North East Ambulance Service

Patient experience survey

Laura Thomas & David Hills – 14th December 2017
**Background & Methodology**

**Objectives:**
- Examine patient experience of NEAS services (ECS, PTS, NHS 111), focusing on:
  - Waiting times, treatment by staff, the transportation vehicle
  - Outcomes of using NHS 111 service
  - Likelihood of patients recommending services
  - Key drivers of patient experience
- Where appropriate, comparing to previous 2014 data
- Data weighted by age, gender, urgent vs emergency and date of most recent service use

**Methodology:**
- **ECS (Emergency Care Service):**
  - Postal survey
  - 2,108 ECS questionnaires returned
  - 29th August - 23rd October 2017
  - Boost with ‘urgent’ ECS patients to compare with ‘emergency’
- **PTS (Patient Transport Service):**
  - Data collected in ‘real time’ from patients using PTS service using tablets
  - 3,400 responses from between 1st August 2016 and 31st July 2017
- **NHS 111:**
  - Data collected by NEAS via postal and text surveys
  - 1,085 responses from between 1st August 2016 and 31st July 2017
Summary

• **Findings are overall very positive for NEAS.** Advocacy levels are highest among ECS users, closely followed by PTS and then NHS 111 service users.

• Levels of **patient experience for ECS remain high** and results are broadly comparable to previous years.

• **PTS findings similarly high** to previous years but not truly comparable due to methodological differences.

• Patients are typically more positive about the PTS service when travelling to their appointments in an ambulance or ambulance car than a taxi.

• Most patients followed the advice provided to them by the 111 adviser they spoke with, which in most cases helped to resolve or at least improve their health problem.

• Aspects of patient experience **relating to staff were rated particularly highly.** Aspects of patient experience **relating to transportation such as the condition of the ambulance and comfort of the vehicle were rated lower.**

• **Waiting times** are still a key driver of user satisfaction for ECS and PTS, and interaction with staff is the key driver for NHS 111. **Estimated waiting times have increased since 2014 and ratings of the length of time taken to reach patients have decreased.**
Overall patient experience
The majority of patients would recommend the ECS service to friends & family

How likely are you to recommend our emergency ambulance service to friends and family if they needed similar care or treatment?

93% either ‘extremely likely’ or ‘likely’ to recommend the service

Friends and Family Test Score: +73

Source: Ipsos MORI

Base: All Emergency Care Service users (2,049)
Attitudes towards staff are the top reason for advocacy, along with the speed and efficiency of service

Please can you tell us the main reason for the answer you have given at Q1? (Unprompted, coded responses)

Top 5 mentions shown

- **Staff are helpful/attentive/caring/considerate/friendly**: 38%
- **Service is good/excellent**: 18%
- **Staff were reassuring/inspired confidence/made me feel safe**: 16%
- **Fast/quick/prompt service**: 15%
- **Staff are professional/competent/skilful**: 15%

“Prompt response, polite and caring staff. I cannot fault them at all from my experience”

“On both occasions the paramedics were polite, helpful, efficient and helped to reassure me”

Source: Ipsos MORI

Base: Emergency Care Service users (1,727)
Overall ratings of experience are very high

Overall, how would you describe your experience of the North East Ambulance Service?

70% give the service the maximum score of 10/10. The average score is 9.19

Only 7% score the service between 0 and 6 for their overall experience – this rises to 25% for those waiting over 30 minutes for the ambulance to arrive.

Source: Ipsos MORI

Base: All Emergency Care Service users (2,035)
Advocacy is also high among PTS users – but fewer are ‘extremely likely’ to recommend

95% either ‘extremely likely’ or ‘likely’ to recommend the service

Friends and Family Test Score: +50

Source: Ipsos MORI
Base: Last used PTS users (3,337)
Reasons for advocacy for PTS users focus on good service & staff

Please can you tell us the main reason for the answer you have given? (unprompted, coded responses)

Top 5 mentions shown

Service is good/excellent - 28%
Staff were helpful/attentive/caring/considerate/friendly - 22%
Staff are professional/competent/skilful - 15%
Staff were friendly/pleasant - 12%
Service is essential, important & necessary - 11%

Good service and smashing staff. If anyone asks me about this service I would tell them it’s excellent”

The staff were always professional and showed great care”

Source: Ipsos MORI
Base: Last used PTS users (999)
Almost all patients rate PTS as good

Overall, how would you describe your experience of the North East Ambulance Service?

