



# Emergency Service Safeguarding Survey Patient Experience Report

Safeguarding patient experience survey

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Report Period: August 2021

Date of Report: January 2022

# Emergency Services Safeguarding survey results summary

## Introduction

The East of England Ambulance Service NHS Trust (EEAST) has a comprehensive annual Patient Survey Programme which includes the continuous core surveys for Emergency Services (ES)/Emergency Clinical Advice and Triage (ECAT) Service and the Patient Transport Service (PTS), along with bespoke survey projects which vary each year depending on the Trust's priorities or if there is area of care that is being developed on in need of audit.

During 2021/22, an ES safeguarding survey was designed in collaboration with the Safeguarding Lead with the aim to obtain feedback from patients over the age of 18 who had consented to a safeguarding referral (for example: a referral to the Fire and Rescue Service for safe and well checks, GP for additional support, mental health services, falls teams, early intervention teams or other healthcare professionals such as physiotherapists, occupational therapists, or district nurses).

This is the first survey in relation to safeguarding that has been undertaken by the EEAST. The objective of the survey was to establish patient satisfaction, to involve patients in the healthcare and service received and to monitor the quality of care and service provided by the Trust, specifically in relation to patients who had received a safeguarding referral. 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 to the ES safeguarding patient experience survey for patients who used the service during August 2021.

## Sample

A random sample of patients who had used the service during August 2021 was obtained from the Trust's Safeguarding Team. It was decided that this survey project should only include patients over the age of 18 years old who had consented to a referral rather than received a statutory referral. The sample included patients across the whole region covered by the Trust (Norfolk, Suffolk, Cambridgeshire, Bedfordshire, Hertfordshire and Essex).

## Response rate

297 patient experience surveys were posted to patients who had used the service during August 2021. Overall, 25 surveys were completed and returned which equates to an 8.4% response rate.

## Methodology

A random sample of adult patients who had used the service and received a safeguarding referral was obtained from the Trust's Safeguarding Team. The patient sample was then traced using the Demographic Batch Trace Service, with any patients who did not trace removed from the sample prior to mail out. In October 2021, a copy of the survey, a cover letter and prepaid envelope were sent to each patient within the sample, with a month then allowed for responses to be received.

## Conclusion

Patients were generally satisfied with the service received from the Trust, with **88.0%** of patients rating the service as either 'good' or 'very good.'

Overall, **68.2%** of patients recalled being included to at least 'some extent' in any discussions undertaken in relation to referral for additional support. However, **31.8%** of patients did not remember being included in such discussions.

Patients who advised they had been referred to additional services for support were most likely to have been referred to: 'mental health services' (35.0%), GP (30.0%) or 'other healthcare professional' (30.0%), with **84.2%** of patients satisfied with the information provided to them in relation to such a referral. Following referral, 11 patients (**68.8%**) went on to receive additional support, however, five patients (31.3%) did not recall any additional support provided.

A number of additional comments were received. These comments were generally positive and highlighted the professionalism, kindness and care provided by staff. However, two negative comments were received in relation to attitude and one comment was received in relation to explanation of care.

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:

Please see the below results to the safeguarding patient experience survey.

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

Caution must also be taken when interpreting the results which may not be representative due to the small sample of patients who completed a survey.

### 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, 88.0% of respondents who answered the FFT question and had used the service during August 2021 rated the service as 'good' (4.0%) or 'very good' (84.0%). Two respondents (8.0%) answered 'neither good nor poor' and one respondent (4.0%) answered 'very poor.'

## Please can you tell us why you gave this answer:

Patient	Positive comments received
4	Because the two NHS people who came out to me were very kind and made sure that I was ok before returning to my home.
6	The 2 paramedics were very caring, efficient, and friendly. They were totally professional.
8	The ambulance arrived quickly; crew were very good with patient & relatives.
10	Friendly, professional - helpful - so my husband said - the ambulance was for him not me. He did need to stay in hospital and alas finally died there on 14 <sup>th</sup> Sept.
11	Because it is true.
12	Because they changed my mind set about killing myself. Gave care and understanding.
14	It was a quick response from 999 call to arrival. Most caring team and took no time at all in deciding the best place for me and then getting me there.
15	A passer-by called ambulance due to my various current states. The two female crew were absolutely amazing, polite, kind, completely understanding, friendly, funny, professional, competent of their skills, duties and being lovely, lovely, human ladies.
16	I was treated in an excellent service and God bless the two young ladies.
19	They were prompt and efficient.
20	Have first class treatment, also consideration to daughter who was unable to ride in back of ambulance.
21	The paramedics were kind, efficient and thorough.

