



999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: September 2021



98%

Very good or good overall experience of the service

Free text comments

Free text comments	
Positive free text comments	The paramedics were thorough. Very professional and friendly. They put me at ease - excellent.
	1st class service, excellent caring and polite staff, very thorough and explain everything. Fabulous job in difficult times.
	Both ambulance crew were caring, professional and so kind.
Negative free text comments	Service was good overall but only fault was the waiting time for response.
	They didn't check chest! Hands on check! Especially as he has previously had a stroke!
	Quick information - although because of pressure of calls it was 1 hour wait for ambulance.

Number of responses

Online	0	Total: 49
Print	49	
Text	0	

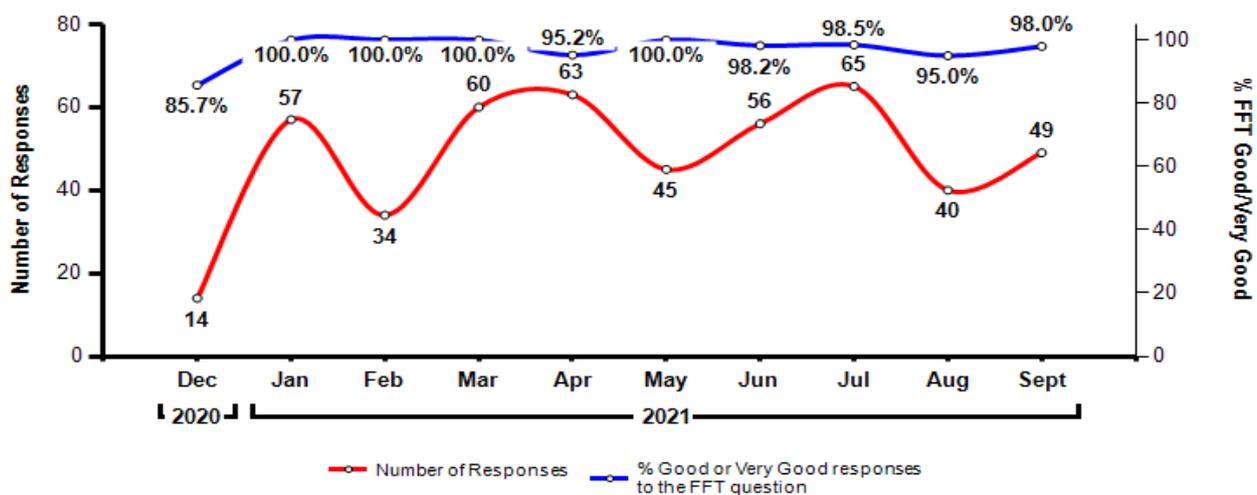


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	48	98%	+3
Very good	47	95.9%	+10.9
Good	1	2%	-8
Neither good nor poor	0	0%	0
Poor	1	2%	-0.5
Very poor	0	0%	-2.5
Don't Know	0	0%	0

Please note: comparisons above are made against the previous months report. Surveys are input against the date the service is used therefore small variations in data can happen between reports.

