



Emergency Service Patient Experience additional patient comments – September 2021

“Please can you tell us why you gave this answer:” following on from the overall satisfaction (Friends and Family Test) question:

| Patient number | Area | Comments received in relation to overall satisfaction (Friends and Family Test) question |
|----------------|----------------------------|--|
| 1 | Unknown | Prompt, clear and understanding to my father. |
| 2 | Suffolk & North East Essex | Were absolutely patient, kind and extremely professional, with my mother. |
| 3 | Herts & West Essex | Excellent service from the ambulance crew. Looked after my mother very well. Very patient and kind. |
| 4 | Suffolk & North East Essex | Service was outstanding, quick response from ambulance crew and the call handler was engaging with incredible reassurance. |
| 5 | Mid & South Essex | Both *name* and *name* were very professional but friendly. |

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|----------------|----------------------|---|
| 7 | Cambs & Peterborough | The service my mother got from the paramedics was first class, the ambulance arrived in good time, they accessed my mother with care and passion, they helped in every way they could by giving you good information The paramedics deserve total respect. Thank you. |
| 8 | Cambs & Peterborough | Over several years my family has used EAAS on numerous occasions. I have nothing but praise for all paramedics/ambulance personnel. |
| 9 | Cambs & Peterborough | Very happy with the two ambulance personnel and the first responder. |
| 10 | Cambs & Peterborough | My numerous experiences with the ambulance service has been nothing but exemplary. The staff are kind, caring, professional and knowledgeable. |
| 12 | Mid & South Essex | (name) and (name) were fantastic. They were really caring and made me feel relaxed. They looked after me like my mother would have. |
| 13 | Mid & South Essex | The two gentlemen that came to visit me before transporting me to the hospital were amazing at calming me down considering how I felt and made me feel very at ease. After working their magic, I was feeling like I could have a conversation without bawling my eyes out within the space of just half an hour and even managed to put a smile on my face. Now that I am fully recovered, I cannot thank them enough. Would highly recommend! |

| Patient number | Area | Comments received in relation to overall satisfaction (Friends and Family Test) question |
|----------------|----------------------------|---|
| 16 | Suffolk & North East Essex | Although we had a 2 hour wait once (names) arrived they were brilliant with my elderly mother. (Name) took time out to explain things to her in a way she could understand and cajoled her gently into hospital as she was determined not to go! |
| 17 | Unknown | They were very helpful and very kind. (My son's words who the ambulance was called for). Three very reassuring and confident young technicians who put our minds at rest straight away. They were very thorough, polite, and nice throughout the whole experience. Thank you. |

| Patient number | Area | Comments received in relation to overall satisfaction (Friends and Family Test) question |
|----------------|----------------------|--|
| 19 | Herts & West Essex | Both paramedics were very thoughtful, courteous, patient and kind, in what were very difficult circumstances. |
| 15 | Norfolk & Waveney | I just wanted to express my appreciation for the care and professionalism of your staff when I needed an ambulance on Sunday 12 th September. I was first attended to by a volunteer paramedic called (name), who came astonishingly quickly from Aylsham to me. His expertise, bedside manner, and sense of vocation for his role were most impressive. As was his patience for having to wait with me until 1.45am for the ambulance to arrive. And, as a volunteer, he would have had to get up to be at his desk for his day job at 9am. The ambulance crew who took over were also very friendly and professional. There were long delays, but they were very patient and attentive. I would be grateful if you could pass on my appreciation to all of them, if possible. I do hope that management appreciates the personal commitment and dedication of their staff, with effective monitoring in place to avoid people of this quality getting burned out doing this vital but stressful work. |
| 20 | Norfolk & Waveney | Very professional staff who were equally friendly, relaxing, and reassuring. |
| 22 | Norfolk & Waveney | You all super stars and really do amazing job thank you for all your help you heroes |
| 23 | Cambs & Peterborough | My wife was looked after with care, sympathy and understanding. |