96% rate the PTS service as ‘very good’ or ‘good’ overall.

Source: Ipsos MORI

Base: Last used PTS users (3,332)
Patients are slightly less likely overall to be advocates of the NHS 111 service – but advocacy still high

How likely are you to recommend our emergency ambulance service to friends and family if they needed similar care or treatment?

Friends and Family Test Score: +48

88% either ‘extremely likely’ or ‘likely’ to recommend the service

Source: Ipsos MORI

Base: All NHS 111 users (1,072)
Reasons for 111 advocacy are around staff and speed/efficiency of service

Please can you tell us the main reason for the answer you have given at Q1 (unprompted, coded responses)

Top 5 reasons shown

- Staff were helpful/attentive/caring/considerate: 25%
- Good or helpful/clear advice/communication: 18%
- Fast/prompt/quick service: 13%
- Was given prompt/immediate attention/treatment/diagnosis: 11%
- Good out of hours service (weekends/when GP is closed/24 hours): 9%

Because their help, advice and overall assistance was second to none”

Very good service and really helpful”

Base: NHS 111 users (817)

Source: Ipsos MORI
Most patients rate 111 as good

Overall, how would you describe your experience of the North East Ambulance Service?

81% rate the NHS 111 service as ‘very good’ or ‘good’ overall.

Slightly higher proportions than ECS or PTS users rate the 111 service as ‘poor’ (3%) or ‘very poor’ (3%)

Base: NHS 111 users (988)

Source: Ipsos MORI
Advocacy ratings across all three services are comparably high, as they were in 2014.

However, patients are much more likely to say they would be ‘extremely likely’ to recommend the ECS service than PTS or NHS 111 (79% compared with 54% for PTS and 59% for NHS 111 say this).

Source: Ipsos MORI

Base: All Emergency Care Service users (2,049), Last used PTS users (3,337), all NHS 111 users (1,072)
Key Drivers of patient experience
For ECS, the biggest driver of overall experience is time taken for the ambulance to arrive

<table>
<thead>
<tr>
<th>Variable</th>
<th>Importance (contribution)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating of the length of time it took for the ambulance to reach the patient</td>
<td>40.2%</td>
</tr>
<tr>
<td>Estimated time of wait for the ambulance staff to reach patient from the time the ambulance was called</td>
<td>16.3%</td>
</tr>
<tr>
<td>Explanation given by staff about treatment</td>
<td>7.7%</td>
</tr>
<tr>
<td>Kindness and consideration shown by staff</td>
<td>6.3%</td>
</tr>
<tr>
<td>Time taken to get to hospital</td>
<td>6.2%</td>
</tr>
<tr>
<td>Staff attitude on arrival</td>
<td>5.4%</td>
</tr>
<tr>
<td>Treatment provided by staff</td>
<td>4.9%</td>
</tr>
<tr>
<td>General attitude of staff</td>
<td>4.3%</td>
</tr>
<tr>
<td>Dignity and respect treated by staff</td>
<td>4.3%</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>1.7%</td>
</tr>
<tr>
<td>Overall condition of ambulance</td>
<td>1.6%</td>
</tr>
<tr>
<td>Comfort of the ambulance</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

These drivers explain 39% of the variance seen in overall patient experience scores. Other factors outside of these variables also contribute to overall experience.

The length of time taken for the ambulance to reach a patient is the most important factor.

This is followed by factors to do with staff, and then factors about the vehicle itself.

