

999 (Unscheduled Care) See and Treat Quarter 2, 2021/22



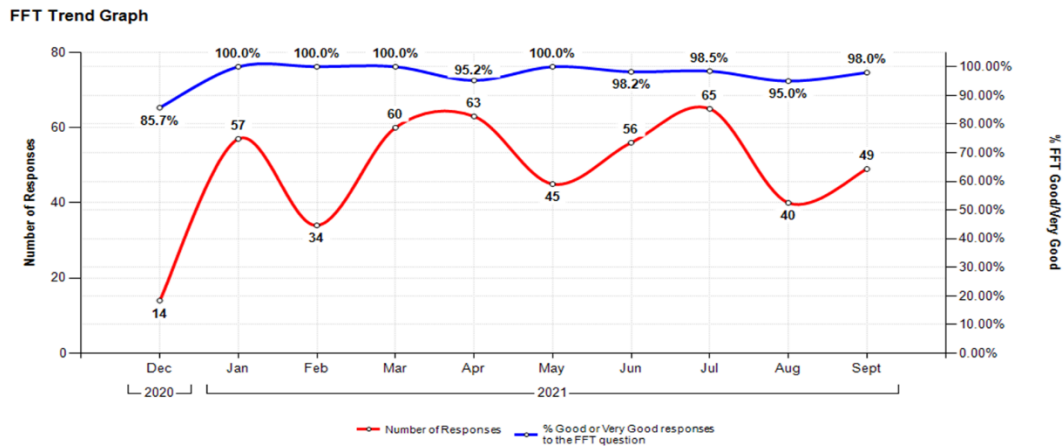
Patient Survey Summary

Responses: 154

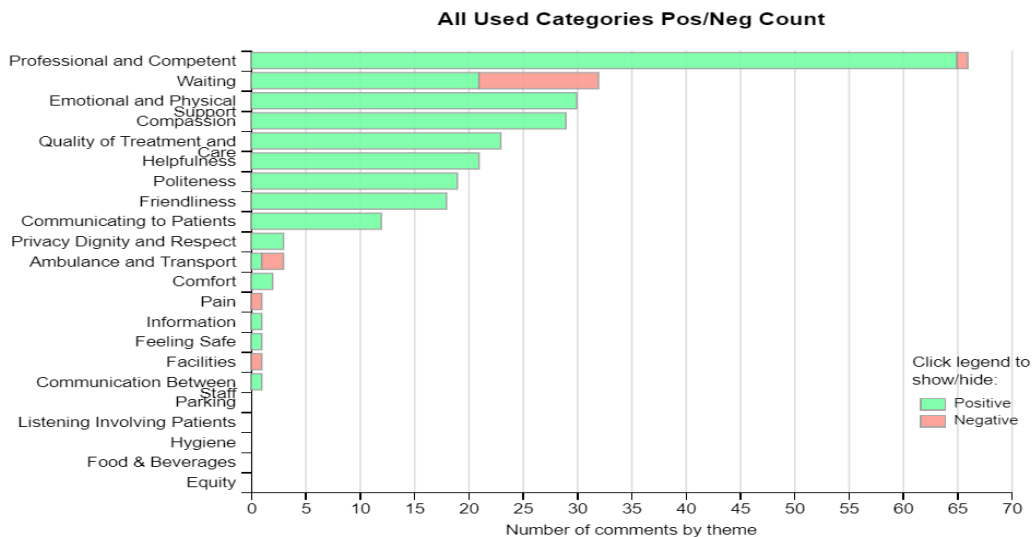
- ✔ Improved by 5%
- ✘ Declined by 5%
- Less than 5% change

Questions	Quarter 2 2020/21	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarterly Trend	Annual Trend
Thinking of the 999 service we provide. Overall how was your experience of the service?	98.0	92.3	100.0	97.6	98.0	○	○

Survey trend graph



Sentiment Analysis



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 Q2 is 154. This is lower than other surveys due to the methodology. Responses have decreased by 10 compared to the previous quarter.

A direct year on year comparison shows the score has remained the same at 98%.

Quarterly analysis

The FFT very good/good score is 98%, an increase of 0.4% on the previous quarter.

The three positive sentiment analysis themes were:

- Professional and competent
- Emotional and physical support
- Compassion.

The three negative sentiment analysis themes were

- Waiting
- Professional and competent
- Ambulance transport.

Demographic Analysis

The number of respondents for some groups are low and not representative of the community, these include under 25s, 25 to 44, BAME, White Other and LGB 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 (97.4%).

