



999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: September 2021



89.6%

Very good or good overall experience of the service

Free text comments

Positive free text comments

The ambulance staff were very efficient, personable and kind. They were reassuring and knowledgeable putting us all at ease.

I work in supported accommodation and every time I make contact with emergency services the experience is fantastic. I have never had one bad experience and have always been treated with dignity and respect. I admire the amazing work you do!

Paramedics got there as soon as they could, they were calm, attentive and looked after my mother like she was their own. Can't fault them.

Negative free text comments

Waiting time was long that's the only thing.

Quicker response but we understand how very busy they are and they are doing their best.

Asked less questions and didn't have to wait for a ring back. All the time the patient was sat there really poorly.

Number of responses

Online	32	Total: 413
Print	58	
Text	323	

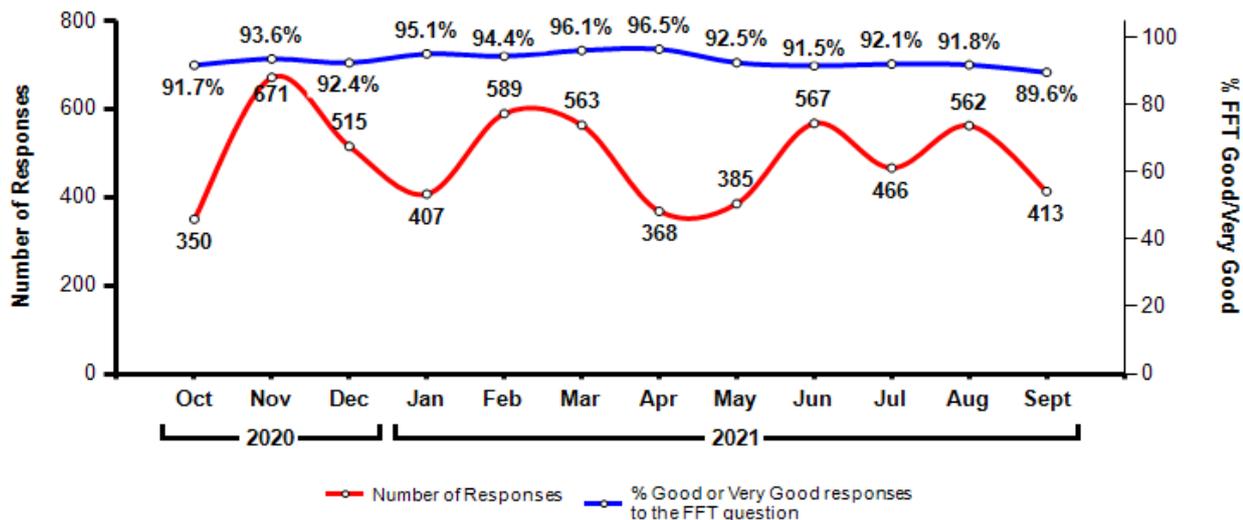


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	370	89.6%	-2.2
Very good	315	76.3%	+0.3
Good	55	13.3%	-2.5
Neither good nor poor	16	3.9%	+1.7
Poor	17	4.1%	+1.8
Very poor	8	1.9%	-1.6
Don't Know	2	0.5%	+0.3

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.

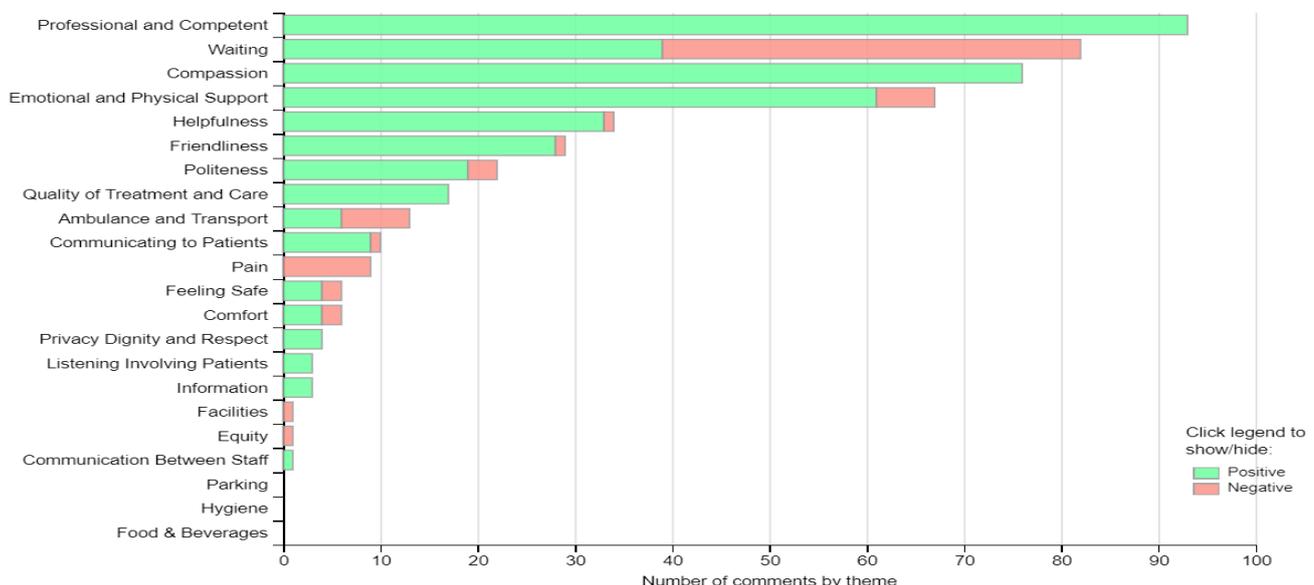
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Results by resource CCG

