to feedback on their experiences at any time.

The objective of this survey is to establish patient satisfaction, to involve patients in the healthcare and service received and to monitor the quality of the care and service provided by the Trust. Listening to patient feedback enables the Trust to identify what is working well but also to highlight areas for service improvement.

This report summarises the results of the EEAST's ES and ECAT patient experience survey for patients who used the service during August 2021.

## Sample

The online survey is undertaken by way of a self-selected sample and is available to complete via EEAST's public website. However, a random sample of ES and ECAT patients is also collated each month, with these patients posted an invitation to feedback letter.

Most patients complete the survey online, although paper versions of the questionnaire are available. Any paper survey responses have been included within this report. It is not possible to calculate the response rate for the online survey, as although the number of invitation letters posted is recorded, it is not clear how many information cards have been provided. Some surveys have also been completed by patients who found the survey through alternative means.

## Methodology

The survey is available on the Trust's public website for patients to complete at any time and has been promoted using various methods, such as via the Trust's social media channels and patient information cards (which include the web address and QR code to the survey). The information cards have been distributed across the region and ES staff have been asked to provide these to patients following their contact with the service.

The Patient Survey Team undertake a monthly random sample collection of ES and ECAT patients (obtained through Siren and provided by the Trust's Information Management Team). Patient samples are traced using the Demographic Batch Trace Service, and any deceased patients are removed from the sample. An invitation to feedback letter is then posted to each patient. This letter provides a unique reference number to enter upon completion of the survey. The surveys can then be separated by Integrated Care System (ICS). Patients can also provide the first half of their postcode if preferred. The area is recorded as unknown if this information is unavailable.

## Conclusion

Overall, **85.4%** of respondents who answered the overall satisfaction question and had used the ES during August 2021 rated the service received as being either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (88.0%). Following their call to the service, 67 respondents (79.8%) advised that they had received an emergency response. The remaining respondents had received advice over the telephone (2.4%), had an appointment arranged with another healthcare professional (6.0%), or 'other' (11.9%). Overall, 52 (66.7%) of respondents who received an ambulance were satisfied with the length of wait.

Positively, 100% of respondents advised that they had been treated with dignity and respect. 98.6% of respondents advised that their privacy was respected and also that they could trust the ambulance service staff to at 'least some extent.'

Ambulance service staff attitude was rated very highly, with 68 respondents providing 'good' (5.6%) or 'excellent' (94.4%) responses. 97.1% of respondents felt that they were involved to at least 'some extent' in the decisions made about their care, with treatment and care explained in an understandable way (98.6%). Overall, 58.2% of respondents felt that their pain had been managed, with 35.8% of respondents advising that they had not been experiencing pain.

Cleanliness of the interior of the ambulance, equipment and the appearance of staff were rated highly, and 97.9% of conveyed patients had felt at least 'fairly comfortable' during their journey to hospital.

Overall, the main theme to arise from the additional comments received were positive and related particularly to the initial call handling and the help and professionalism of ambulance crews. However, 21.8% of comments received were either 'poor' or 'very poor' and were mainly in relation to poor emergency vehicle response times.

The continuation of collecting and reporting on patient feedback will enable the Trust to ensure that it meets the community it serves and for every patient to have access to a high standard of service.

## Results:

The results to the survey have been grouped into the below Integrated Care Systems (ICS):

Bedfordshire and Luton = (Beds & Luton)

Cambridgeshire and Peterborough = (Cambs & Peterborough)

Hertfordshire and West Essex = (Herts & West Essex)

Mid and South Essex = (Mid & South Essex)

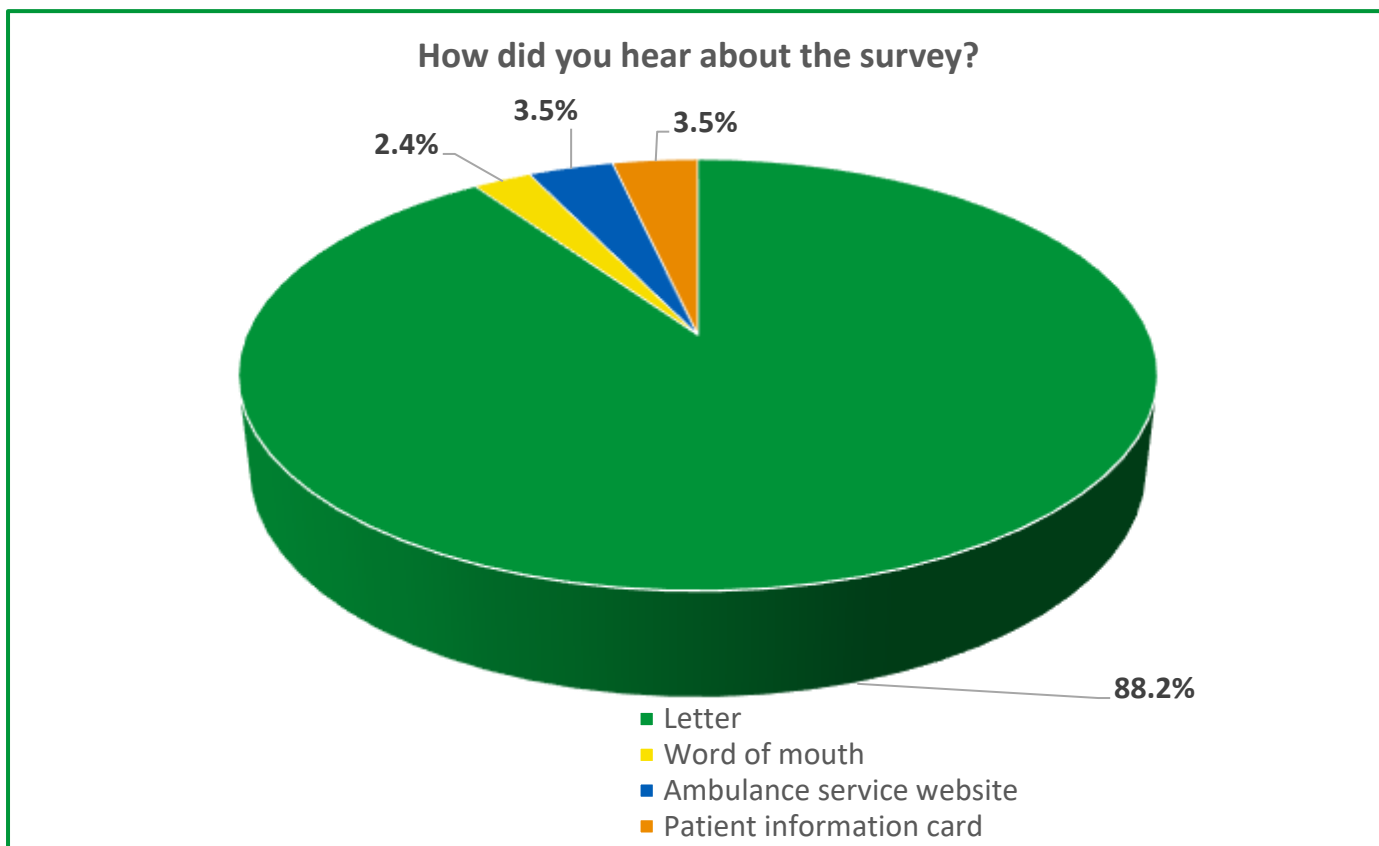
Norfolk and Waveney = (Norfolk & Waveney)

Suffolk and North East Essex = (Suffolk & North East Essex)

An additional column 'Unknown' has been included in the tables for patients who have not provided a reference number or postcode.

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

## How did you hear about the survey?



Various methods are used to signpost the online surveys, however, most respondents (88.2%) advised that they had heard about the survey via the invitation to feedback letter.