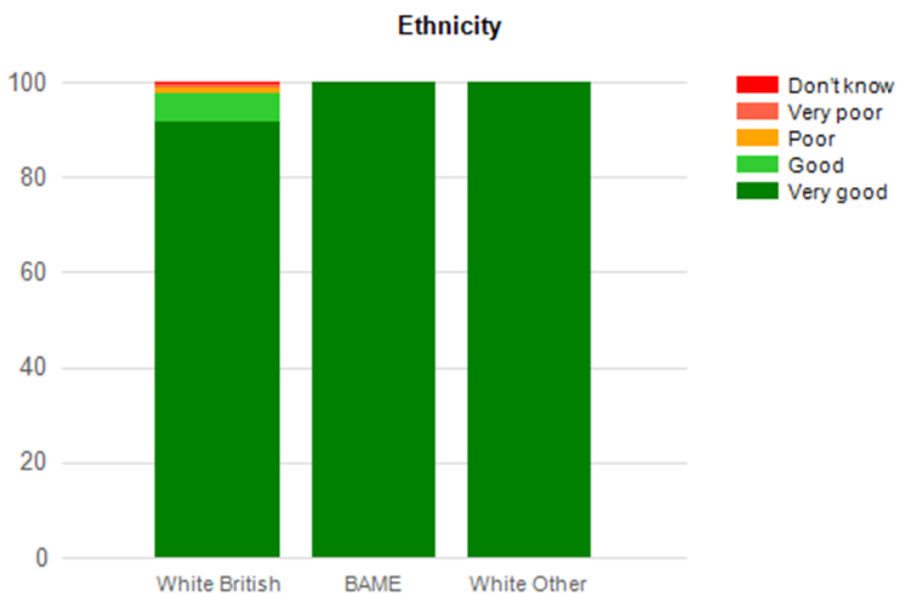
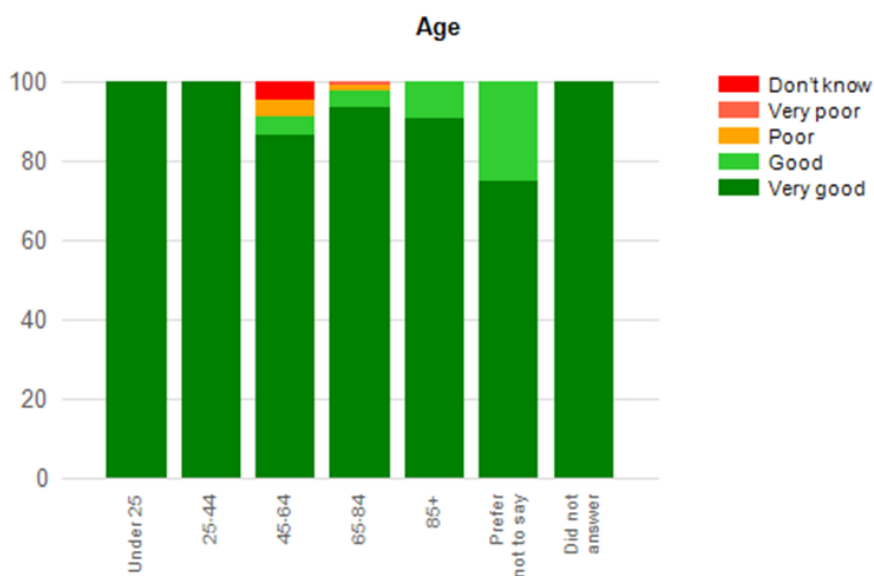
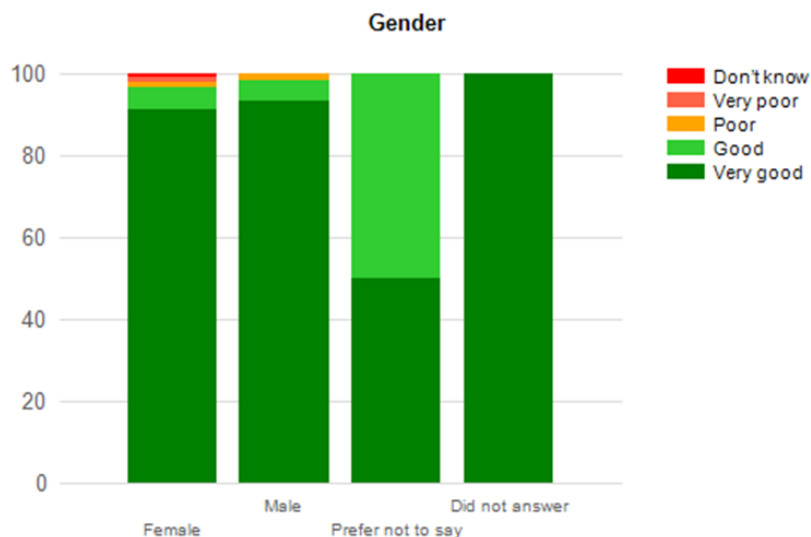
- **Gender** – 39% of respondents were men and 59% women There is no significant difference in responses based on gender.
- **Age** - Under 25s represented 2% of respondents, 25-44 2%, 45-64 14.3%, 65-84 57.8% and 85+ 20.8%. People aged 45 to 64 had the lowest "positive" responses (90.9%, average 97.4%).
- **Ethnicity** – 0.7% of respondents identified as BAME, 0.7% as White other and 98.7% as White British. Data for BAME and White Other is too low to provide any analysis.
- **Disability** – 51.3% of respondents identified as disabled. There is no significant difference in responses based on whether a person identifies as disabled or non-disabled.
- **Faith** – 78.6% of respondents identified as Christian, 12.3% Atheist/no faith and 5.2% non-Christian faiths. Atheist/No Faith had the lowest "positive" responses to (89.5%, average 97.4%).
- **Sexual Orientation** - 2% of respondents (3) identified as LGB, data is too low to provide any analysis.