Resource CCG	% Good	% Poor	Total Respons	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	89.6%	6.1%	413	315	55	16	17	8	0
County Durham CCG	89.3%	5.4%	112	83	17	6	5	1	0
Newcastle Gateshead CCG	91.2%	7%	57	44	8	1	2	2	0
North Tyneside CCG	81%	4.8%	21	14	3	2	1	0	0
Northumberland CCG	86.8%	11.3%	53	40	6	0	4	2	0
South Tyneside CCG	85.7%	7.1%	14	8	4	1	0	1	0
Sunderland CCG	94.3%	2.9%	35	26	7	1	0	1	0
Tees valley CCG	94.1%	2.4%	85	72	8	3	1	1	0
CCG unknown	83.3%	11.1%	36	28	2	2	4	0	0

Results by Cluster

Cluster name	% Good	% Poor	Total Response	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	89.6%	6.1%	413	315	55	16	17	8	0
Alnwick	84.6%	15.4%	13	10	1	0	1	1	0
Backworth	82.4%	11.8%	17	10	4	0	2	0	0
Bishop Auckland	87%	4.3%	23	17	3	2	1	0	0
Blucher	93.8%	6.3%	16	14	1	0	1	0	0
Coulby	100%	0%	22	21	1	0	0	0	0
Cramlington	90%	7.5%	40	31	5	1	2	1	0
First Responders	90.9%	9.1%	11	8	2	0	1	0	0
Hartlepool	91.9%	8.1%	37	27	7	0	3	0	0
Lanchester Road	94.2%	3.8%	52	44	5	1	1	1	0
Monkton	86.7%	0%	15	10	3	2	0	0	0
No Cluster	84.7%	7.6%	131	92	19	9	5	5	0
Pallion	100%	0%	17	16	1	0	0	0	0
Stockton	94.7%	0%	19	15	3	1	0	0	0



Free text comments

The lovely way I was cared for.
The ambulance staff were very efficient, personable and kind. They were reassuring and knowledgeable putting us all at ease.
Brilliant care from start to finish.
The paramedics were superb in all aspects and are a credit to the NHS. Polite, knowledgeable and courteous.
Paramedics got there as soon as they could, they were calm, attentive and looked after my mother like she was their own. Can't fault them.
Helpful, informative and very friendly.
At the time I was scared until medics arrived. Their care and kindness give me piece of mind without the professional and expert attention I was never so glad to see them.
Call handler was very professional kept me calm while asking questions.
I phoned the ambulance on two separate occasions. First was a Sunday morning mum had a suspected stroke and a collapse the service said it would be several hours. We somehow got mum into a car and took her ourselves. I am a nurse don't think a member of the public could have managed and then cancelled the ambulance. Two days later mum was very breathless and the ambulance car arrived fairly quickly and gave her oxygen so no problems second time, very good.
Got me to hospital in time.
The care and concern given by staff was wonderful they were top marks.
Because they were very prompt in coming for me.
Direct help everything I was told happen very fast.
Polite kind considerate.
They knew their job and were very efficient.
The service offered by the lady was clear and concise. Easy to follow instructions during a hectic and anxious time.
Came out very quickly when my partner was having trouble breathing and hot sweats, he ended up on a ventilator in hospital a total of 12 weeks then home, still on low oxygen but do so grateful to you all ❤️
My 2 year old daughter woke up really poorly, and I decided to ring 999, as she was barely responsive. Ambulance arrived within 10 minutes. Paramedics were amazing, one of them was a trainee. They were reassuring and very caring. They quickly decided to check my daughter's blood sugar and it was 1.6. They gave her glucogel and took us to the hospital. From there she was looked after the paediatric dr and nurses.
Service was amazing.
Fast response and excellent service.
I work in supported accommodation and every time I make contact with emergency services the experience is fantastic. I have never had one bad experience and have always been treat with dignity and respect. I admire the amazing work you do!
No sense of urgency away from algorithm in clearly life threatening situation.
I had to wait 1.5 hours for an ambulance. I had a heart attack. The ambulance crew were fantastic when they arrived.
My Dad made the original call and was originally told it would be a 2 hour wait - I rang back as the patient's condition was deteriorating and was moved up the priority list.
They didn't really listen to me about my problems and my mental health.
They were here quickly and very efficient.
The crew where very professional and curious. Made you feel at ease and reassured.



