



# 999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

## Patient Survey Feedback

Month: October 2021



**100%**

**Very good or good overall experience of the service**

### Free text comments

Positive free text comments	Simple, they were excellent and I was scared. They made me feel safe
	The service provided was second to none.
	They put my mind at rest of my negative thoughts. They were really very patient.
Negative free text comments	Waiting time was 9 hours. This has to be improved ambulances stacked up at A & E must be looked at
	Waiting times could be better but what can you do in these trying times
	Delay waiting time on 111. Have fall alarms nice, very good

### Number of responses

Online	0	<b>Total: 36</b>
Print	36	
Text	0	

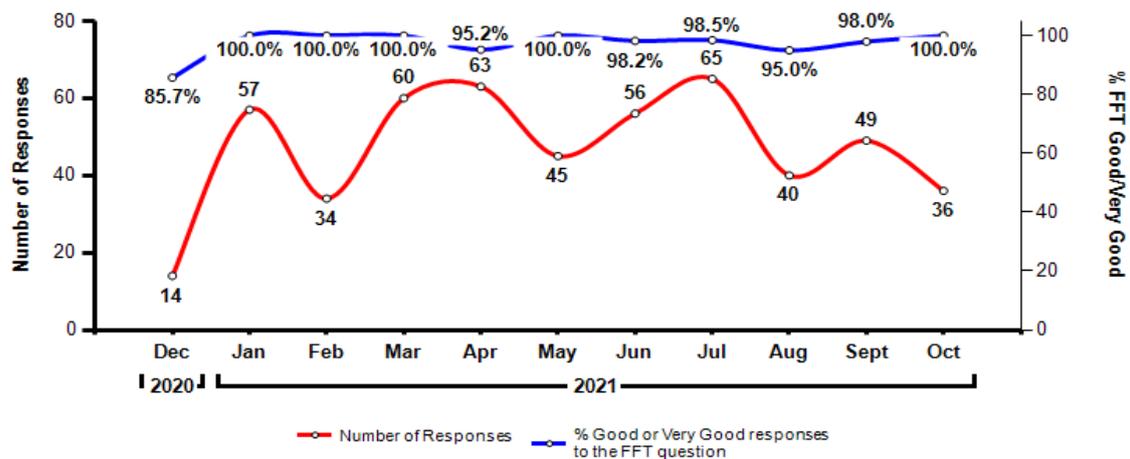


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>36</b>	<b>100%</b>	<b>+1.8</b>
Very good	31	82.8%	-13.1
Good	5	17.2%	+15.2
Neither good nor poor	0	0%	0
Poor	0	0%	-1.8
Very poor	0	0%	0
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.

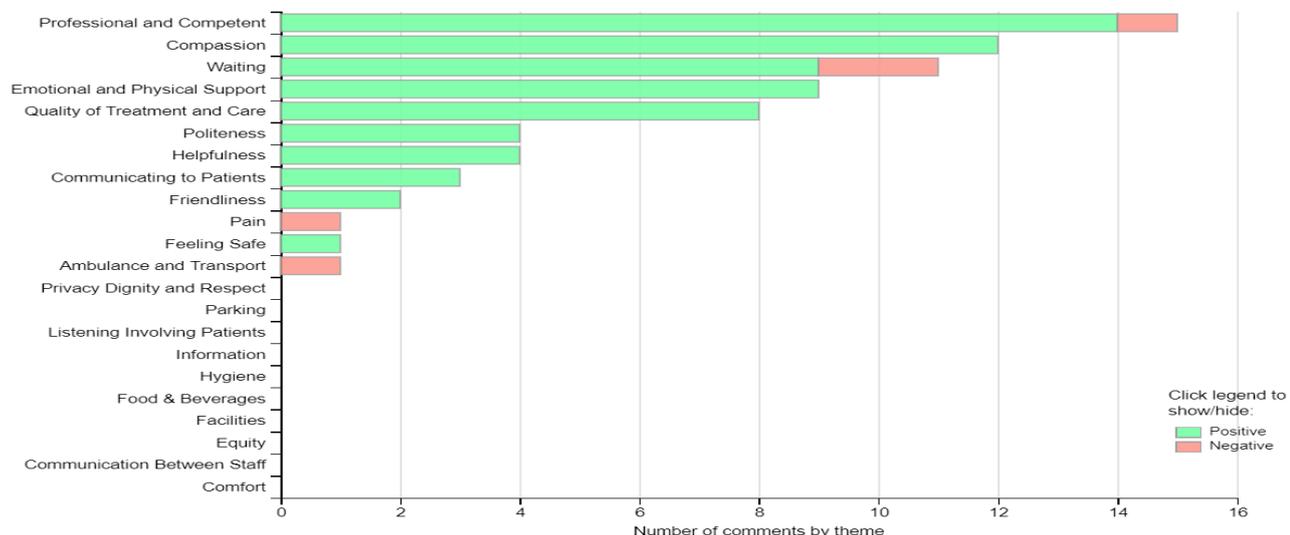
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





## Free text comments

As it was Saturday night the crews were very busy. But we just sat back relaxed and patiently waited. So lovely and caring. Thank you.
Simple, they were excellent and I was scared. They made me feel safe.
Paramedics Tony and William were excellent.
Because it is the truth.
Call handler paramedics first class.
They were both good at what they did and very helpful and efficient.
South Ambulance crew on 28/05/21 extremely helpful. Their initial clinical impression of chest [unreadable] turned out to be 100% [unreadable] our 2nd hospital who linked cardiac problems.
Very prompt.
When I needed them came as soon as they could very patient and understanding couldn't ask for better team.
In the present climate the response and attention and attitude was very good.
Quick response. People called us back for more information.
They put my mind at rest of my negative thoughts. They were really very patient.
Very pleased.
A fall responder and OT arrived within 40 minutes from Gateshead as North Tyneside do not have this service and ambulance would have taken 3 hours. Wonderful staff.
Excellent service.
Because the two medics were very nice to me, polite and concerned. They did their job as expected. Excellent.
This must be 3rd time I have had to use 999 - and the service has been perfect for me!
Before medics came I was recovering from a bad asthma attack. The care they gave me was first class. Thank you all.
I was so impressed by the quality of service provided by the two members of the ambulance service who attended the convent last night their care and professionalism.
Because it's true.
Prompt reply, very professional, sense of humour.
Prompt response and thoughtful professional treatment, thank you.
Two paramedics were excellent. Call was for my 85 year old mother.
The crew arrived promptly, were very thorough and gave my wife a thorough examination, gave valuable advice and reassurance. Conducted tests and concluded that a hospital referral was unnecessary.
Satisfied with the response and the paramedic who attended couldn't have done more.
They were really nice people and listened to my symptoms that I gave.
They were here very quickly.
Only that it was what I expected from the service.
Excellent service from paramedics.
The ambulance came very quickly and the paramedics were excellent.
Staff were very helpful.



Things were explained to me and I understood medications better.

Delay waiting time on 111. Have fall alarms nice, very good.

Although the waiting time given was 110 minutes to 120 minutes when the paramedic came he did his job very well. He advised me to go hospital then.

Because they were good at the job. Accurate, confident, good at listening.

### What could we have done better?

NHS North Tyneside could free up ambulance service by having falls service responder.

Waiting time was 9 hours. This has to be improved ambulances stacked up at A & E must be looked at.