Patient	Positive comments received
22	Because I have found them very professional and courteous. A credit to the British Isles.
23	Arrived quite quickly. The ambulance staff were absolutely brilliant. Made me comfortable. Kind, caring, I felt very safe and comfortable. Couldn't have asked for better.
24	Because I think they are wonderful.
25	Both the ambulance people were very kind and helpful.

Patient	Mixed/Neutral comments received
7	The ambulance service were called to our address on 3 occasions in August: - Firstly 7 <sup>th</sup> - we had 2 ladies, really good, listened and brought the attack under control. Secondly 16 <sup>th</sup> - A first responder arrived first and then a 2-man ambulance team. The first responder who seemed to be in charge was extremely rude and stated what do you expect when you're that size. Yes, I am overweight because I take a lot of steroids suffering polymyalgia and COPD and having broken my ankle in 3 places just before the first lockdown, I am now not very active. He stood in front of me and could have seen my swollen red legs but didn't comment. Thirdly 17 <sup>th</sup> - A young male and female team arrived. Absolutely wonderful, listened to the problem and as his vital readings kept changing it was decided to take me.
9	Felt better having discussed problems re persons involved in building complex. Wish to retain privacy is becoming very difficult without being unfriendly. Is there access to roofer in the area everywhere?
13	Staff were friendly but didn't explain what my care would be or what was wrong (more hospital).

18	I had some difficulty with 112 I had good service from 999.
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Patient	Negative comments received
1	Treated very badly no help for people with mental health needs.

**Please tell us about anything we could have done better:**

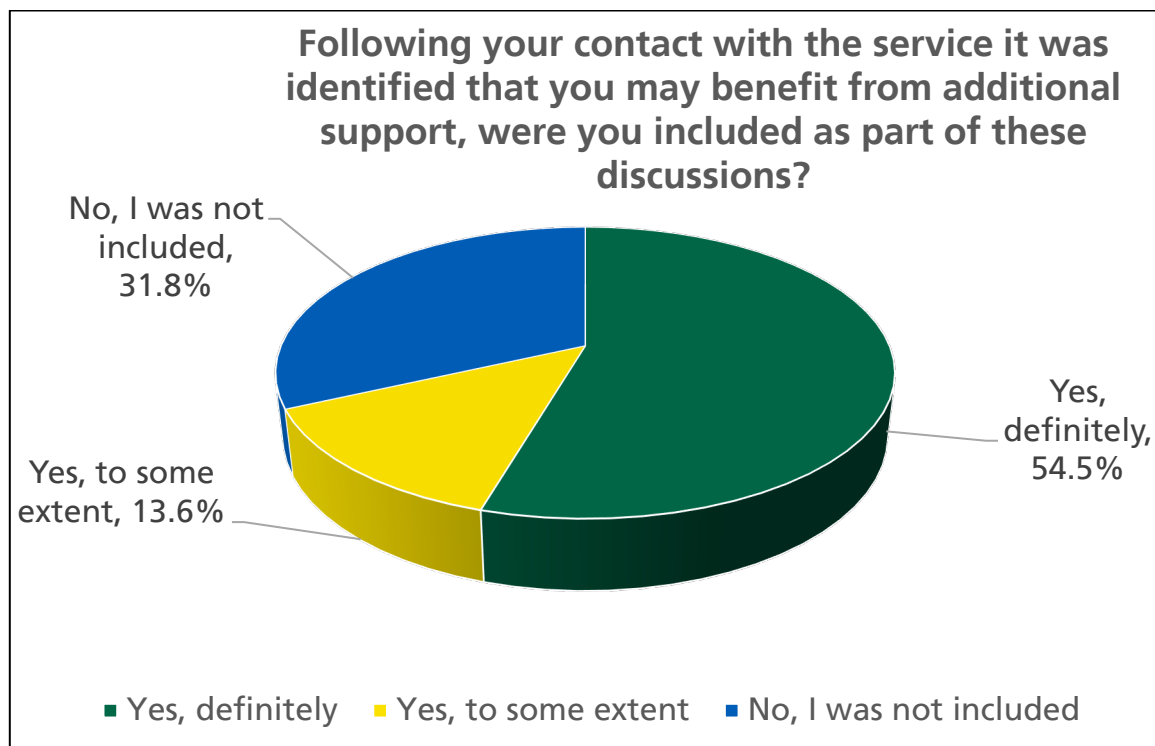
Patient	Comments received
1	Treat patients with mental health issues better.
4	You did your very best.
7	The first responder didn't have to be so rude. I was kept in hospital for a week with increased leg swelling and weeping legs.
8	Nothing.
9	Need a telephone person to call when necessary, about small problems in house. Thank you.
11	Nothing.
12	Nothing.
13	Explain more what is going. But if this survey is for when in hospital it does apply.
15	Give me the winning euro lottery number in order that I could / would donate a large bunce to the (Essex, East of England) top draw ambulance service.
19	Nothing.
22	Nothing (well done).
23	Nothing – perfect.