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| 18 | Herts & West Essex | My husband, (name), had been discharged from hospital and sent home a few hours before I had to call 999 because his condition had deteriorated. He already had a chest infection when discharged and was not conscious of anything going on round him, but he developed noisy breathing and shortness of breath, plus a temperature. The paramedics immediately put him on oxygen and said he needed to be taken back to hospital. They were very efficient and caring, which set my mind at rest that my husband was in good hands. |
| 24 | Cambs & Peterborough | Prompt service following 999 call by me. My wife had a stroke. |
| 25 | Norfolk & Waveney | I had a bike accident and knocked myself out and an ambulance was called which arrived quickly, I was looked after so well. |
| 26 | Herts & West Essex | Felt as if we were in safe hands and had full trust in the two paramedics. They were friendly. |
| 27 | Herts & West Essex | Reasonably efficient, looked after me, stayed with me until I was admitted to hospital. |
| 29 | Cambs & Peterborough | Ambulance was very quick and staff very kind and reassuring. |
| 31 | Beds & Luton | You told me to make my way to hospital myself as time for ambulance would be long, so I did. You phoned me later to see I was ok |

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| 28 | Suffolk & North East Essex | Unfortunately, we were told by the operator it will take at least 45mins to arrive, in fact it arrived within 5mins. The personnel were very professional in what they did for me and unfortunately, I was tested Covid at the hospital late at night. The doctor told us we can go home, we had no way of getting home until midnight, the hospital then arranged an ambulance for us and yet again they were excellent delivery us to the door and waiting until we got inside. |
| 32 | Beds & Luton | Three staff could not do enough. |
| 35 | Mid & South Essex | My 17-year-old daughter made the call as I was on my way home from work. When I arrived home 10 mins into the call, the operator was on the line keeping my two teenage daughters calm and had guided my 17-year-old to administer an epi pen to her sister. It was like she was in the room. The crew arrived soon after, they were wonderful. They made us relax and feel safe. Professional yet compassionate. We could not have wished for anyone better. |
| 36 | Beds & Luton | Kept informed of delay (non-emergency GP admission) Fantastic crew. Knowledgeable, caring, good communication. Sense of humour re situation. Superb teamwork between fire brigade and ambulance (bariatric patient). |
| 37 | Herts & West Essex | The ambulance attendants were very friendly and efficient, and I straight away felt at ease. |

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| 38 | Herts & West Essex | Only waited about 20 minutes for the ambulance to arrive, the crew were very reassuring towards us, made me feel relaxed and secure. |
| 39 | Mid & South Essex | I was treated in a way that made me feel valued and concern was shown for my worry. |
| 40 | Mid & South Essex | Very good staff. |
| 41 | Mid & South Essex | Very professional. Kept informed what was happening. Service was first class. |
| 42 | Herts & West Essex | Your staff arrived as soon as they could and immediately spread a feeling of confidence about them. They were in command and put you at ease. |
| 43 | Mid & South Essex | The men that came to me were very kind, they took me down the stairs in a chair always asking if least ok very good at their job. |
| 44 | Suffolk & North East Essex | Because they arrived promptly after first giving a call back following the 999 call. When they arrived, they did numerous checks to ascertain problem and rule out others and I was then transported to the hospital as it was ascertained I needed antibiotics. |
| 45 | Herts & West Essex | Attended by two very knowledgeable and caring paramedics who assisted me greatly. Their advice regarding the need to be taken to hospital was well measured and appropriate, thereby helping both my wife and myself during a stressful time. I felt much relieved to be in such capable hands. |

