



Emergency Service Patient Experience additional patient comments – August 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	Suffolk & North Essex	Very professional and quick.
2	Norfolk & Waveney	Contacted and kept up to date during long wait, excellent care was received especially when the service was so stretched.
3	Herts & West Essex	Ambulance staff are lovely and really good with young kids.
4	Herts & West Essex	(names) were exceptional ... after a worrying phone call they arrived, put my mind at ease and were very thorough in what they did to assure me.
5	Suffolk & North Essex	(names) were very thorough and helpful. They advised us, contacted the GP surgery, and came back to say a DR would visit to review medication that day.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
6	Suffolk & North Essex	The two paramedics from Clacton (name) and (name) were absolutely amazing.
7	Suffolk & North Essex	(names) came very promptly and saved me while I was having a hypo! They treated me with great dignity, while I was unaware, they gave me medications to bring me round. I can't thank them enough for saving my life!
8	Cambs & Peterborough	The lads were brilliant at helping me keep distracted and were brilliant at distracting my pain. They were funny and chatty.
9	Suffolk & North Essex	The paramedics were very helpful, friendly, respectful, and courteous all the time. The ambulance was here quickly.
10	Unknown	Staff were prompt, assuring and caring.
11	Herts & West Essex	Took 5 minutes for call to be connected plus further 60 minutes + for ambulance to arrive. The ambulance crew were excellent.
12	Suffolk & North Essex	Professional polite and caring team.
13	Suffolk & North Essex	*name* and *name* were cool and calm and extremely professional in the way they dealt with my husband. I was so happy with the careful service they gave. Please pass on my gratitude.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
17	Norfolk & Waveney	The crew were very caring and seemed especially knowledgeable. They also made me feel at ease and made me laugh even though if taken an overdose. If I could, I would thank them personally.
18	Norfolk & Waveney	The paramedics arrived swiftly and helped me with my situation very calmly, calming me down. Chatted to me to take my mind of incident. Absolutely amazing people!
19	Cams and Peterborough	Excellent wonderful staff very thorough.
22	Bedfordshire and Luton	My partner called 111 at 7am as I was in excruciating pain and felt extremely lightheaded. 111 called an emergency ambulance. Shortly after 9am I received a phone call from Ambulance control who said they had been very busy, and a detailed assessment was done over the phone. By this time, I was a lot better, my pain had subsided, and my BP returned to normal and so it was deemed an ambulance was no longer necessary. I was advised to go to A&E instead. The person we spoke to was very understanding and apologetic and I have no issues with the way he dealt with it, but at the time I was very scared and the thought of no emergency help attending added to this.
23	Norfolk and Waveney	Paramedics very good really calming and very polite.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
26	Herts & West Essex	<p>The ambulance arrival time was amazing (we were told it could be up to 40 minutes by 999 and they were here in less than 10) The paramedics were reasonably efficient, kind and reassuring and did what we needed them to do which was get us to hospital and onto oxygen. However, the actual ambulance and equipment the paramedics were using was quite worrying. I felt this really impacted on their ability to do what they wanted and needed to care for my baby. They could not get their machine to measure his oxygen levels for almost the entire journey from St Albans to Watford general (it was mid 80s when they did finally get a reading and my 10 month old baby required significant oxygen support in HDU for 4 days on admission so this was scary that they couldn't monitor this for the journey) The actual ambulance was also in need of some fixing and the team struggled for several minutes to get the back door flap to open to allow the stretcher to be wheeled out (again very worrying when your baby is clearly in need of respiratory support and they cannot get him out of the ambulance without having to restart the engine and fiddle with the buttons for a while) I was HUGELY grateful to have a team so quickly and to have their expertise and reassurance but in my opinion their equipment and vehicle really were not in acceptable condition to allow them to do their job as well as they could.</p>