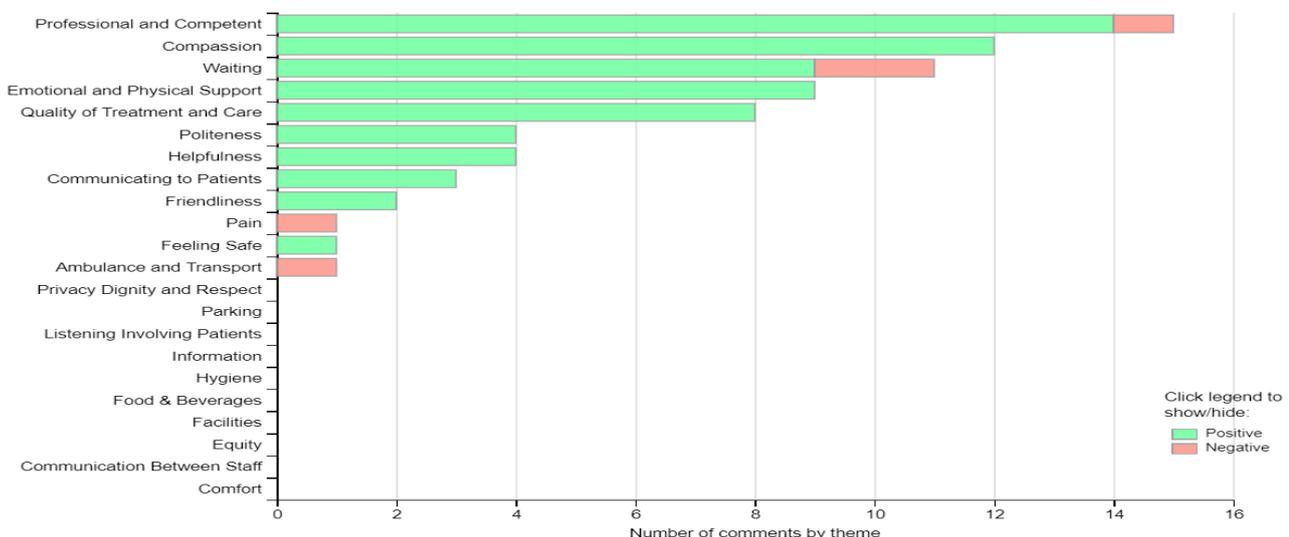
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

Staff couldn't do enough to make me feel better.
Prompt, they arrived under 1/2 hour, caring, informative crew.
Prompt and very kind as they looked after my wife.
The paramedics who attended my husband were polite and professional, did several checks and calmed my husband down.
He has done everything possible, made me feel relaxed.
Very understanding, very prompt, very thorough.
Two paramedic females came to my house because, I had acute migraine with aura. They tested my vital signs and spent a while talking to me to get to the bottom of my illness - excellent service.
It is the truth, it could not have been better. It was the first time for me for 999, I have no complaint 5 star.
Very quick, [unreadable], reassuring.
It was quick and checks done so had not had to go to hospital.
I was told how long it would be for them to arrive which was about right.
Two days later couldn't move, called G.P. admitted to hospital with fractured ribs, severe constipation and stomach infection!
The paramedics were thorough. Very professional and friendly. They put me at ease - excellent.
Very caring.
Prompt and efficient service, distressed my anxiety alleviation, my pain and calmed the situation.
Because there was not an 'excellent' box to take.
I've got a 100% faith in our emergency services.
Arrived quickly, very professional treatment.
Your crew were instantly like-able and proved to be competent and considerate - a credit to the service. I thank them and wish them well.
Prompt information and arrival of the service.
Because the service was excellent!
Because they were here quick excellent service and they got me to calm down and not worry.
The attention was very good.
Because the service was very good.
Very caring.
The crew recognised my reason for calling them that I had been wrongly diagnosed by 111.
My worries were put at ease.
Quick and efficient.
Paramedics polite, very helpful and attendance was prompt.
I felt safe and was well looked after.
The paramedics were knowledgeable and informative. They made me feel at ease.
Care and attention given by crew.
1st class service, excellent caring and polite staff, very thorough and explain everything. Fabulous job in difficult times.
Quick information - although because of pressure of calls it was 1 hour wait for ambulance.
Because they were very professional with a lovely calming manner. I would say exceptional.
Paramedics polite, very helpful and attendance was prompt.
Both ambulance crew were caring, professional and so kind.



Prompt response, helpful and very supportive.
My friend who they treated *** is 95 and was adamant he would not go hospital but they managed to persuade him which was very good.
Service was good overall but only fault was the waiting time for response.
Immediate response.
Quick service, good service, good laugh.
The service was first class and A +.
***** (paramedic) excellent attending to my husband.
Very helpful.
I have had a few falls lately due to MS and have needed help to get back on my feet. The ambulance service response time and the personnel were excellent as was the equipment used to raise me up. A big thank you to all concerned.
Very efficient.

What could we have done better?

They didn't check chest! Hands on check! Especially as he has previously had a stroke!
Excellent medical care by paramedics, just the unavoidable delay for ambulance.
Newcastle and Gateshead have fall cars which we had on one occasion deals with now injury falls. We live in Northumberland, would be great to have them there.