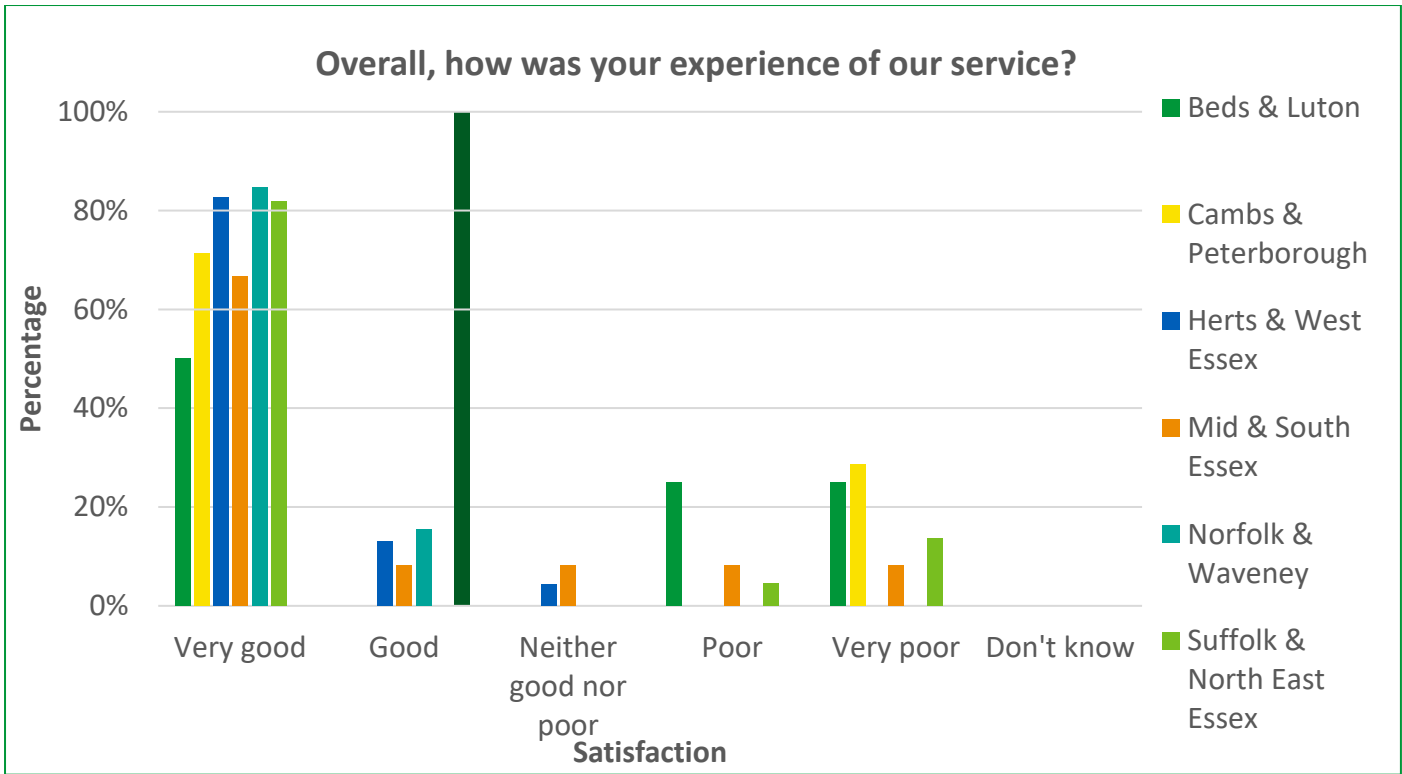
## Q1 – Overall, how was your experience of our service?

Response	ICS Areas							August 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	2 (50.0%)	5 (71.4%)	19 (82.6%)	8 (66.7%)	11 (84.6%)	18 (81.8%)	0 (0.0%)	63 (76.8%)
Good	0 (0.0%)	0 (0.0%)	3 (13.0%)	1 (8.3%)	2 (15.4%)	0 (0.0%)	1 (100%)	7 (8.5%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	1 (4.3%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.4%)
Poor	1 (25.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	0 (0.0%)	1 (4.5%)	0 (0.0%)	3 (3.7%)
Very poor	1 (25.0%)	2 (28.6%)	0 (0.0%)	1 (8.3%)	0 (0.0%)	3 (13.6%)	0 (0.0%)	7 (8.5%)
Don't know	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total</b>	<b>4</b>	<b>7</b>	<b>23</b>	<b>12</b>	<b>13</b>	<b>22</b>	<b>1</b>	<b>82</b>
No reply to question	0	1	1	1	0	0	0	3

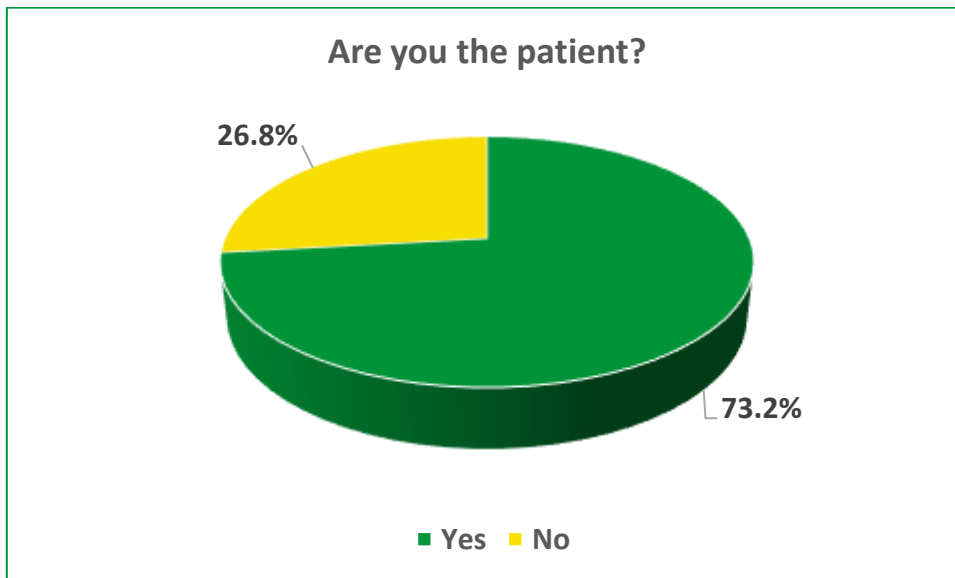
The Friends and Family Test (FFT) score is calculated in line with the updated NHS England guidelines: providing the percentage of patients who responded that their experience of the service was either 'good' or 'very good.'

Overall, 85.4% of patients who responded to the above question and had used the service during August 2021 rated the service as either 'good or 'very good.'





### Q2 – Are you the patient?



Overall, 73.2% of respondents who completed the survey advised that they were the patient. Examples of respondents (26.8%) who completed the survey on behalf of the patient can be found below:

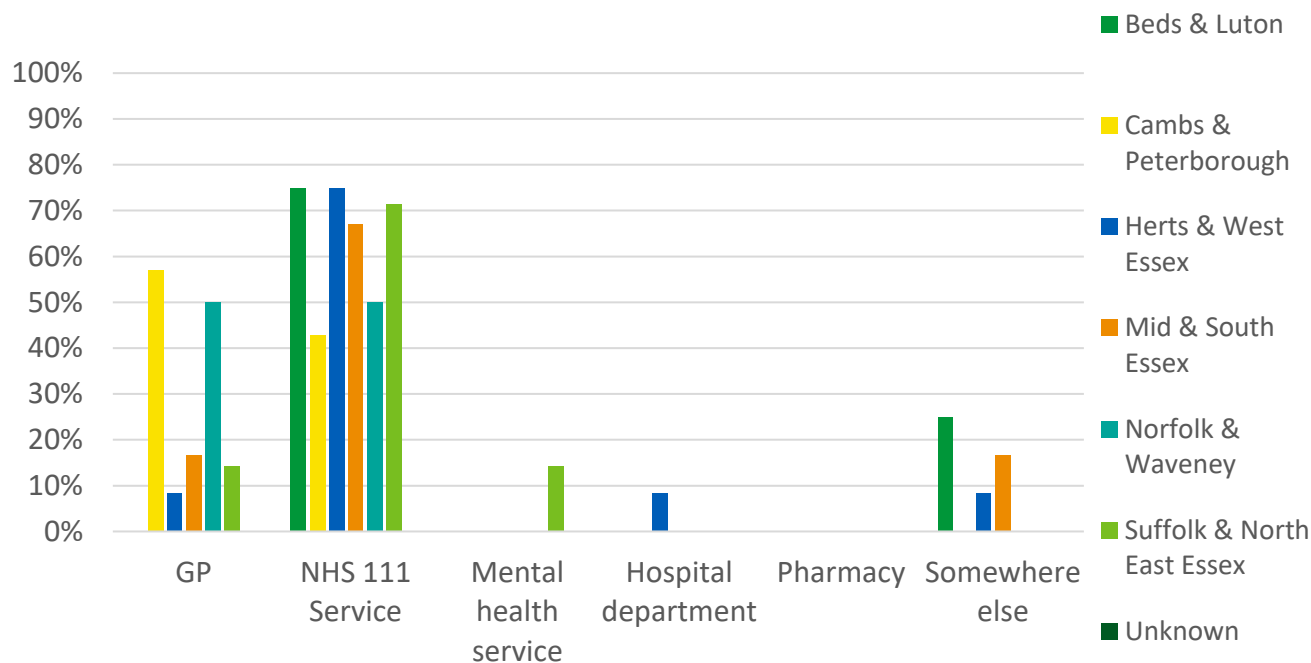
- “Daughter,” “Son,” “Mother,” “Husband,” “wife” and “carer”.