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| 47 | Mid & South Essex | I thought it was a very, very good service, the crew that came were very helpful and kind. Was able to get onto ward very quickly. |
| 51 | Norfolk & Waveney | The medics who attended me were excellent and soon put my mind at rest. They would not leave until they had contacted my GP and referred me for some new medication. |
| 52 | Beds & Luton | The ambulance arrived quickly and did an initial assessment upon arrival. The team were very friendly and smiley with my baby daughter who was unwell. |
| 53 | Herts & West Essex | Very helpful paramedic. |
| 55 | Beds & Luton | First responder arrived within 5/10 minutes of our 999 call. The ambulance arrived 10 minutes later. Given our geographical location, this was very fast. Your staff were excellent and sent immediately about their procedures. |
| 56 | Mid & South Essex | Fast response, very friendly and professional on arrival and within our home. |
| 57 | Mid & South Essex | The ambulance people who looked after me were very good and the hospital treatment was very good as well. |
| 59 | Mid & South Essex | The ambulance arrived within 30 minutes and the paramedics were amazing. |
| 60 | Suffolk & North East Essex | Prompt, kind and efficient, understanding of the pain I was experiencing. Gave full explanations of what they were doing. |

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| 58 | Herts & West Essex | They arrived after roughly 20 minutes, I was in a terrible state, husband collapsed next to bed, came out of hospital day before, no idea what the matter was, (still don't know, assume it was drugs he was put on) and I had never dialled 999 before, and it was our Diamond Anniversary! They were calm, very reassuring and completely took over. They were marvellous. |
| 61 | Beds & Luton | We called the ambulance service early morning took bit more time to arrive than expected. Soon they arrived the staff was very helpful. |
| 63 | Beds & Luton | Excellent service you guys are certainly the best you calm patients down look after them we know we are in good hands. |
| 64 | Suffolk & North East Essex | Kept me calm and very kind even to my children so as not to worry them when I was having severe chest pains. |
| 65 | Suffolk & North East Essex | The paramedics who attended were very reassuring and made me feel safe and cared for. |
| 67 | Mid & South Essex | Good and professional service from paramedic and ambulance staff. Would have given very good, but I never give the highest mark as everyone can do something better. |
| 69 | Suffolk & North East Essex | The ambulance was there promptly, they spent some time with my 98-year-old Mum, did multiple checks and were very lovely in the way they dealt with her. |

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| 70 | Mid & South Essex | The ambulance people were excellent. |
| 71 | Cambs & Peterborough | They were very reassuring and helped me to stay calm. my wife and I were concerned that we were taking up a lot of their time. We were told it was fine. We called 111 1 st , but they did not help. We really appreciate the care I was given. |
| 72 | Suffolk & North East Essex | I was in awful pain due to my back going into spasm and the ambulance crew gave me gas and air and stayed with me until my muscles relaxed. I had to call them back again and they were marvellous and did not leave me until they were happy, I was alright. That was on 13th September but I had to call an ambulance again on 17th September as I could not stop shaking and was taken to hospital with border line sepsis due to a chest infection and again the crew were very good. |
| 73 | Beds & Luton | Ambulance arrived promptly. Crew were exceptionally friendly and ensured that I was aware of what was happening and what they intended to do. I arrived at hospital safely and had emergency treatment immediately upon arrival. The service, action taken by the crew, and my subsequent treatment at hospital saved my life (a cliché perhaps, but entirely true). |
| 74 | Herts & West Essex | The ambulance crew were excellent in dealing with my father. They were knowledgeable and patient. |

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| 76 | Suffolk & North East Essex | Both the paramedics and first responders were professional, caring and efficient. |
| 77 | Suffolk & North East Essex | The ambulance team came promptly, on arrival they were calm, professional, and put us completely at ease. The ambulance team were fantastic with our 9-month-old son and checked him thoroughly before taking us to A&E. The service received from the ambulance team exceeded expectations. |
| 78 | Suffolk & North East Essex | Very thorough in their examination. Stayed until absolutely sure I was going to be alright. |
| 80 | Cambs & Peterborough | Excellent care, quick response, did everything right, approachable. |
| 81 | Norfolk & Waveney | Quick response. Friendly staff. |
| 82 | Mid & South Essex | We were very thankful for the ambulance service we received, they were very helpful, could not fault them at all. |
| 83 | Cambs & Peterborough | Very quick response and paramedics were attentive and understanding. They gave the appropriate care and attention to my 92yr mother. |
| 86 | Norfolk & Waveney | Very professional and understanding, assisting nonverbal, quite uncooperative lady with learning disabilities. |