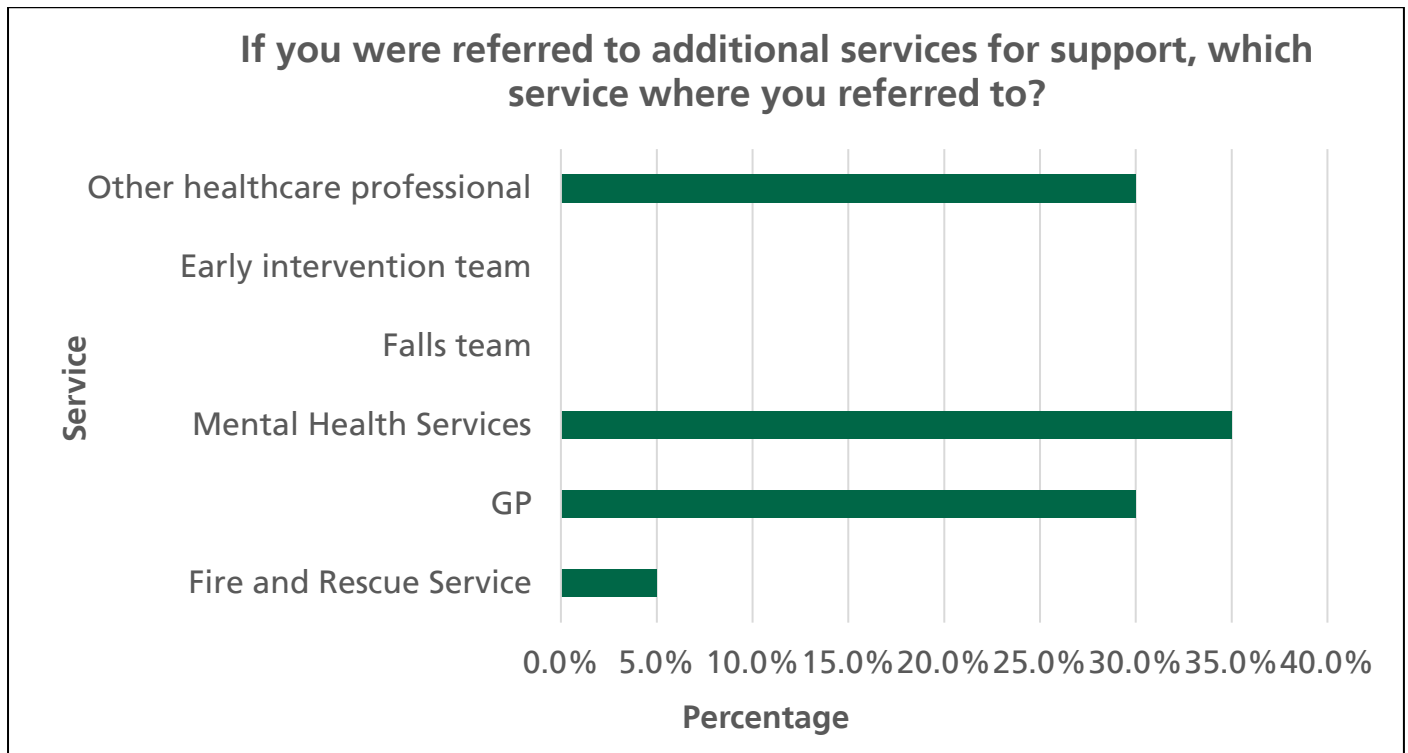
## Following your contact with the service it was identified that you may benefit from additional support, were you included as part of these discussions?