Paramedics were very courteous, very helpful, very caring, couldn't fault them in any way.
Received a call while waiting for ambulance and priority stepped up based on answers given to questions. Paramedics very calming, clear and reassuring.
Answered my call straight away, took my details quickly, gave me a realistic timescale as to how long it would be before the paramedics would arrive. Informed me of the delay due to high demand. The paramedic who was first on the scene was excellent, very polite and professional, helpful and friendly. The ambulance crew who attended were also wonderful and put my mind at rest.
Prompt service and 2 very professional paramedics.
They was fast to get to me and found their way to my home even though the road was closed off for works, the ambulance driver and paramedics was lovely.
Excellent service both paramedics were excellent and made life a lot easier after wife broke ankle and turned up very quickly thank you.
Excellent 5* service.
The ambulance people were very good and caring very proficient the only snag was the time for the ambulance to get to my house though I was warned that it would be about.
Staff were very helpful and caring albeit my wife was laid on the toilet floor for three hours, very distressed. They treated my wife great care and dignity.
Excellent speedy and put me at ease And support and reassurance kind natures which very efficient 👏👏👏
The operator was reassuring and acted quickly and in our best interests. He assessed the situation and decided an ambulance would be the best course of action. The ambulance arrived quickly and the team were fantastic in keeping both me and my two year old calm and safe. I can't thank them enough, their job must be so difficult but the compassion and professionalism they show throughout is something I'm so grateful for.
You don't need a survey to rate these guys.
Were quick and very helpful very good at their job.
Could not fault in anyway. Arrived very prompt. Both girls so professional. Transferred me to a&e so smoothly. What a Credit and we are so grateful.
Good service.
The ambulance arrived within the time frame suggested and the paramedics were amazing. Caring, understanding and professional. I felt very confident and safe once they arrived.
Once the ambulance had been dispatched it arrived less than twenty minutes later, brilliant.
Because the care they gave.
They were understanding I had a fall and was shocked.
My elderly frail father has recently used the ambulance service 3 times. The paramedics where caring and professional. I was very grateful, and was so I impressed/overwhelmed that I have already submitted positive feedback on your site. Paramedics are amazing!
Reliable service.
The paramedic was able to diagnose biliary colic, which the RVI hospital had been unable to do so. My gallbladder was blocked and infected. I do believe that the paramedic saved my life.
Didn't have to wait long and the ambulance crew knew what they were doing.
Ambulance crew were spot on very polite, very professional, worked as a team couldn't fault them at all.
I received a call back to discuss the medical emergency to ensure it was triaged correctly and the ambulance staff were amazing at dealing with my very sick, very reluctant to go to hospital, mother.
I was really worried about my 6 month old son's breathing and the ambulance workers reassured me and gave him oxygen and took me straight down to a&e.
First class service from the moment of arrival to departure.
Response was fast & reassuring.



Got to my home within 7 mins of calling, the 2 paramedics were very nice and explained everything that they were going to do, very friendly gentleman.
They made me feel safe and not guilty for ringing.
Expedient arrival, great care provided, professional EMTs. Lovely, friendly lads who put the patient and his needs as a priority while managing to put him at ease: caring people skills.
Both crew members were very caring and professional.
Professional knowledgeable.
Service excellent! Staff courteous pleasant helpful! Proud of our NHS.
They were fantastic with my husband 😊
Waiting time was long that's the only thing.
Attending staff helpful and thorough.
Professional and sympathetic.
My mother in law took ill they were fast efficient and they made sure I knew what was happening made an awful experience a lot better.
Very quick response Crew were professional friendly and caring.
Our responder was calm, compassionate, and helpful. Our wait time was exactly what we were told it would be, and appropriate to the urgency of our situation. He provided medical care to our baby daughter efficiently and gently, and she improved quickly which was a great relief to us. We were so grateful to have him there. He also gave us very good advice about what to do next.
The two paramedics were lovely.
Only the amount of time it took.
Effective response time.
Clearly spoken acted promptly.
Although I do not blame the ambulance service but the waiting time was approx 1.5 hours for a heart attack. The reason I put good was that the paramedics themselves were brilliant and lovely gentlemen.
After 4 hours of delay the paramedics were excellent. Over worked and under paid.
Fast, friendly, efficient, professional service from the paramedics offering kindness and reassurance.
The operator wasn't very polite. The amount of questions was just too bad. Then had to wait for someone else to ring back it just took forever.
A very good response Ambulance team was very professional Took great care for my wife making sure she was reassured.
They are very good at what they do and very pleasant to deal with. They have tremendous patience with a good bedside manner and are generally a credit to the NHS and their profession.
After a fit and being unable to sit up or move left side, the advert of FAST I was left for over 3 hours for an ambulance, despite a single paramedic arriving in 30 minutes and calling for a 2 person ambulance. If I'd had a stroke, I would've been too late for thrombolysis treatment.
These people do an amazing job and don't get enough credit.
Had a heart attack ambulance was delayed due to RTAs and COVID 19 paramedic dispatched that was ok he arrived within 20 minutes.
Very kind and calming they made me feel at ease while I was having a heart attack.
The ambulance team arrived very quickly after I called.
The crew were amazing, polite and very efficient.
The paramedics were first class and deserve so much praise and recognition. They were caring, considerate and extremely knowledgeable, so much so they had better knowledge of my partners condition Elhers Danlos Syndrome than most doctors and consultants we have seen. World class and credit to your service.
Because it was very good.