Demographic Breakdown Quarter 2 2021/22

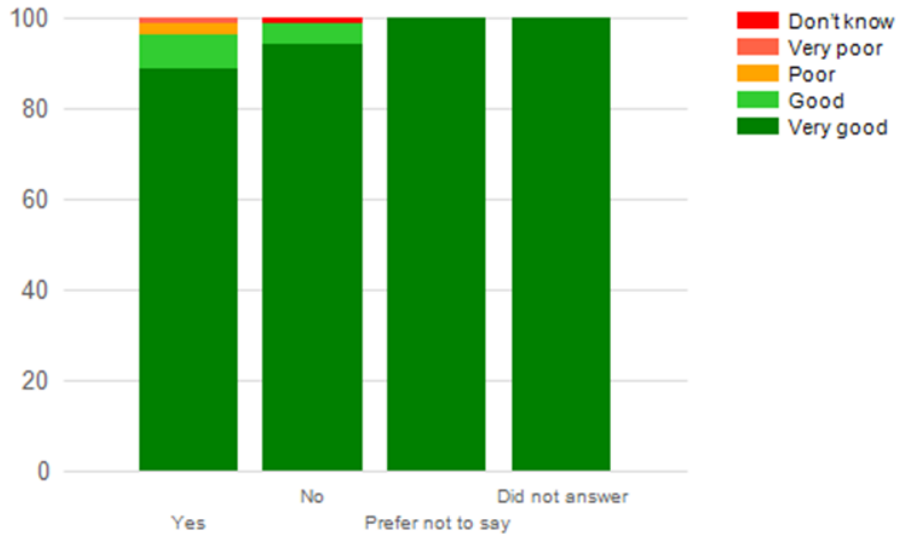
Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the 999 service we provide. Overall how was your experience of the service?	Positive	97.4%	98.3%	96.7%	100.0%	100.0%	90.9%	97.8%	100.0%	100.0%	97.4%	100.0%	96.2%	98.5%	89.5%	98.3%	100.0%	97.2%	100.0%
	Negative	1.9%	1.7%	2.2%	0.0%	0.0%	4.5%	2.2%	0.0%	0.0%	2.0%	0.0%	3.8%	0.0%	5.3%	1.7%	0.0%	2.1%	0.0%
	Total	154	60	91	3	3	22	89	32	1	152	1	79	66	19	121	8	143	3
What is your age?	Under 16	0.6%	1.7%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	1.3%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
	16-24	1.3%	3.3%	0.0%	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	1.3%	1.5%	5.0%	0.0%	0.0%	1.4%	0.0%
	25-44	1.9%	3.3%	1.1%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	4.5%	5.0%	0.8%	12.5%	1.4%	33.3%
	45-64	14.3%	11.7%	15.2%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	14.5%	0.0%	12.8%	16.7%	25.0%	14.2%	0.0%	14.7%	33.3%
	65-84	57.8%	61.7%	56.5%	0.0%	0.0%	0.0%	100.0%	0.0%	100.0%	57.9%	0.0%	55.1%	60.6%	50.0%	60.8%	37.5%	58.0%	33.3%
	85+	21.4%	16.7%	25.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	21.1%	100.0%	28.2%	12.1%	15.0%	21.7%	37.5%	22.4%	0.0%
	Prefer not to say	2.6%	1.7%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	1.3%	4.5%	0.0%	2.5%	0.0%	2.1%
Total	154	60	92	3	3	22	89	33	1	152	1	78	66	20	120	8	143	3	
How would you describe your gender	Female	59.7%	0.0%	100.0%	0.0%	33.3%	63.6%	58.4%	69.7%	0.0%	60.5%	0.0%	70.5%	48.5%	50.0%	61.7%	62.5%	60.8%	33.3%
	Male	39.0%	100.0%	0.0%	100.0%	66.7%	31.8%	41.6%	30.3%	100.0%	38.2%	100.0%	28.2%	50.0%	50.0%	36.7%	37.5%	37.8%	66.7%
	Prefer not to say	1.3%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	1.3%	0.0%	1.3%	1.5%	0.0%	1.7%	0.0%	1.4%	0.0%
	Total	154	60	92	3	3	22	89	33	1	152	1	78	66	20	120	8	143	3
What is your ethnic group?	White British	98.7%	96.7%	100.0%	100.0%	100.0%	100.0%	98.9%	97.0%	0.0%	100.0%	0.0%	100.0%	98.5%	100.0%	99.2%	100.0%	99.3%	100.0%
	Prefer not to say	0.6%	1.7%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	White Other	0.6%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	100.0%	0.0%	1.5%	0.0%	0.8%	0.0%	0.7%	0.0%
	Total	155	60	92	3	3	22	89	33	1	153	1	79	66	20	121	8	144	3

