



# 999 Ambulance (Unscheduled Care)

## See and Convey - taken to hospital

### Patient Survey Feedback

Month: October 2021



**90.8%**

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

#### Free text comments

#### Positive free text comments

The staff at North East ambulance were very knowledgeable and their care towards their patients were second to none!

I was treat with respect and the paramedics were fantastic and very patient and explained everything they were doing putting me at ease

The crew were very reassuring kept us very calm and really nice

#### Negative free text comments

Not having 90minute waits for urgent cases, it's ridiculous and putting peoples lives at risk

The ambulance was old and it made my injuries feel worse i asked is there suspension on the vehicle and was told there ready for the crusher they to old

Just the time in getting my wife into hospital could have been quicker

#### Number of responses

<b>Online</b>	35	<b>Total: 390</b>
<b>Print</b>	54	
<b>Text</b>	301	

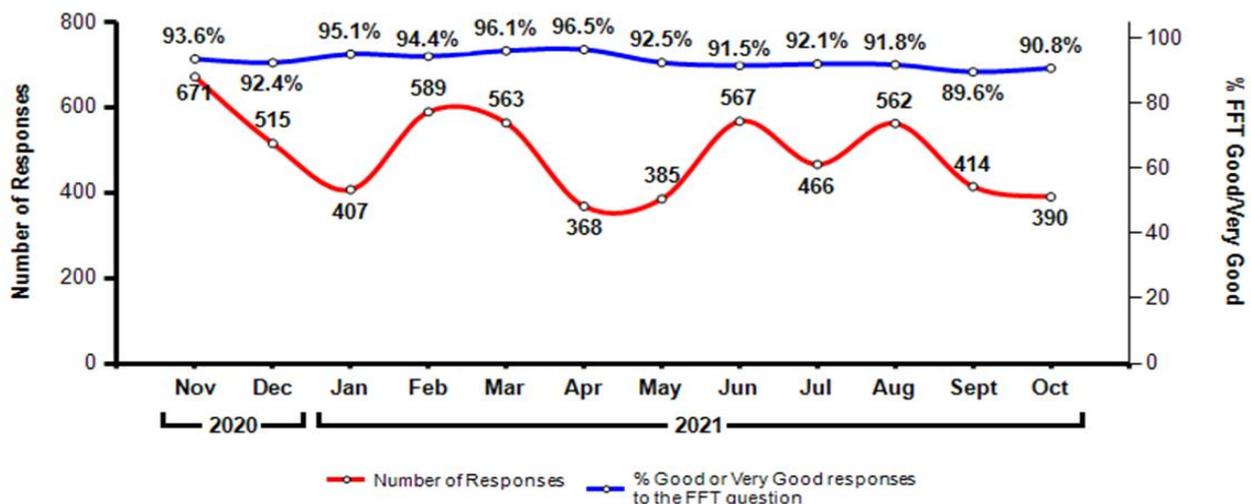


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>354</b>	<b>90.8%</b>	<b>+1.2</b>
Very good	290	74.4%	-2
Good	64	16.4%	+3.1
Neither good nor poor	18	4.6%	+0.8
Poor	9	2.3%	-1.8
Very poor	9	2.3%	+0.4
Don't Know	0	0.0%	-0.5

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.

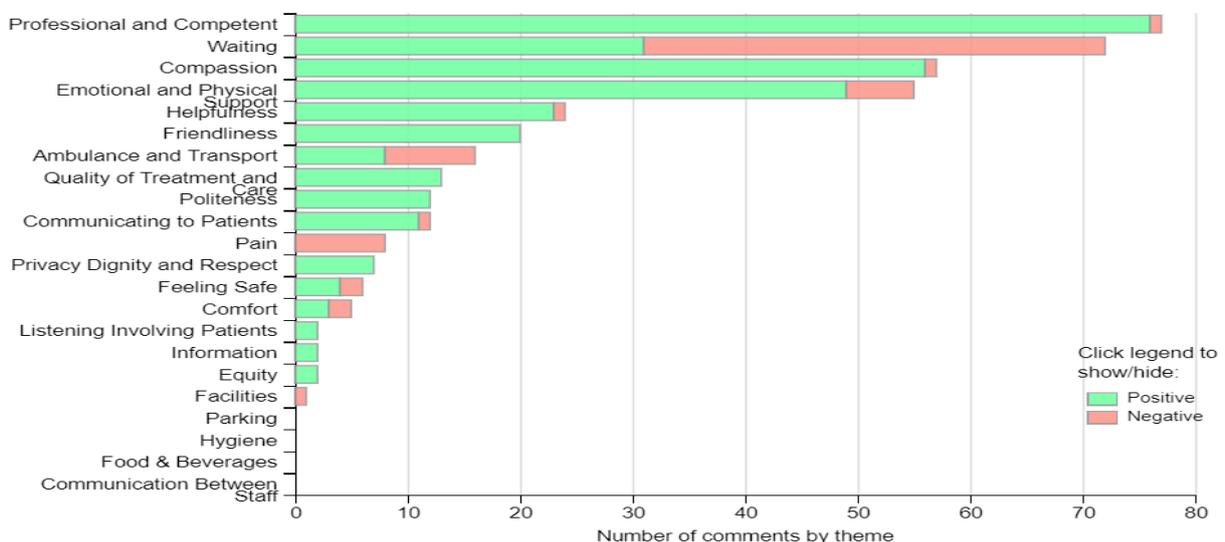
## Survey trend graph

**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	90.8%	4.6%	390	290	64	18	9	9	0
County Durham CCG	93.0%	4.2%	71	51	15	2	2	1	0
Newcastle Gateshead CCG	90.9%	4.5%	66	49	11	3	2	1	0
North Tyneside CCG	95.8%	0.0%	24	19	4	1	0	0	0
Northumberland CCG	90.5%	2.4%	42	33	5	3	1	0	0
South Tyneside CCG	92.0%	0.0%	25	20	3	2	0	0	0
Sunderland CCG	90.6%	5.7%	53	33	15	2	0	3	0
Tees valley CCG	90.4%	6.8%	73	61	5	2	3	2	0
CCG unknown	83.3%	8.3%	36	24	6	3	1	2	0