**Q3 – Please tell us if you had contacted any of the following before contacting the ambulance service:**

*(All answer types are listed, some multiple answers)*

Response	ICS Areas							August 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
GP	0 (0.0%)	4 (57.1%)	1 (8.3%)	1 (16.7%)	2 (50.0%)	1 (14.3%)	0 (0.0%)	9 (22.5%)
NHS 111 Service	3 (75.0%)	3 (42.9%)	9 (75.0%)	4 (66.7%)	2 (50.0%)	5 (71.4%)	0 (0.0%)	26 (65.0%)
Mental health service	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (14.3%)	0 (0.0%)	1 (2.5%)
Hospital department	0 (0.0%)	0 (0.0%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (2.5%)
Pharmacy	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Somewhere else	1 (25.0%)	0 (0.0%)	1 (8.3%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (7.5%)
<b>Total</b>	<b>4</b>	<b>7</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>40</b>
No/Unable to say	1	0	11	8	9	15	1	45
No reply	0	1	2	1	0	1	0	5

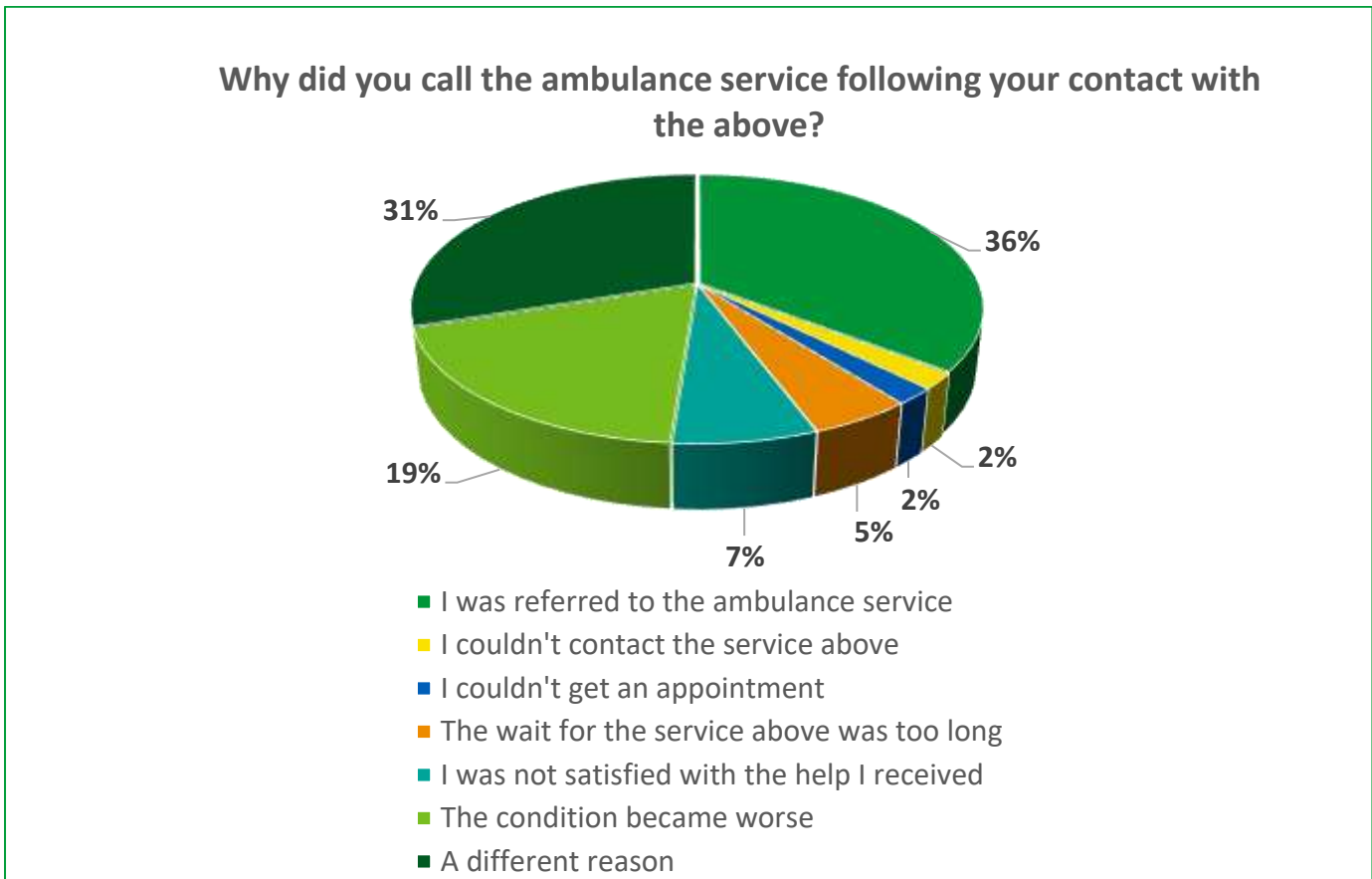
Please tell us if you had contacted any of the following before contacting the ambulance service:



39 patients had contacted another service prior to the ambulance service, with the NHS 111 Service (65.0%) being the most common service to have been initially contacted. The below comments were received from respondents who answered ‘somewhere else’:

- “My Mother contacted via alarm service.” (Patient 2, Norfolk & Waveney)
- “999.” (Patient 35, Beds & Luton)
- “Friends. None were near enough to help.” (Patient 36, Mid & South Essex)
- “Nurse.” (Patient 48, Herts & West Essex)

**Q4 – Why did you call the ambulance service following your contact with the above?**  
(All answer types are listed, some multiple answers)



36.0% of respondents who answered the above question had been referred to the ambulance service. The below comments were received from the respondents who had contacted the ambulance service for, 'a different reason' (31.0%):

Cambs & Peterborough

- *“The GP called the (name) team in our area who themselves contact the ambulance service following examination of the patient.” (Patient 16)*
- *“The doctor from 111 sent them.” (Patient 19)*
- *“The bank nurse from (name of surgery) came to visit our Father that same morning before we had to call 999. She did not take any observations and told our Mother there was nothing wrong with him! He was extremely bloated, incontinent both ends, dehydrated and incredibly confused.” (Patient 76)*

## Beds & Herts

- *“My partner called for the Ambulance as he thought I was having a fit and I already was confirmed with the corona virus a few days before.” (Patient 58)*

## Herts & West Essex

- *“111 sent ambulance and worried me on my symptoms... the ambulance service and the two paramedics were amazing.” (Patient 4)*
- *“Medical history on Clopidogrel plus excessive bleeding.” (Patient 11)*
- *“As I was too ill to drive myself to the hospital the hospital told me to dial 999.” (Patient 47)*
- *“111 phoned 999.” (Patient 52)*
- *“We (my neighbour and I) listened to the repeating message 4 times and listened to the music in between and my speech was getting worse.” (Patient 65)*
- *“The service was contracted by my granddaughter who is a nurse at Lister hospital. She gave them the facility’s required.” (Patient 84)*

## Mid & South Essex

- *“I had fallen and am unable to get myself up as I have MS. The friends I usually call on to help were away.” (Patient 36)*
- *“NHS 111 arranged the ambulance on my behalf.” (Patient 59)*
- *“We were told the Ambulance was going to be up to 14 hours when we rang 999, after calling a few times we resorted to calling 111.” (Patient 67)*

## Norfolk & Waveney

- *“Mother called ambulance as I was unable to use phone at that moment.” (Patient 50)*

## Suffolk & North Essex

- *“Recorded message saying 111 too busy to take the call.” (Patient 5)*
- *“I had had an accident.” (Patient 15)*
- *“In an emergency situation I have always found the ambulance service to be the best organisation to call for help.” (Patient 34)*
- *“Because I had a sudden nose bleed which I could not stop at 2.30am in the morning.” (Patient 51)*
- *“I collapsed and my son-in-law called an ambulance.” (Patient 69)*

## Q5 – Before your call to the ambulance service, had you received advice/treatment for the same condition, or something related to it?

67.5% of respondents who answered the above question advised that they had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week previously (11.7%), less than a month (11.7%) or more than a month (6.5%) previously.