<p>Cause you are amazing at what you do and always help at any time of day and morning.</p>
<p>The Ambulance Crew and 999 call handlers are fantastic I have nothing but respect and praise for them. My complaint is the length of time it took for the Ambulance to arrive 5 hours for an elderly lady with a suspected broken hip.</p>
<p>Friendly and efficient on the telephone and the 2 gentlemen who came out were very compassionate and professional.</p>
<p>Although it took a very long time for the ambulance to arrive, the team were excellent. As we're the controllers who, when I called to query the nearly 2 hour delay moved heaven and earth to get my wife seen to. WELL DONE AMBULANCE SERVICE!</p>
<p>Very thorough, thorough and kind.</p>
<p>Very helpful talked me through what to do Also when the Ambulance came they were lovely very professional.</p>
<p>From my wife calling 999 through to the ambulance arriving and the care provide by the two people who attended I could not fault the service I received.</p>
<p>Given the current pandemic the ambulance didn't take that long to arrive. All 3 of the crew who attended were great.</p>
<p>Absolutely brilliant service. Very professional. Efficient and caring.</p>
<p>Amazing people and service.</p>
<p>Two fantastic ambulance men could not ask for better help and friendliness.</p>
<p>An ambulance ordered by the GP was supposed to arrive in two hours it took 5 hours totally unacceptable.</p>
<p>Perfect in every way.</p>
<p>I'm an ex nurse felt very comfortable and they put me at ease.</p>
<p>The dispatcher was very polite however she seemed to be reading from a script which sounded as though she was trying to find a reason not to send the ambulance.</p>
<p>The service was excellent and the ambulance crew were very reassuring to me and my wife after I called them for our son who had taken a lot of tablets. I think it was a cry for help after him being very depressed I can't thank them enough.</p>
<p>Responded fast and 2 lovely paramedics who went above and beyond to care for my son. They do a great job.</p>
<p>The phone call was handled in a calm and professional manner. The two paramedics who responded were calm and caring and kept us informed at all times.</p>
<p>Took about 45 min to arrive for a stroke patient.</p>
<p>Situation dealt with quickly and with compassion.</p>
<p>Very kind and helpful at this very stressful time.</p>
<p>Had to wait over 2 hours for ambulance to arrive.</p>
<p>Quick response.</p>
<p>Call handler, rapid response and the two paramedics were amazing. Got my son the urgent care he needed, he is only 7 months old and I'm a first time mam & they all kept me calm, while being fantastic with my little boy. Thank you for everything you done for us, and everything you continue to do for others who need you.</p>
<p>The ladies were great with my sister.</p>
<p>Excellent, professional and caring call handler.</p>
<p>They were quick, polite, efficient and very caring, we are very lucky to have this service.</p>
<p>I called with chest pain sickness numbness of left arm and neck pain. Was told needed to wait 60 to 90mins.</p>
<p>I was very impressed by the way they dealt with my partner highly professional and considerate to my partner and myself. Exemption!</p>