How would you describe your religion or belief?	Christian	79.1%	74.6%	81.3%	0.0%	33.3%	77.3%	83.9%	78.8%	0.0%	79.5%	100.0%	80.5%	78.8%	0.0%	100.0%	0.0%	82.4%	66.7%
	Hindu	2.6%	1.7%	3.3%	0.0%	0.0%	0.0%	2.3%	6.1%	0.0%	2.6%	0.0%	3.9%	1.5%	0.0%	0.0%	50.0%	2.1%	0.0%
	No religion or belief	13.1%	16.9%	11.0%	33.3%	33.3%	22.7%	11.5%	9.1%	0.0%	13.2%	0.0%	11.7%	13.6%	100.0%	0.0%	0.0%	12.7%	0.0%
	Other	2.6%	3.4%	2.2%	33.3%	33.3%	0.0%	1.1%	3.0%	0.0%	2.6%	0.0%	1.3%	4.5%	0.0%	0.0%	50.0%	1.4%	33.3%
	Prefer not to say	2.6%	3.4%	2.2%	33.3%	0.0%	0.0%	1.1%	3.0%	100.0%	2.0%	0.0%	2.6%	1.5%	0.0%	0.0%	0.0%	1.4%	0.0%
	Total	153	59	91	3	3	22	87	33	1	151	1	77	66	20	121	8	142	3
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?	Yes	53.7%	38.6%	63.2%	66.7%	0.0%	45.5%	51.2%	73.3%	0.0%	54.5%	0.0%	100.0%	0.0%	50.0%	53.9%	50.0%	53.3%	66.7%
	No	44.9%	57.9%	36.8%	33.3%	100.0%	50.0%	47.6%	26.7%	0.0%	44.8%	100.0%	0.0%	100.0%	50.0%	45.2%	50.0%	46.0%	33.3%
	Prefer not to say	1.4%	3.5%	0.0%	0.0%	0.0%	4.5%	1.2%	0.0%	100.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.7%	0.0%
	Total	147	57	87	3	3	22	84	30	1	145	1	79	66	18	115	8	137	3
How would you describe how you think of your sexual orientation?	Heterosexual or straight	95.4%	93.1%	96.7%	100.0%	66.7%	95.5%	95.4%	100.0%	0.0%	96.0%	100.0%	94.8%	96.9%	90.0%	98.3%	83.3%	100.0%	0.0%
	Gay or lesbian	2.0%	3.4%	1.1%	0.0%	33.3%	4.5%	1.1%	0.0%	0.0%	2.0%	0.0%	2.6%	1.5%	0.0%	1.7%	16.7%	0.0%	100.0%
	Prefer not to say	2.6%	3.4%	2.2%	0.0%	0.0%	0.0%	3.4%	0.0%	100.0%	2.0%	0.0%	2.6%	1.5%	10.0%	0.0%	0.0%	0.0%	0.0%
	Total	151	58	90	2	3	22	87	32	1	149	1	77	65	20	119	6	144	3
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	30.9%	27.1%	34.5%	66.7%	66.7%	27.3%	25.6%	40.0%	0.0%	30.6%	100.0%	26.3%	34.9%	30.0%	30.4%	25.0%	29.7%	0.0%
	Yes – Great someone may contact you	69.1%	72.9%	65.5%	33.3%	33.3%	72.7%	74.4%	60.0%	100.0%	69.4%	0.0%	73.7%	65.1%	70.0%	69.6%	75.0%	70.3%	100.0%
	Total	149	59	87	3	3	22	86	30	1	147	1	76	63	20	115	8	138	3