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
24	Suffolk & North Essex	They were very kind & helpful. They managed to get me off the floor & back into bed with dignity & smiles.
28	Cambs and Peterborough	Prompt arrival of ambulance. Polite and caring staff.
29	Herts & West Essex	The ambulance crew were friendly, caring and efficient.
30	Norfolk & Waveney	Excellent service. Very competent technicians. I was reassured and felt well taken care of.
31	Herts & West Essex	Your paramedics were so calming and reassuring. I was so scared at what had happened and when they came, they really helped me calm down. They seemed in control the whole time while I panicked.
32	Herts & West Essex	Fantastic from start to finish.
33	Herts & West Essex	Could not fault the attention.
34	Suffolk & North Essex	On several occasions I have had to call the emergency service for either myself or my wife. The service has been as prompt as has been possible and the attention and expertise of the paramedics has always been second to none. Their skill has been wonderful and their manner sympathetic and caring. I cannot praise them enough for what has, on occasion, been tricky situations.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
36	Mid & South Essex	The handler who answered the phone and both the paramedics were polite, helpful and efficient.
34	Suffolk & North Essex	On several occasions I have had to call the emergency service for either myself or my wife. The service has been as prompt as has been possible and the attention and expertise of the paramedics has always been second to none. Their skill has been wonderful and their manner sympathetic and caring. I cannot praise them enough for what has, on occasion, been tricky situations.
36	Mid & South Essex	The handler who answered the phone and both the paramedics were polite, helpful and efficient.
37	Herts & West Essex	The attending paramedics were excellent with my son they spent time talking to him and reassuring him through the whole process. They were also amazing with myself and my husband, they were very considerate of our feelings.
38	Suffolk North Essex	I dislocated and broke my ankle during an afternoon walk. It was raining and I was lying in the mud by the side of the road in my wet clothes. When my husband rang the ambulance, he was told not to move me and that the ambulance would take 8 hours to arrive. After an hour I was shaking and very cold. We rang again and my case was upgraded. The ambulance arrived after approximately 30 minutes. The ambulance staff were fantastic once they arrived.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
39	Norfolk and Waveney	Staff efficient and very reassuring, discussed next step with me, only problem was as it was an emergency call out had to be taken to James Paget hospital rather than Norfolk and Norwich where I am well known To the Renal Team. No problem with the care at JPH but I had to have a blue light transfer to N&N later in the day for dialysis so a bit of a wasted journey for you.
41	Mid & South Essex	Just great medics. Patient. Sensitive.
42	Mid & South Essex	The two gentlemen were very caring. I have lived in our house for 43 years and this is the first time it has happened.
44	Herts & West Essex	The care I got.
45	Herts & West Essex	Service was extremely busy with a predicted wait time of 10 hours. Good conversation/support from control room paramedic which resulted in action from out of hours doctor.
47	Herts & West Essex	The ambulance crew were very patient and knowledgeable regarding my condition.
48	Herts & West Essex	Crew were very attentive and thorough.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
49	Herts & West Essex	I am 84 years of age, asthmatic, and live alone. I caught Covid and was extremely ill in spite of being double jabbed and taking all recommended precautions. Three times I had to call the paramedics through the personal alarm on my wrist. On each occasion they arrived within half an hour and again, on each occasion, I was more than impressed with their professionalism, kindness and efficiency. Although I have family nearby my granddaughter was in her third trimester in pregnancy, and a great granddaughter had been in GOSH for open heart surgery. My daughter was looking after them and the rest of the family. She left food and drink in my porch, was in touch during the day but I did not want anyone near me as I was really really rough. The ambulance service was of the highest quality and cannot be praised enough.
50	Norfolk and Waveney	Polite and understanding, even when I refused going to hospital, they were still professional.
52	Herts & West Essex	'Because they were extremely sensitive and helpful. I felt confident in everything they did.
53	Norfolk and Waveney	I was in (name) Church and received excellent treatment plus some very helpful advice.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
51	Suffolk & North Essex	I had at 2.30am a sudden nosebleed which I could not stop. I rang for an ambulance. Was told it would be over an hour before it would arrive. About an hour later I was rang and told it would be much later - cannot remember just how long. Then about half an hour or so later someone rang me to say I could not have an ambulance. Eventually my neighbour drove me to Ipswich A&E. I live with my wife, but she cannot drive because she has Alzheimer, and I was unable to drive because of the nosebleed.
54	Norfolk and Waveney	We called 111 because GP refused to talk to us at short notice as he was too busy. The operator was sympathetic and advised us that there was a 3-hour delay. Meanwhile we were visited by first responders who were very good and reassuring and stayed until ambulance arrived.
55	Norfolk and Waveney	Ambulance did take longer than expected to arrive. Staff were very good.
56	Mid & South Essex	The paramedics we're very efficient helpful and reassuring. They made us feel relaxed and comfortable.
57	Herts & West Essex	Both paramedics were very calm, patient and understanding. They explained everything and asked questions. They double checked that it was ok to do observations.
59	Mid & South Essex	The ladies were knowledgeable and dealt with my problem effectively in a short amount of time.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
58	Luton and Beds	They were very quick to respond and very efficient and caring. They treated me with the greatest respect and kept reassuring me all the way to the hospital.
60	Norfolk and Waveney	100%, paramedics, so caring and knew what they were talking about.
61	Herts & West Essex	Because it was, they couldn't have done anymore for me.
62	Herts & West Essex	Brilliant, they knew what they were talking about, just very nice people.
63	Mid & South Essex	The team were not particularly friendly.
64	Suffolk & North Essex	Ambulance service attended my mum several times over a short period and each crew were extremely efficient, polite and kind.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
65	Herts & West Essex	<p>Over the last 2 months the EA Service has come out to take me on emergency trips to A&E. All 3 times they arrived very quickly. The first two crews were very caring and professional. The final time early September although the ambulance arrived quickly, but although I was suffering with pain from my bowels, I also at the same time had a fit / light stroke (I have had a light stroke before, so know the effects e.g. loss of speech/slurring) they totally ignored this, even though I was shouting 'Stroke' at them, they just wanted me to calm down. They even made to the ambulance and climb on board under my own steam, even though I was finding it difficult to walk. On the previous occasions they put me in a chair. A friendly word would have helped as I was very fearful. On arrival at A&E Watford I even had to climb down from the ambulance without steps as the crew was walking away and said 'Come along then'.</p>