## Q6 – How would you rate the handling of your emergency call?

Response	ICS Areas							August 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	2 (50.0%)	5 (71.4%)	14 (66.7%)	7 (70.0%)	7 (58.3%)	14 (70.0%)	0 (0.0%)	49 (65.3%)
Good	2 (50.0%)	1 (14.3%)	5 (23.8%)	1 (10.0%)	5 (41.7%)	2 (10.0%)	1 (100%)	17 (22.7%)
Neither good nor poor	0 (0.0%)	0 (0.0%)	2 (9.5%)	0 (0.0%)	0 (0.0%)	1 (5.0%)	0 (0.0%)	3 (4.0%)
Poor	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (20.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.7%)
Very poor	0 (0.0%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (15.0%)	0 (0.0%)	4 (5.3%)
<b>Total</b>	<b>4</b>	<b>7</b>	<b>21</b>	<b>10</b>	<b>12</b>	<b>20</b>	<b>1</b>	<b>75</b>
Don't know	0	0	1	2	1	1	0	5
No reply to question	0	1	2	0	0	1	0	4

Overall, 88.0% of respondents who answered the above question rated the handling of their emergency call as 'good' or 'very good.'

## Q7 – What was the outcome of your call to the ambulance service?

67 respondents (79.8%) who answered the above question advised that they received an emergency response. 11.9% of respondents answered 'other', and the remaining respondents either received advice on how to care for themselves/the patient (2.4%) or that an appointment was arranged/advised with another healthcare professional (6.0%).

The below comments were provided by respondents who answered 'other':

### Beds & Luton

- *"Advised to go to A&E." (Patient 35)*

### Cambs & Peterborough

- *"I was told to make my way to the A and E as the ambulance could take longer and there's not much they would do to help." (Patient 43)*

### Herts & West Essex

- *"X-ray revealed exploded bone in left hip due to osteoporosis causing a shard of bone to shoot down my leg." (Patient 45)*

### Norfolk & Waveney

- *"I was advised to go to hospital but I refused." (Patient 17)*

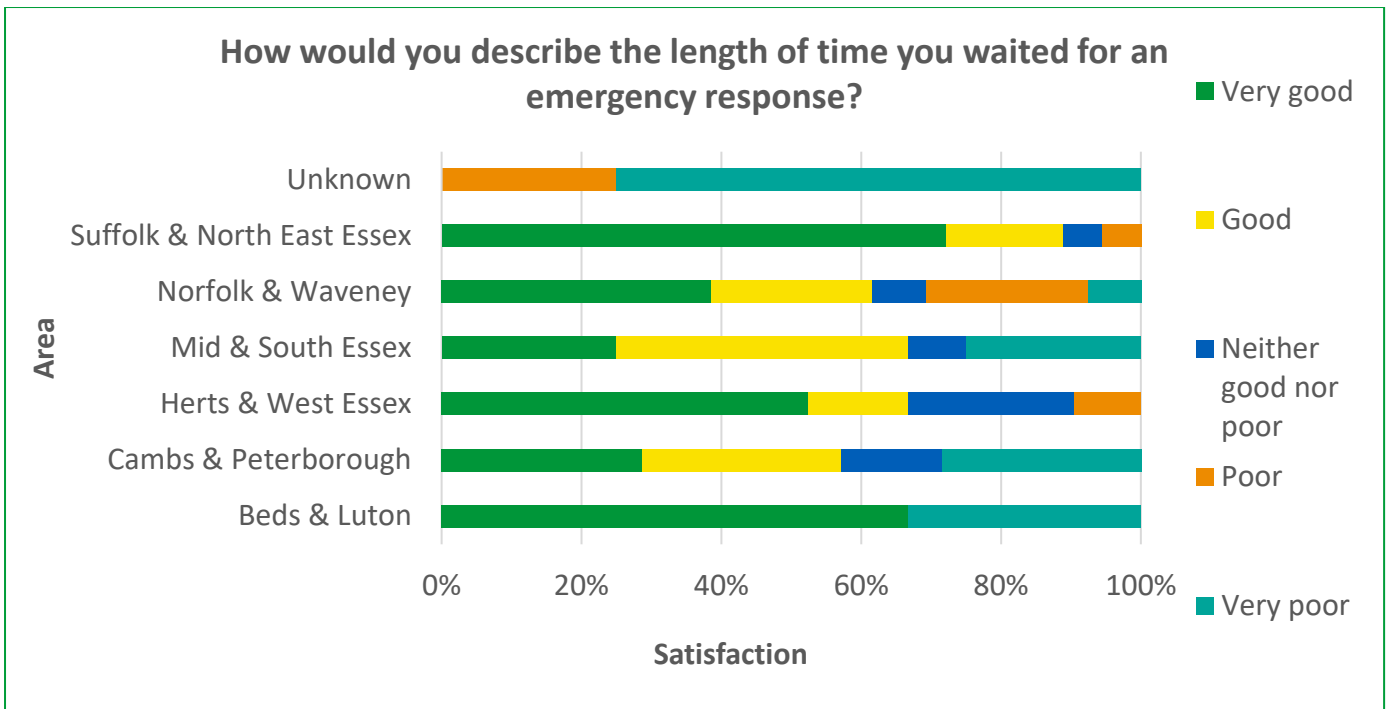
### Suffolk & North East Essex

- *"My husband was taken to hospital." (Patient 13)*
- *"We went to A&E." (Patient 15)*
- *"My neighbour took me to hospital." (Patient 51)*
- *"Call was to 111 and they requested the ambulance. The long wait was not due to the ambulance service." (Patient 79)*

## Q8 – How would you describe the length of time you waited for an emergency response?

Response	ICS Areas							August 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Very good	2 (66.7%)	2 (28.6%)	11 (52.4%)	3 (25.0%)	5 (38.5%)	13 (72.2%)	0 (0.0%)	36 (46.2%)
Good	0 (0.0%)	2 (28.6%)	3 (14.3%)	5 (41.7%)	3 (23.1%)	3 (16.7%)	0 (0.0%)	16 (20.5%)
Neither good nor poor	0 (0.0%)	1 (14.3%)	5 (23.8%)	1 (8.3%)	1 (7.7%)	1 (5.6%)	0 (0.0%)	9 (11.5%)
Poor	0 (0.0%)	0 (0.0%)	2 (9.5%)	0 (0.0%)	3 (23.1%)	1 (5.6%)	1 (25.0%)	7 (9.0%)
Very poor	1 (33.3%)	2 (28.6%)	0 (0.0%)	3 (25.0%)	1 (7.7%)	0 (0.0%)	3 (75.0%)	10 (12.8%)
Total	3	7	21	12	13	18	4	78
Don't know / unable to say	0	0	0	0	0	0	0	0
No reply to question	1	1	3	0	0	1	0	6





Overall, 66.7% of respondents who answered the above question rated the length of wait as ‘good’ or ‘very good.’

#### Q9 – Did the ambulance service staff introduce themselves to you?

Overall, 97.2% of respondents advised that ambulance service staff had introduced themselves. Two patients advised that the ambulance service staff did not introduce themselves, seven patients advised that they were ‘unable to say’ and six patients did not respond.

#### Q10 – Did the ambulance staff treat you with dignity and respect?

Encouragingly, 100% of respondents recalled being treated with dignity and respect to at least ‘some extent,’ with 95.9% of these respondents advising that they had ‘definitely’ been treated with dignity and respect.

### **Q11 – Did the ambulance staff respect your privacy?**

Of the 74 respondents who answered the above question; one respondent (1.4%) advised their privacy was respected to at least 'some extent,' with 98.6% of these respondents advising that they had 'definitely' been treated with privacy.

### **Q12 – How would you describe the attitude of the ambulance service staff?**

68 respondents (94.4%) who answered the above question described the attitude of ambulance service staff as being 'excellent' or 'good' (5.6%).

### **Q13 – Did you feel you could trust the ambulance service staff?**

72 respondents (98.6%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 91.8% of respondents advising that they could 'definitely' trust the ambulance service staff.

