



# Emergency Service Patient Experience Report

Emergency Service September 2021

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# Emergency Service patient experience results for September 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 September 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, **90.6%** of respondents who answered the overall satisfaction question and had used the ES during September 2021 rated the service received as either 'good' or 'very good.'

Respondents were generally satisfied with the handling of their emergency call (93.0%), with 75 respondents (84.3%) advising that they had received an emergency response following their call. Overall, 75.9% of respondents who received an emergency ambulance response were satisfied with the length of wait, however, 16.1% 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. 82 respondents also provided 'good' (8.0%) or 'excellent' (88.3%) 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 (96.4%). The majority of respondents felt that their pain had either been managed (48.1%) or they had not been experiencing pain (41.6%). However, seven respondents 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 94.5% 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 three comments also received in relation to staff attitude.

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:

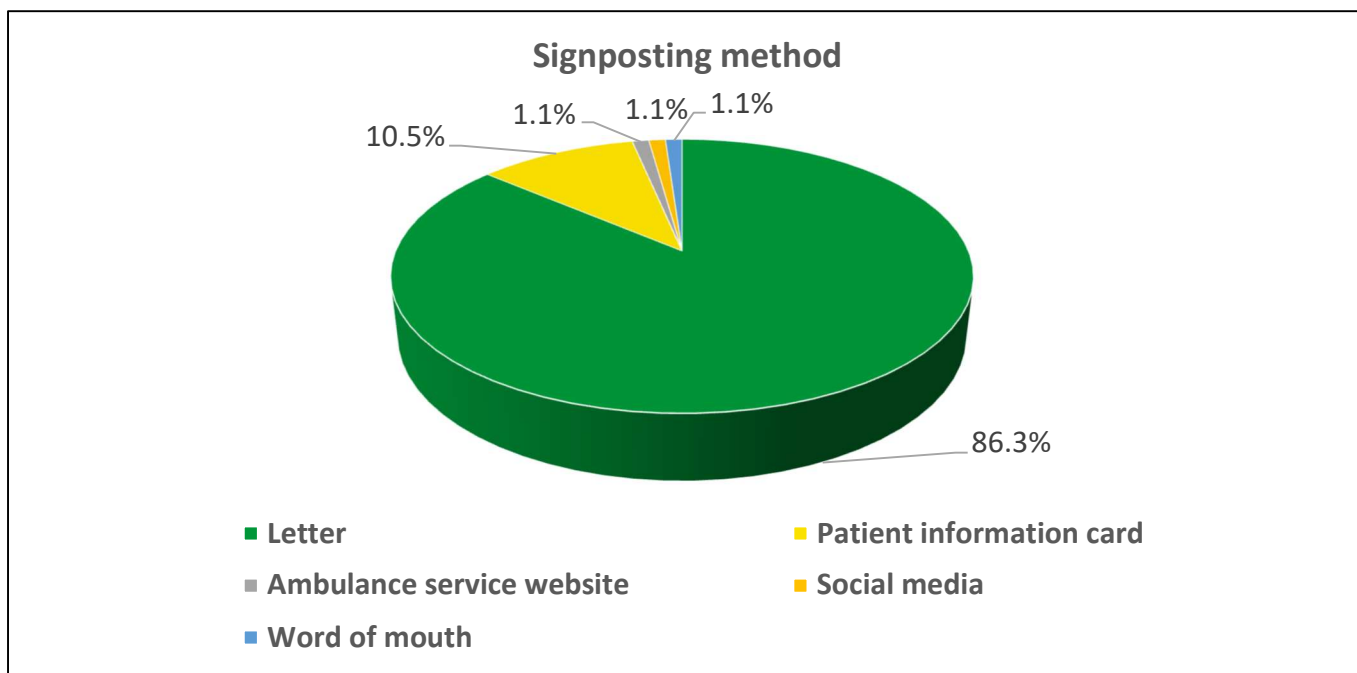
The results to the survey have been grouped into the below Integrated Care Systems (ICS):

- 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?