The paramedics were very calming and knowledgeable the only fault I have is I couldn't take my pram on board the ambulance and had hours of holding my 15 mth old in accident & emergency.
Ambulance people are so dedicated, understanding and extremely helpful and comforting. Nothing is too difficult for them. They help you to relax and to not worry about anything. Wonderful, caring people. They do a fantastic job. Thank you to all of them.
Reassuring call back and incident moved to higher priority once ascertained person had been on the floor for a long period.
Because they looked after me very good.
The ambulance was here in about 30 minutes and had 2 very capable men attending.
Professionalism.
Incredibly prompt, reassuring. Pain relief swift and effective.
Because the call handler was efficient and yet kind and the paramedics were the same.
Telephone call led to the arrival of a paramedic in ten minutes.
Ambulance arrived quickly (paediatric emergency). Paramedics were calm, friendly and professional and I immediately felt more at ease.
Rang at 10pm didn't turn up until 11.45pm.
We waited a long time.
It was very effective and calming.
Paramedics were fantastic and made me feel at ease at a time when I was worried.
The initial discussion with the call handler was calm and efficient and thorough. We were told the response could be 2hrs but they arrived within 20mins. The paramedics were excellent, calming and reassuring dealing with my 86yr old mother. She was checked out with total consideration and gentle care and kept informed of why and what was happening throughout. She ended up remaining at home following a thorough examination and discussion of her symptoms.
Service was really good, but crew had to wait for a paramedic to come and read an ECG, the frustration of the crew was the same as mine, surely there is a way to send an ECG to a Paramedic or higher to read on line or via message or something. I feel the wait time could of been reduced significantly and not taking a paramedic off the road when he was here less than two minutes.
Ambulance staff were thorough, considerate, respectful and reassuring.
Crew where not bothered and not interested was with me approx ten mins before leaving me at home and sitting in the car park across the road for an hour.
Quick response very professional staff put me at ease immediately with their friendly chat while checking me over fully.
Arrived within 5 minutes of call. Paramedics were kind efficient and reassuring.
Very helpful getting me from house to hospital as smashed my knee and couldn't walk they kept me supported on one foot then wheelchair thank you so much.
The ambulance crew were efficient whilst remaining caring and sympathetic.
Very prompt service. Excellent paramedics. Very friendly.
Very helpful, calm and stayed on line until ambulance arrived.
I know how busy they are and was really worried when they said it would be 1 hour and 45 minutes as my daughter was struggling with her breathing. Then we got a call about 20 minutes later saying the ambulance was on its way. All the people we spoke to were very helpful.
Swift response. Expert treatment for patient while also reassuring to me.
Talking to reception whilst in pain was bad, he asked too many questions and the ambulance paramedics were bordering on being rude.
Prompt response, treatment at the scene was positive as was the decision to transfer to A&E.



Extremely helpful, was unsure if ambulance was needed or not, and even though worried about adding pressure to an already busy service, gave helpful recommendations and advised it was okay to send an ambulance as it seemed it was needed.
Response time was phenomenal, the two paramedics in attendance to our home were very professional, efficient and caring. They put both my husband (the patient) and myself at such ease, which made a very worrying experience a much easier situation to deal with.
Very kind understanding caring.
A fast response and the ambulance crew dealt with the problem very effectively and with sensitivity.
It isn't the service itself it is the misuse of the service the wait times getting through to 111 is a nightmare. I work in a care home I have policies to adhere to where as I need to use the service you can be on hold for 30 mins or more I have ambulance crews tied up as they can't get through.
Because they acted so quickly and were very calming in a stressful situation.
Efficient and reliable service.
They arrived quickly and the ambulance men were superb, I felt very comfortable with them.
Ambulance staff acted in calming and very professional manner. This certainly helped to ease a tense situation.
Excellent.
I know how hard the crew work as my brother works for NEAS and the crew knowing him was definitely a distraction from my pain talking about his past achievements, also they were very friendly and caring and considerate.
Fantastic service, put my mind at ease. Talked through all they were doing to help hubbie. Friendly and very professional. Can't fault them in any way.
Fast and very efficient service.
Arrived quickly and provided help required.
They were quick and very helpful and put me at ease.
Because they were prompt and courteous at that time.
They were very good. Here in 15 minutes. Looked after my wife brilliantly.
The ambulance arrived quickly and the paramedics were friendly but professional and they reassured me.
They do a very difficult job.
With everything going on with covid the response time was very quick this time.
The service is doing the best it can in these difficult times. Admittedly some of the questions don't seem to apply but it must have been researched that these questions get the quickest result for the patient.
Prompt response. Experienced crew with excellent manner. Checks carried out and was transported efficiently to hospital.
The patient was losing a severe amount of blood and losing consciousness, the ambulance took over an hour and 15 minutes to get to the property.
The ambulance staff give 100% in care and understanding and provided first rate service.
Helpful.
Overall the service was good but due to high demand it was about an hour before the ambulance arrived but other than that the service was very good.
Arrived very quickly. Understanding, caring and friendly. Made us feel at ease.
Ambulance arrived within 10 minutes, the crew were efficient and very reassuring. Was very happy with everything.
Very quick response time and helpful professional but friendly manner.
The crew were excellent.



