



# Emergency Service Patient Experience Report

Emergency Service October to December 2021

Author: Tessa Medler, Patient Experience Facilitator

Report Period: October to December 2021

Date of Report: March 2022

# Emergency Service patient experience results for October to December 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 October to December 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, with any patients who do not trace 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 the Integrated Care System (ICS) area. 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, **89.9%** of respondents who answered the overall satisfaction question and had used the ES during October to December 2021 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (88.8%), with 75 respondents (77.1%) advising that they had received an emergency response following their call. Overall, 70.0% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 8.2% of respondents rated the time the ambulance took to arrive as either 'poor' or 'very poor.'

Positively, the majority of respondents felt that they were treated with dignity, respect and privacy and could trust the ambulance service staff. 234 respondents also provided 'good' (2.5%) or 'excellent' (95.8%) ratings in relation to staff attitude.

Overall, 97.6% of respondents felt that they were involved in the decisions made in relation to their care to at least 'some extent,' with treatment and care explained in an understandable way to most patients (98.2%). The majority of respondents felt that their pain had either been managed (60.6%) or they had not been experiencing pain (36.1%). However, six respondents (2.9%) did not feel that their pain had been appropriately managed.

Cleanliness of the interior of the ambulance, equipment and the appearance of staff were rated highly, and 94.9% of conveyed patients had felt at least 'fairly comfortable' during their journey to hospital.

The majority of additional comments received were positive and demonstrated the professionalism, kindness and care provided by staff. However, the main area of dissatisfaction was once again in relation to ambulance delays/non-attendance, with unfortunately seven comments also received in relation to the attitude of call handling staff.

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:

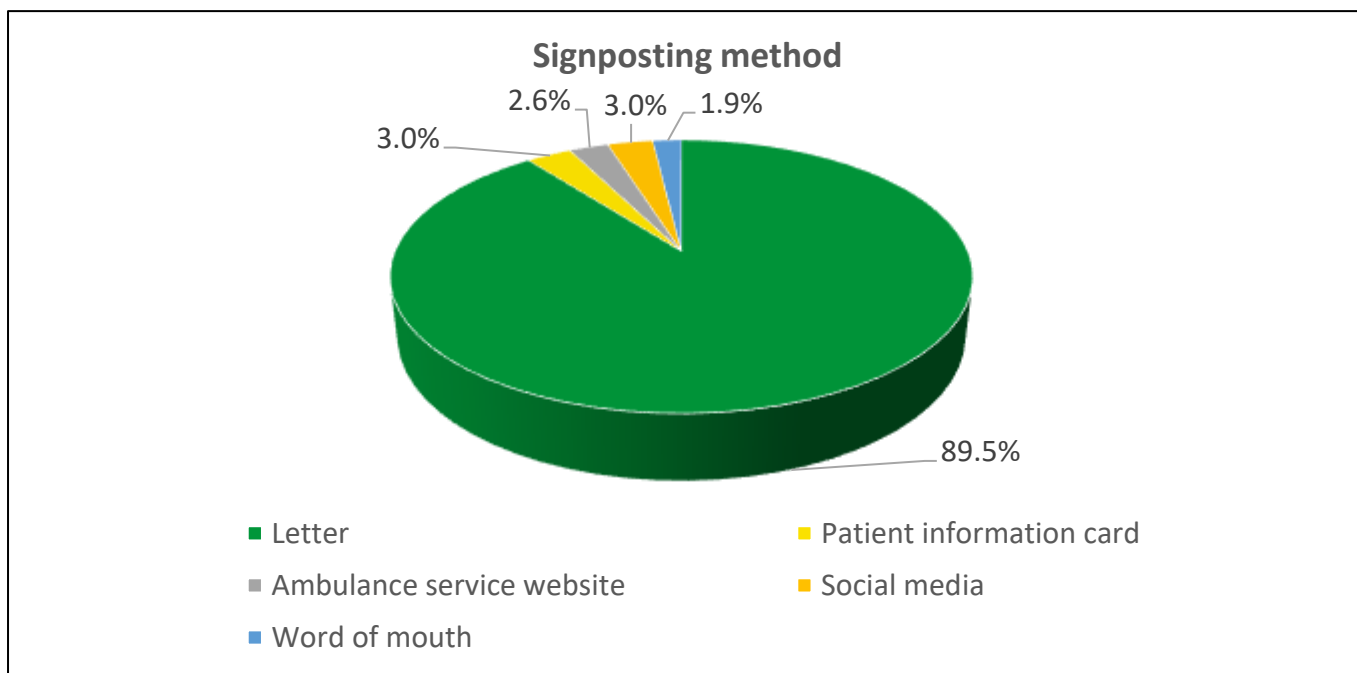
The results to the survey have been grouped into the below Integrated Care Systems (ICS):

- 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.' Some patients may also have provided multiple responses.

## How did you hear about the survey?

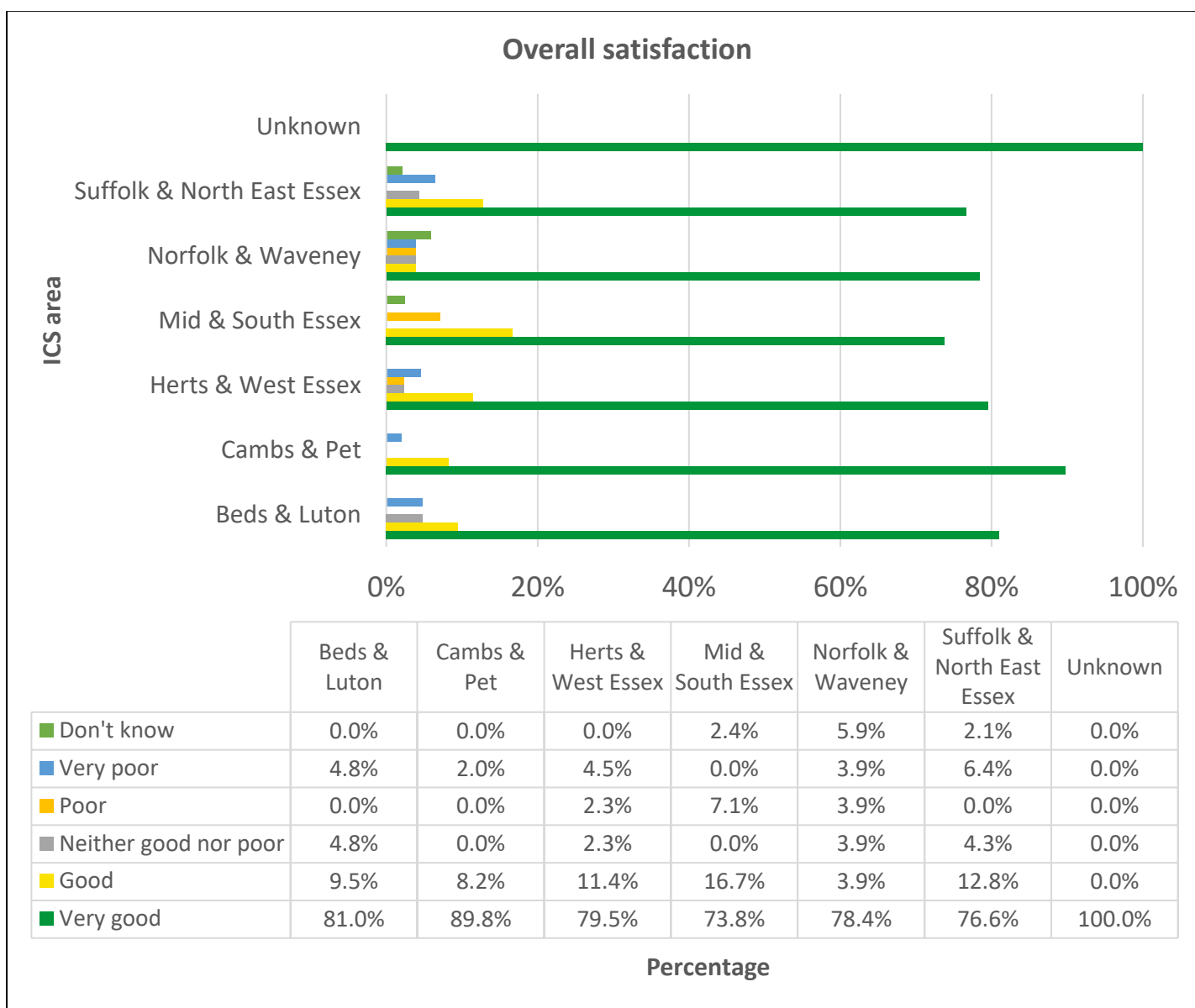


Various methods are used to signpost the online surveys, however, most respondents (89.5%) advised that they had heard about the survey via the invitation to feedback letter.