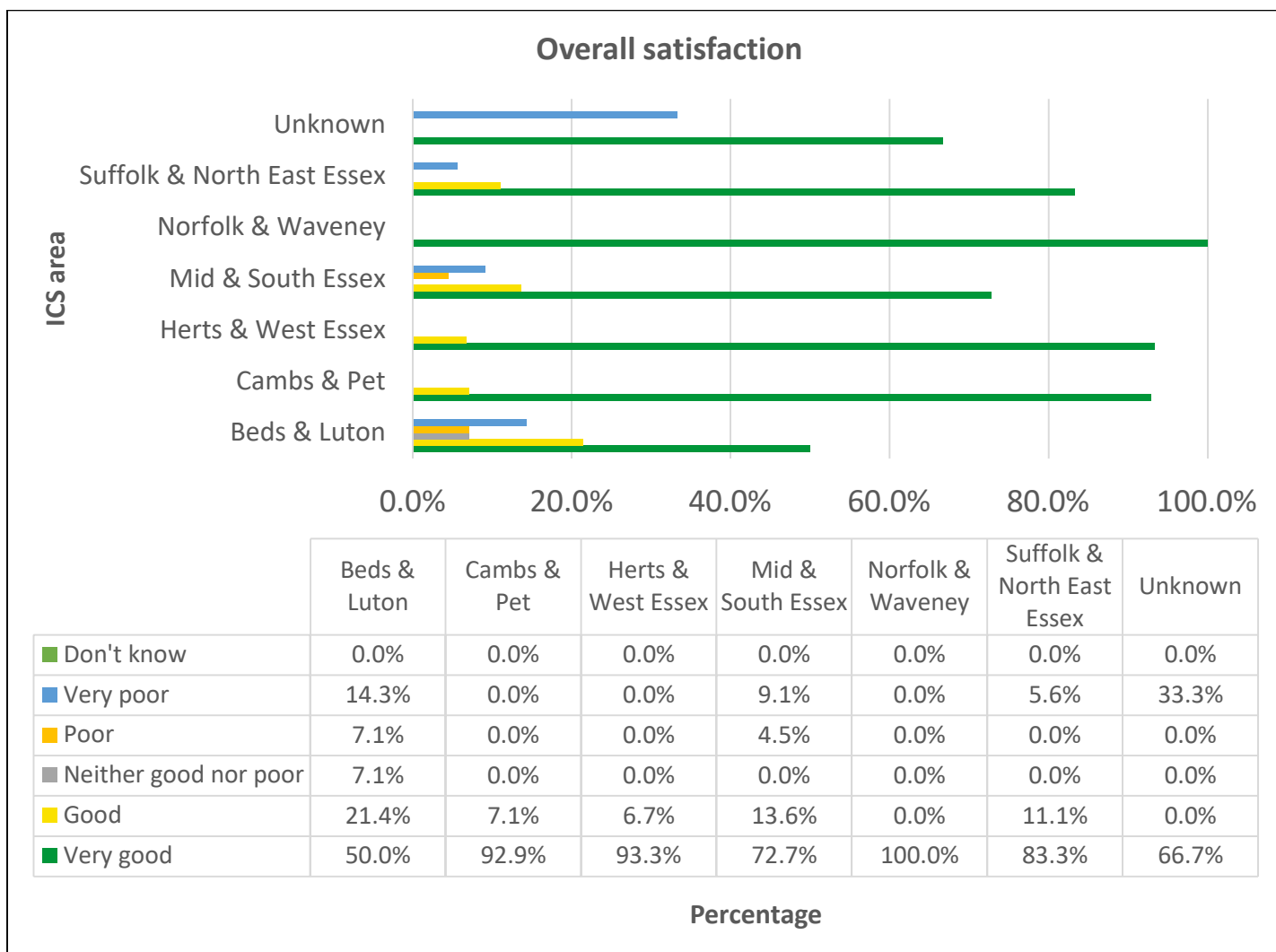


Various methods are used to signpost the online surveys, however, most respondents (86.3%) advised that they had heard about the survey via the invitation to feedback letter.

## 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, 90.6% of respondents who answered the FFT question and had used the service during September 2021 rated the service as 'good or 'very good.'



## Q2 – Are you the patient?

Overall, 60.9% of respondents were the patient. Examples of respondents who completed the survey on behalf of the patient included: “mother,” “father,” “daughter,” “son,” “partner,” and “spouse.”

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

Overall, 50 respondents advised that had been in contact with another healthcare provider prior to calling 999: 37 respondents (74.0%) had initially contacted the NHS 111 Service, 11

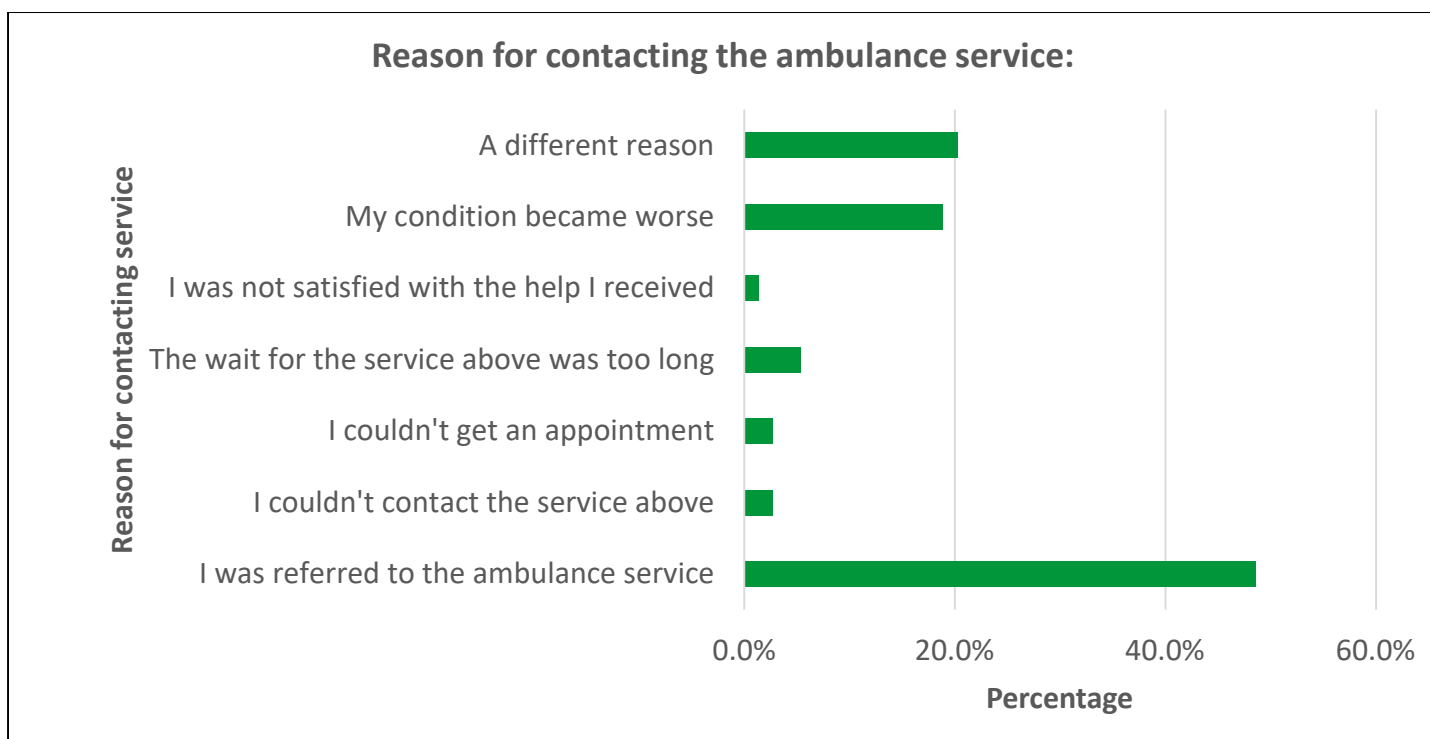
respondents (22.0%) had contacted their GP and two respondents (4.0%) had contacted 'somewhere else.'

43 respondents advised that they had not been in contact with another provider. The remaining respondents were either 'unable to say' or did not respond.