Overall, 68.2% of patients recalled being included to 'at least some extent' in relation to the discussions about additional support they may require. However, seven patients (31.8%) advised that they had not been included in any discussions.

The remaining patients either did not respond or answered, 'not applicable/unable to say.'

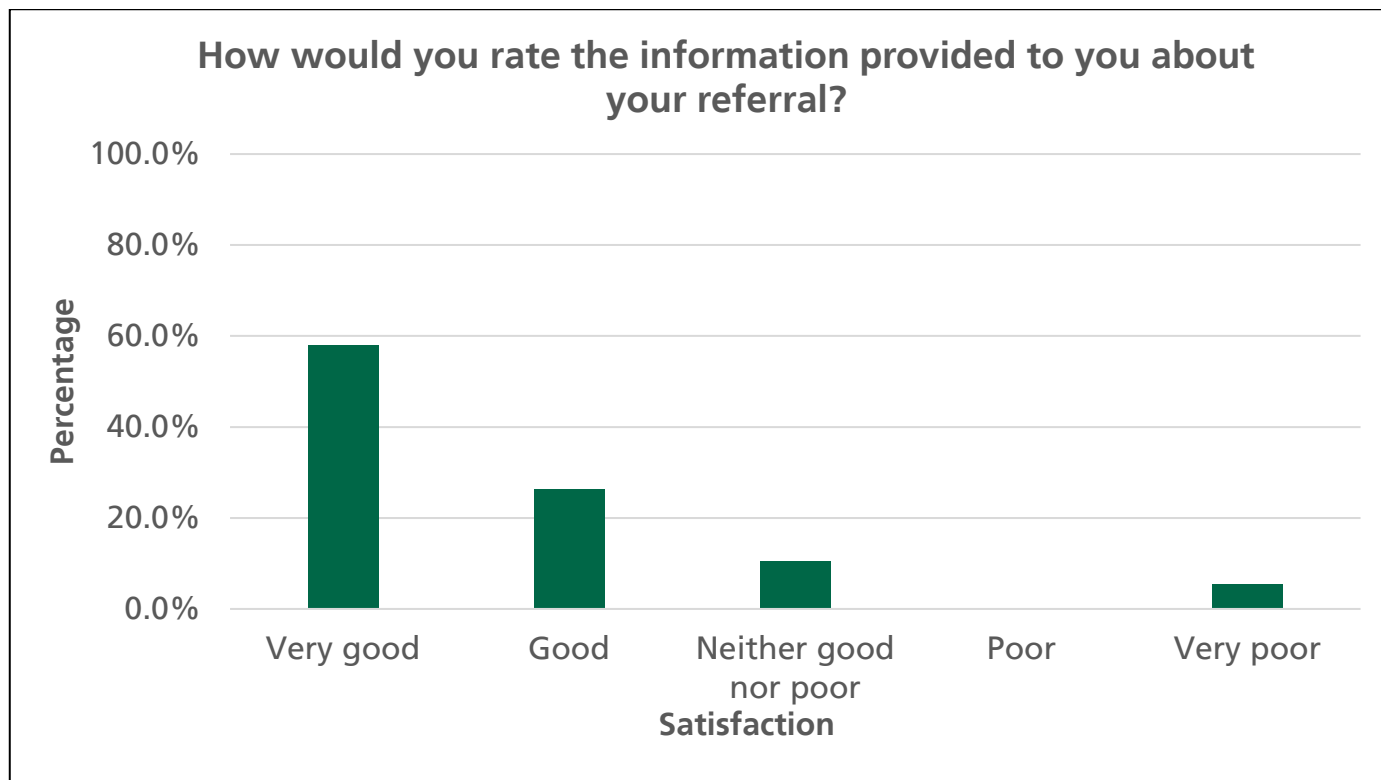


## If you were referred to additional services for support, which services where you referred to?



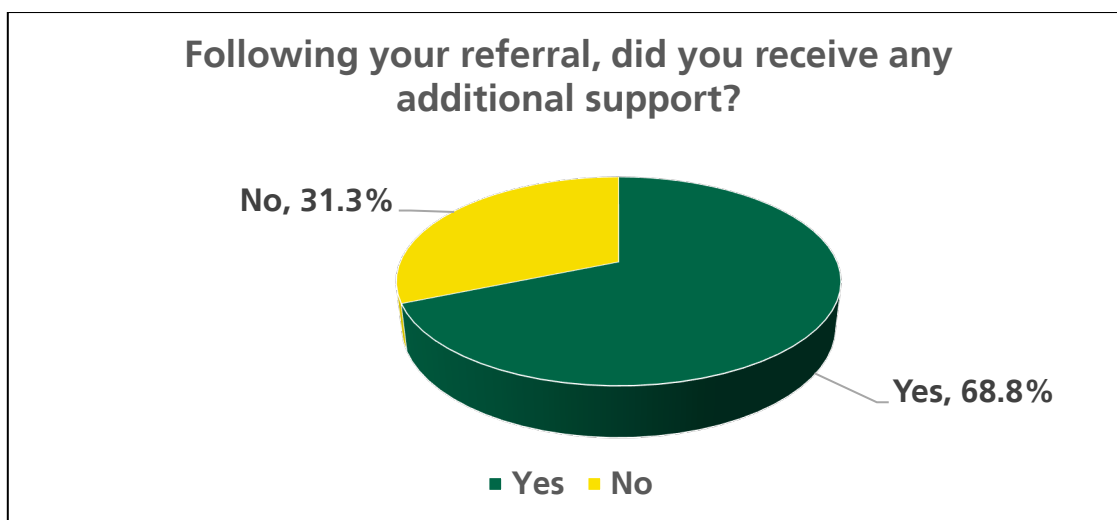
Various responses were provided in relation to the service that the patient had been referred to for additional support. Patients were most likely to respond that they had been referred to 'mental health services' (35.0%), GP (30.0%) or 'other healthcare professional' from the options listed. The remaining patients either responded 'fire and rescue service' (5.0%), did not respond or answered, 'not applicable/unable to say.'