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| 85 | Beds & Luton | The 2 paramedics that came out to me at my home gave me a thorough examination & checked my heart rate, blood pressure and listened to my lungs. They were very thorough and understanding. |
| 86 | Norfolk & Waveney | Very professional and understanding, assisting nonverbal, quite uncooperative lady with learning disabilities. |
| 89 | Norfolk & Waveney | Everything from when the paramedics arrived, to my discharge in the hospital was absolutely wonderful. Nurses, doctors and or medical staff treated me wonderfully. Even my discharge was fantastic, as I was asked to wait in the departure lounge downstairs next to the pharmacy, and there I was greeted with a wonderful sister who made me a cup of coffee while I waited for my prescription. My treatment, well I stayed in that hospital. Was better than none, and I can't begin to say how well I was treated as indeed so was the other patients. |
| 90 | Herts & West Essex | The staff we very competent, got on immediately sorting out my problem, and having decided that I had to have hospital treatment, got me transferred to the ambulance very quickly. |
| 91 | Norfolk & Waveney | We both in our 80s, excellent care from ambulance staff, also hospital treatment from Drs and nurses, with many thanks to all for care given, with sincere thanks. |
| 94 | Mid & South Essex | Crew came across as caring and concerned, friendly and approachable. |

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| 95 | Mid & South Essex | Could not say anything different, everything was excellent. |
| 96 | Herts & West Essex | Quick, 2 paramedics outstanding. |
| 98 | Herts & West Essex | Reassuring, informative |
| 99 | Cambs & Peterborough | On a very stressful day the telephone response was excellent. The call handler stayed the phone with me until the ambulance arrived. She was encouraging and supportive. The ambulance crew arrived promptly. Assessed the situation (my husband had had a catastrophic stroke). Made an immediate decision to take him to Addenbrookes. Even though they struggled to get him onto a transfer chair because of his weight they managed it with the help of my son who had arrived and a workman. |
| 6 | Suffolk & North East Essex | 1st amb crew within 1 hr, did everything possible to keep me out of Hosp, unsuccessful. 2nd amb took 2hrs (which was 2hrs too long!) to arrive & canula was fitted & vomiting stopped. |
| 34 | Suffolk & North East Essex | I think the response time was too slow, we had to call 999 3 or 4 times. But once they arrived, I cannot fault any of my treatment. The crew were fantastic at assessing, reassuring, and treating me rapidly, all the while talking to my husband and friend to calm them too. A wonderful much appreciated service. Thank you, NHS. |

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| 21 | Cambs & Peterborough | <p>As there is so much pressure with the ambulance service I was not expecting prompt assistance. However, I was contacted by phone by a clinician who checked on my status and a lone paramedic arrived quite soon afterwards. He was extremely thorough and reassuring. Unfortunately, one of the leads on a recently serviced ECG unit was broken but he managed to get a reasonable reading. Then he arranged for an ambulance to come and transport me to A&E. The only problem really, was that I felt guilty because I was told by my GP that my husband was not allowed to drive me to A&E as I may have a cardiac episode whilst in transit. During the transportation to Addenbrookes I was given the impression that I should probably have had my husband take me in and suggested that was the best thing to do in the future. As a retired nurse I in some way totally agree with them, but I was only following my GP's instructions, which were also given to my husband. Also when I arrived I was placed in a wheelchair and put in a corner of the waiting room.....I guess I had been booked in but I was not given a wrist band until I asked for one an hour or two later. As it happened I was okay but if I had had a medical crisis who would have known who I wonder.</p> |