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
66	Mid & South Essex	<p>I was very disappointed with the service my 86-year-old mother received after having a accident & hurting her back, 3 times in a week I called for a ambulance as she was in so much pain. The first time was on Saturday 31st July the day of the accident after 2 hours I was phoned by a ambulance nurse & was asked a lot of questions then she said she would get a doctor to call she rang 4 hrs later she said see how she is overnight any change call ambulance so at this point no ambulance came out. Sunday 1/8/21 I called ambulance again this time they came out, but after a lot of paperwork they did not take her in telling her it was just muscular. Got tablets from GP for the pain still she was in agony, after a week of talking to doctor on phone, on Sunday 08/08/21 I called an ambulance again as mum was soaking wet with sweat & temperatures from the pain. Yet again no ambulance came out only ambulance nurse spoke to me on the phone, she then said would I be able to take mum myself to queens A&E as she was sure she needed to be seen, & said she never had a ambulance to send out. So I managed to get her in the car & drove her to queens a&e after going through a long process at the hospital my mum had broken her back in 3 places & the 12th disc had collapsed. I was absolutely devastated at the thought of calling a ambulance 3 times in a week & twice no one came & the 1 time they did come out they didn't take her. I feel so let down by this I am a NHS worker myself & have been looking after patients all through the covid pandemic & catching covid myself & yet my mum has suffered by neglect.</p>