Source: Ipsos MORI
For PTS users, factors around timeliness are also pivotal

<table>
<thead>
<tr>
<th>Variable</th>
<th>Importance (contribution)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time waiting for transport to leave hospital</td>
<td>31.9%</td>
</tr>
<tr>
<td>Rating of getting to appointment on time</td>
<td>17.1%</td>
</tr>
<tr>
<td>Time taken to get to hospital / appointment</td>
<td>16.4%</td>
</tr>
<tr>
<td>Kindness/compassion shown by staff</td>
<td>5.3%</td>
</tr>
<tr>
<td>General attitude of staff</td>
<td>5.2%</td>
</tr>
<tr>
<td>Care and help provided by staff</td>
<td>4.7%</td>
</tr>
<tr>
<td>Dignity and respect treated by staff</td>
<td>4.6%</td>
</tr>
<tr>
<td>Estimated time waiting for pick-up from home</td>
<td>4.3%</td>
</tr>
<tr>
<td>Safety of the vehicle</td>
<td>4.2%</td>
</tr>
<tr>
<td>Comfort of the vehicle</td>
<td>2.8%</td>
</tr>
<tr>
<td>Suitability of the vehicle</td>
<td>1.8%</td>
</tr>
<tr>
<td>Cleanliness of the vehicle</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

These drivers explain 41% of the variance seen in overall patient experience scores. Other factors outside of these variables also contribute to overall experience.

Time waiting for the transport to leave and getting to their appointment on time is most important.

This is followed by factors relating to staff and then the vehicle itself.

Source: Ipsos MORI
For NHS 111, key drivers relate to staff interaction

<table>
<thead>
<tr>
<th>Variable</th>
<th>Importance (contribution)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service was reassuring</td>
<td>16.7%</td>
</tr>
<tr>
<td>Helped patient make contact with the right health service</td>
<td>13.6%</td>
</tr>
<tr>
<td>Helpfulness of advice</td>
<td>12.8%</td>
</tr>
<tr>
<td>Confidence in the call handler</td>
<td>11.6%</td>
</tr>
<tr>
<td>Dealt with problem quickly</td>
<td>10.9%</td>
</tr>
<tr>
<td>Staff were helpful</td>
<td>10.8%</td>
</tr>
<tr>
<td>Advice given worked well in practice</td>
<td>9.6%</td>
</tr>
<tr>
<td>Questions asked were relevant</td>
<td>8.4%</td>
</tr>
<tr>
<td>Whether problem was resolved/improved after calling 111</td>
<td>2.9%</td>
</tr>
<tr>
<td>Number of times called 111 before speaking to an advisor</td>
<td>1.8%</td>
</tr>
<tr>
<td>Timescales advised to seek help</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

These drivers explain 45% of the variance seen in overall patient experience scores. Other factors outside of these variables also contribute to overall experience.

Factors to do with staff interaction are most important here.

Source: Ipsos MORI
Timeliness
Waiting times for ECS have increased since 2014

Last time you used the service, for how long, if at all, did you need to wait for the ambulance staff to reach you from the time the ambulance was called for you?

<table>
<thead>
<tr>
<th>Time Range</th>
<th>2017</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than a minute</td>
<td>24%</td>
<td>31%</td>
</tr>
<tr>
<td>I waited 1 - 8 minutes</td>
<td>55%</td>
<td>67%</td>
</tr>
<tr>
<td>I waited 9 - 19 minutes</td>
<td>71%</td>
<td>81%</td>
</tr>
<tr>
<td>I waited 20 - 30 minutes</td>
<td>19%</td>
<td>13%</td>
</tr>
<tr>
<td>More than 30 mins</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>Don’t Know/Can’t remember</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Source: Ipsos MORI</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Base: All Emergency Care Service users; 2017: 2,006; October 2014: 939
But ECS users are still positive about the length of time they waited for the ambulance

And thinking about the last time you used the service, how would you describe your experience of the ambulance service on the length of time it took for the ambulance to reach you?

81% rate the length of time they waited as ‘very’ or ‘fairly’ good.

This compares with 88% in October 2014 and 90% in March 2014.
Transport to hospital for PTS users was usually on time

For how long, if at all, did you need to wait for the transport to arrive from the arranged pick up time?

