

# 999 (Unscheduled Care) See and Treat Quarter 1, 2021/22



## Patient Survey Summary

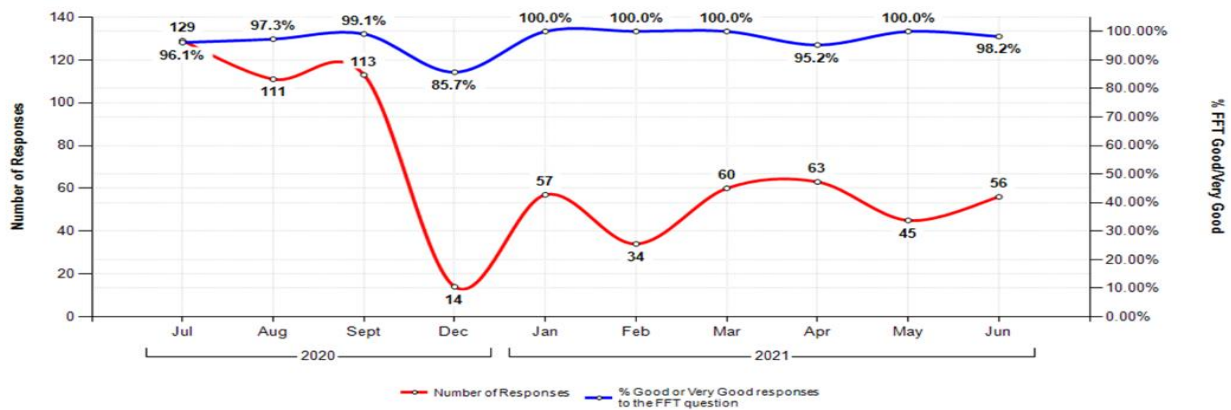
Responses: 164

- ✔ Improved by 5%
- ✘ Declined by 5%
- Less than 5% change

Questions	Quarter 1 2020/21	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarterly Trend	Annual Trend
Thinking of the 999 service we provide. Overall how was your experience of the service?	99.3	98.0	92.3	100.0	97.6	<span style="color: blue;">○</span>	98.2 <span style="color: blue;">○</span>

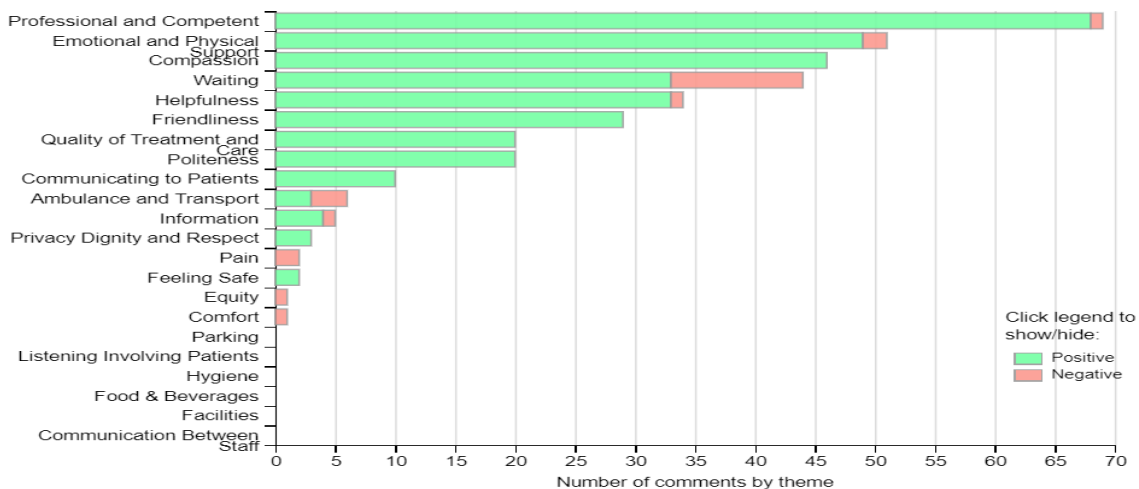
## Survey trend graph

FFT Trend Graph



## Sentiment Analysis

All Used Categories Pos/Neg Count



## Executive Summary

Three questions are asked in the See & Treat survey, two are free text and one is a scored FFT question.