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
68	Suffolk & North Essex	Arrived very quickly, very calm, kind, understanding.
69	Suffolk & North Essex	Ambulance arrived quickly and paramedics were kind and efficient.
71	Herts & West Essex	I was unconscious but my husband who was there says he couldn't fault the care and attention I received. He was also impressed with the 999-call handler who kept on the phone until the ambulance arrived.
73	Suffolk & North Essex	I have had experience with EEAST on several occasions for my health and also that of my mother we have found they attended quickly, and the paramedics were very polite caring explained everything clearly were polite during journey to hospital we could never fault the ambulance staff, but problems occurred when we were left the care of the hospital and not the fault of the ambulance service.
74	Suffolk & North Essex	I had 'blacked out' on floor from 3.30pm 4th August 2021, found by OT. She rang Dr, no luck. Rang 111 ambulance to come. Finally, it arrived 5.30am 5th August 2021 (14hours wait). Got to A&E hospital 6.45am.
76	Cambs & Peterborough	Both paramedics were very helpful, kind, considerate, knowledgeable, caring, and efficient. Excellent service. Both paramedics were from Bury St Edmunds.

Patient number	Area	Comments received in relation to overall satisfaction (Friends and Family Test) question
77	Cambs & Peterborough	As a general rule of thumb, the Ambulance give a fantastic service.
80	Mid & South Essex	First ambulance fell into "good "Second ambulance when situation deteriorated significantly was "very good".
81	Suffolk & North Essex	I called the ambulance service on 2 consecutive nights. The Chemotherapy I had just started affected the diabetes and I had 'hypos'. Both crews were marvellous, prompt and took control of the situation immediately. All four men were professional and kind. Even not leaving until I had eaten the marmalade toast and tea made and was warm and comfy and back in bed. Excellent service.
83	Herts & West Essex	Very quick response. Fantastic ambulance staff.
84	Herts & West Essex	Because that was the truth on each time, I had to use them.

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
6	Suffolk & North Essex	Very good- The call handler remained on the phone with me until the crew arrived.
10	Unknown	Good - told me what to check and look for and how to monitor.
11	Herts & West Essex	Neither good nor poor - 5 mins to answer then very short call compared with previous ambulance calls (my husband has complex medical issues including seizures, so I have had to call ambulance approx 4x in last year).
13	Suffolk & North Essex	Very good - they answered quickly and reassured me that help was on its way.
17	Norfolk & Waveney	Very good - Great service.
18	Norfolk and Waveney	Very good - handled swiftly and calmly.
19	Cambs and Peterborough	Very good - Took a long while to get through to anyone but was a Saturday evening.
28	Cambs and Peterborough	Very good - Caring and polite.
33	Herts & West Essex	Very good - was instructed what to do very professional handler.

Patient number	Area	Comments received in relation to call handling
31	Herts & West Essex	Good - It was a very busy day so call handler had to go off the phone to answer more emergency calls.
38	Suffolk & North Essex	Very poor - The call handler wasn't interested to hear about the fact that I was lying in the mud in wet clothes. They said that if I was conscious and breathing, it would take 8 hours for the ambulance to arrive.
49	Herts & West Essex	Very good -See comments above on the life-saving service received.
51	Suffolk & North Essex	Good - This was good in terms only of the call handlers, not the response by the ambulance service.
53	Norfolk and Waveney	Very good - I am just happy about the help thank you.
54	Norfolk and Waveney	Good - if the GP had spoken to us the call to 111 may not have been necessary.
56	Mid & South Essex	Very good- Very efficient and reassuring
57	Herts & West Essex	Neither good nor poor - I didn't call the ambulance I was referred by 112
59	Mid & South Essex	Don't know - Dialled by NHS 111.

Patient number	Area	Comments received in relation to call handling question
58	Luton and Beds	Very good- 100% satisfied with the service and especially the two paramedics who looked after me.
63	Mid & South Essex	Don't know - My daughter made the call.
65	Herts & West Essex	Don't know - A neighbour rang in all three cases as I was unable to make the call
69	Suffolk & North Essex	Very good- I was in Felixstowe and I believe the ambulance stations close by. They seemed to arrive very quickly
71	Herts & West Essex	Very good- The call handler was excellent, gave advice until ambulance arrived.
76	Cambs & Peterborough	Very good- 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.