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

- "Palliative & District Nurses." (Patient 66, Mid & South Essex)
- "I was unconscious and cannot still remember what happened." (Patient 97, Beds & Luton)

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



Overall, 48.6% 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

- *“Was advised by 111 to call the ambulance.” (Patient 84)*

### Cambs & Peterborough

- *“I was told by my GP if my condition worsened to contact 999 and not be driven to hospital by my husband as I may have a serious cardiac episode. I should also point out my mobility was restricted as I had a few weeks earlier been affected by extreme back pain and been diagnosed with 3 prolapsed discs.” (Patient 21)*
- *“111 called the ambulance on my behalf.” (Patient 29)*

### Herts & West Essex

- *“My mother is diabetic and become unwell, so called ambulance.” (Patient 3)*
- *“My husband was obviously ill and needed immediate attention which GP's do not deliver out of hours.” (Patient 18)*
- *“Out of hours doctor called the ambulance.” (Patient 27)*
- *“Husband discharged from L&D hospital day before, after 4 days in hospital with fluid on lungs which pressed on heart. He has had long Covid for 18 months, which lowers his immune system, so picks up different things, also affected his heart. He started to talk nonsense and collapsed. Had no alternative but to ring hospital. First time in my life!” (Patient 58)*

### Mid & South Essex

- *“111 contacted ambulance service for me.” (Patient 5)*
- *“I didn't call them they called me, to inform me no ambulance was on its way. I believe 111 made the call during our assessment.” (Patient 30)*
- *“The attending nurse called the ambulance.” (Patient 66)*

### Norfolk & Waveney

- *“My baby girl was having a seizure.” (Patient 22)*
- *“I collapsed and blacked out.” (Patient 81)*
- *“I became very ill with shingles while I was staying with a friend in Lowestoft. On this occasion I completely passed out, and he called for an ambulance. When the paramedics came, they naturally tested me out and took me into the hospital, although there was a short wait at the hospital in the ambulance, not too long although Covid was of course holding things up.” (Patient 89)*

## Suffolk & North East Essex

- *“Although NHS 111 did phone me back, I was never phoned back by a medic to prescribe antibiotics, which I knew were needed. I am really disappointed by the 111 system and feel let down by them and consider a hospital stay could have been avoided had they phoned me.” (Patient 44)*
- *“I have a recurrent urgent problem (sigmoid volvulus) for which I am under the care of a consultant at the hospital.” (Patient 60)*

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

62.5% 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 (13.6%), less than a month (9.1%) or more than a month (14.8%) 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, 93.0% of respondents who answered the above question rated the emergency call handling as ‘good’ (24.4%) or ‘very good’ (68.6%). However, 4 respondents (4.7%) 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?**

75 respondents (84.3%) who answered the above question advised that they received an emergency response following their 999 call. Other outcomes included 'other' (10.1%), advice on how to care for themselves/the patient (4.5%), and one patient (1.1%) 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

- *"Admitted." (Patient 36)*

#### Herts & West Essex

- *"Ambulance service was very busy on the night, and they attended as soon as possible." (Patient 18)*
- *"I was told it would be a longish wait, but they kept in touch to check I was feeling OK." (Patient 42)*

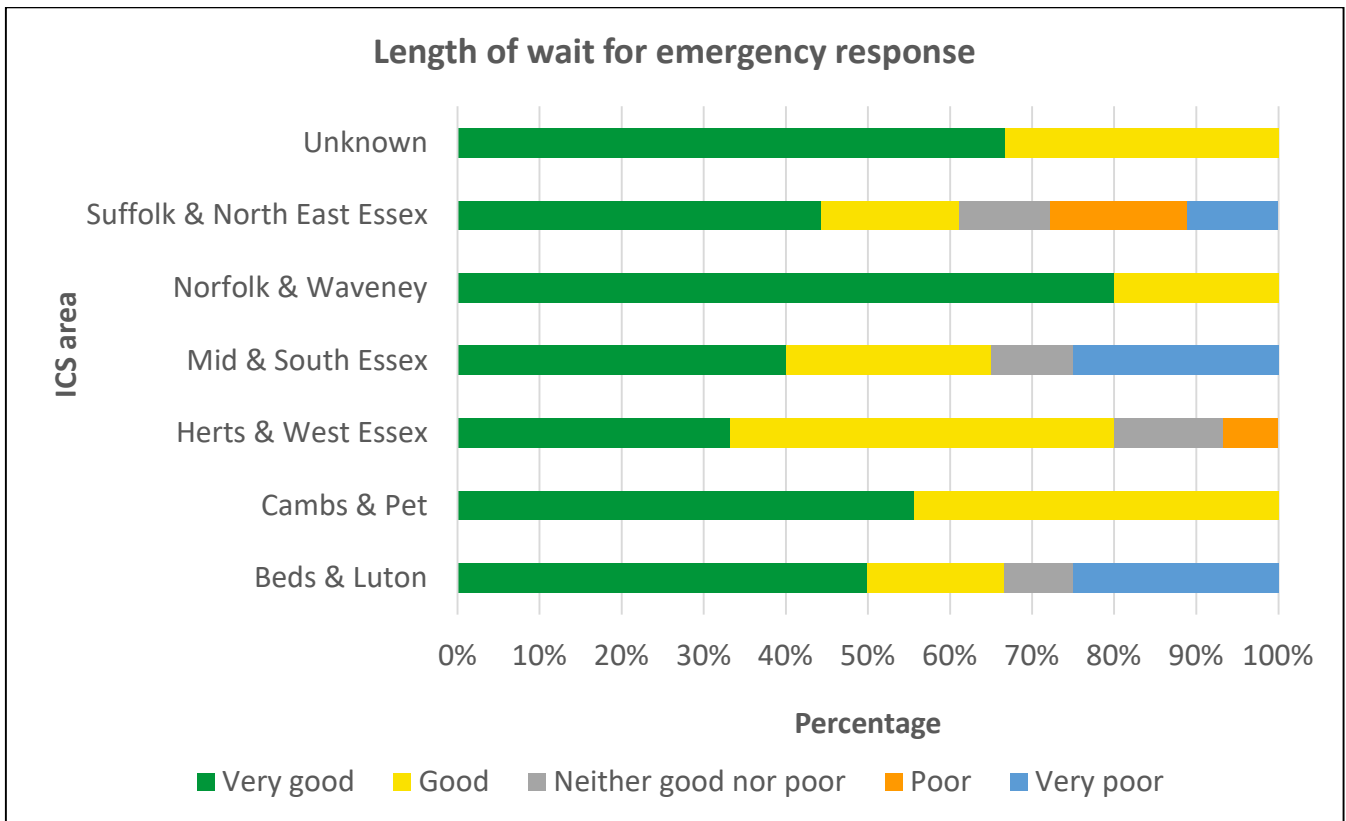
#### Mid & South Essex

- *"I made my own way to A&E after being told no response was arriving." (Patient 30)*
- *"No help was given. I was in pain until the catheter started to clear at approx.. 5am on 18th Sept 21. As no ambulance attended me, the answers to the following questions below cannot be answered, so will complete as best I can." (Patient 48)*
- *"I was told you get myself to A&E as the wait for an ambulance was 7 hours." (Patient 75)*

#### Suffolk & North East Essex

- *"Patient was admitted and ended up with AF and a T.I.A." (Patient 50)*

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



Overall, three quarters (75.9%) of respondents who answered the above question rated the length of wait as ‘good’ (27.6%) or ‘very good’ (48.3%). However, 16.1% of respondents felt the time they waited was ‘poor’ (4.6%) or ‘very poor’ (11.5%).