The service was good apart from the long delay. For an elderly man on the street with a potential myocardial infarction it should not take over an hour for an ambulance to come and take him to a hospital that is 5 minutes' drive away. Once they arrived they were excellent.
Although I thought I was having a stroke I was told that the ambulance could take up to an hour to arrive however it came within 15 mins.
Team who attended were very professional.
111 offered no assistance neither did my GP who simply said call 999. From start to finish from answering the call, to arriving, assessing my condition, administering pain killers, getting me to hospital and booking me in the service was 1st class.
Very good people both of them were lovely thanks.
When the paramedics did arrive they were absolutely brilliant. It was the time we had 2 wait was too long.
Because the call handler was excellent.
Very quick response and very professional and calming care.
Taking time to listen a very helpful with answers.
Very helpful and were on time.
Good communication. Good clinical assessment. Views of family considered.
A week after having a heart attack I rang 999 as was having chest pains it too over 4 hours for the ambulance to come.
Ambulance arrived quickly crew were polite and efficient had a calm and cheery manner made everyone at ease.
After collapsing at home, my husband called 999, the level of care and attention given to me was second to none. Everything was explained and easy to understand. Paramedic was very professional, friendly and caring.
Called for an ambulance for my dad at 4.12am today, came quickly even though they are very busy the crew give excellent CARE and went with our wishes.
They are helpful.
Fairly quick response. Put me at ease with their efficiency. Did everything they had to without any fuss or bother, all three of them were very pleasant.
Arrived swiftly, caring and knowledgeable, creative solution to challenging situation re moving patient in awkward location with broken bones. Kind and compassionate. Truly amazing, thank you so much!
Amazing service your team had so much time for me. They brought security and best answers with nothing left to chance.
They were helpful and kind and apologise for being so long.
They listen and were as helpful as they could be; unfortunately they couldn't send an ambulance straight away they told me it would be 1 hour and 10 minutes before an ambulance would be with me.
Brilliant caring ambulance crew.
It took 11 hours for the ambulance to attend to my son. He was in a lot of pain and stuck in the same position for 11 hours over night. During the 11 hour wait, we received 1 phone call from 999, which was about 9/10 hours into our wait for an ambulance. The 3 ambulance staff who attended were great, they had just started their shift, and were not informed that my son had been waiting 11 hours for the ambulance to arrive.
Overall service was very good. But as service was busy, took over an hour to arrive.
Arrived very quickly. The team on board were excellent, caring and calm. They talked me through everything that would happen on arrival to the hospital with my husband. Wonderful people, unfortunately I have not been able to say a proper thank you.
Paramedics were great but we had to wait a long time for ambulance to arrive despite my wife being semi conscious.



<p>Needed help and it came to me. Three crew members assessed my condition and felt I should be seen at the hospital. They were quick and efficient and kind. I thank them and all the medical teams.</p>
<p>My husband has an illness he has been taken into hospital a lot this year the service is unbelievable in every way.</p>
<p>Fabulous service and very reassuring. Also very thorough and confidence building.</p>
<p>The ambulance arrived sooner than expected.</p>
<p>Was feeling breathless and a very bad chest and didn't know how ill I was.</p>
<p>Prompt response by calm, efficient, skilled, reassuring professionals.</p>
<p>The long waiting time.</p>
<p>Over a 4 day period I required emergency transport to hospital for a heart problem where I was unable to support myself with breathing and chest problems. On each occasion the time to arrive was over an hour on the last one over 2 hrs. Luckily I was diagnosed with a non life threatening problem, if it had been I believe the outcome could have been far worse.</p>
<p>I was told it could be 30 minutes or more for an ambulance to turn up I thought my mother was having a stroke! They arrived in 15 minutes which was excellent due to the times I had been given they were very professional.</p>
<p>The paramedics were excellent, professional, caring and very friendly putting everyone at ease.</p>
<p>We waited 6 and half hours for an emergency ambulance. Initially told we would have to wait up to 2 hours. Over 6 hours was unacceptable.</p>
<p>Waited little time for them to come. Team very kind, helpful, and gave us confidence.</p>
<p>Took approx 3 hours before ambulance arrived.</p>
<p>Long time waiting for ambulance and lying on cold road.</p>
<p>In spite of a huge demand on resources, staff -switchboard and medics- stayed in touch throughout the 3 hours it took to arrive. My call was eventually upgraded as I had been in pain, on the floor, for 3 hours.</p>
<p>Do a very good and hard job. Well done to all.</p>
<p>After talking with 111 and on their advice phoning 999 the response was very good. I was cared for in the ambulance with aids for my breathing. The crew were very professional and caring. I was tended to through A&E up to the point of hand over to the hospital team.</p>
<p>They came as soon as possible and were very attentive to my needs.</p>
<p>Really helpful and very polite.</p>
<p>Pleasant accommodating.</p>
<p>Rapid response.</p>
<p>It is very good service.</p>
<p>The ambulance personnel were very helpful.</p>
<p>Very prompt and what knowledgeable attendants.</p>
<p>They were very respectful and were very caring at a time when I was not feeling well. Service was excellent.</p>
<p>Prompt arrival - pleasant re-assuring staff.</p>
<p>Paramedics were most thorough and helpful in difficult circumstances.</p>
<p>As it was my daughter who made the call, I can't comment on that or the length of the wait.</p>
<p>Overall very good, some negative points - ladies looked very tired (ambulance staff).</p>
<p>Caring, thorough in examination. Explanation was good.</p>
<p>They reduced my anxiety which in turn improved my breathing problems. They advised me to request an inhaler from my GP. I have done so and found it helps me to sleep.</p>
<p>Knowledgeable, efficient and friendly staff.</p>
<p>Because the service provided was very good.</p>
<p>It was a calm cool efficient service.</p>