## How would you rate the information provided to you about your referral?



Patients were generally satisfied with the information provided to them in relation to their referral, with 84.2% of patients rating the information received as 'good' (26.3%) or 'very good' (57.9%). However, 1 patient rated the information provided as 'very poor' (5.3%) and 2 patients rated the information provided as 'neither good nor poor' (10.5%). The remaining patients either did not respond or answered, 'not applicable/unable to say.'

## Following your referral, did you receive any additional support?



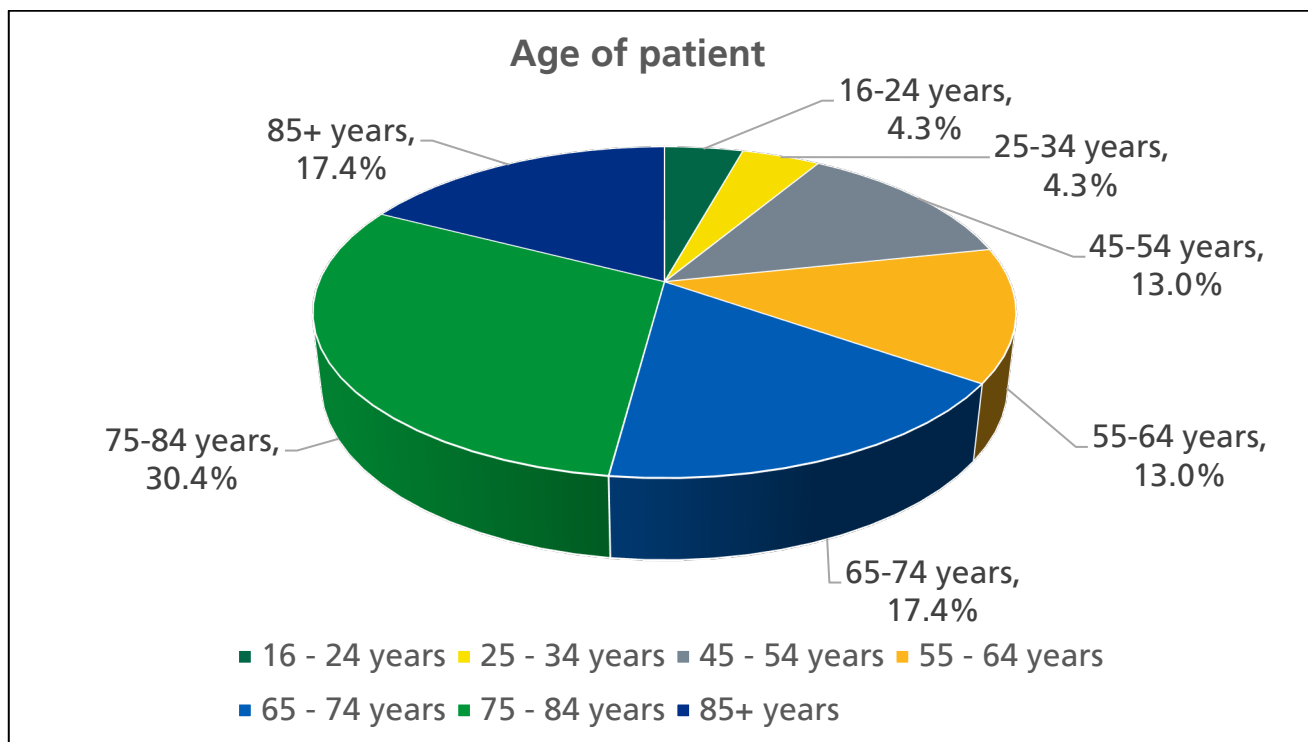
Overall, 68.8% of patients advised that they had received additional support following their referral. However, 5 patients (31.3%) responded that no additional support had been received. The remaining patients either did not respond or answered, 'not applicable/unable to say.'