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

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

Overall, 89.9% of respondents who answered the FFT question and had used the service during October to December 2021 rated the service as 'good or 'very good.'



## Q2 – Are you the patient?

Overall, 69.3% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: “mother,” “father,” “daughter,” “son,” and “spouse.”

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

Overall, 152 respondents advised that had been in contact with another healthcare provider prior to calling 999: 108 respondents (71.1%) had initially contacted the NHS 111 Service, 27 respondents (17.8%) had contacted their GP, two respondents (1.3%) had contacted their local pharmacy, one respondent (0.7%) had contact with the hospital and 14 respondents (9.2%) had contacted ‘somewhere else.’

The remaining respondents were either ‘unable to say’ or did not respond.

The below comments were received from respondents who answered ‘somewhere else’:

### Beds & Luton

- *“I contact my GP, NHS 111 no reply. A&E., finally 999.” (Patient 75)*
- *“Specialist nurse (gynaecology post surgery support).” (Patient 229)*
- *“Someone else called.” (Patient 244)*

### Cambs & Peterborough

- *“Care line.” (Patient 131)*
- *“NHS 111.” (Patient 241)*

### Herts & West Essex

- *“Careline piper alarm.” (Patient 235)*



## Mid & South Essex

- *“After I fell to the lawn I pressed my lifeline UK red necklace button, who contacted my son, who called a neighbour.” (Patient 80)*
- *“People whose house where accident happened called for an ambulance.” (Patient 205)*
- *“NHS 111.” (Patient 216)*
- *“Palliative care nurse.” (Patient 245)*

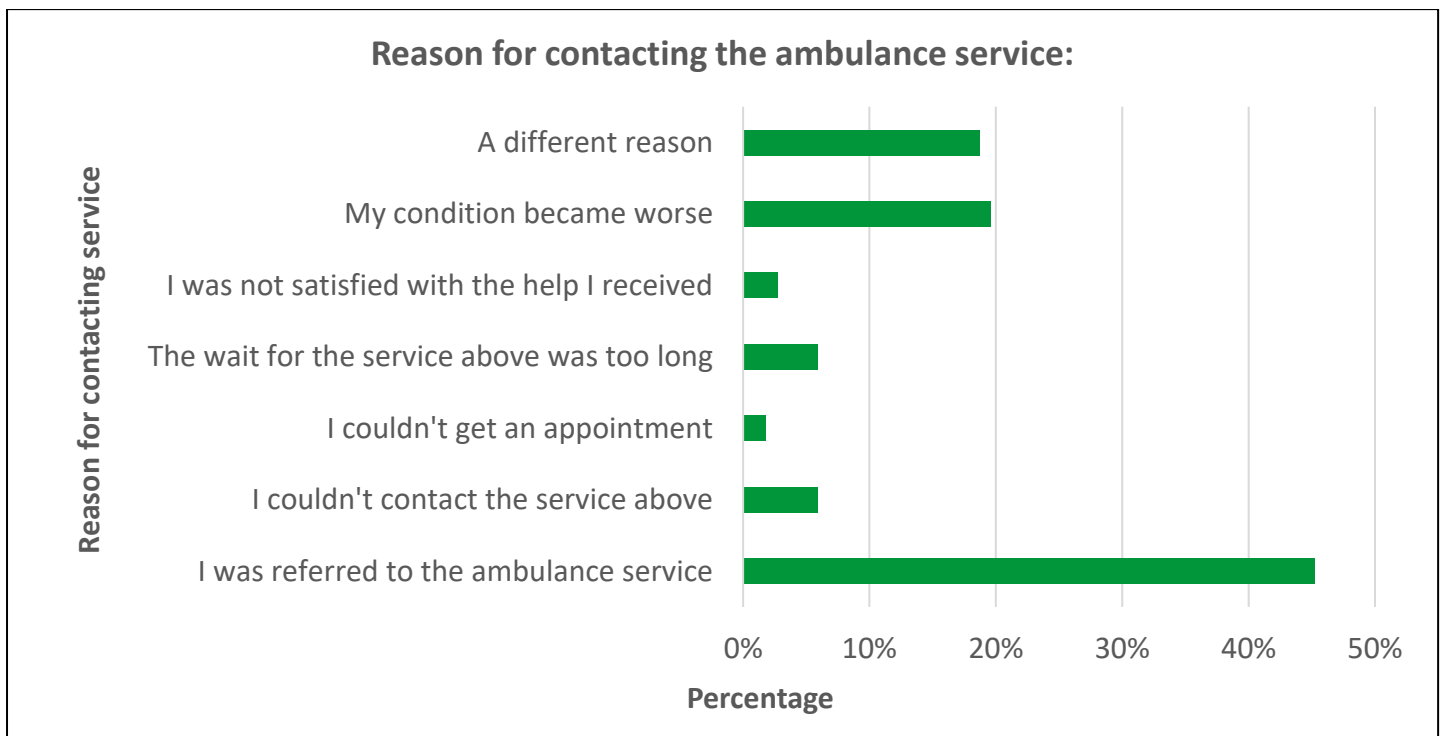
## Norfolk & Waveney

- *“GP and pharmacy closed for bank holiday.” (Patient 225)*

## Suffolk & North East Essex.

- *“I cannot remember.” (Patient 105)*

### Q4 – Why did you call the ambulance service following your contact with the above?



Overall, 45.2% 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':

### Beds & Luton

- *"The surgery did not want to see their patient, I called 111 twice hanging on over 45 minutes each time, phone A&E and spoke to sister then doctor. Called 999."* (Patient 75)
- *"I was unable to contact anyone as I had the accident and was flat on my back."* (Patient 244)

### Cambs & Peterborough

- *"I needed transport to hospital and was unable to move myself into a car."* (Patient 30)
- *"Tried 111 but got Covid info, seemed to go on so long so cut that off and phoned local GP to get a Doctor to check her as she could not stop sobbing, (Fell in shower backwards cut back of head), explained situation she was in shock, and they contacted the emergency services instead."* (Patient 91)
- *"NHS 111 called the ambulance for us."* (Patient 126)
- *"It was an emergency, my mum had fallen and hit her head and was bleeding and struggling to breath."* (Patient 136)
- *"I contacted 111 who sent for an ambulance."* (Patient 150)
- *"NHS 111 called the ambulance service."* (Patient 166)
- *"I was advised by a doctor (family member) to do so."* (Patient 173)
- *"NHS 111 called the ambulance."* (Patient 241)
- *"I didn't call the ambulance service. I'd fallen in the street (St Ives)."* (Patient 255)

## Herts & West Essex

- *“Ambo called by my GP.” (Patient 149)*
- *“I had a fall in my sons home and he phoned for Ambulance.” (Patient 159)*
- *“111 arranged the ambulance we expected to see a doctor.” (Patient 190)*
- *“It was an emergency.” (Patient 206)*
- *“I was waiting for the GP to phone back but my condition worsened.” (Patient 232)*
- *“NHS 111 service booked the ambulance at the time of my call to them.” (Patient 270)*

## Mid & South Essex

- *“No reply from 111 and my neck and tongue were swelling at an alarming rate, the tongue making it difficult to breath. I then pressed my red alarm button connected to Careline 365 and, although I couldn’t pronounce words properly, the man in the Centre realised I was in real trouble and called an ambulance immediately, staying on the line until they arrived.” (Patient 66)*
- *“111 arranged it.” (Patient 71)*
- *“Neighbour contacted another neighbour, who called the service as I could not get up.” (Patient 80)*
- *“I had no use of my legs and unable to use a toilet, asked if I can use my legs which made me a non emergency as I could not use them.” (Patient 119)*
- *“As I had broken a hip I obviously could not get up which is why when a couple of people who lived in the houses nearby and saw what happened and came out to see if they could help and offered to ring for an ambulance.” (Patient 205)*