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

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

Overall, 96.3% of respondents advised that ambulance service staff had introduced themselves. However, three respondents (3.7%) 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, 96.6% of respondents who answered the above question advised that they had been treated with dignity and respect to at least 'some extent,' with 92.0% of these respondents answering 'definitely.' However, three respondents (3.4%) 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?**

83 respondents (97.6%) who answered the above question advised their privacy was respected to at least 'some extent,' with 92.9% of these respondents advising that they had 'definitely' been treated with privacy. Unfortunately, two respondents (2.4%) did not feel that their privacy had been respected by ambulance service staff.

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, 82 respondents (95.3%) who answered the above question described the attitude of ambulance service staff as 'excellent' (88.3%) or 'good' (8.0%). However, four respondents (4.7%) rated staff attitude as 'poor,' with additional comments received to this regard.

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

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

81 respondents (95.3%) who answered the above question felt they could trust the ambulance service to 'at least some extent,' with 92.9% of these respondents advising that they 'definitely' trusted the ambulance service staff.

Unfortunately, four patients (4.7%) 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, 80 respondents (96.4%) who answered the above question recalled the explanation of their care/treatment as being in a way they could understand.' Two respondents (2.4%) advised that they did not understand the explanation provided and one respondent (1.2%) did not recall receiving an explanation from staff.

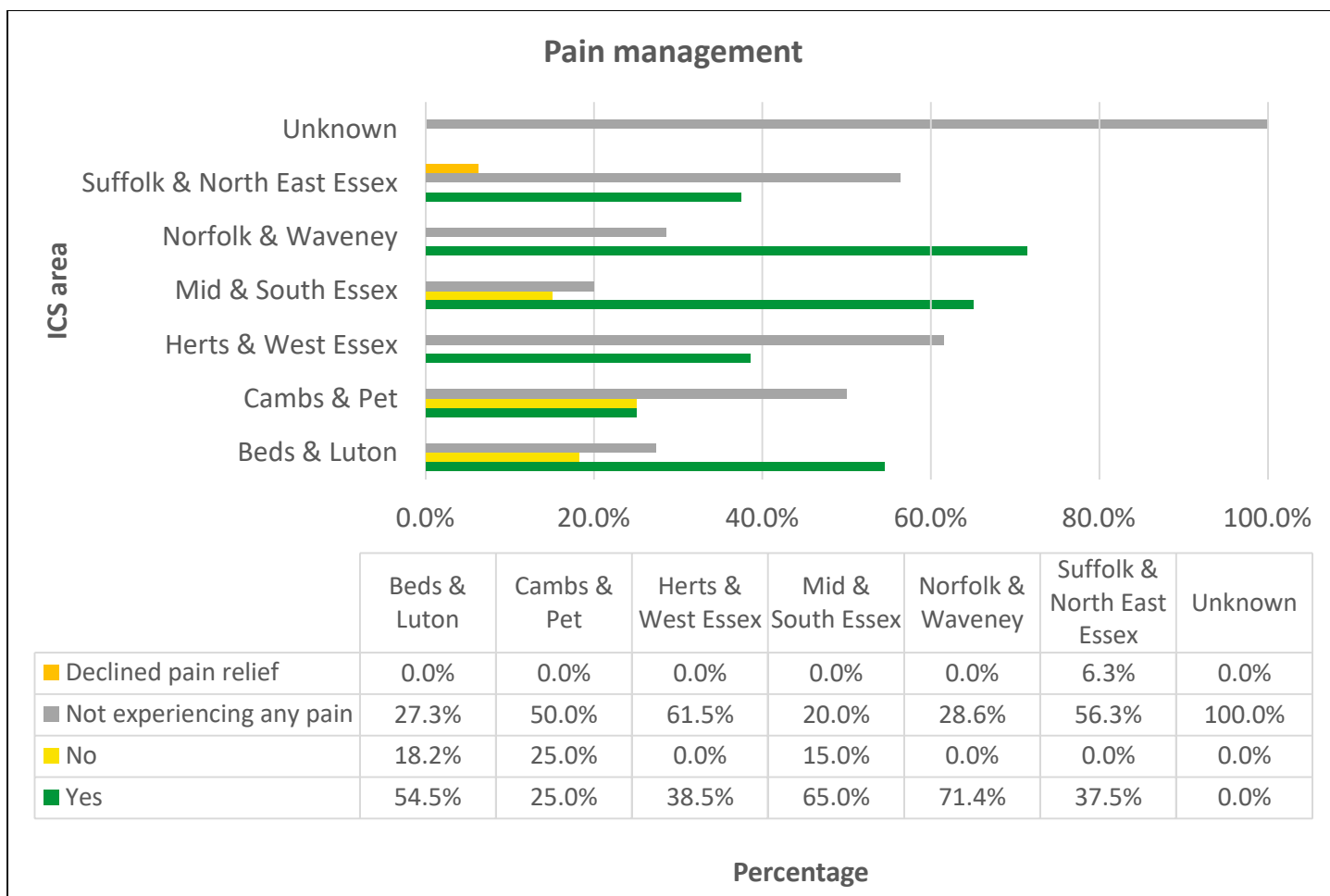
The remaining respondents were either 'unable to say' or did not respond.

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

The majority of respondents (97.6%) felt involved to at least 'some extent' in the decisions made regarding their care, with 84.3% of these respondents answering that they were 'definitely' involved. However, two respondents (2.4%) did not feel involved in the decisions made.