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

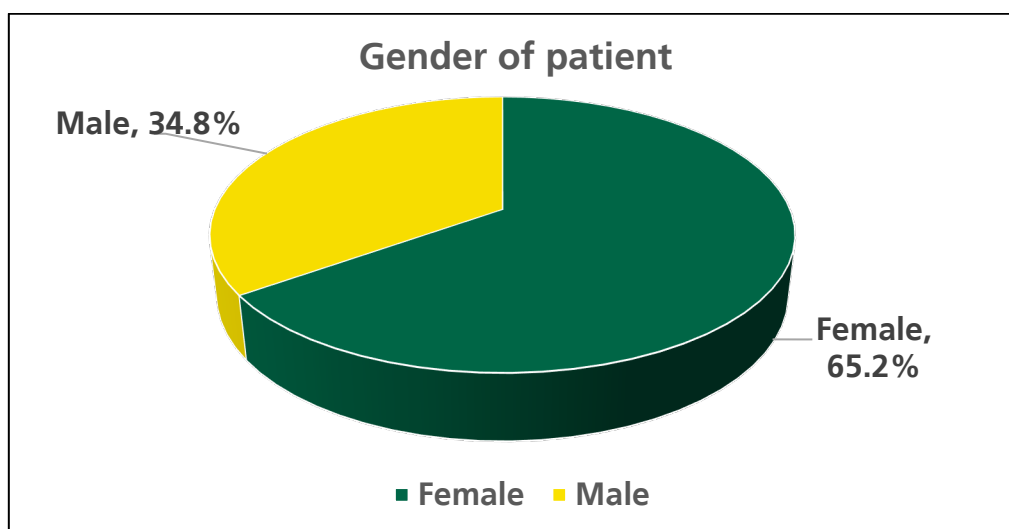
- *"A shoulder and someone to explain to when problems come up - particularly around the housing complex." (Patient 9)*
- *"Phone call weeks later from GP not good enough, I believe." (Patient 12)*
- *"Mental health assessment with referral for treatment." (Patient 14)*
- *"Due to Covid, all my mental health support pushed back. People ring but nothing seems to get done." (Patient 15)*
- *"My GP telephoned me." (Patient 23)*
- *"Referred to the avenue re physio help." (Patient 25)*

# Demographics and Equality and Diversity Information

## Age of patient



## Gender of patient



## Ethnic Group

All patients who responded to this question advised that they were of a White ethnic group.

## 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.

# Appendix

## Appendix 1 – cover letter

REF 1:  
REF 2:



Patient Experience Department (Surveys)  
East of England Ambulance Service NHS Trust  
Hospital Lane  
Hellesdon  
Norfolk  
NR8 5NA  
Tel: 01603 422801 / 01603 422757  
25<sup>th</sup> October 2021

Dear

I understand the ambulance service was called to attend to you in (month) and I am writing to ask if you would take a few moments to complete a confidential survey on your experience. This feedback is valuable to us to help us understand where we are doing well and what needs to be improved.