The number of responses for Q1 is 164. This is lower than other surveys due to the methodology. Responses have increased by 27 since the previous quarter.

A direct year on year comparison shows the score has decreased from 99.3% to 97.6% (-1.7%)

### Quarterly analysis

The FFT score has decreased to 97.6% (-2.4%), however the Q4 figures were unusual at 100%.

The 3 positive sentiment analysis themes were:

- Professional and competent
- Compassion
- Emotional and physical support

The 3 negative sentiment analysis themes were

- Waiting
- Emotional and physical support
- Ambulance transport

## Demographic Analysis

The number of respondents for some groups are low and not representative of the community. This is especially true for Under 25s (1 response, 0.6%), BAME (2 responses, 1.2%), Non-Christian (7 responses 4.3%), White Other (2 responses, 1.2%), and 25-44 (10 responses, 6.1%) groups.

The main question asked was "Thinking of the 999 service we provide. Overall how was your experience of the service?" Overall, most respondents had a "positive" response. This has been further considered according to demographic group below:

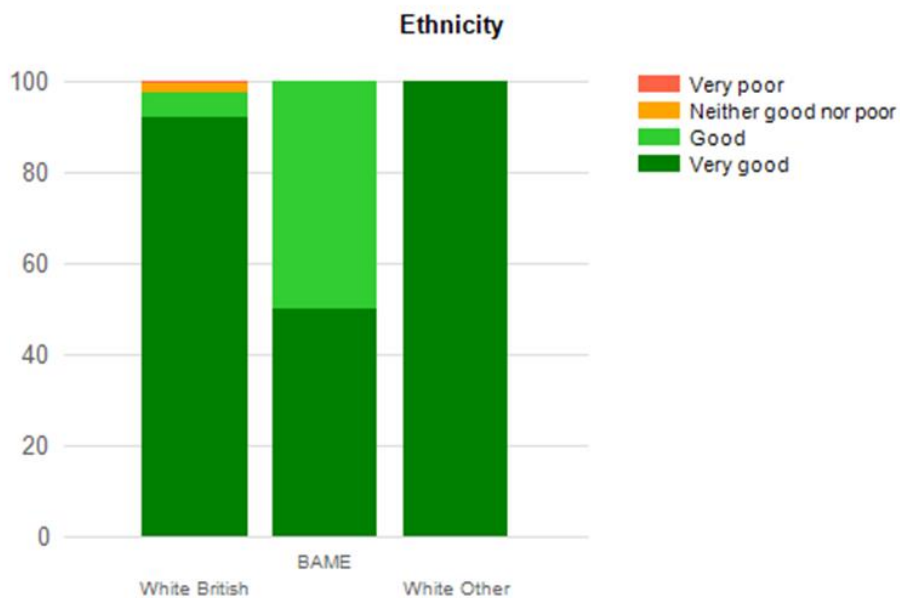
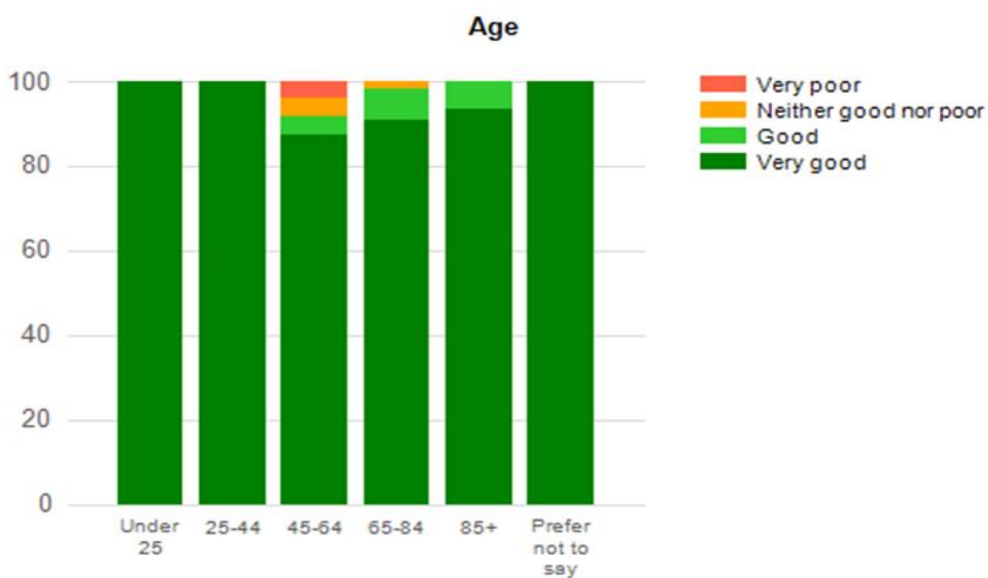
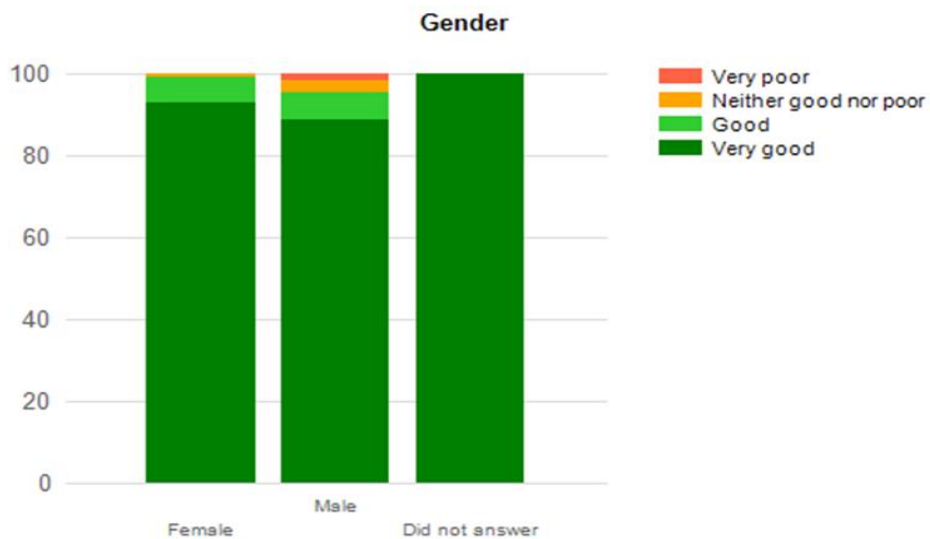
- **Gender** – There is no significant difference in responses based on gender.
- **Age** - The age groups Under 25s, 25-44 and 85+ had the highest percentage of "positive" responses (100%). Out of all age groups, respondents from 45-64 age group had the highest number of "negative" responses at 4.2%, which equates to one person.
- **Ethnicity** - There is no significant difference in responses based on ethnicity.
- **Disability** - There is no significant difference in responses based on whether a person identifies as disabled or non-disabled.
- **Faith** – There is no significant difference in responses based on faith.
- **Sexual Orientation** - There is no significant difference in responses based on sexual orientation.