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

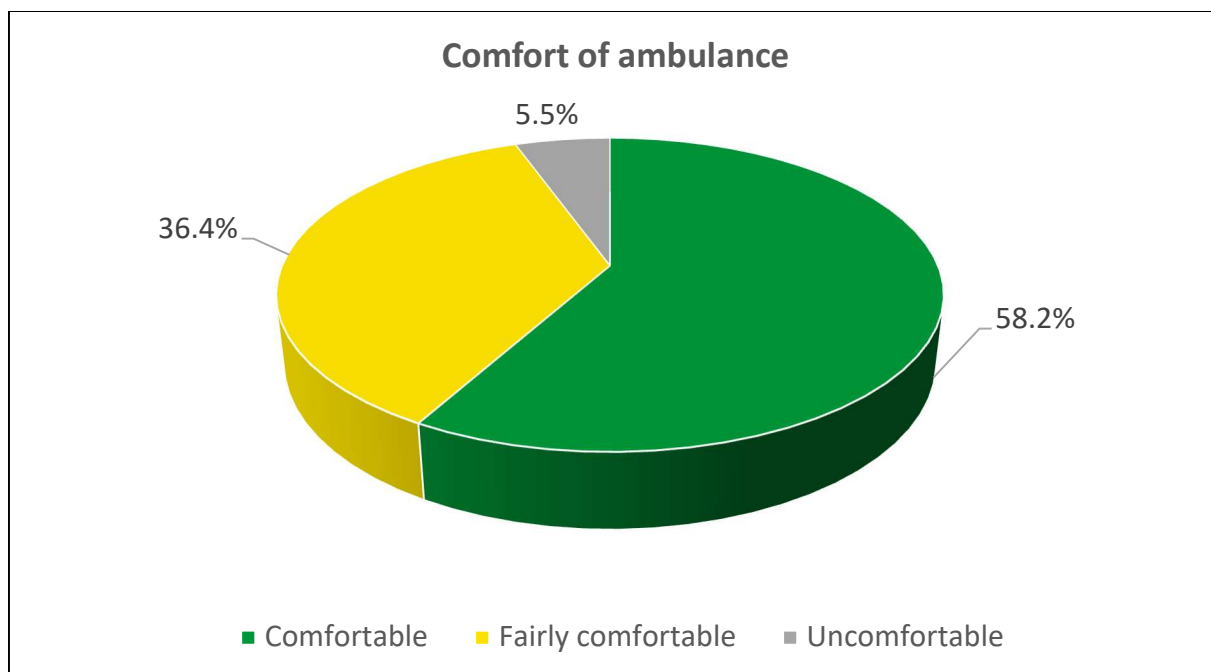
#### **Q16 – Did you feel the ambulance service staff managed your pain?**



Overall, 69 respondents who answered the above question felt that their pain had either been managed (48.1%) or they had not been experiencing pain (41.6%). Seven respondents (9.1%) did not feel that their pain had been appropriately managed.

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

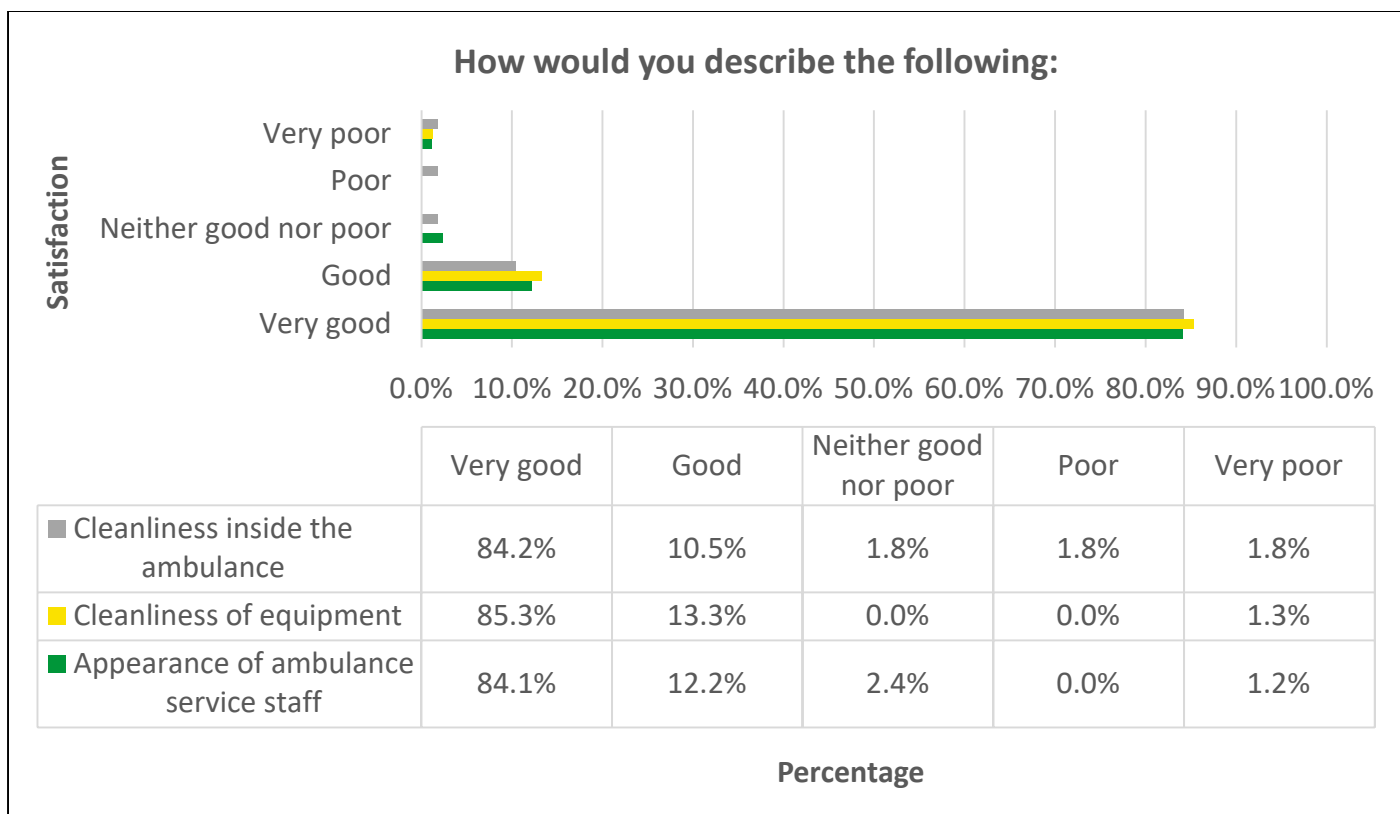
### Q17 – How would you describe the comfort of your journey in the ambulance?



Overall, 94.5% of respondents who were able to answer the above question advised that they were either 'fairly comfortable' (36.4%) or 'comfortable' (58.2%) when travelling in the ambulance. Three respondents (5.5%) felt 'uncomfortable' whilst travelling to hospital.

25 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 provided ‘very poor’ responses for each aspect.

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 51 respondents who were able to answer this question, 45 respondents (88.2%) rated the handover process as being either ‘good’ or ‘very good.’ However, 4 respondents felt the handover was ‘poor’ (5.9%) or ‘very poor’ (2.0%).

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?

76 respondents advised that this question was ‘not applicable/unable to say.’ However, 5 respondents advised that they were able to follow the advice given over the telephone. The remaining respondents did not answer this question.