**If you cannot or do not wish to take part in the survey, please do not feel obliged to do so, we do not wish to cause upset or offence. If this is the case, please discard these documents and consider it no further.**

If you would like to complete the survey, the enclosed questionnaire should take no more than **10 minutes** to complete. These surveys are confidential so if you would like to provide a specific compliment or concern, please make sure you complete the consent section on the patient survey, so we have your details and are able to contact you. If you raise a specific compliment or concern and provide your details and consent to contact you, our Patient Experience team may contact you to discuss this further. You have the right to withdraw consent to the Trust processing your data for this purpose. There are some limited circumstances where the Trust may be required to continue processing personal data, an explanation will be provided if applicable. Please see the Trust's Privacy Policy for more information: <https://www.eeastamb.nhs.uk/privacy.htm>

Alternatively, you may contact the Patient Experience department at the address given on the following page if you would like to speak to someone directly. Please return the completed questionnaire to us in the pre-paid envelope provided, we would appreciate hearing from you by the (date).

Thank you for taking the time to assist us. We really value the feedback we receive from the patients and communities we serve. If you have any questions about the survey, please contact us by email [surveys@eastamb.nhs.uk](mailto:surveys@eastamb.nhs.uk) or telephone: on 01603 422757 / 01603 422801.

Yours sincerely,

*Tom Abell*  
Chief Executive Officer  
East of England Ambulance Service NHS Trust

Chief Executive Officer: Tom Abell  
Chair: Nicola Scrivings  
[www.eeastamb.nhs.uk](http://www.eeastamb.nhs.uk)



### Document format

You can contact the Patient Experience Department via telephone or email, and they will register your concerns and initiate the feedback process:

Free phone: 0800 028 3382 or email: [feedback@eastamb.nhs.uk](mailto:feedback@eastamb.nhs.uk)

If you would like any of these documents in large print, Braille, alternative format, or a different language, please contact the Patient Experience Department on: 0800 028 3382.

اگر آپ کو یہ کتابچہ بڑے پرنٹ، بریل، متبادل نمونے یا کسی دوسری زبان میں چاہیے تو براہ مہربانی ہائرسے فون نمبر 0800 028 3382 پر رابطہ کریں۔

لہنگر نام نامیلکیمستان بہ پنتی گھورہ، بریل، شلواری جباوا، یا خود زمانلکی دیکہ دولت، تکلیہ پھونڈی  
بہ تھی PALS: بوه بکمن لہ سمر ژماره تلفونی 08000283382

Se desejar obter este folheto impresso em letras maiores, em Braille, num formato diferente, ou noutra língua, por favor contacte 0800 028 3382.

Jeżeli chciałbyś otrzymać tę ulotkę w dużym druku, w Braille'u, w innym formacie lub w innym języku prosimy o kontakt pod numerem telefonu 0800 028 3382.

Если вы бы хотели получить эту брошюру в печати крупным шрифтом, шрифтом Брайля, в альтернативном формате или на другом языке, пожалуйста, обращайтесь в группу по телефону 0800 028 3382.

### Use of patient information

A Patient Care Record is created every time a patient is assessed, either over the telephone or in person. The record will include information about the patient, the assessment, any treatments and advice given. A copy of the record will be handed over to the healthcare professional taking over the care of the patient and used to maintain safe and effective care. The data obtained will also be used to monitor and improve the quality of the services provided.

A copy of the record is retained by the Trust; all records are used and managed in accordance with strict NHS policy and English Law.

If you have any further queries or would like to request a copy of your record, more information is available via the Trust web site [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk) or from the Trust's Patient Experience Department, East of England Ambulance Service NHS Trust, Hammond Road, Bedford, MK41 0RG

**A copy of the report of this survey and any others completed by the Trust will be available online after completion at [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk).**

Chief Executive Officer: Tom Abell  
Chair: Nicola Scrivings  
[www.eastamb.nhs.uk](http://www.eastamb.nhs.uk)

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## Appendix 2 – Safeguarding survey

15

EEAST: Safeguarding Survey  
August 2021

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

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**Emergency Ambulance Service Patient Survey**

Ref1 / incident date:

Ref2 / first part of postcode:

**We would like you to think about your recent experience with the East of England Ambulance Service NHS Trust:**

Q1 Overall, how was your experience of our service?