## Demographic Breakdown Quarter 1 2021/22

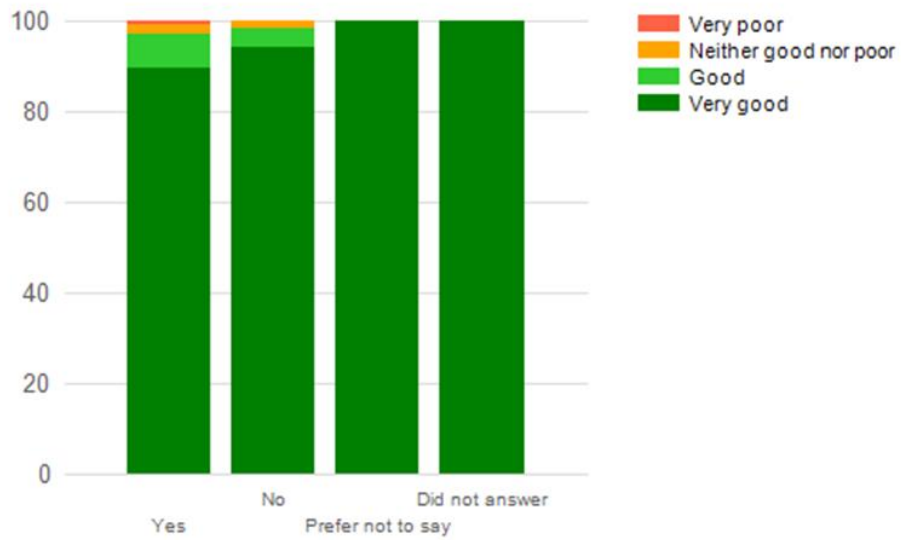
Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the 999 service we provide. Overall how was your experience of the service?	Positive	97.6%	95.2%	99.0%	100.0%	100.0%	91.7%	98.0%	100.0%	100.0%	97.5%	100.0%	97.1%	98.1%	100.0%	96.9%	100.0%	97.2%	100.0%
	Negative	0.6%	1.6%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%	0.0%	0.8%	0.0%	0.7%	0.0%
	Total	164	63	100	1	10	24	98	30	2	160	2	103	52	21	130	7	145	1
What is your age?	16-24	0.6%	0.0%	1.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%	0.0%	0.8%	0.0%	0.7%	0.0%
	25-44	6.1%	4.8%	6.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	3.9%	9.6%	23.8%	2.3%	28.6%	6.2%	0.0%
	45-64	14.6%	7.9%	19.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	13.8%	0.0%	14.6%	15.4%	14.3%	13.8%	28.6%	14.5%	100.0%
	65-84	59.8%	65.1%	57.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	60.0%	100.0%	59.2%	61.5%	52.4%	61.5%	28.6%	60.7%	0.0%
	85+	18.3%	20.6%	17.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	18.8%	0.0%	20.4%	13.5%	9.5%	20.8%	14.3%	17.2%	0.0%
	Prefer not to say	0.6%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%	0.0%	0.8%	0.0%	0.7%	0.0%
	Total	164	63	100	1	10	24	98	30	2	160	2	103	52	21	130	7	145	1
How would you describe your gender?	Female	61.3%	0.0%	100.0%	100.0%	66.7%	79.2%	58.2%	56.7%	100.0%	60.4%	100.0%	55.3%	72.5%	52.4%	62.3%	50.0%	58.6%	100.0%
	Male	38.7%	100.0%	0.0%	0.0%	33.3%	20.8%	41.8%	43.3%	0.0%	39.6%	0.0%	44.7%	27.5%	47.6%	37.7%	50.0%	41.4%	0.0%
	Total	163	63	100	1	9	24	98	30	2	159	2	103	51	21	130	6	145	1