## Norfolk & Waveney

- *“My GP had prescribed Antibiotics and Steroids for a chest infection, also a chest X-ray and a D dimer test. The D dimer test was 930 and the Ambulance was very kindly called to take me to Q/E at Kings Lynn for further tests.” (Patient 26)*
- *“Knew it was a heart attack.” (Patient 40)*
- *“I did try GP couldn’t get through.” (Patient 97)*
- *“As above 111 contacted the Ambulance service.” (Patient 170)*
- *“111 contacted the ambulance service and between them decided to send the nurses.” (Patient 171)*
- *“111 was busy and had a long wait to be found an appointment.” (Patient 176)*
- *“GP advised to call 999.” (Patient 212)*
- *“As I collapsed on the street & a passer-by found me they called the ambulance.” (Patient 265)*

## Suffolk & North East Essex

- *“Last time the same thing happened I was told by paramedics if it happened again to call for an ambulance.” (Patient 101)*
- *“It was an emergency.” (Patient 114)*
- *“The ambulance was called on my behalf.” (Patient 116)*
- *“My colleague called ambulance as she thought I might have a stroke.” (Patient 130)*
- *“Ambulance was called by someone else at the scene.” (Patient 155)*
- *“I did not call the service. I called 111 and they sent ambulance.” (Patient 213)*
- *“Her condition became worse.” (Patient 236)*

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

65.7% of respondents who answered the above question had not previously received advice/treatment about the same condition/something related. The remaining respondents had either received advice/treatment less than a week (16.5%), less than a month (9.1%) or more than a month (8.7%) previously.

The remaining respondents were either 'unable to say' or did not respond.

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

Overall, 88.8% of respondents who answered the above question rated the emergency call handling as 'good' (11.6%) or 'very good' (77.2%). However, 12 respondents (5.2%) felt the call handling was 'poor' or 'very poor.'

The remaining respondents were either 'unable to say' or did not respond.

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

209 respondents (77.1%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (13.3%), advice on how to care for themselves/the patient (7.0%), and one patient (2.6%) had an appointment arranged/advised with another healthcare professional.

The remaining respondents were either 'unable to say' or did not respond.

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

### Beds & Luton

- *"This led to hospital admittance." (Patient 34)*
- *"My 84 year old husband was admitted to one hospital and discharged the early hours vomiting. (He was readmitted 24 hours later to another hospital where he received excellent care for 19 days (perforation of the bowel and kidney failure. He made a good recovery." (Patient 75)*
- *"I didn't call the ambulance service. The advisor on my 111 call said that she was referring me and she arranged for the ambulance to come." (Patient 195)*
- *"Taken to hospital and thoroughly checked over, scans etc." (Patient 244)*
- *"Husband taken to hospital." (Patient 253)*

### Cambs & Peterborough

- *"The people that helped me told me what was happening. They called the ambulance service." (Patient 255)*

### Herts & West Essex

- *"A response car arrived to support our medical team." (Patient 7)*
- *"No options or alternative legal methods to get help provided." (Patient 8)*
- *"If it wasn't for the speed, efficiency and care of the paramedics and ambulance crew I don't think I would be here today." (Patient 68)*
- *"They insisted to take my baby to the hospital." (Patient 214)*
- *"The ambulance arrived soon after calling 999." (Patient 232)*

## Mid & South Essex

- *“They called to ask me to take my son myself after waiting an hour.” (Patient 71)*
- *“Waited for ambulance after my neighbour contacted service.” (Patient 80)*
- *“I was taken via stretcher in ambulance to hospital. I was treated better by the ambulance than I was at hospital 100%.” (Patient 119)*
- *“I was taken to A&E Broomfield.” (Patient 146)*
- *“When my husband rang the ambulance service he was asked if he would speak to a clinician, which he did, the clinician then spoke to me and made the decision to send an ambulance.” (Patient 201)*
- *“I was taken to A&E for assessment and then I had an operation and given a new hip. You will see I have ticked I received emergency response, however as I have mentioned above I was several hours on the pavement due, I assume, lack of resources.” (Patient 205)*
- *“A paramedic contacted me by phone.” (Patient 245)*

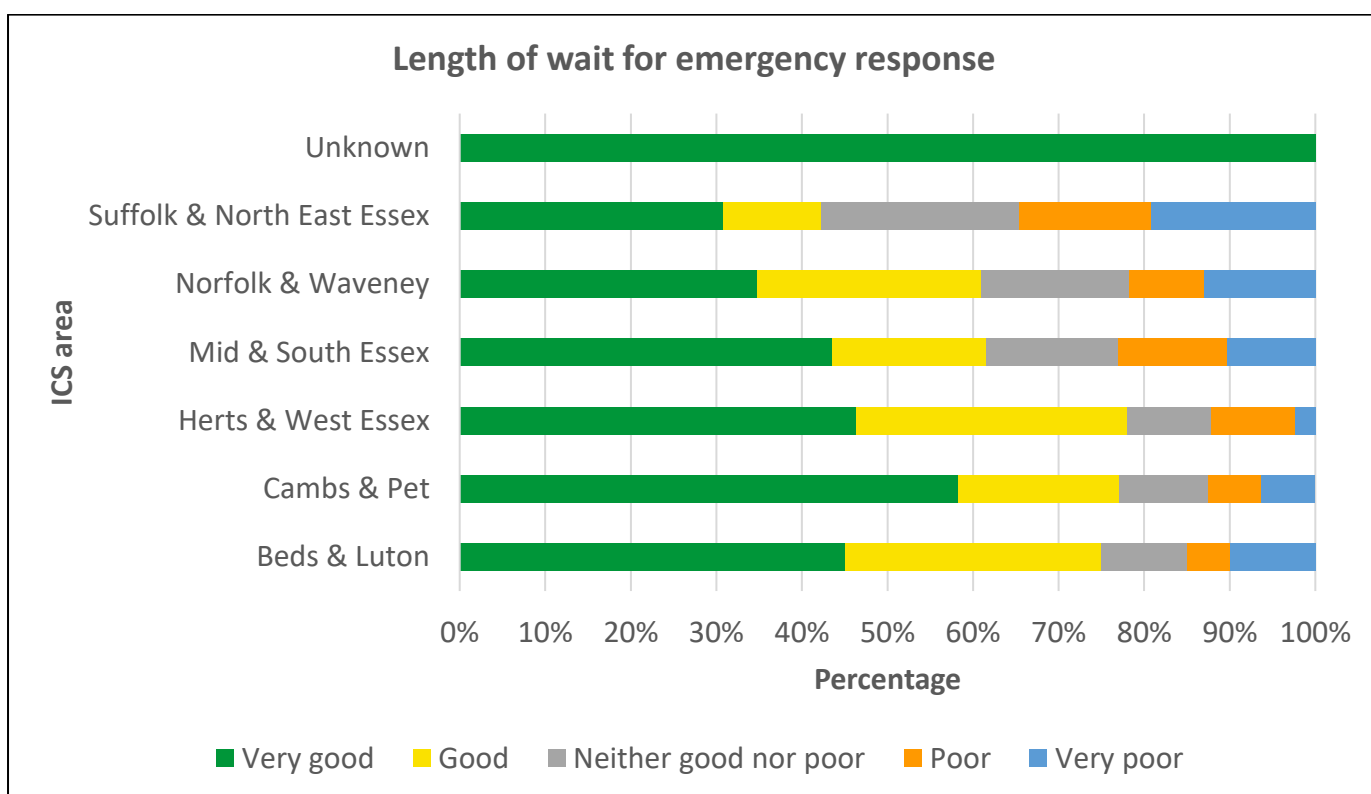
## Norfolk & Waveney

- *“My husband called 999 as I was bleeding from my head.” (Patient 15)*
- *“As above after a 3 hour wait and being told no eta was known a friend drove me to a&e.” (Patient 42)*
- *“Taken to hospital.” (Patient 54)*
- *“I wouldn’t go in hospital due covid ward I wanted treatment be issued me home as am extremely vulnerable group.” (Patient 97)*
- *“I presume arrival just within 2 hours counts as emergency response but don't really know. I know the first few hours after a stroke are critical.” (Patient 177)*
- *“The person who called was advised an ambulance would be sent.” (Patient 265)*

## Suffolk & North East Essex

- “No help received!” (Patient 4)
- “They asked if I could get to the hospital any other way so when my friend said she would drive me I rang and cancelled the ambulance.” (Patient 41)
- “Ambulance attended after a 3.5 hour wait.” (Patient 89)
- “The crew decided to take me to hospital because my blood pressure was far too high.” (Patient 105)
- “111 arranged the ambulance.” (Patient 213)

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



Overall, 70.0% of respondents who answered the above question rated the length of wait as ‘good’ (22.2%) or ‘very good’ (47.7%). However, 8.2% of respondents felt the time they waited was ‘poor’ (8.6%) or ‘very poor’ (8.6%).