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| 50 | Suffolk & North East Essex | Given that the patient was clearly having a stroke, and no one said it was going to be a two and a half hour wait for an ambulance. This should have been given to a single crew member to come and monitor the patient. Once the crew did arrive, they were very good and swift in their actions to get the patient to hospital. |
| 79 | Beds & Luton | To be clear I give the time to arrive the score of poor and the care received from staff as Very Good (exceptional). I waited 70ish minutes for an ambulance following a serious road traffic accident. I suffered multiple injuries and needed assistance. |
| 66 | Mid & South Essex | Over three hours wait for the ambulance to arrive, despite suspected Sepsis. |
| 75 | Mid & South Essex | The 111-operator said that an ambulance was coming then I got a phone call instead. |
| 84 | Beds & Luton | The experience was terrible. The gentleman who arrived was dismissive and non-empathetic and made my mother feel as a nuisance and not deserving of this service. It should also be noted that my mother is of an ethnic minority background. We were advised by 111 online service to call the ambulance, however, the paramedic dismissed this information and told us we should not have called 999, as he had to rush and drive 90 mph. As he arrived to the property, I said hello, and he did not respond back. |

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|----------------|-------------------|--|
| 14 | Unknown | <p>Paramedic was rude, judgemental, and needed to keep her opinions to herself. Also, the EMT who answered the phone whilst driving to my family was rude, and spoke over me which led to my grandfather being removed from his home into an ambulance making him even more confused and then told he was going down the pub? Absolute shit show of care. If she had listened to me on the phone, she would of heard I said he has a respect form. I was utterly appalled with the whole level of care my family received, grandfather was NOT treated with dignity or respect.</p> |
| 87 | Mid & South Essex | <p>I am totally satisfied with the service I have received over the last few months. Yes, they were rather slow getting here but understand the pressures they are under. They were all very good, and I am very, very satisfied and that is 100% true. Thank you very much.</p> |
| 30 | Mid & South Essex | <p>I got told an ambulance was on its way as my child had breathing difficulties. I stood outside the front of our house due to poor lighting down our road so I could make myself visible. After a whole hour of intense waiting, I received a phone call to say there wasn't an ambulance coming. Considering I lived 10 minutes from the hospital it would of been easier for me to drive there myself. I waited for the ambulance service due to being told one was on its way, I wasn't sure of the procedure of just walking into A&E after being spoken to on the phone. Who wants to sit in A&E for 2 hours in a queue of people? Especially when an ambulance service would get you seen instantly.</p> |

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|----------------|-------------------|---|
| 48 | Mid & South Essex | <p>Rang 999 service at 02:55 hours on 18th Sept 21, as my catheter had blocked, and I could not pass urine. Asked for help, i.e. could an ambulance attend to syringe the blockage in my catheter to clear the problem. Reply was no ambulances are available, even if was, could be waiting for up to 10 hours. An ambulance crew were not trained to do this, and by the way my condition did not warrant an ambulance attending my home. I was told to attend an A&E dept, to make my own way there, if I could not drive there then to get a cab, and by the way could I get off the phone as he had other calls waiting to answer and he could not help me any further. My mobile was on loudspeaker the whole time during this conversation, and my wife was astounded by what your operator was stating. Firstly, I never use the ambulance service, and would only in an hour of need. A blocked catheter is a life-threatening condition, which needs URGENT attention. I could not drive to seek help as the pain was too much and no one was available to help. I would never have called for an ambulance unless it was necessary but had no option. Being a retired Firefighter I was appalled at the lack of support and empathy shown to me.</p> |