What is your ethnic group?	White British	97.6%	100.0%	96.0%	100.0%	100.0%	91.7%	98.0%	100.0%	0.0%	100.0%	0.0%	99.0%	96.2%	95.2%	97.7%	100.0%	97.2%	100.0%
	Asian or Asian British	0.6%	0.0%	1.0%	0.0%	0.0%	4.2%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	1.9%	4.8%	0.0%	0.0%	0.7%	0.0%
	Black African/Caribbean/Black British	0.6%	0.0%	1.0%	0.0%	0.0%	4.2%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.7%	0.0%
	White Other	1.2%	0.0%	2.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	100.0%	1.0%	1.9%	0.0%	1.5%	0.0%	1.4%	0.0%
	<b>Total</b>	<b>165</b>	<b>63</b>	<b>100</b>	<b>1</b>	<b>10</b>	<b>24</b>	<b>98</b>	<b>30</b>	<b>2</b>	<b>161</b>	<b>2</b>	<b>103</b>	<b>53</b>	<b>21</b>	<b>131</b>	<b>7</b>	<b>145</b>	<b>1</b>
How would you describe your religion or belief?	Christian	81.4%	79.0%	83.5%	100.0%	30.0%	78.3%	84.2%	90.0%	50.0%	81.5%	100.0%	81.0%	82.7%	0.0%	100.0%	0.0%	80.3%	100.0%
	Jewish	0.6%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.6%	0.0%	1.0%	0.0%	0.0%	0.0%	14.3%	0.7%	0.0%
	Muslim	0.6%	0.0%	1.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%	0.0%	0.0%	14.3%	0.7%	0.0%
	No religion or belief	13.0%	16.1%	11.3%	0.0%	50.0%	13.0%	11.6%	6.7%	50.0%	12.7%	0.0%	12.0%	13.5%	100.0%	0.0%	0.0%	14.8%	0.0%
	Other	3.1%	3.2%	2.1%	0.0%	10.0%	8.7%	2.1%	0.0%	0.0%	3.2%	0.0%	4.0%	1.9%	0.0%	0.0%	71.4%	2.8%	0.0%
	Prefer not to say	1.2%	0.0%	2.1%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	1.3%	0.0%	1.0%	1.9%	0.0%	0.0%	0.0%	0.7%	0.0%
	<b>Total</b>	<b>161</b>	<b>62</b>	<b>97</b>	<b>1</b>	<b>10</b>	<b>23</b>	<b>95</b>	<b>30</b>	<b>2</b>	<b>157</b>	<b>2</b>	<b>100</b>	<b>52</b>	<b>21</b>	<b>131</b>	<b>7</b>	<b>142</b>	<b>1</b>
Are your day-to-day activities limited because of a health problem or disability ?	Yes	64.0%	74.2%	58.8%	100.0%	40.0%	65.2%	64.2%	70.0%	0.0%	64.6%	50.0%	100.0%	0.0%	57.1%	63.8%	85.7%	63.4%	100.0%
	No	32.9%	22.6%	38.1%	0.0%	50.0%	34.8%	33.7%	23.3%	100.0%	32.3%	50.0%	0.0%	100.0%	33.3%	33.9%	14.3%	33.8%	0.0%
	Prefer not to say	3.1%	3.2%	3.1%	0.0%	10.0%	0.0%	2.1%	6.7%	0.0%	3.2%	0.0%	0.0%	0.0%	9.5%	2.4%	0.0%	2.8%	0.0%
	<b>Total</b>	<b>161</b>	<b>62</b>	<b>97</b>	<b>1</b>	<b>10</b>	<b>23</b>	<b>95</b>	<b>30</b>	<b>1</b>	<b>158</b>	<b>2</b>	<b>103</b>	<b>53</b>	<b>21</b>	<b>127</b>	<b>7</b>	<b>142</b>	<b>1</b>
How would you describe how you think of your sexual orientation?	Heterosexual or straight	94.2%	96.8%	93.4%	100.0%	90.0%	87.5%	95.7%	96.2%	100.0%	94.0%	100.0%	92.8%	98.0%	100.0%	94.2%	85.7%	100.0%	0.0%
	Gay or lesbian	0.6%	0.0%	1.1%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.7%	0.0%	1.0%	0.0%	0.0%	0.8%	0.0%	0.0%	100.0%
	Other	1.3%	0.0%	1.1%	0.0%	10.0%	4.2%	0.0%	0.0%	0.0%	1.3%	0.0%	1.0%	2.0%	0.0%	0.8%	14.3%	0.0%	0.0%
	Don't know or not sure	0.6%	1.6%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.7%	0.0%	1.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%
	Prefer not to say	3.2%	1.6%	4.4%	0.0%	0.0%	0.0%	4.3%	3.8%	0.0%	3.3%	0.0%	4.1%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>154</b>	<b>62</b>	<b>91</b>	<b>1</b>	<b>10</b>	<b>24</b>	<b>92</b>	<b>26</b>	<b>2</b>	<b>150</b>	<b>2</b>	<b>97</b>	<b>49</b>	<b>21</b>	<b>121</b>	<b>7</b>	<b>145</b>	<b>1</b>