Three quarters (76)% say that their transport to their appointment was either early or on time.

Source: Ipsos MORI

Base: Last used PTS users (3,332)
The majority rate their experience of waiting time as good

Still thinking of the last time you used the service, how would you describe your experience of the ambulance service on getting to your appointment on time?

- Very good: 75%
- Fairly good: 21%
- Neither good nor poor: 3%
- Fairly poor: 1%
- Very poor: 1%
- Don’t know/can’t remember: 1%

96% rate their experience of getting to their appointment on time as either ‘very good’ or ‘fairly good’.

Source: Ipsos MORI

Ipsos Public Affairs
Base: Last used PTS users (3,334)
Patients report waiting longer to leave after their appointment

The last time you used the ambulance service, for how long, if at all, did you need to wait for the transport to leave the hospital/clinic from when you informed the clinic you were ready to leave?

- 3% It was early
- 17% I waited 0 - 30 minutes
- 33% I waited 1 hour to 1 hour 30 minutes
- 26% I waited 1 hour 31 minutes to 2 hours
- 8% I waited over 2 hours
- 2% I waited 31 - 60 minutes
- 2% Don’t know/can't remember
- 3% Not applicable
- 6% Not applicable

20% say that their transport was early or on time when they were waiting to leave.

Source: Ipsos MORI
Base: Last used PTS users (3,329)
Treatment by staff
ECS users are very happy with the overall attitude of staff

Still thinking about the last time you used the service, how would you describe your experience of the ambulance service on the attitude of ambulance staff in general?

...on arrival at the scene

Source: Ipsos MORI
Base: Emergency Care Service users (1,979)
ECS users rated the kindness, consideration, dignity and respect shown by staff as very good.

...how would you describe your experience of the ambulance service on the kindness and consideration shown by ambulance staff?

- Very good: 92%
- Fairly Good: 6%
- Neither good nor poor: 1%
- Fairly poor: 1%
- Very poor: 1%
- Don't know/Can't remember: 1%

...on the dignity and respect with which you were treated by ambulance staff?

- Very good: 93%
- Fairly Good: 5%
- Neither good nor poor: 1%
- Fairly poor: 1%
- Very poor: 1%
- Don't know/Can't remember: 1%

Source: Ipsos MORI

Base: All Emergency Care Service users (1,998)
PTS users rated their overall experience as good, with the majority rating it as very good.

Still thinking about the last time you used the service, how would you describe your experience of the ambulance service on the attitude of ambulance staff in general?

- Very good
- Fairly Good
- Neither good nor poor
- Fairly poor
- Very poor
- Don’t know/Can’t remember

Source: Ipsos MORI
Base: Last used PTS users (3,335)
Thinking about the last time you used the service, how would you describe your experience of the ambulance service on the kindness and compassion shown by ambulance staff?

91% 9%

...on the dignity and respect with which you were treated by ambulance staff?

91% 8%
The majority of 111 users agreed that both the staff and the advice given were helpful.

How helpful was the advice given by the 111 service?

- Very helpful: 65%
- Quite helpful: 27%
- Not very helpful: 5%
- Not helpful at all: 4%

The 111 service staff were helpful.

- Strongly agree: 61%
- Agree: 32%
- Neither agree or disagree: 3%
- Disagree: 3%
- Strongly disagree: 1%

Base: All NHS 111 users (1,042)
The vehicle itself
Users rated the comfort of the ambulance lower than the overall condition and cleanliness

How would you describe your experience of the ambulance service on each of the following aspects;

...the overall condition of the ambulance

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>78%</td>
</tr>
<tr>
<td>Fairly Good</td>
<td>12%</td>
</tr>
<tr>
<td>Neither good nor poor</td>
<td>7%</td>
</tr>
<tr>
<td>Fairly poor</td>
<td>2%</td>
</tr>
<tr>
<td>Very poor</td>
<td>1%</td>
</tr>
</tbody>
</table>

...the comfort of the ambulance?