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

| Patient number | Area | Comments received in relation to call handling question |
|----------------|----------------------------|---|
| 2 | Suffolk & North East Essex | Can't fault it. |
| 3 | Herts & West Essex | Answered promptly and sent ambulance within 20 mins. |
| 4 | Suffolk & North East Essex | Call handler very reassuring. |
| 5 | Mid & South Essex | Didn't actually make emergency call. 111 were very helpful. |
| 6 | Suffolk & North East Essex | My eyes were shut throughout 99% of both sets of paramedic's visits. Both teams talked me through everything & relaxed me. Felt safe. |
| 12 | Mid & South Essex | (name) on the phone made sure I kept calm. She really reassured me. |
| 16 | Suffolk & North East Essex | We were told the ambulance service was unusually busy that night (Friday), so we expected a wait. |
| 17 | Unknown | Very prompt and efficient. |
| 18 | Herts & West Essex | Service given by the paramedics was first class, as always. |
| 19 | Herts & West Essex | What was expected. |
| 35 | Mid & South Essex | The operator was calm and very kindly waited on the line. I felt like she was in the room with us. |

| Patient number | Area | Comments received in relation to call handling question |
|----------------|----------------------------|--|
| 30 | Mid & South Essex | Although the operator was very sorry and explained the situation. It's not the point, I waited an hour to be told an ambulance wasn't coming. I waited due to symptoms not getting worse, but I shouldn't of been told to wait for an ambulance that was never coming. |
| 36 | Beds & Luton | GP receptionist made call. |
| 38 | Herts & West Essex | Very reassuring and helpful. |
| 44 | Suffolk & North East Essex | Call was answered swiftly, and I received a call back for further information as well. |
| 50 | Suffolk & North East Essex | Again, lack of communication from call handlers in advising there was a long wait. |
| 55 | Beds & Luton | My wife made the call. Your staff were very efficient in obtaining the information needed, my wife being upset at time. |
| 58 | Herts & West Essex | Knew he should be back in hospital. Would never ring ambulance for small thing. Got to 79, and never rung one before! |
| 61 | Beds & Luton | Ambulance took over 25-35 minutes to arrive. |
| 69 | Suffolk & North East Essex | My mother lives in an Assisted Living complex. They called the ambulance as she was complaining of feeling giddy. She has been discharged from hospital the day before. |
| 71 | Cambs & Peterborough | That is the ambulance. NOT 111. |

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|----------------|----------------------------|---|
| 72 | Suffolk & North East Essex | I have stenosis in my back, hence the reason I had contacted my GP for medication before my back went into spasm. |
| 79 | Beds & Luton | I was the person who suffered injuries, another member of the public called 999 for me. |
| 89 | Norfolk & Waveney | I gladly put myself in the hands of these paramedics, they were wonderful. |

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

| Patient number | Area | Comments received in relation to anything we could have done better question |
|----------------|----------------------------|--|
| 6 | Suffolk & North East Essex | The 2nd team didn't tell me they were leaving or whose hands I was in. Had eyes shut throughout lengthy corridor queue, the only time I felt abandoned & vulnerable. |
| 17 | Unknown | Nothing. Very happy with the service from the time the call was answered to the time the ambulance left. |
| 18 | Herts & West Essex | Obviously waiting time could have been better, but circumstances did not permit. |
| 22 | Norfolk & Waveney | They done amazing job Nothing they could of done they work so hard. |
| 24 | Cambs & Peterborough | I was asked if I had a defibrillator. |

| Patient number | Area | Comments received in relation to anything we could have done better question |
|----------------|----------------------|--|
| 19 | Herts & West Essex | Unfortunately, my 90 year old father was waiting in the ambulance, to be handed over to A&E at Princess Alexandra hospital in Harlow, for 9 hours. He was suffering from a prolapsed and bleeding bowel, and acute diarrhoea. He twice had to be transported into the toilets inside the hospital, where the paramedics kindly cleaned him up and put clean underwear on him. We totally understand that this situation was out of the ambulance service's control but wish to explain the reason for our answer to question 19. |
| 21 | Cambs & Peterborough | I would like to point out that the pain I experienced in the ambulance was more from my spinal problems than the chest discomfort I had been experiencing. Also, I was feeling guilty enough for calling an ambulance but was doing as instructed by GP. Without being advised during the transportation to hospital that I probably should have got myself to hospital as I would have got there quicker. I found the handover process a bit confusing as at first I wondered if the A&E staff knew I was actually there as I sat in A&E with no observations been taken and no wrist band. It was only sometime later that I was called for bloods to be taken that I really knew I had been correctly booked in. But that probably wasn't your staff at fault at all. |
| 25 | Norfolk & Waveney | I feel lucky that we have such a good ambulance service, and I got the help I needed. They could not have done a better job than they did looking after me after such a scary, painful accident. |