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

Of the 43 respondents who were able to answer to this question, 72.1% were advised to see/arrange an appointment with a ‘hospital department,’ other responses included GP (16.3%), ‘other’ (9.3%) or ‘NHS 111’ (2.3%).

45 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’:

- *“We took ourselves to A&E.” (Patient 26)*
- *“The ambulance team advised attending the hospital in a non-emergency capacity.” (Patient 52)*
- *“A&E.” (Patient 66)*
- *“Hard to explain.” (Patient 71)*

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

Seven respondents were able to answer this question, with five of these respondents advising that it was explained why an ambulance would not be dispatched. 75 respondents answered, 'not applicable/unable to say,' and 17 respondents did not respond.

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

Of the eight respondents who were able to answer this question, there was an equal divide between the number of respondents who agreed/did not agree that an ambulance had not been dispatched. 73 respondents answered, 'not applicable/unable to say,' and 18 respondents did not respond.

The below comment was also received in relation to this question:

- *"A blocked catheter is a life-threatening condition, which requires URGENT rectification." (Patient 48)*

## Demographics and Equality and Diversity Information

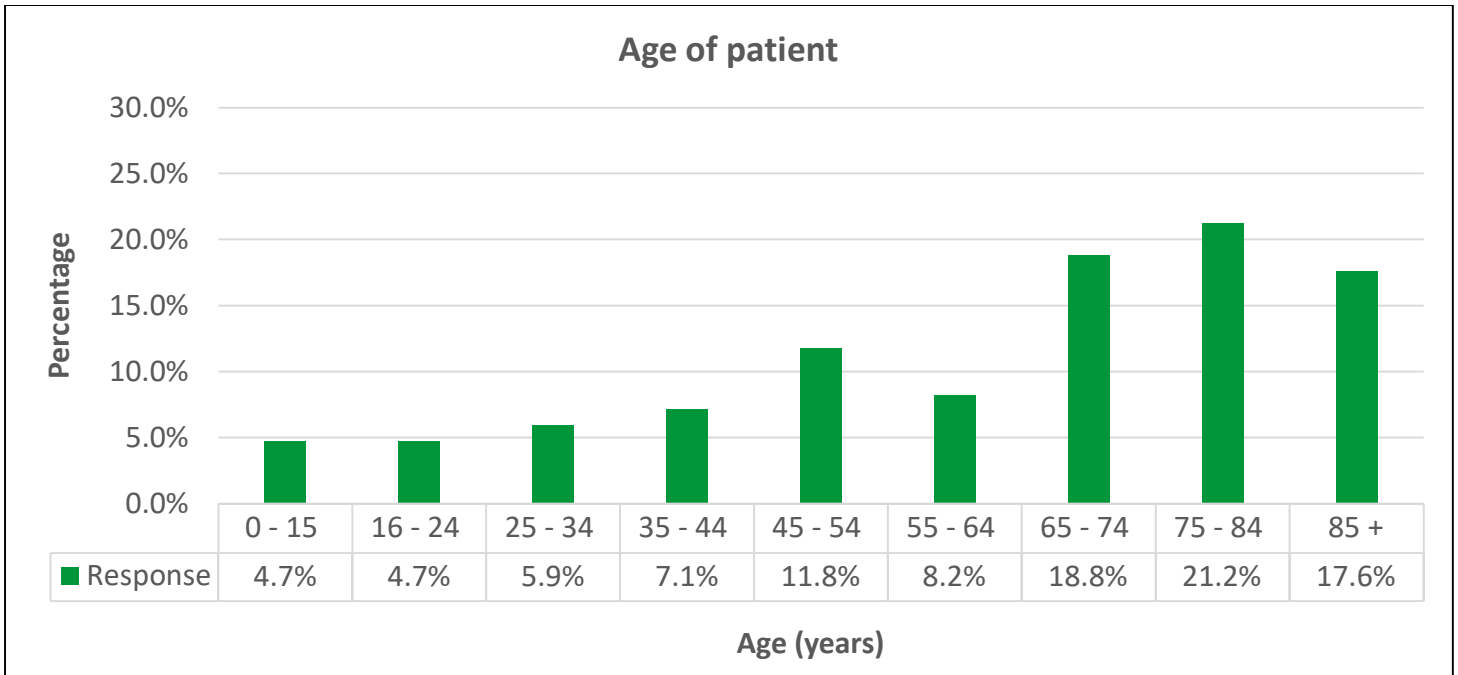
### Age

18

EEAST: Emergency Service  
September 2021

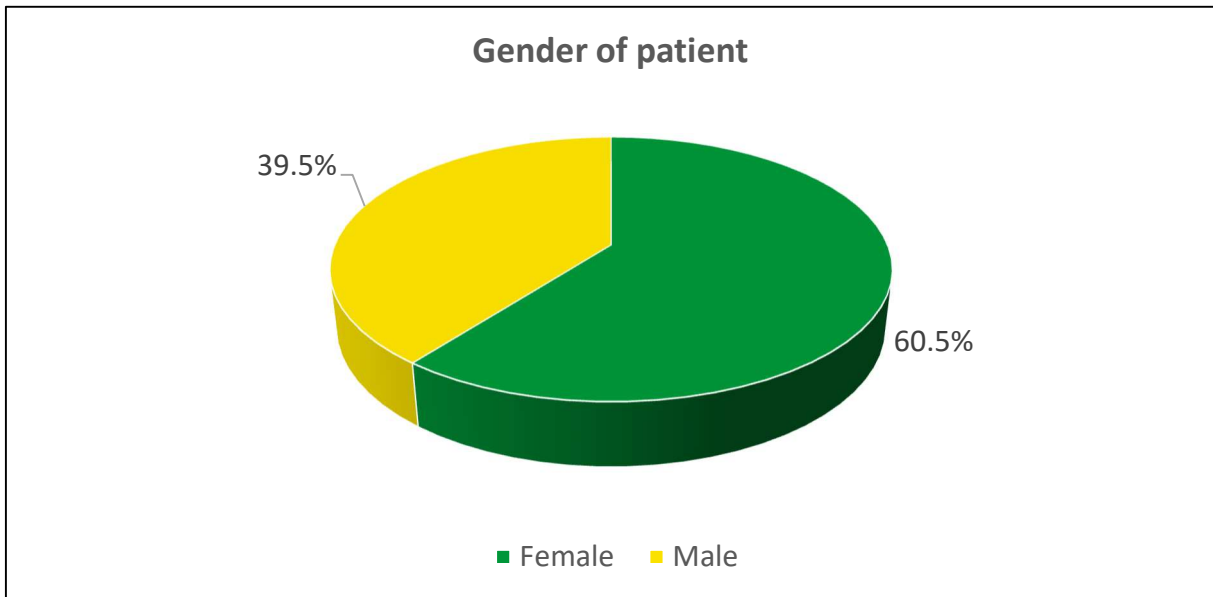
[www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)

#WeAreEEAST 



14 respondents did not complete this question.