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>66%</td>
</tr>
<tr>
<td>Fairly Good</td>
<td>23%</td>
</tr>
<tr>
<td>Neither good nor poor</td>
<td>4%</td>
</tr>
<tr>
<td>Fairly poor</td>
<td>4%</td>
</tr>
<tr>
<td>Very poor</td>
<td>1%</td>
</tr>
</tbody>
</table>

...the cleanliness of the ambulance?

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>84%</td>
</tr>
<tr>
<td>Fairly Good</td>
<td>9%</td>
</tr>
<tr>
<td>Neither good nor poor</td>
<td>7%</td>
</tr>
<tr>
<td>Fairly poor</td>
<td>1%</td>
</tr>
<tr>
<td>Very poor</td>
<td>1%</td>
</tr>
</tbody>
</table>

Source: Ipsos MORI
Base: All Emergency Care Service users (1,976)
A high proportion of users rated the suitability, safety and cleanliness of the vehicle used as very good.

Ratings on the comfort of the vehicle was lower, but still good overall.

Suitability: 85% very good, 13% fairly good, 1% neither good nor poor, 1% fairly poor, 1% very poor, 1% don’t know/can’t remember.

Safety: 86% very good, 11% fairly good, 3% neither good nor poor, 1% fairly poor, 1% very poor, 1% don’t know/can’t remember.

Comfort: 55% very good, 31% fairly good, 9% neither good nor poor, 4% fairly poor, 2% very poor, 2% don’t know/can’t remember.

Cleanliness: 88% very good, 10% fairly good, 2% neither good nor poor, 2% fairly poor, 1% very poor, 1% don’t know/can’t remember.

Base: Last used PTS users (3,332)
Source: Ipsos MORI
Additional NHS 111 findings
Most 111 users got through to an advisor on the first attempt

How many times did you try before getting through to a 111 advisor?

Source: Ipsos MORI

Ipsos Public Affairs  Base: NHS 111 Service users (1,024).
Half of 111 users were advised to seek help immediately.

What timescales were you advised to seek help?

- Immediately (e.g. within the next hour)
- Some time during the same day
- The following day
- In the next few days
- The 111 advisor did not tell me when I should seek help

Source: Ipsos MORI

Ipsos Public Affairs  Base: NHS 111 Service users (1,012).
Almost 9 in 10 111 users followed the advice given by the 111 service

Did you follow the advice given by the 111 service?

88% Yes, all of it
8% Yes, some of it
3% No, none of it

Base: NHS 111 Service users (1,032).
Source: Ipsos MORI
Over 2 in 5 user’s problems were resolved as a result of the advice, with over a quarter reporting an improvement.

As a result of calling the 111 service and the advice/care given was your...?

- 45% Problem resolved
- 28% Problem improved
- 19% Problem remained the same
- 4% Problem got worse
- 4% No view of the change of the problem

Base: NHS 111 Service users (1,025).

Source: Ipsos MORI
The majority of 111 users are clear about when to use the service.

Are you clear about when to use the 111 service instead of another service?

- Yes, definitely: 93%
- No: 3%
- Not sure: 3%

Base: NHS 111 Service users (1,017).

Source: Ipsos MORI
Over 4 in 5 users would use the service again

If you faced a similar health problem in the future would you call the 111 service?

Base: NHS 111 Service users (1,006).

Source: Ipsos MORI
If the 111 service was unavailable...

Over 2 in 5 users would use a primary care service such as their GP,

Around 3 in 10 would use A&E,

A fifth would use the ambulance service

If the 111 service had not been available I would have contacted...

- Used primary care service (e.g. GP or urgent care centre) 43%
- Used A&E service 31%
- The ambulance service 20%
- Used another service 4%
- Used no service 3%

Base: NHS 111 Service users (968).

Source: Ipsos MORI
Demographic trends
Overall, how would you describe your experience of the North East Ambulance Service?