The remaining respondents were either ‘unable to say’ or did not respond.



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

Overall, 97.4% of respondents advised that ambulance service staff had introduced themselves. However, six respondents (2.6%) did not recall receiving an introduction.

The remaining respondents were either 'unable to say' or did not respond.

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

Overall, 99.2% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with 97.5% of these respondents answering 'definitely.' However, two respondents (0.8%) did not feel that they had been treated respectfully or with dignity.

The remaining respondents were either 'unable to say' or did not respond.

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

233 respondents (99.6%) who answered the above question advised their privacy was respected to at least 'some extent,' with 97.0% of these respondents advising that they had 'definitely' been treated with privacy.

The remaining respondents were either 'unable to say' or did not respond.

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

Positively, 234 respondents (98.3%) who answered the above question described the attitude of ambulance service staff as 'excellent' (95.8%) or 'good' (2.5%). However, four respondents (1.7%) rated staff attitude as 'poor.'

The remaining respondents were either 'unable to say' or did not respond.

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

231 respondents (98.7%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 97.4% of these respondents advising that they 'definitely' trusted the ambulance service staff.

Unfortunately, three patients (1.3%) did not feel that they could trust the ambulance service staff.

The remaining respondents were either 'unable to say' or did not respond.

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

Overall, 224 respondents (98.2%) who answered the above question recalled the explanation of their care/treatment as being in a way they could understand.' Two respondents (0.9%) advised that they did not understand the explanation provided and two respondents (0.9%) did not recall receiving an explanation from staff.

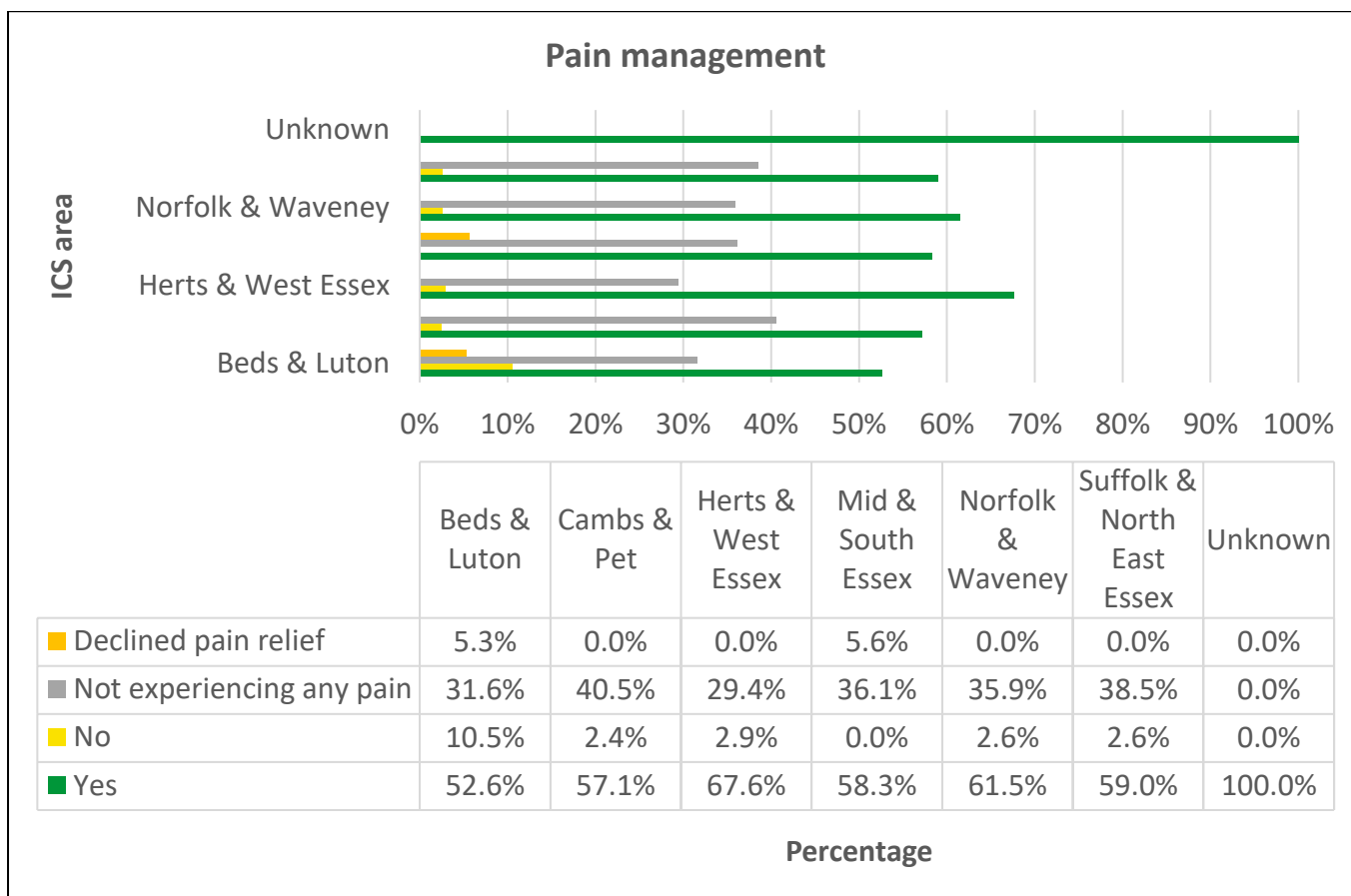
The remaining respondents were either 'unable to say' or did not respond.

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

The majority of respondents (97.4%) felt involved to at least 'some extent' in the decisions made regarding their care, with 90.4% of these respondents answering that they were 'definitely' involved. However, six respondents (2.6%) did not feel involved in the decisions made.

The remaining respondents were either 'unable to say' or did not respond.

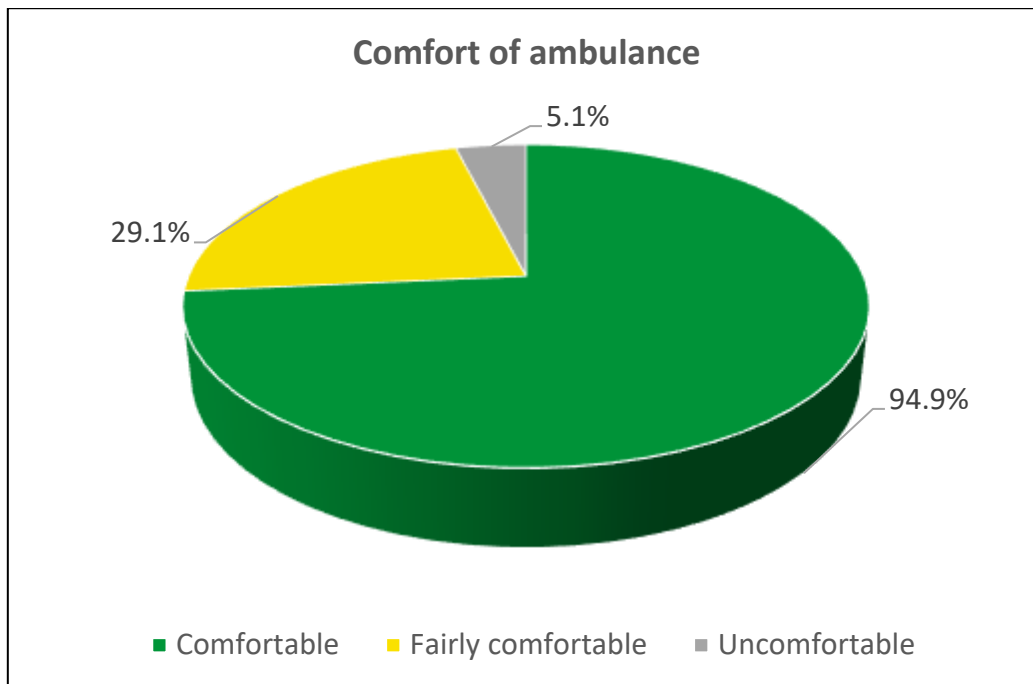
## Q16 – Did you feel the ambulance service staff managed your pain?