Additional comments received to the open-ended 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
1	Suffolk & North Essex	None. The service was excellent.
4	Herts & West Essex	Nothing both (names) were excellent thank you.
8	Cambs & Peterborough	Maybe try keep ambulance blocking down more.
11	Herts & West Essex	Ambulance crew that attended to my husband were brilliant and 10/10 thank you.
12	Suffolk & North Essex	We appreciate the service and the team so much. Amazing people doing an amazing job.
13	Suffolk & North Essex	It was a completely satisfactory and excellent service.
18	Norfolk & Waveney	Thank you so much for your wonderful work and attitude when dealing with me. You put my mind at ease, and I appreciate that.
23	Norfolk and Waveney	No nothing to complain about maybe time to come could have been better.
24	Suffolk & North Essex	The overall service provided by the two women was excellent. They were professional, kind & friendly. They checked me over & made sure I was comfortable before they left. My wife was reassured that I was in good hands.

Patient number	Area	Comments received in relation to anything we could have done better question
22	Bedfordshire and Luton	It would have been better if I had emergency help when it was needed. I asked my partner to call for help as I knew I felt really quite ill and was about to pass out even lying down. Thankfully my symptoms subsided after around 45 minutes however due to other current restrictions on medical services I have still be unable to find out what was wrong with me. I am terrified that there will be a recurrence of this episode and no help will come.
26	Herts & West Essex	Ensured that all of the equipment on the ambulance was in working order and that the vehicle was fit for purpose.
28	Cambs and Peterborough	As far as my experience was concerned you could not have done better.
33	Herts & West Essex	Speed of response on 111 very good Ambulance at house within 15mins staff excellent.

Patient number	Area	Comments received in relation to anything we could have done better question
34	Suffolk & North Essex	I do not know how any better service could have been given. I have nothing but total admiration for the ambulance service and their staff in handling often very difficult situations.
49	Herts & West Essex	Nothing could have been done better.
52	Herts & West Essex	Only the speed of response.
53	Norfolk and Waveney	Nothing.
54	Norfolk and Waveney	Apart from delay, no complaints at all. The staff examined my wife (more than our GP) and offered reassurance.
55	Norfolk and Waveney	My biggest complaint would be about the N&N Emergency department. The Ambulance staff were very good. The emergency depart is very poorly managed, staff do not care and waiting times are way too long.
56	Mid & South Essex	Nothing.
58	Luton and Beds	As far as I am concerned all the NHS staff and ambulance personnel were exceptional and caring of me at all times and I cannot praise them enough.

Patient number	Area	Comments received in relation to anything we could have done better question
60	Norfolk and Waveney	Only regarding return journey home using PTS, they could do with having a rail inside the vehicle to help patients stand up, you need something to hold.
61	Herts & West Essex	They couldn't do more, absolutely 100%.
62	Herts & West Essex	No not at all.
63	Mid & South Essex	The hospital staff advised the ambulance staff that they had put the canular into the wrong arm as I was having problems with my heart. The ambulance member said they had never been told to put the canular into the right arm of a patient with heart problems. She said she would tell 'the others' about this fact.
64	Suffolk & North Essex	Ambulance staff were very thorough in their assessment of mum's condition and wrote through details of her symptoms, history, medication. However, on attending A&E, nurses and doctors all ask the same questions time and time again. This process could be smoother and save NHS valuable time
65	Herts & West Essex	As above first two transports were excellent. Final once could have been much better if they had listened to me or treated me a little kinder or with understanding.

Patient number	Area	Comments received in relation to anything we could have done better question
76	Cambs & Peterborough	The service from the Paramedics was absolutely excellent. The Paramedics were very concerned that the nurse sent by the GP that morning had not examined our father properly and just viewed him and walked away. Our Mother had to insist with the nurse to send someone to take a blood sample. We are all very grateful to the two Paramedics from Bury St Edmunds and cannot thank them enough for their fantastic service.
77	Cambs & Peterborough	Everything comes at a cost and I do not believe there is any more funds available to increase manpower and vehicles.