- **No discernible patterns in the data relating to gender**
  - Male:
    - 0-6: 6%
    - 7-8: 7%
    - 9-10: 14%
    - Total: 80%
  - Female:
    - 0-6: 10%
    - 7-8: 7%
    - 9-10: 15%
    - Total: 83%

- **Older participants tend to be more positive (in particular 55-74 group)**
  - 16-34:
    - 0-6: 9%
    - 7-8: 7%
    - 9-10: 14%
    - Total: 77%
  - 35-54:
    - 0-6: 7%
    - 7-8: 7%
    - 9-10: 10%
    - Total: 79%
  - 55-74:
    - 0-6: 4%
    - 7-8: 10%
    - 9-10: 86%
    - Total: 86%
  - 75+:
    - 0-6: 7%
    - 7-8: 7%
    - 9-10: 11%
    - Total: 82%

- **No significant differences by ethnicity**
  - White:
    - 0-6: 8%
    - 7-8: 7%
    - 9-10: 86%
    - Total: 87%
  - BME:
    - 0-6: 11%
    - 7-8: 7%
    - 9-10: 82%
    - Total: 85%

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1 Please note the relatively small base size of the BME group (26).

**Ipsos Public Affairs**  
Base: ECS Service users (2,035)
Overall, how would you describe your experience of the North East Ambulance Service?

**Women tend to be more positive about PTS both overall and on specific aspects**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Very good</th>
<th>Good</th>
<th>Neither good nor poor</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>60%</td>
<td>36%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Female</td>
<td>67%</td>
<td>30%</td>
<td>3%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Pattern of older age groups being more positive was not distinguishable in the PTS data**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Very good</th>
<th>Good</th>
<th>Neither good nor poor</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-34</td>
<td>83%</td>
<td>17%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>35-54</td>
<td>71%</td>
<td>25%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>55-74</td>
<td>58%</td>
<td>37%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>75+</td>
<td>67%</td>
<td>30%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**White service users more likely to rate the PTS service highly**

<table>
<thead>
<tr>
<th>Race</th>
<th>Very good</th>
<th>Good</th>
<th>Neither good nor poor</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>41%</td>
<td>55%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>BME</td>
<td>46%</td>
<td>42%</td>
<td>3%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Women tend to be more positive about PTS both overall and on specific aspects. Pattern of older age groups being more positive was not distinguishable in the PTS data. White service users more likely to rate the PTS service highly.
Overall, how would you describe your experience of the North East Ambulance Service?

No distinguishable patterns by gender

As in ECS, older users tend to be more positive

White participants rate higher... but not statistically significant

Ipsos Public Affairs  Base: NHS 111 Service users (988)
ECS users in the emergency call category are slightly more positive than users in the urgent call category.

Overall, how would you describe your experience of the North East Ambulance Service?

Source: Ipsos MORI

Base: Emergency Care Service users (2,035)

Source: Ipsos MORI
Overall satisfaction for both groups is high

See and convey users patients are more likely to rate their experience as ‘very good’ than see and treat users (94% and 86% respectively).

See and Treat
- Very good: 11%
- Fairly good: 11%
- Neither good nor poor: 1%
- Fairly poor: 1%
- Very poor: 1%

See and Convey
- Very good: 94%
- Fairly good: 3%
- Neither good nor poor: 1%
- Fairly poor: 1%
- Very poor: 1%

Source: Ipsos MORI
Base: Emergency Care Service users (1,979)
Conclusions and implications
Conclusions

• NEAS should continue to recognise how positive patients are in their experiences of using the ECS, PTS and NHS 111 service.

• Staff should be regarded as a source of pride. Patients across all three services rate aspects of their care relating to the staff they interact with as being excellent.

• Areas for possible future improvement given the importance placed on them by patients and the relatively weaker areas of performance are:

  • The time taken for ECS users to be reached by ambulance – this is the strongest driver of patient experience. Comparing 2017 to 2014 results, fewer patients are rating their waiting times as good and estimated waiting times have increased.
Conclusions

• PTS users rate reaching their hospital appointment on time and being picked up from hospital promptly as the most important factors. This should remain an area for continued focus for NEAS, particularly focusing on the return journeys from appointments.

• As in 2014, ECS and PTS users are less positive about the comfort of the vehicle they are transported in.
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