Overall, 126 respondents who answered the above question felt that their pain had either been managed (60.6%) or they had not been experiencing pain (36.1%). Six respondents (2.9%) did not feel that their pain had been appropriately managed.

The remaining respondents were either 'unable to say' or did not respond.

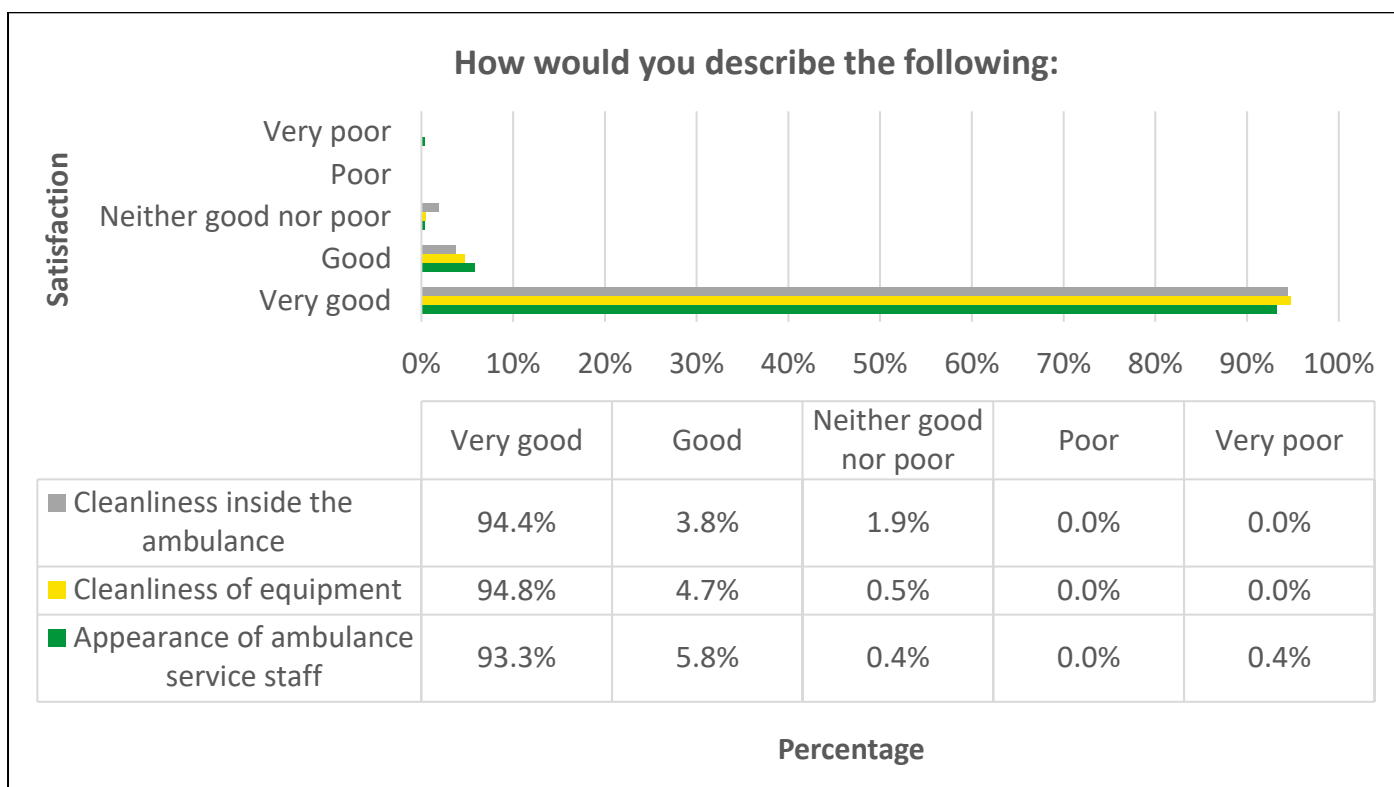
## Q17 – How would you describe the comfort of your journey in the ambulance?



Overall, 94.9% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (29.1%) or 'comfortable' (65.8%) when travelling in the ambulance. Eight respondents (5.1%) felt 'uncomfortable' whilst travelling to hospital.

59 respondents advised that they were not conveyed in an ambulance and the remaining respondents were either 'unable to say' or did not respond.

## Q18 – How would you describe the following?



Cleanliness of the interior of the ambulance, equipment and the appearance of ambulance service staff were rated as ‘good’ or ‘very good’ by most respondents. However, one respondent felt that the appearance of ambulance service staff was ‘very poor’(0.4%).

The remaining respondents were either ‘unable to say’ or did not respond.

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

Of the 136 respondents who were able to answer this question, 120 respondents (88.2%) rated the handover process as being either ‘good’ or ‘very good.’ However, 8 respondents felt the handover was ‘poor’ (4.4%) or ‘very poor’ (1.5%) and eight respondents (5.9%) answered ‘neither good nor poor.’

The remaining respondents were either not conveyed to hospital, ‘unable to say’ or did not respond.

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

200 respondents advised that this question was ‘not applicable/unable to say.’ However, 25 respondents advised that they were able to follow the advice given over the telephone.

The below comments were received from those respondents who advised that they were unable to follow the advice given over the telephone. The remaining respondents did not answer this question.

- *“The advice given were unacceptable at the time!” (Patient 4, Suffolk & North Essex)*
- *“More to do with my cognitive issue memory issue .....I became muddled in what needed do.” (Patient 97, Norfolk & Waveney)*
- *“It was an emergency, and I got good response.” (Patient 114, Suffolk & North Essex)*
- *“As above, a lady from the Ambulance service phoned and spoke to me, also established I had sciatica and explained that 111 can't book ambulances. However, she did give me useful advice regarding pain relief while I waited for a GP call also there was now a 15hr wait, she kindly said she would book an appointment to speak to a doctor at my surgery. Which she did.” (Patient 170, Norfolk & Waveney)*
- *“Please listen to call handler call if possible.” (Patient 231, Herts & West Essex)*
- *“Advised to wait for an ambulance, but it did not come until the next day.” (Patient 245, Mid & South Essex)*

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

Of the 120 respondents who were able to answer to this question, 56.7% were advised to see/arrange an appointment with a 'hospital department,' other responses included GP (25.0%), 'other' (14.2%) or 'NHS 111' (3.3%).

126 respondents answered, 'not applicable/unable to say,' and the remaining respondents did not respond.

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

### Beds & Luton

- *"Just told to be careful." (Patient 244)*
- *"Hospital admittance." (Patient 34)*

### Cambs & Peterborough

- *"999, paperwork left to hand over in the event of having to call for support due to lack of response from the surgery." (Patient 12)*
- *"Taken to A&E at Hinchingsbrooke." (Patient 131)*
- *"They arranged a visit from the district nurse the following day." (Patient 166)*
- *"Transfer to Hospital was carried out." (Patient 167)*
- *"Blood chemistry needed further checking at hospital." (Patient 241, Cambs & Peterborough)*

### Herts & West Essex

- *"Did not provide any legally suitable advice." (Patient 8)*
- *"Was taken straight to hospital." (Patient 79)*

## Mid & South Essex

- *“SBC Access Team.” (Patient 5)*
- *“Ambulance Staff member phoned the SWIFT team to visit me the same day.” (Patient 106)*
- *“Taken straight to hospital where I obviously had to have a hip replacement.” (Patient 205)*

## Norfolk & Waveney

- *“Just said self-isolate and take paracetamol and over counter cough/cold products, which I always have.” (Patient 104)*

## Suffolk & North Essex

- *“CT scan.” (Patient 130)*

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

19 respondents were able to answer this question, with 13 of these respondents advising that it was explained why an ambulance would not be dispatched. Six respondents advised that it was not explained why an ambulance would not be dispatched and 215 respondents answered, ‘not applicable/unable to say,’ and 35 respondents did not respond.

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

Of the 24 respondents who were able to answer this question, 10 respondents did not agree that an ambulance had not been dispatched and 14 respondents did agree that an ambulance had not been dispatched. 207 respondents answered, ‘not applicable/unable to say,’ and 41 respondents did not respond.