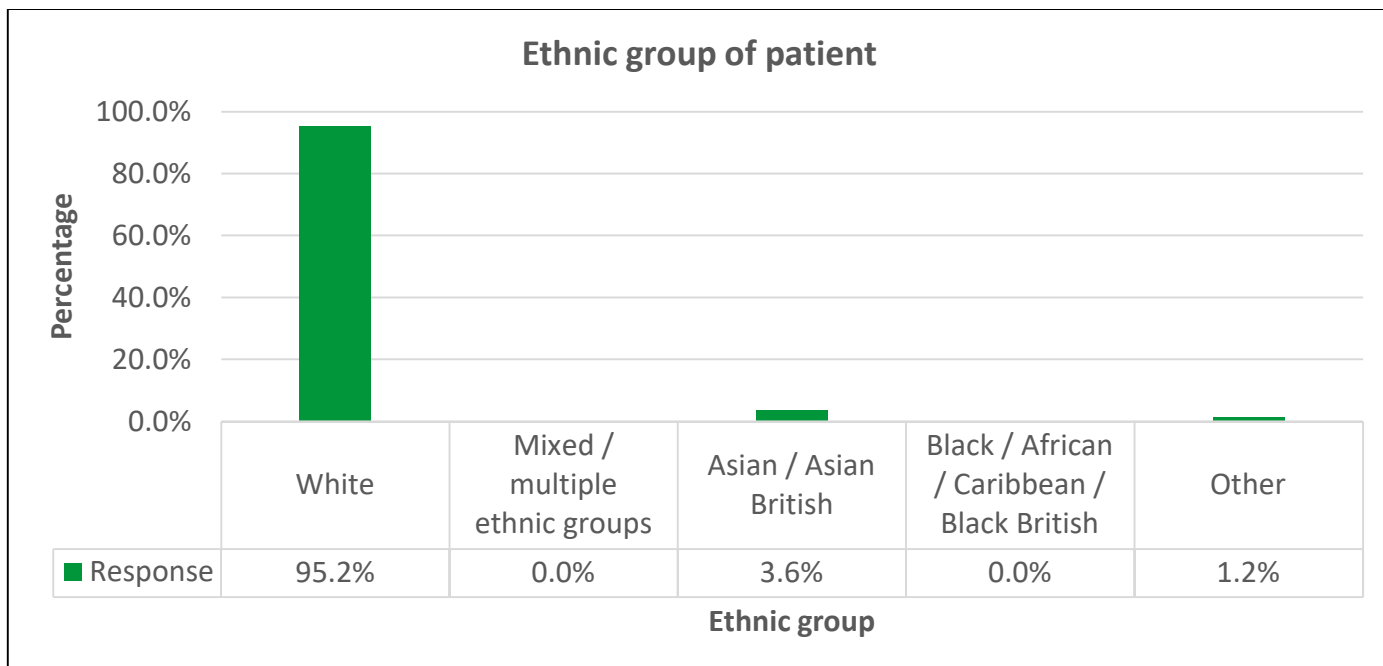
### Gender



18 respondents did not complete this question.

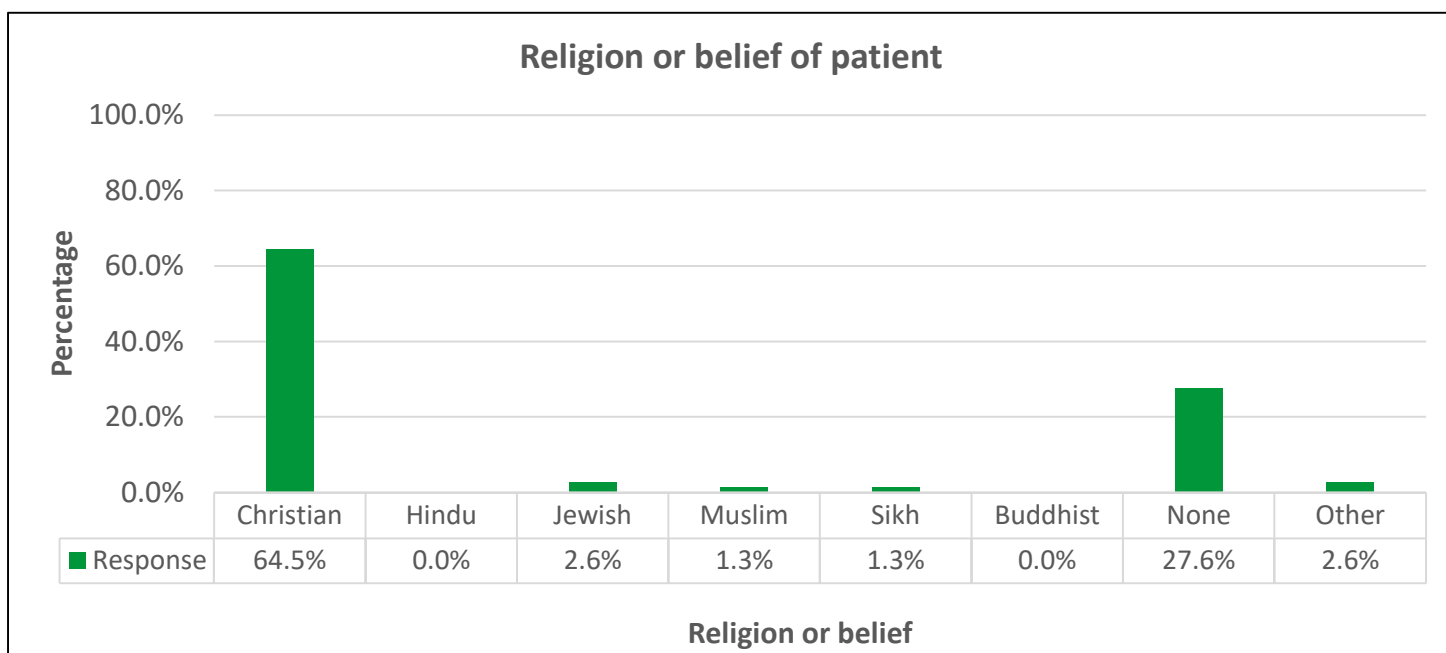
### What is your ethnic group?