- Very good .....
- Good .....
- Neither good nor poor .....
- Poor .....
- Very poor .....
- Don't know .....

**Thinking about the service we provide...**

Please can you tell us why you gave this answer:

Please tell us about anything that we could have done better:

Please confirm whether you are happy for your comments to be made public:

- Yes .....  No .....

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**Q2 Following your contact with the service it was identified that you may benefit from additional support, were you included as part of these discussions?**

Yes, definitely .....

Yes, to some extent.....

No, I was not included.....

Not applicable / unable to say.....

**Q3 If you were referred to additional services for support, which services were you referred to?**

Fire and Rescue service .....

GP.....

Mental health services .....

Falls team .....

Early intervention team .....

Other healthcare professional.....

Not applicable / unable to say.....

If other (please specify below):

**Q4 How would you rate the information provided to you about your referral?**

Very good.....

Good .....

Neither good nor poor .....

Poor .....

Very poor.....

Not applicable / unable to say.....

**Q5 Following your referral, did you receive additional support?**

Yes .....

No .....

Not applicable / unable to say.....

If yes, please explain what support you received:



### Would you like to compliment the service or staff?

If you wish to write a letter of thanks to the call handler or staff involved, you may include this in the pre-paid envelope provided with the survey. We will make sure your compliment is passed on to the staff member.

### Would you like to inform us of a concern or complaint?

All comments received are used to monitor and improve services provided by the Trust. If you have a concern or complaint about the service and would like us to contact you, please provide your details below:

I consent to my details being held by the East of England Ambulance Service NHS Trust and I wish to be contacted by the Patient Experience Team.

(Please tick box)

Signature:

Name:

Address:

Telephone number:

### Would you like to take part in a discovery interview?

We are looking for patients or their representatives who would be willing to discuss their experience in more depth by way of a video discovery interview. The discovery interviews are used to assist us in improving the services provided through staff training and awareness raising.

I consent to my details being held by the East of England Ambulance Service NHS Trust and I would be interested in taking part in a discovery interview.

(Please tick box)

Signature:

Name:

Telephone number:

If you consent to a video interview, you may be contacted by a member of the Patient Experience or Patient Engagement team following your survey submission.

### Would you like to become a Patient Representative for EEAST?

If you would like to become a Patient Representative and help to shape the services provided by the Trust, please register your interest by contacting [involvement@eastamb.nhs.uk](mailto:involvement@eastamb.nhs.uk)

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Page 3

## Equality and Diversity

The following questions are used to obtain demographic information about the patients we serve. This information can help us plan to meet the needs of the community, to ensure that everyone has equal access to the health care provided and for the service to be delivered to a high standard for all of our patients.

### What age are you?

0-15.....	<input type="checkbox"/>	35-44.....	<input type="checkbox"/>	65-74.....	<input type="checkbox"/>	Prefer not to say .....	<input type="checkbox"/>
16-24.....	<input type="checkbox"/>	45-54.....	<input type="checkbox"/>	75-84.....	<input type="checkbox"/>		
25-34.....	<input type="checkbox"/>	55-64.....	<input type="checkbox"/>	85+.....	<input type="checkbox"/>		

### What best describes your gender?

Female  Male  Transgender  Prefer not to say

Other, please specify:

### What is your ethnic group?

White .....	<input type="checkbox"/>	Asian / Asian British.....	<input type="checkbox"/>	Other ethnic group.....	<input type="checkbox"/>
Mixed / multiple ethnic groups.....	<input type="checkbox"/>	Black / African / Caribbean / Black British.....	<input type="checkbox"/>	Prefer not to say .....	<input type="checkbox"/>

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues / problems related to old age)

Yes, limited a lot.....  Yes, limited a little.....  No.....

I do not wish to declare.

Please be aware that you can withdraw consent for the East of England Ambulance Service NHS Trust to use and store information you have provided at any time. If you wish to withdraw consent to your details being held, please contact the Patient Survey Team. e-mail:surveys@eastamb.nhs.uk or telephone: 01603 422757.

Thank you for taking the time to complete this questionnaire. The information collated will be used to assist us in improving the services we provide.

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Page 4