The below comments were also received in relation to this question:

### Beds & Luton

- *“(name) was in severe pain and half on floor. Was told no ambulance.” (Patient 27)*

### Cambs & Peterborough

- *“I was in severe pain and distress with covid and felt completely let down.” (Patient 174, Cambs & Peterborough)*

### Herts & West Essex

- *“Patient is Covid positive. He is not legally allowed to travel to hospital by any means other than ambulance or patient transport services. Neither of these were provided and patient has been left to deal with the issues for themselves.” (Patient 8)*
- *“Basically told to sit and rest and take a couple of aspirins. Prior to ambulance attending. Further call advised that I make my own way to A&E despite the initial emergency call being over 2 hours earlier. This was despite having chest pains that also radiated down the left arm, which are often indicative of a heart attack, a condition, which I understand is classed as a category one emergency. My clinical work colleagues were astonished I'd ended up having to get a taxi to the local A&E.” (Patient 178)*

### Mid & South Essex

- *“Was told after an hour of waiting.” (Patient 71)*
- *“A much better response time. A 12 to 14 hour wait for paramedics is an extremely long time for a 94 year old woman who is confused, to be left lying on the floor in diarrhoea and urine especially in winter.” (Patient 239)*

## Norfolk & Waveney

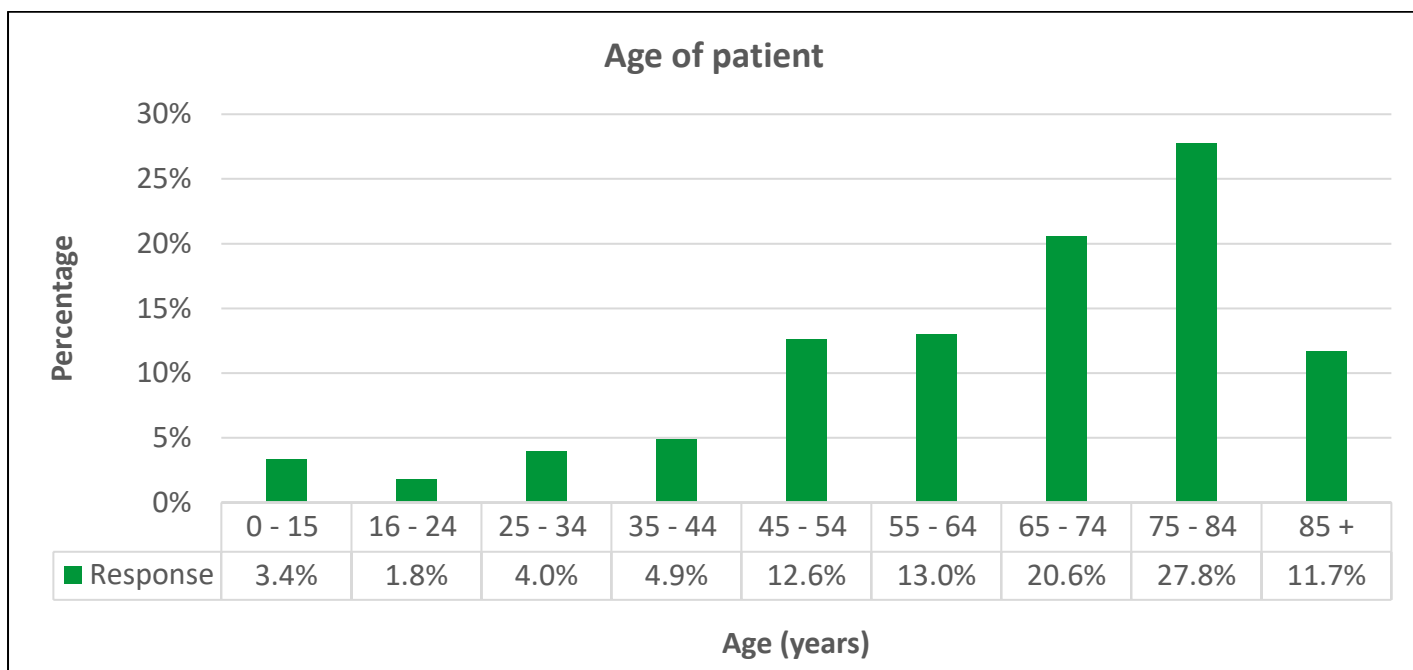
- *“All good thank you.” (Patient 170)*
- *“1st responder sent.” (Patient 256)*

## Suffolk & North Essex

- *“I been told to take semi-conscious husband to hospital in the car!” (Patient 4)*

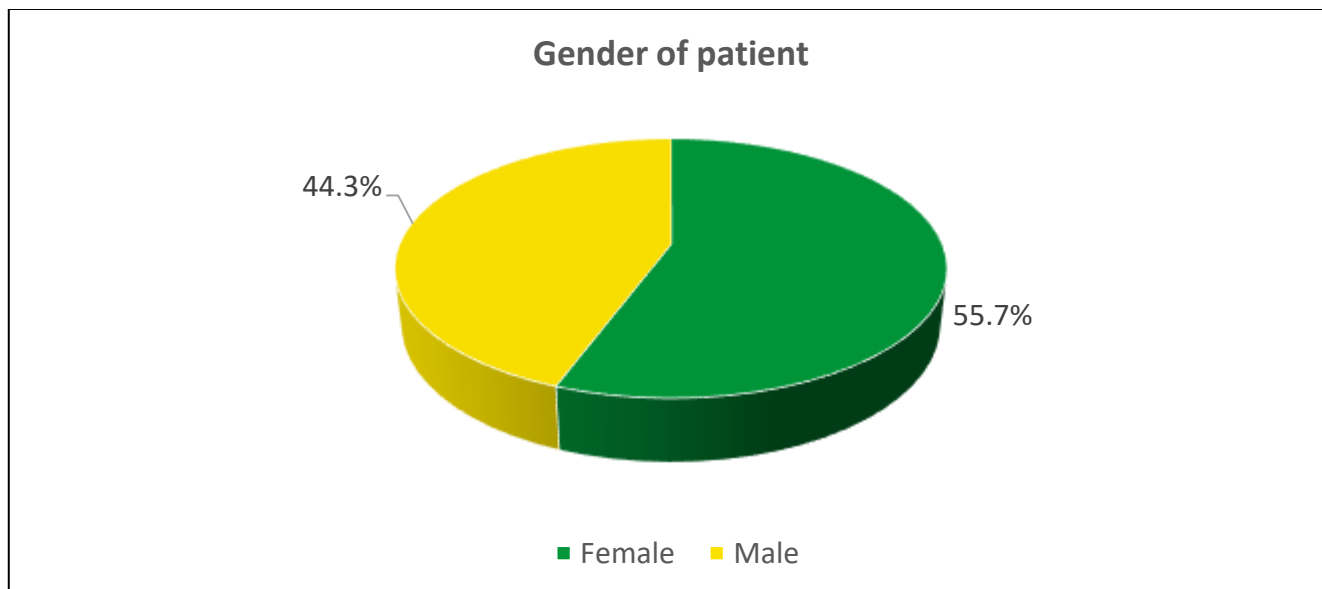
## Demographics and Equality and Diversity Information