16 respondents did not complete this question.

### Religion or Belief



23 respondents did not complete this question. The below responses were provided by the respondents who answered 'other':

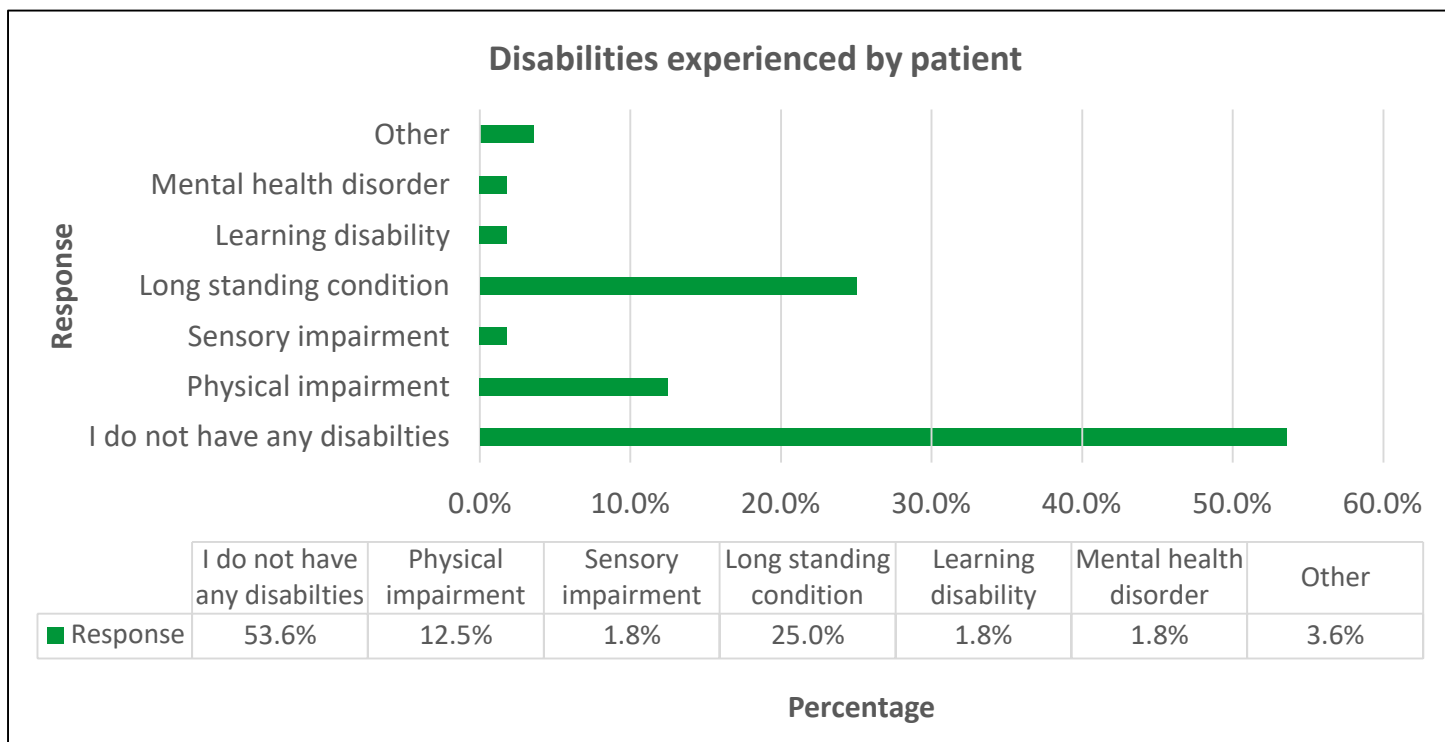
- "Catholic." (Patient 3)
- "Pagan." (Patient 70)

## What is your sexual orientation?

All 63 respondents who answered this question advised that they were of a heterosexual/straight sexual orientation.

The remaining respondents did not complete this question.

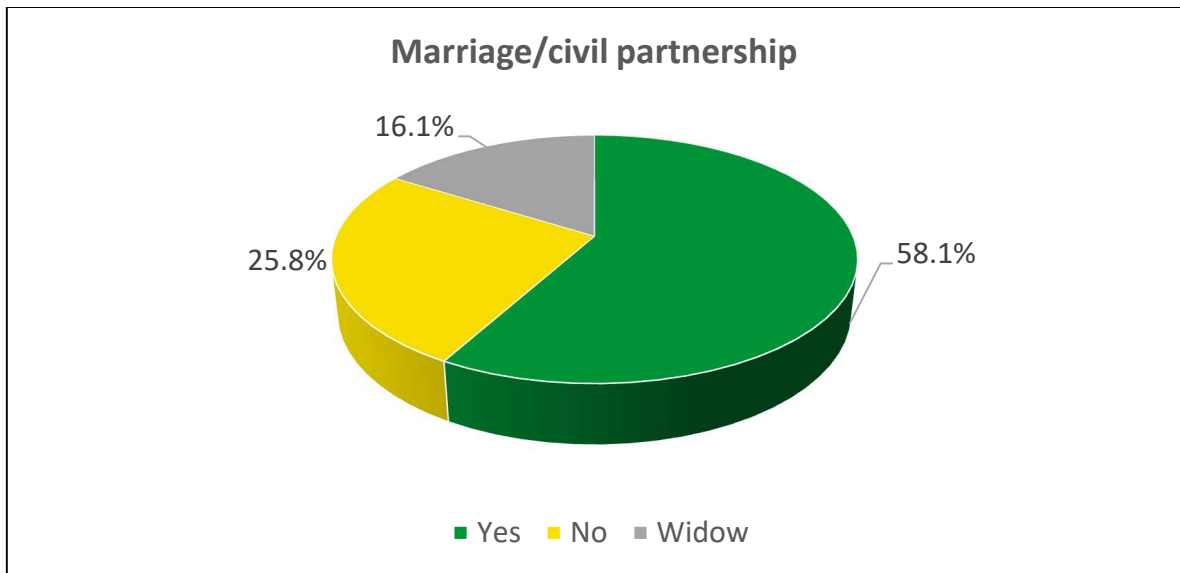
## Do you have any of the following disabilities?



43 respondents did not complete this question. The below comments were received from the respondents who answered 'other':

- "Blind." (Patient 27)
- "Heart rhythm problems." (Patient 55)

## Are you married or in a civil partnership?



37 respondents did not complete this question.

### **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 one respondent 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.