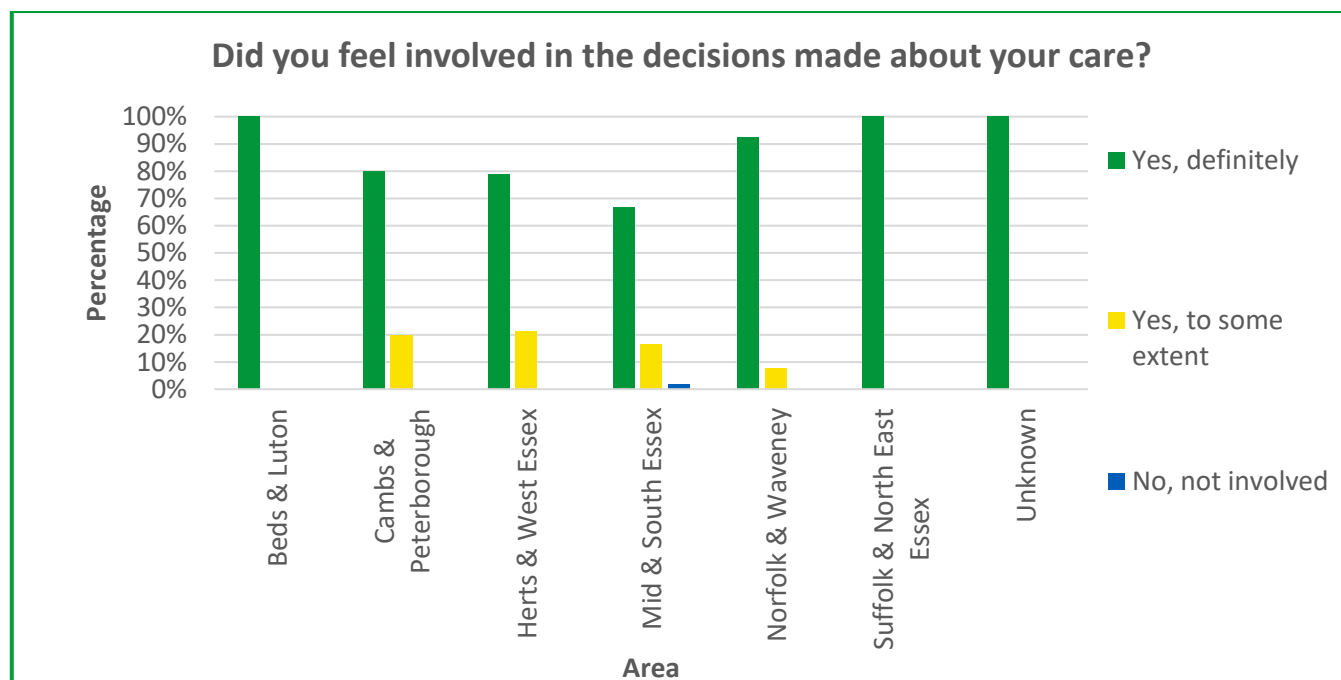
**Q14 – Did the ambulance service staff explain your care and treatment to you in a way that you could understand?**

Response	ICS Areas							
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	August 2021 all areas total
Yes, definitely	2 (100%)	5 (100%)	18 (94.7%)	9 (75.0%)	13 (100%)	18 (100%)	1 (100%)	66 (94.3%)
Yes, but not in a way I was able to understand	0 (0.0%)	0 (0.0%)	1 (5.3%)	2 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (4.3%)
No, no explanation was given	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (1.4%)
<b>Total</b>	<b>2</b>	<b>5</b>	<b>19</b>	<b>12</b>	<b>13</b>	<b>18</b>	<b>1</b>	<b>70</b>
Unable to say	1	2	1	0	0	1	0	5
No reply to question	1	1	4	0	0	3	0	9



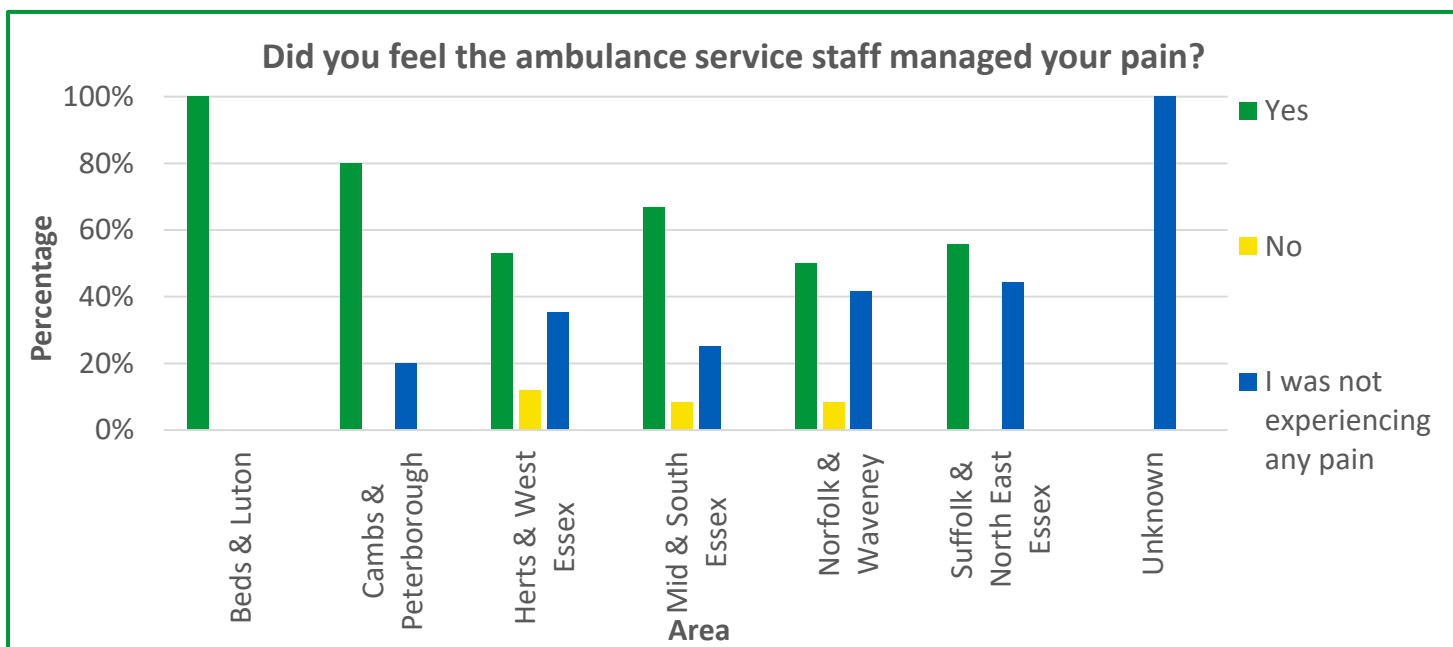
## Q15 – Did you feel involved in the decisions made about your care?

Response	ICS Areas							August 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes, definitely	2 (100%)	4 (80.0%)	15 (78.9%)	8 (66.7%)	12 (92.3%)	18 (100%)	1 (100%)	60 (85.7%)
Yes, to some extent	0 (0.0%)	1 (20.0%)	4 (21.1%)	2 (16.7%)	1 (7.7%)	0 (0.0%)	0 (0.0%)	8 (11.4%)
No, not involved	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (2.9%)
Total	2	5	19	12	13	18	1	70
Unable to say	1	2	1	0	0	1	0	5
No reply to question	1	1	4	0	0	3	0	9



## Q16 – Did you feel the ambulance service staff managed your pain?

Response	ICS Areas							August 2021 all areas total
	Beds & Luton	Cambs & Peterborough	Herts & West Essex	Mid & South Essex	Norfolk & Waveney	Suffolk & North East Essex	Unknown	
Yes	2 (100%)	4 (80.0%)	9 (52.9%)	8 (66.7%)	6 (50.0%)	10 (55.6%)	0 (0.0%)	39 (58.2%)
No	0 (0.0%)	0 (0.0%)	2 (11.8%)	1 (8.3%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	4 (6.0%)
I was not experiencing any pain	0 (0.0%)	1 (20.0%)	6 (35.3%)	3 (25.0%)	5 (41.7%)	8 (44.4%)	1 (100%)	24 (35.8%)
I declined pain relief	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total</b>	<b>2</b>	<b>5</b>	<b>17</b>	<b>12</b>	<b>12</b>	<b>18</b>	<b>1</b>	<b>67</b>
Unable to say	1	2	3	0	1	1	0	8
No reply to question	1	1	4	0	0	3	0	9