### Age



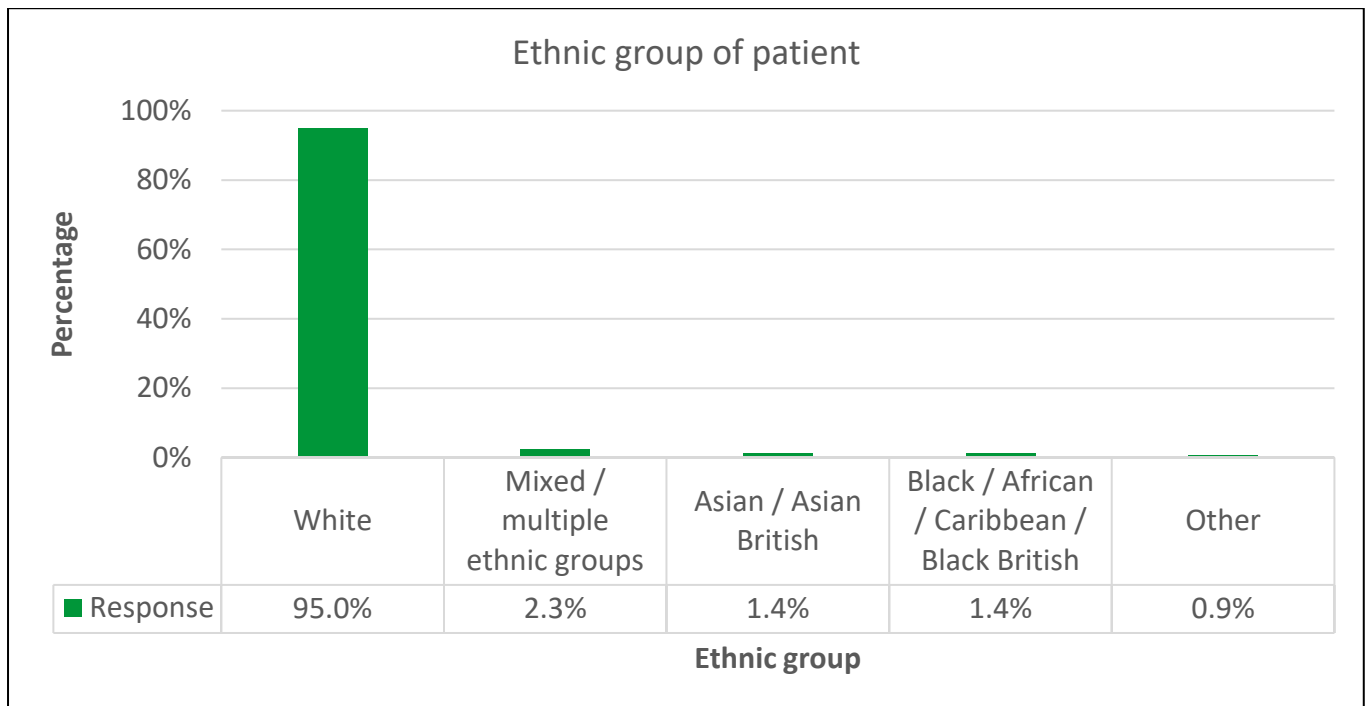
47 respondents did not complete this question.

### Gender



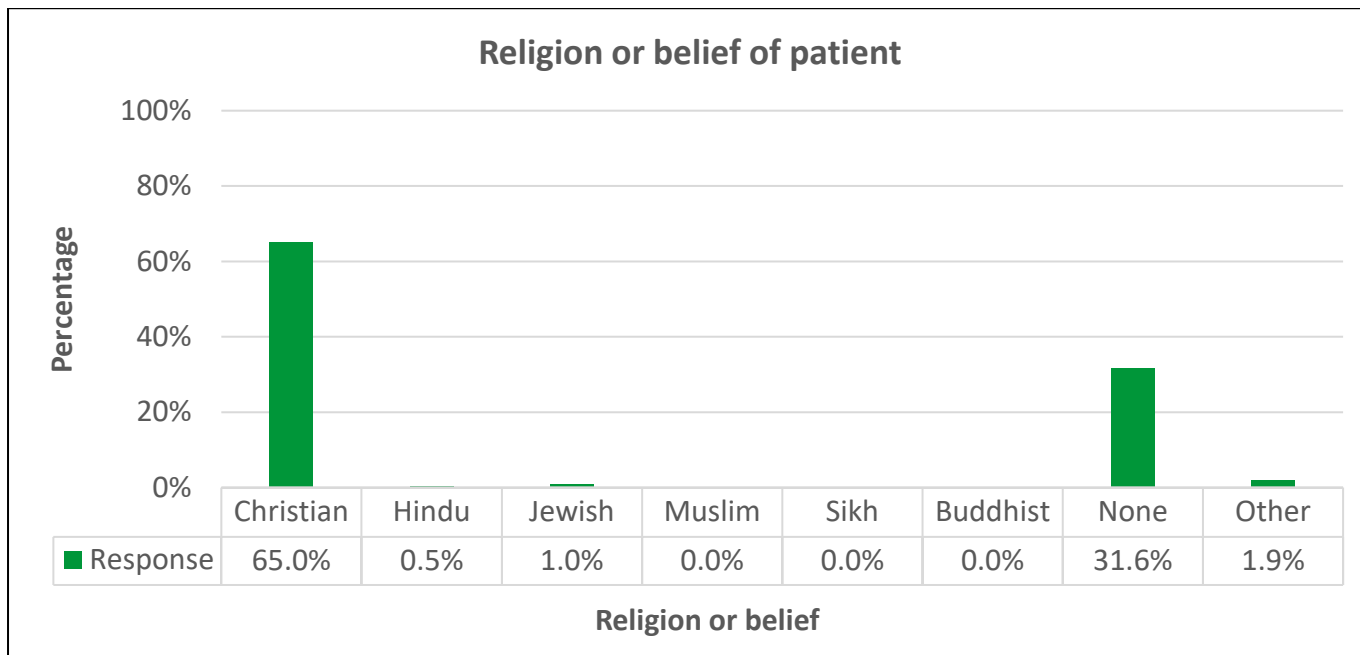
48 respondents did not complete this question and one respondent answered 'prefer not to say.'

## What is your ethnic group?



48 respondents did not complete this question.

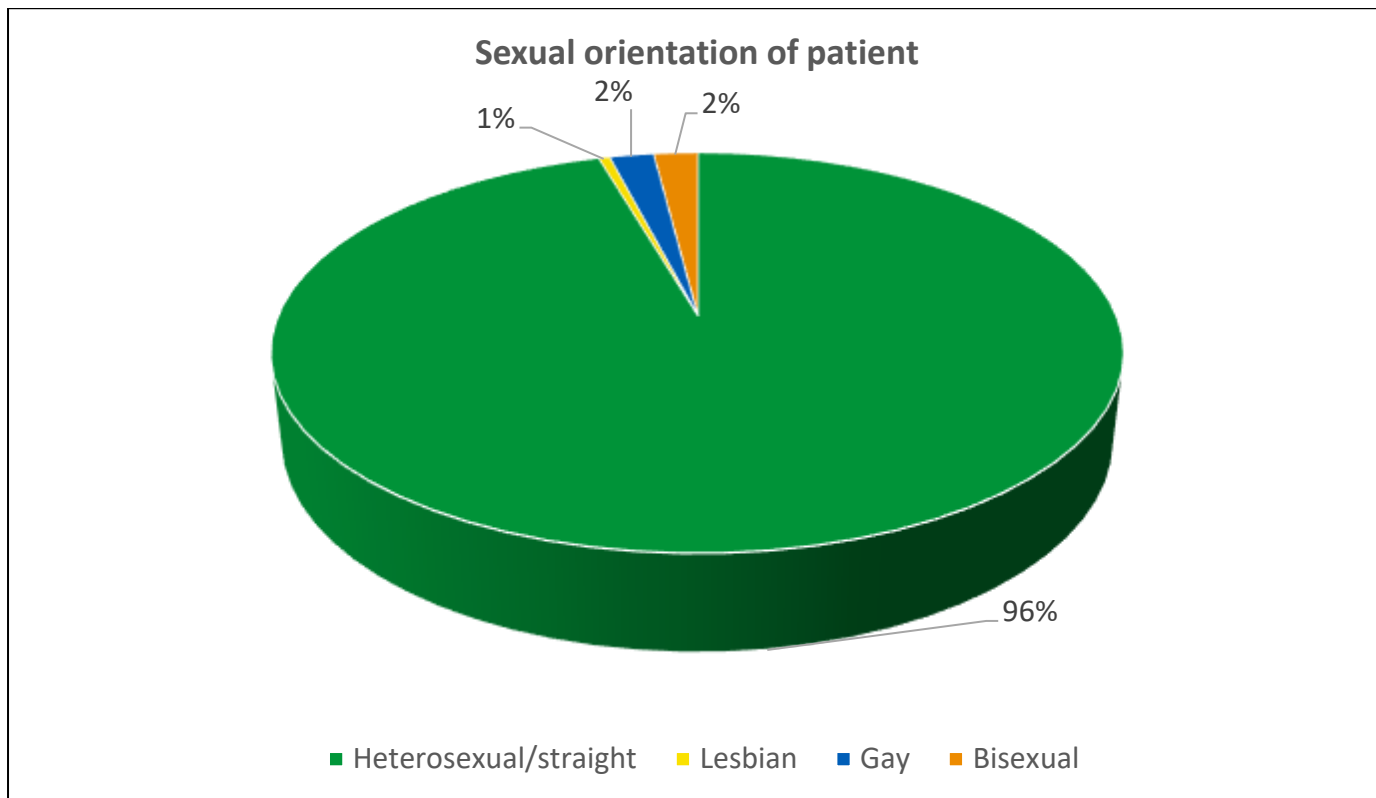
## Religion or Belief



49 respondents did not complete this question and 14 respondents answered ‘prefer not to say’. The below responses were provided by the respondents who answered ‘other’:

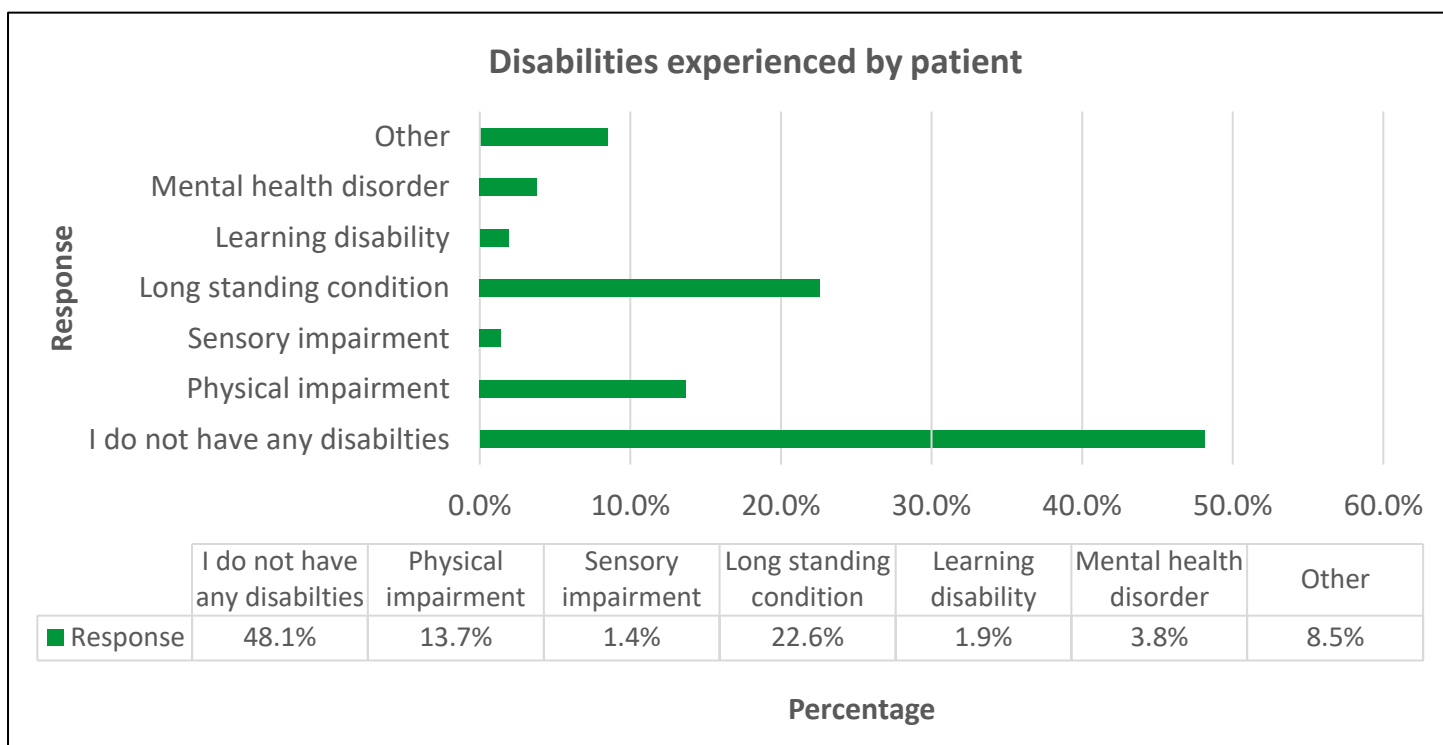
- *“Church of Witham.” (Patient 107, Herts & West Essex)*
- *“Baptist.” (Patient 135, Herts & West Essex)*
- *“C of E.” (Patient 159, Herts & West Essex)*

## What is your sexual orientation?



54 respondents did not complete this question and 12 respondents answered 'prefer not to say'.

## Do you have any of the following disabilities?



64 respondents did not complete this question and 10 respondents answered ‘prefer not to say.’ The below comments were received from the respondents who answered ‘other’:

### Beds & Luton

- *“Just very old and frail. Can’t walk very well and completely incontinent.” (Patient 36)*
- *“Too many to list including triple A 11.3., perforated bowel, dementia., COPD., heart, arteries etc.” (Patient 75)*
- *“Sensory impairment.” (Patient 138)*

### Cambs & Peterborough

- *“Arthritis and Osteoporosis.” (Patient 255)*

### Herts & West Essex

- *“COPD.” (Patient 199)*
- *“My husband, the patient, has difficulty walking.” (Patient 210)*
- *“Osteoarthritis.” (Patient 270)*

### Mid & South Essex

- *“Recently diagnosed with spinal stenosis.” (Patient 119)*
- *“Physical, sensory, long standing condition and learning disability.” (Patient 120)*
- *“COPD Arthritis.” (Patient 269)*

### Norfolk & Waveney

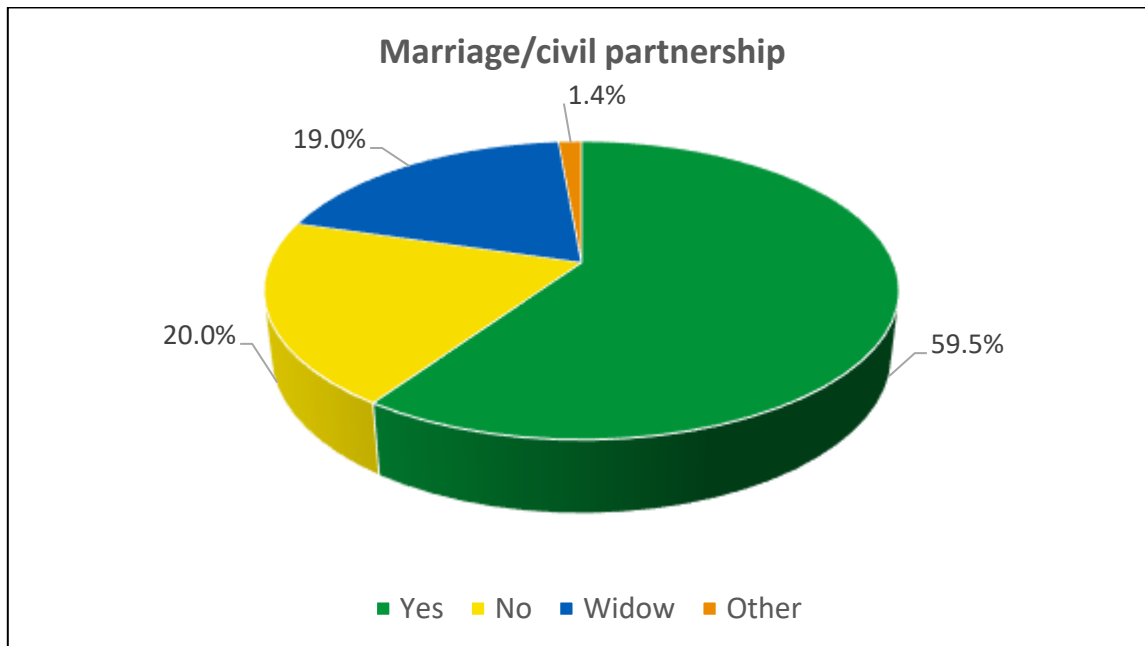
- *“Many above only let me tick 1 I have vision cognitive number long term conditions.” (Patient 97)*
- *“Hearing and Asthma.” (Patient 102)*
- *“Mental health stress anxiety and borderline personality disorder, also fibromyalgia.” (Patient 104)*
- *“Blind in one eye.” (Patient 212)*

### Suffolk & North Essex

- *“I take one 10mg Escitalopram daily for Obsessive Compulsive Disorder.” (Patient 105)*
- *“Being assessed for memory difficulties.” (Patient 158)*



## Are you married or in a civil partnership?



57 respondents did not complete this question and five respondents answered 'prefer not to say.' The below comments were received from the respondents who answered 'other':

- "Separated." (Patient 108, Beds & Luton)
- "Cohabiting." (Patient 177, Norfolk & Waveney)
- "Divorced." (Patient 269, Mid & South Essex)

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

No respondents who completed the above question advised that they were pregnant, but two respondents answered that they had a child under 12 months old.

The remaining respondents answered that this question was either 'not applicable,' or they did not respond/preferred not to say.

## 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.