| Patient number | Area | Comments received in relation to anything we could have done better question |
|----------------|----------------------------|--|
| 30 | Mid & South Essex | Although the 111 operator was doing their job to the best of their abilities. There needs to be better communication between them and the dispatch service. Although I still had to sit in A&E I could of been there hours beforehand if I knew there was going to be a wait. Yes, I would of got seen quicker if an ambulance arrived but the length of time waited to then sit in A&E anyway would of been less stressful knowing from the start an ambulance wasn't turning up. |
| 35 | Mid & South Essex | Absolutely nothing!!! It was amazing. |
| 36 | Beds & Luton | When using the bariatric stretcher from the fire brigade remember it only fits in a Mercedes ambulance. No point in sending a Fiat as the stretcher cannot be locked down in it. |
| 40 | Mid & South Essex | Staff was very good. |
| 42 | Herts & West Essex | Excellent manner. |
| 44 | Suffolk & North East Essex | The ride in the ambulance was 'rocky' which could be because of the roads or maybe age of ambulance. |
| 47 | Mid & South Essex | Was very, very pleased with the whole package, |

| Patient number | Area | Comments received in relation to anything we could have done better question |
|----------------|----------------------------|--|
| 51 | Norfolk & Waveney | Nothing could have been done any better, the service I was given was excellent. I have already sent compliments to the ambulance service and received a very nice reply. |
| 52 | Beds & Luton | My only query is about why the team took my baby's temperature on her forehead when the NHS guidance is to take the temperature under the armpit. The temperature was considerably different when taking them in the two different places on the body. |
| 55 | Beds & Luton | I would rather have not had my experience, but your staff could not have done any better than they did. |
| 58 | Herts & West Essex | Nothing, excellent care. |
| 59 | Mid & South Essex | When the ambulance reached the hospital, there was a long wait in the ambulance. |
| 61 | Beds & Luton | Waiting time for the ambulance to arrive please. |
| 66 | Mid & South Essex | Quicker response. Otherwise, crew was professional, caring and reassuring. As well as very apologetic for the delay and having been sent all the way from Chelmsford to Westcliff-on-Sea!! |
| 72 | Suffolk & North East Essex | I was very happy with everything. |
| 82 | Mid & South Essex | We were thoroughly grateful for the service we received, no complaints at all. |

| Patient number | Area | Comments received in relation to anything we could have done better question |
|----------------|----------------------|--|
| 79 | Beds & Luton | It was not the ambulance crew's fault they were so busy on that night and took 70 mins to arrive to an emergency. I feel the lack of service being provided by GPs at this time contributed to excess workload on your service, that's unfair on you, your staff and me. |
| 83 | Cambs & Peterborough | Unfortunately, due to the hospital being very busy, my 92yr old mum had to change ambulances outside the hospital and needed to wait for several hours before being admitted to A & E. |
| 89 | Norfolk & Waveney | I have been taken to hospital many times in my life and cannot recall how better I could have been treated than from your paramedics right into my hospital stay and indeed even my discharge. |
| 95 | Mid & South Essex | Nothing could have been any better. Everyone was very polite, very friendly and made me feel very comfortable. Very, very good. I would like to thank all staff and everyone that helped me. They phoned a few times to keep us up to date where the ambulance was and what time it would be here. The paramedics travelled to the hospital with me, the ambulance came out from another town and then they had to bring him back to my house for his car. |
| 99 | Cambs & Peterborough | Nothing. |