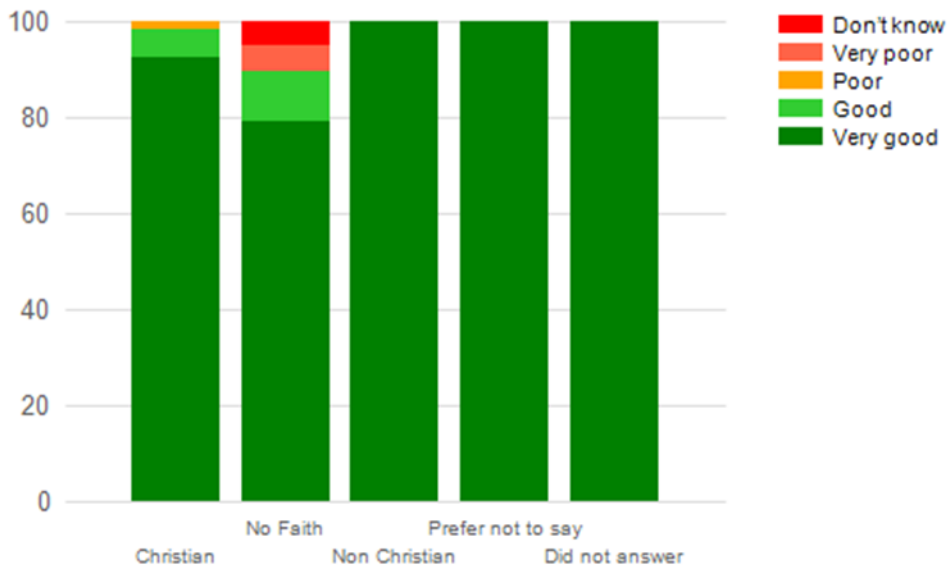
Friends and Family Test Demographic Breakdown Graphs



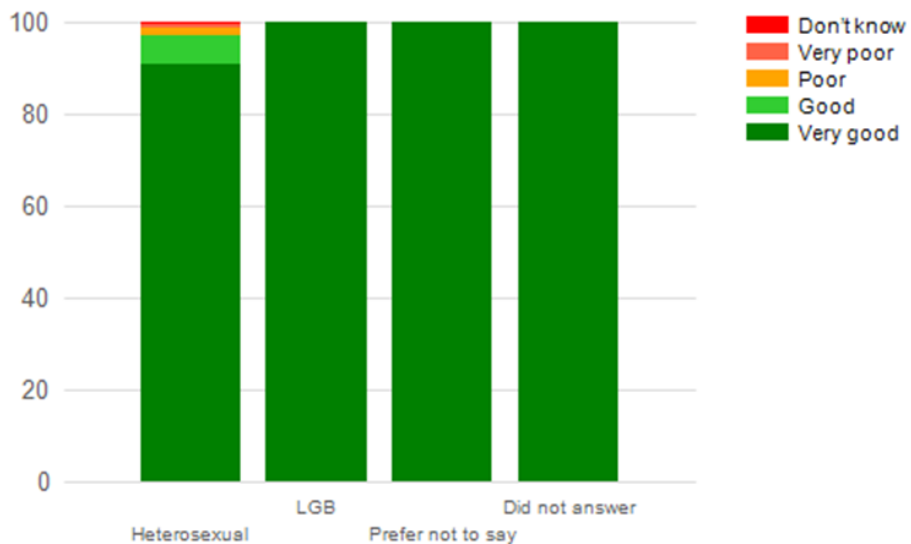
Disability



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	141	91.6%
Good	9	5.8%
Poor	2	1.3%
Very poor	1	0.6%
Don't know	1	0.6%
Total	154	100%