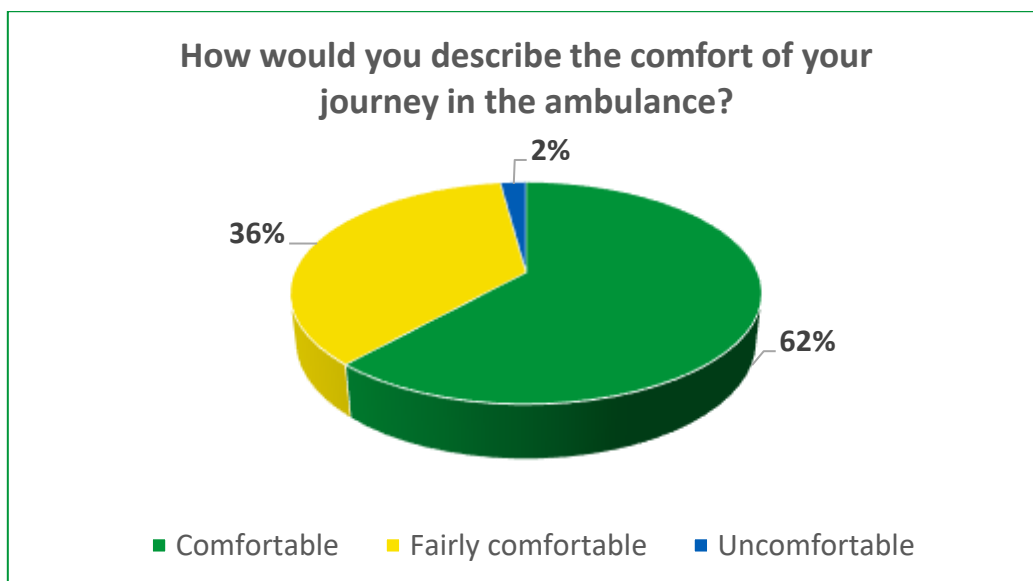
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August 2021

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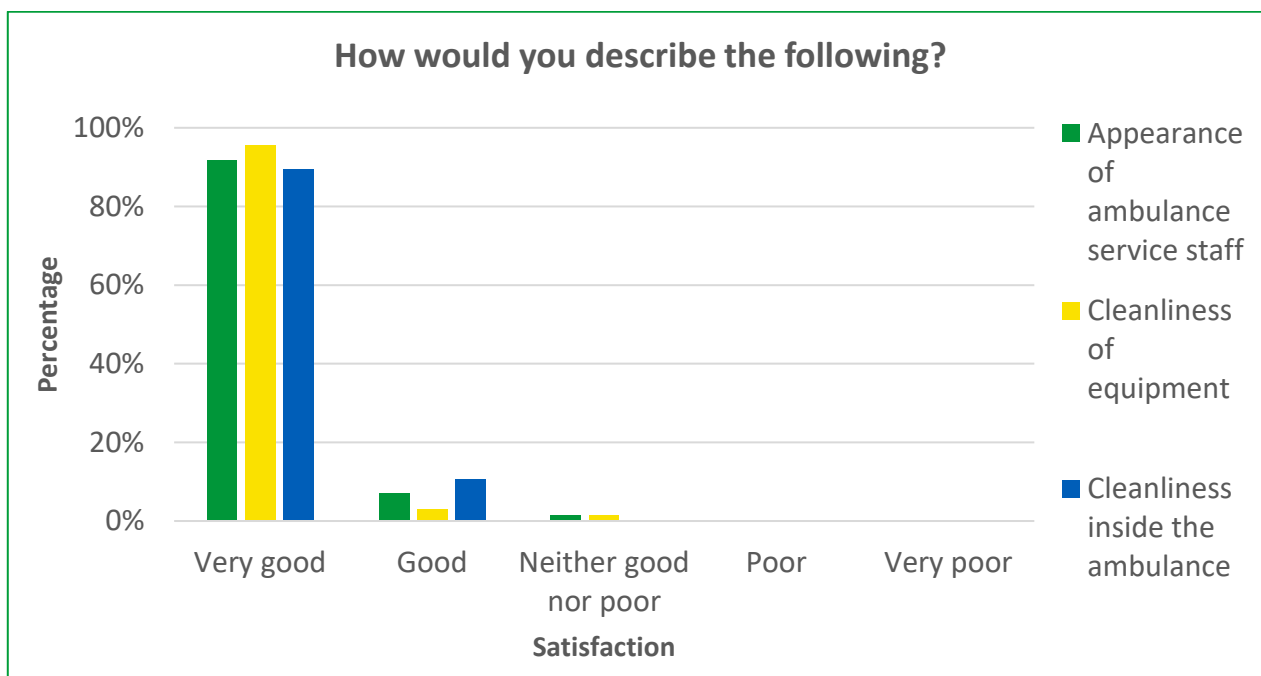
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## Q17 – How would you describe the comfort of your journey in the ambulance?



Of the respondents who answered the above question, 97.9% described their journey as being either 'fairly comfortable' or 'comfortable.'

## Q18 – How would you describe the following?



Of the respondents who answered the above question, the cleanliness of the interior of the ambulance, the cleanliness of the equipment and the appearance of ambulance service staff were all rated as either 'good' or 'very good' and two remaining respondents advised 'neither good nor poor' in response to this question.

### **Q19 – If you were transported to hospital, how did you find the handover process?**

Of the respondents who were able to answer this question, 38 (92.7%) rated the handover process as being either 'good' or 'very good.' The remaining respondents were either not conveyed, 'unable to say' or they did not respond.

### **Q20 – If you were treated over the telephone, were you able to follow the advice given?**

63 respondents advised that this question was 'not applicable/unable to say.' However, seven respondents advised that they were able to follow the advice given over the telephone.

## Q21 – Which service did we advise seeing / arrange an appointment with?

(All answer types are listed, some multiple answers)

Of the 49 respondents who were able to answer to this question, (34.7%) were advised to see/arrange an appointment with a ‘hospital department,’ with the remaining respondents answering ‘GP’ (38.8%), ‘other’ (16.3%) and ‘NHS 111’ (10.2%).

The below comments were provided by respondents who answered ‘other’:

### Cambs & Peterborough

- *“Although we had to wait a while and did not know at the time the ambulance was coming from Bury St Edmunds when the paramedics arrived they were both very concerned that the nurse who had visited that morning had not done any observations or called for immediate help for our Father. When the Paramedics took our Father to Addenbrookes Hospital he was admitted to intensive care for 5 days.” (Patient 76)*

### Herts & West Essex

- *“A&E.” (Patient 11)*
- *“Trip to A & E in own transport as ambulance not capable of wheelchair access.” (Patient 48)*

### Mid & South Essex

- *“First ambulance staff suggested this action.” (Patient 80)*

### Norfolk & Waveney

- *“Mental health professional.” (Patient 17)*

### Suffolk & North Essex

- *“Taken to hospital.” (Patient 13)*
- *“No advice was given other than put a cold pack on the nose.” (Patient 51)*



## Q22 – Did we explain why an ambulance would not be sent on this occasion?

Six respondents answered this question and advised that an explanation was provided as to why an ambulance would not be sent, five respondents advised that no explanation was provided. 67 respondents stated that this question was 'not applicable/unable to say,' and 10 respondents did not respond.

## Q23 – Did you agree with the decision not to send an ambulance?

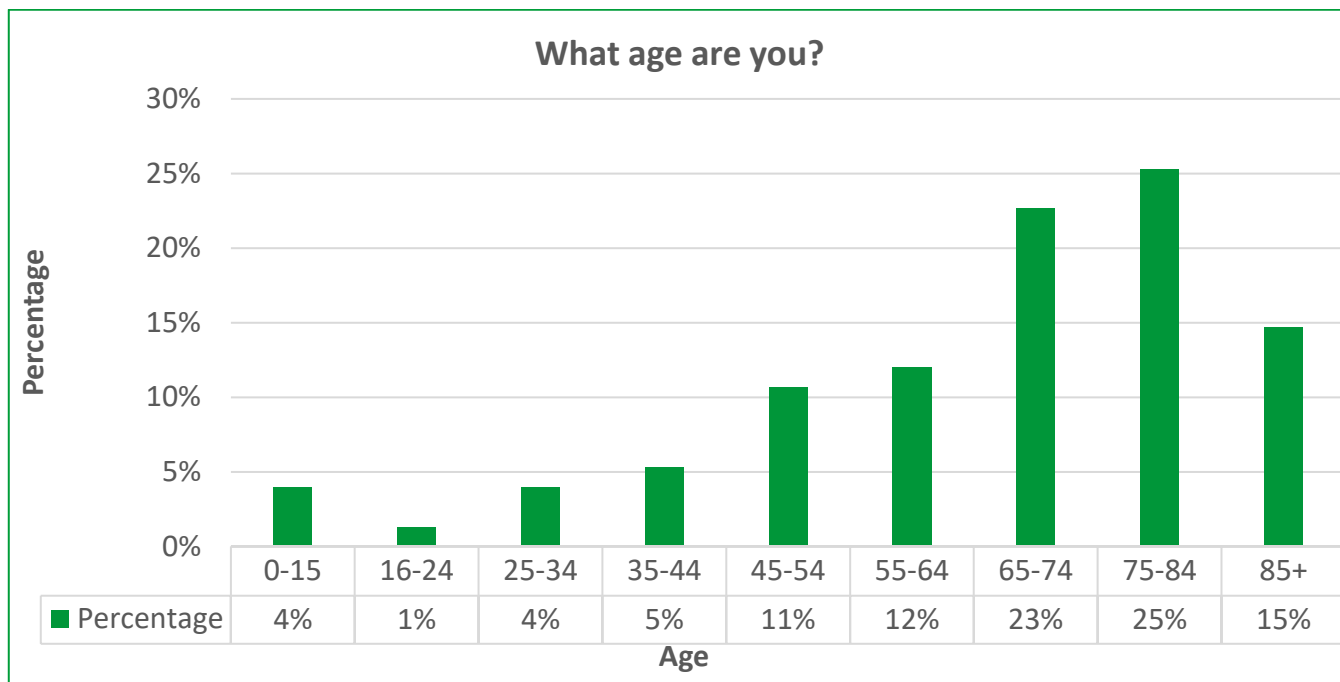
Of the nine respondents who answered this question, five (55.5%) did agree with the decision not to send an ambulance. However, four respondents (44.4%) did not agree with this decision.