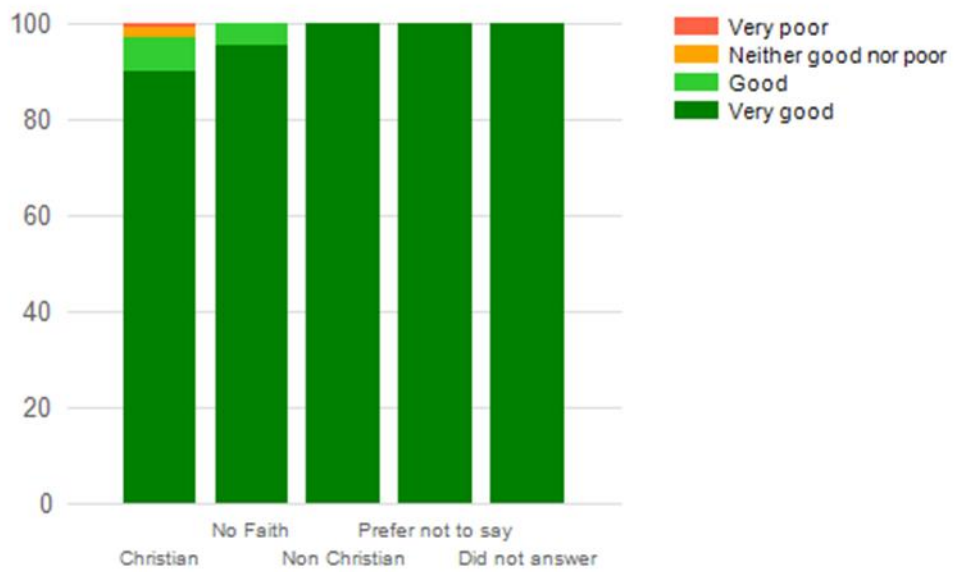
# Friends and Family Test Demographic Breakdown Graphs



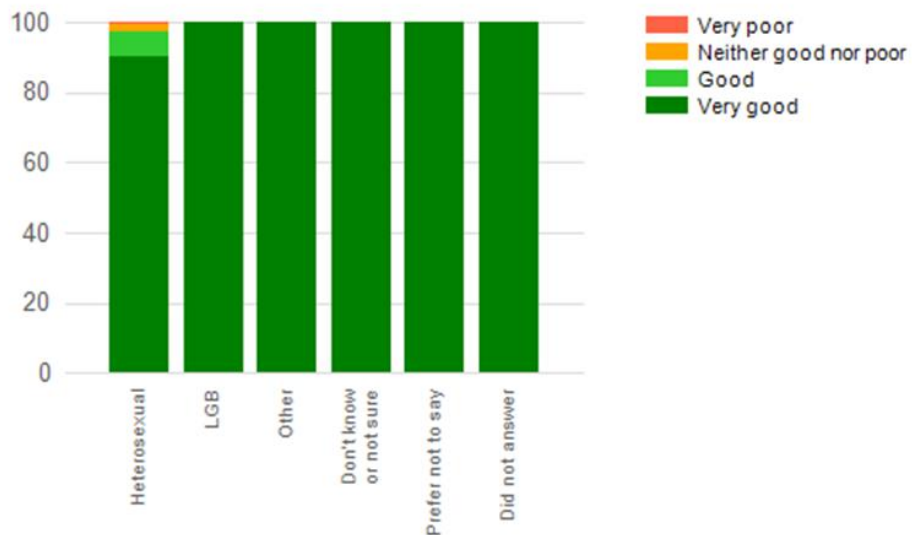
### Disability



### Religion or Faith



### Sexual Orientation



**Question 1:** Thinking of the 999 service we provide. Overall how was your experience of the service?

Available Answers	Responses	Score (%)
Very good	150	91.5%
Good	10	6.1%
Neither good nor poor	3	1.8%
Very poor	1	0.6%
<b>Total</b>	<b>164</b>	<b>100%</b>