Excellent service.
Had to order taxi. On arriving at James Cook my wife collapsed on entry.
Although a delay they arrived recovered me from the garden and transported me to hospital. Long delay in handover but not ambulance fault.
**** was in Hadrian park. Ambulance was called, my daughter had argument with them. Didn't want to take him to hospital. But they missed his back fracture.
Quick and efficient.
Because we never had to wait long.
The ambulance picking me up took ages. I was in hospital twice the first was 3:10 minutes the second was 4.5 hours the hospital staff were marvellous.
Because they were so good.
Because they were good.
Ambulance took over 1 hour 45 mins to arrive.
Very good and very pleasant.
The service I received from the very first minute was brilliant and everything was 1st class.
Very good.
Quick, thorough professional.
Two people that came were very good in all ways and very helpful.
Very quick and excellent application, friendly and understanding.
Because they were very professional and polite.
I have had a few paramedics visit the house over the last couple of months and they have all been lovely and very helpful.
From speaking to the operator - who made me feel calmer and that the situation of my husband's fall was being sorted out. Being given an approx time for ambulance was helpful, she even apologised for the time it would take.
Friendly and helpful.
I was unconscious but was told by my family they were really good.
Very good.
Paramedics were very kind, caring and explained what was going on really well even though my mom is deaf and understood.
Helped to give me rest from pain.
When arrived the PR with my wife was excellent. The attention with everything was excellent.
The waiting time was long but the ambulance service were very good and the team were lovely.
Even though I had pulled round from my hypo they were really professional.
Everyone kind and helpful.
Excellent service caring.
Because it was very good and reliable.

Anything we could have done better?

Give them a decent pay rise and recruit more staff.
I live in sheltered accommodation and unable to get out of bed to open doors they should be given fobs allowing entrance, this is not the case.
Attend quicker very frightening when mum was drifting in and out of consciousness.
Quicker responses and be more understanding and empathetic with patients.
Your staff were brilliant, they were confident, knowledgeable and friendly and put me at ease.



I think they got everything just about right. Apart from I did not appreciate the painful flicks on my neck to keep me awake. He could of shook me or spoke to me without inflicting pain.
Usually, teams have been spot on. knowing person, asking questions, using patient name, encouraging remarks, pace of care in keeping with urgency. Making sure I was reassured before driving daughter away. Care followed thr on journey and delivery to hospital. The team we had last time were a bit of a shock... so neglectful and I could even report them to their boss who they complained about for at least 10 mins while ignoring patient and myself... I wasn't sure if she was even going to be taken to hospital! Patients and carers are very vulnerable at this stage, and being ignored and being forced to listen to their chit chat about who they liked and didn't from work was unprofessional and unexpected. We def appreciate the 2 previous teams that came...professional and reassuring.. polite.. instilled confidence that patient was in good hands.
Made process quicker.
Shorter waiting times for ambulance and the way symptoms are prioritised.
It would've been more reassuring if the ambulance came without the need for 2 follow up calls.
Not to be so judgmental and listen to me when I was trying to speak.
Quicker response but we understand how very busy they are and they are doing their best.
Only issue was the lift on the back of the ambulance was faulty.
The ambulance took an hour after my 999 call. Although I was warned by the person who took my call on the phone.
Quicker response time.
The only thing that could be done would have been a quicker service but I understand that there's others who need help too.
Arrived quicker.
When communicating with call handler for nature of call I feel communicates cannot be made as call handler is only able to go through a checklist system as opposed to listening to communication given by 'person on telephone' to then make informed decisions about care required.
We were told the wait would be an hour, and it was. On one hand, I think that's fair enough - I don't believe anyone's life was at risk imminently. But it also is a very long time to wait with a young child having breathing problems. I imagine this all comes down to funding and resources, but something must be done to improve overall response times and ambulance availability in general. I don't think anyone should have to wait an hour with such a poorly child. I understand within the existing system this is quite a good response and the one that was estimated to us - I just think the system is not good enough, if that makes sense.
Response time.
Kept in touch.
Asked less questions and didn't have to wait for a ring back. All the time the patient was sat there really poorly.
Been quicker.
Got there sooner but I understand you're short staffed. Employ more staff and pay them better wages as they deserve it.
Just the speed of arrival. It was urgent situation in which my partner ended up emergency surgery and it took approximately 45 mins to arrive. Apart from that they were first class.
More ambulances and crews.
Get the ambulance here sooner (although I realise this is beyond your control).
Not send people from Newcastle when Carlisle is 20 miles nearer.
Despatched crew faster.
It was a long wait for ambulance and stuck on trolley for two and half hours but I understand that you were very busy.
Just turned up when you were supposed to.