Additional comments provided:

- *"I was unable to stop the bleeding. After I was admitted to A&E Ipswich in the early hours of Saturday morning 14th August, I was transferred to Colchester and discharged on Tuesday 17<sup>th</sup>." (Patient 51, Suffolk & North Essex)*
- *"Unfortunately, no ambulances available and suspected stroke did not put me as a higher risk patient I will not condemn the Ambulance service or the NHS as it is a sign of the times we live in. I got lucky this time and came home but I still will not criticise a front line service that is always there for us." (Patient 77, Cambs & Peterborough)*

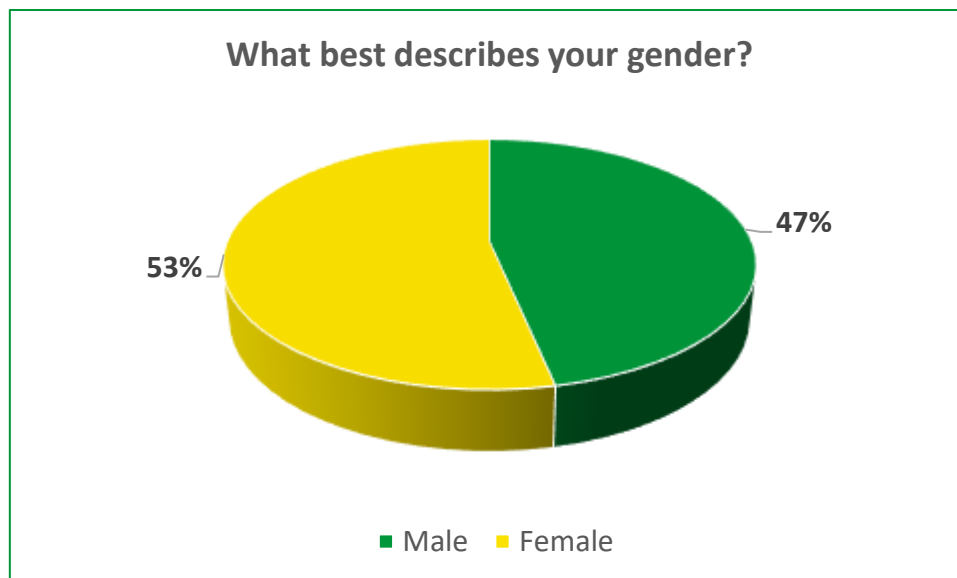
## Demographics and Equality and Diversity Information

### Age



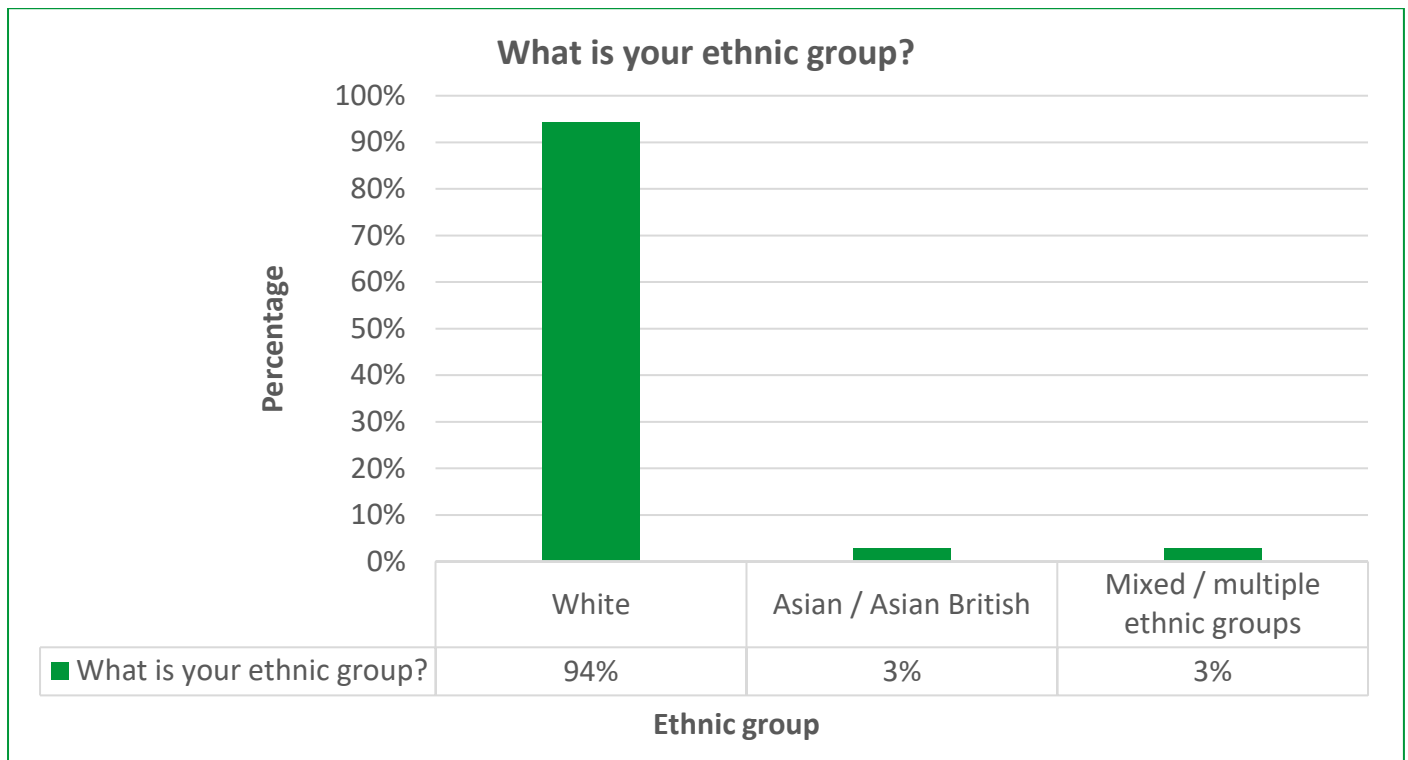
Eight patients did not complete this question.

### Gender



Eight respondents did not complete this question.

## What is your ethnic group?



12 respondents did not complete this question.

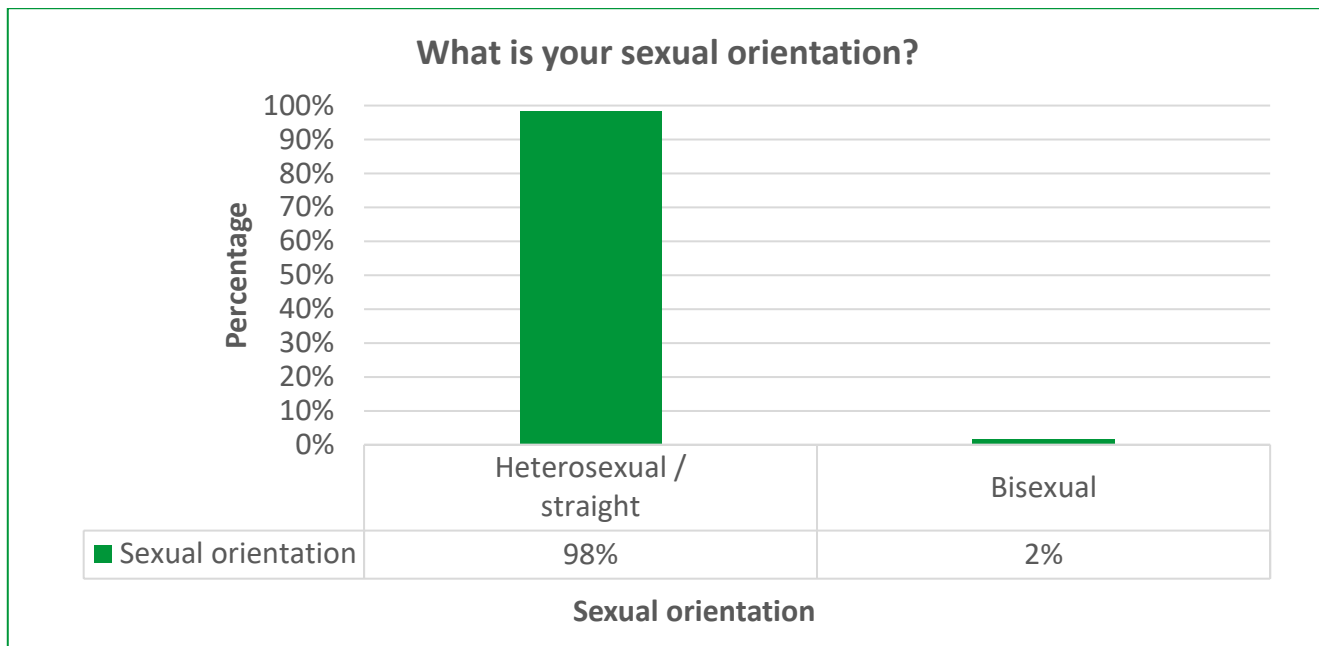
## Religion or Belief



Six respondents replied, 'prefer not to say', 13 respondents did not complete this question and the below comment was provided by the respondent who answered 'other':

- *"Catholic." (Patient 42, Mid & South Essex)*

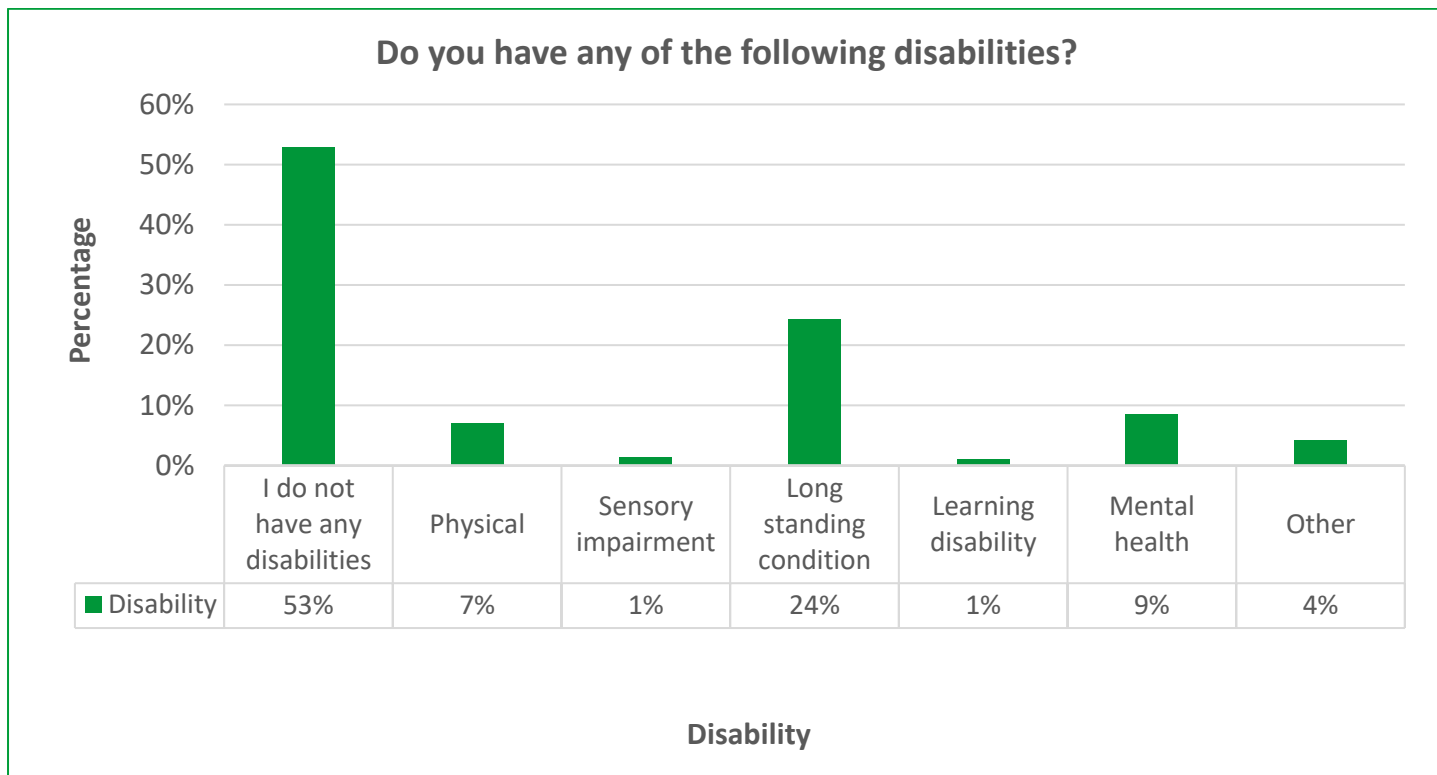
## What is your sexual orientation?



Five respondents replied, 'prefer not to say' and 16 respondents did not complete this question.

## Do you have any of the following disabilities?

(All answer types are listed, some multiple answers)

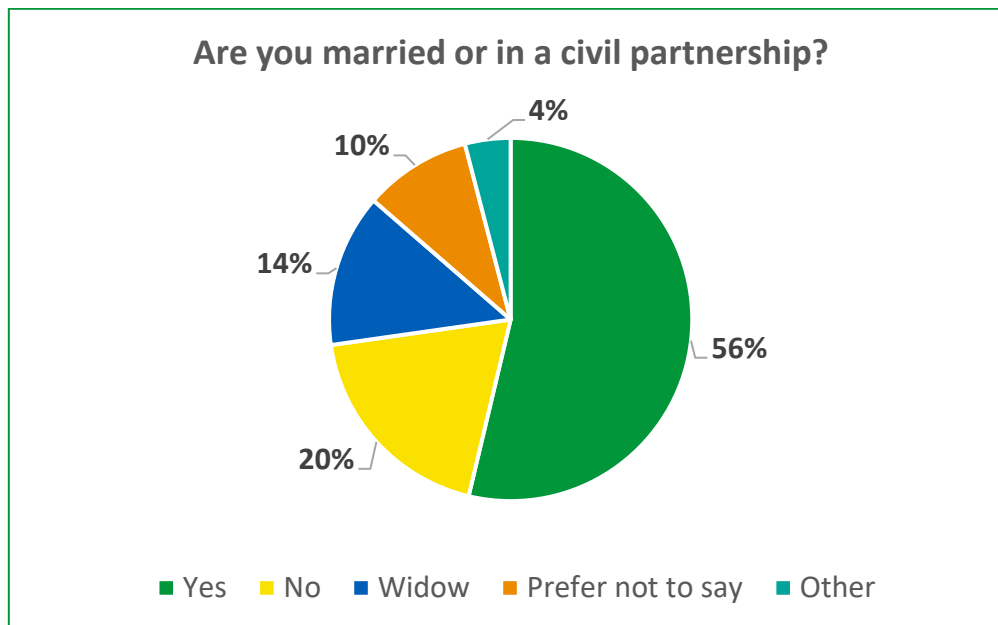


One respondent replied, ‘prefer not to say’, 15 respondents did not complete this question and the below comments were provided by the respondents who answered ‘other’: The below comments were received from the patients who responded ‘other’ in answer to this question:

- *“Parkinson’s disease.” (Patient 13, Suffolk & North Essex)*
- *“Panic attacks and depression.” (Patient 50, Norfolk & Waveney)*
- *“Blood cancer, diabetes and pacemaker.” (Patient 81, Suffolk & North Essex)*

## Are you married or in a civil partnership?

(All answer types are listed, some multiple answers)



15 respondents did not complete this question and the below comments were provided by the three respondents who answered 'other':

- "Live with partner." (Patient 19, Cambs & Peterborough)
- "Long term partnership." (Patient 55, Norfolk & Waveney)
- "Have a long-term partner who is also my carer but we do not live together." (Patient 58, Beds & Luton)

## Are you currently pregnant or had a child within the last twelve months?

(All answer types are listed, some multiple answers)

Of the 51 respondents who answered this question, 44 (86.3%) advised that they were not pregnant, six (11.8%) responded that they did not have a child under 12 months old and one (2.0%) respondent advised that they were pregnant. 23 respondents replied, 'not applicable' and 15 respondents did not respond.

### Aftercare

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