If they had told me it would have been that long I would have driven my husband to the hospital.
Send a 2 man crew.
The timing could have been quicker the first time but it's not the paramedics' fault.
NHS is amazing, and a great service that we get in the northeast but with all the cuts the staff are over worked and could do with more money invested to get more staff. They are working extremely hard and have much more work load than they should. That they can't get to emergency calls in the 2hour time frames. Due to not enough staff.
As was a possible heart attack this was an 8 min response time. I know everyone is stretched but being told it could be 60 to 90 mins is unacceptable.
Decreasing waiting time.
Ability to take a pram onboard.
Nothing at all. They are so dedicated in their work and so sympathetic.
Increase staff wages.
Turned up quicker if possible.
More ambulances & paramedics while local doctors service is near on non existent.
You could have got here sooner. On one occasion I had a two hour wait.
Waiting time.
Nothing really, I was just so worried when they said 1 hour 45 minutes, but that's not their fault as it's so busy, but it did bring to light how stretched they are.
The whole incident was dealt with most professionally and I cannot think of any shortcomings.
As soon as I gave my address it could have been quicker and less questions asked while I was in pain.
My mother was given intravenous paracetamol but had to send for another paramedic to bring morphine because they had none on the ambulance.
The flip down chair inside the ambulance was uncomfortable to sit in so that could be improved upon.
Send help ASAP.
The only thing would have been better was to park the ambulance nearer the house but possibly that's more the fault of where our house is situated.
I wasn't too happy with the first visit by paramedics a few weeks ago, two guys trying to take my mum's mind off her symptoms, by cracking jokes but also felt they were making fun of my mum.
Speed of response.
Could of rang us back when we were waiting 4 over an hour & a half 4 an ambulance. Just 2 c keep us informed.
Ambulance to come sooner.
It's the other care teams who need to do better I.e. acute care team as your crew were let down badly by them holding up the ambulance.
Communication with ourselves that my son hadn't been forgotten about. Communication with the ambulance crew attending of wait. Communication with the hospital of the wait, as then all would of been aware of how much pain my son was in to stay in the same position for 11 hours and overnight without being able to move, not even for the toilet (sat up awkwardly on the edge of his bed). Also, if all involved had been made aware of the wait, I would not off been accused of waiting so long to call an ambulance, and then feeling the need to prove that wasn't the case by showing my phone call register.
Quicker response time. (Government funding at fault, not Ambulance Service)
Crew could of took me to hospital but they refused to take me to hospital.
Respond quicker.
Better response from ambulance control to 999 calls I was told to get a taxi into hospital and responding within government guidance.



Although the service was clearly busy that day I feel it was unacceptable for a 13 year old boy to wait that length of time for an ambulance. He was distressed and in pain. It was a boiling hot day and I was told to not move him or give him food or water. He lay at the top of the stairs in a very uncomfortable position in a significant amount of pain. The ambulance service played their role in assessing him, but no one was able to physically see him. I don't think anyone should have to wait that length of time for an emergency ambulance. We ended up calling 999 a further 2 times to chase up the ambulance. We took up valuable time, something we didn't want to do, but felt we had no choice. By the 3rd phone call we were made to feel guilty for doing this. We had no right to call and ask why we were still waiting for an ambulance to arrive despite the fact my son was in pain and we were initially told 2 hours. When we eventually arrived at the hospital the staff were worried about my sons dislocated knee because of the length of time it had been out for. The paramedics who eventually arrived were totally fantastic and put us at ease. I have nothing but positive things to say about them. The call handlers did their job. I have the utmost respect to them, but I do not believe that this situation was handled correctly. Something was missed somewhere. It took 3 phone calls before it was flagged and someone actually rang us to discuss. Suddenly an ambulance was promised in 8 & half minutes. This is the 1st time I have ever needed an ambulance and my 1st experience was not a good one.

Arrived sooner.

Probably nothing, given the demand on resources, both staff and ambulances, as well as waiting times at hospitals to handover patients.

Could have been given call back from 999 staff to assess situation especially as I had severe chest pain. Difficulty breathing and had to wait so long for ambulance to arrive.

Arrived sooner. 2.25 hours is a long time to lay on your back in the garden in agony.

He was in Hadrian Park respite so should of taken him in straight away.

Just prompt the government invest in more ambulances and crew and they are able to offload quickly.

Just the waiting time for the ambulance. But I know you are very busy.