### Results by Cluster

Cluster name	% Good	% Poor	Total Response	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	90.8%	4.6%	390	290	64	18	9	9	0
Alnwick	85.7%	0%	14	10	2	2	0	0	0
Backworth	90.9%	9.1%	11	9	1	0	1	0	0
Bishop Auckland	100%	0%	14	11	3	0	0	0	0
Blucher	95.8%	4.2%	24	19	4	0	1	0	0
Coulby	100%	0%	7	5	2	0	0	0	0
Cramlington	88.5%	3.8%	26	21	2	2	1	0	0
First Responders	87.5%	12.5%	8	6	1	0	0	1	0
Hartlepool	92.3%	7.7%	26	18	6	0	0	2	0
Lanchester Road	91.4%	5.7%	35	25	7	1	1	1	0
Monkton	93.2%	2.3%	44	35	6	2	0	1	0
No Cluster	87.9%	5.3%	132	96	20	9	4	3	0
Pallion	91.9%	2.7%	37	25	9	2	0	1	0
Stockton	91.7%	8.3%	12	10	1	0	1	0	0



## Free text comments

There was a bit of a wait, which can't be helped during these times
To encourage and appreciate the work of great heroes who saved my mum's life.
Good service Nice people
Despite wait times the ambulance crew were wonderful very much so
Very affectionate
Response was very quick, which I was so grateful for and I Thank You Very Much.
From the operator, first responder and ambulance staff every step was sincere and professionally handled. I new my mother was in the best hands we could have hoped fore
Care and attention from paramedics was next to nonn fantastic
Ambulance arrived within 10 minutes of call
Very through nurse asking questions about the patient. Paramedic team very through checking patient, and got father in law straight into hospital.
Attitude of the ambulance drivers was uncalled for and was amateurish
We waited 90'mins for an ambulance for a suspected stroke in a 71 year old who had been lying on the floor for 4 hours. This was apparently urgent. Luckily it wasn't a stroke or she may have had another and the outcome would have been very different. Ambulance staff were amazing when they finally did arrive though
My brother was having a hypo with bloods at 3.4 waited 10 hours for an ambulance
The medics were very reassuring as my husband is nonverbal because of a very significant stroke they made us both feel safe and in very good hands.
Polite n courteous. Made sure my needs were met whilst also attending to my medical issues.
The lady was very helpful when I rang 999 after my husband had fallen in the back garden and his head was bleeding. He is on warfarin so I needed to get him to the hospital for a brain scan. The lady told me what to do with the bleed. Thank you
Very helpful staff quick to respond brilliant service
It is obvious because they are always, friendly and have a calming influence on people
Excellent service and good response
Arrived quickly. Immediately started assessment and examination. Explained their actions and findings. Considerate and courteous
Excellent call handler speedy service from the paramedics and was kept informed what they were doing.
The staff at North East ambulance were very knowledgeable and their care towards their patients were second to none!
The staff were very professional, from the 999 caller, to the ambulance crew. Very reassuring, explaining clearly, re ambulance times, and if the individual got worse to ring back and it would be increased from priority 1
The crew were very reassuring kept us very calm and really nice
The operator refused to accept that I was unable to speak because they heard me making noise while I was semi conscious in the background while my husband made the call. Despite my husband stating several times that I was unable to answer the questions and providing the relevant answers they refused to accept the situation as explained to them by my husband. In the end my husband hung up in order speak to a second operator, who still struggled to grasp the facts as explained
They were fast and very kind.
Excellent professional service
Although we waited two hours for the ambulance to arrive, the paramedics were first class, and dealt with the situation perfectly.
I've based these answers on second time I had to get an ambulance but not much different from the 1st. Very good response time and I was put at ease straight away. Told all the way what was happening. Can't thank these people enough, they went beyond their duty to make sure I was in as little pain as possible and looked after me.



I understand delays aren't your fault at the moment, but then wait time was estimated at 60 minutes. Only reason for this answer.
Answered quickly, reassuring call handler. Ambulance came quickly
The call handlers don't seem to be trained on dementia and will not take the word of the person looking after them whether or not they are able to answer even the simplest of questions and insist on speaking to the person suffering which can cause more distress. More trust needs to be put in the people caring for the person
Very professional with a good mix of friendly
As a 74 year old who had broke her hip and arm was left over 4 and a half hours on the floor!
The call centre and the paramedics were very efficient and arrived quickly to see to my husband who was having breathing difficulty due to covid. I was asked to tell my son to go and collect the defibrillator from the nearest pub while we were waiting, but in all honesty this has probably done more harm than good as my son was left deeply traumatised by this.
Quick response Reassuring and made to feel at ease
THEY WERE HERE WITHIN 25 minutes AND THEY WERE VERY FRIENDLY AND EFFICIENT
The one's that came got me stable quickly. They were respectful and treated me without judgement.
They were all helpful and made me feel at ease
It's good but they ask a lot of questions about private life when they should be focused on the injury
The care given to my auntie was good
Excellent response time
The crew understood my problem and dealt with it in a very professional way. No fuss and understanding.
Due to shortages the ambulance took 2 hrs to come, but when they arrived they were absolutely wonderful, and I could not fault the teams that came , they were friendly, professional and helpful in keeping us all calm .
I was treat with respect and the paramedics were fantastic and very patient and explained everything they were doing putting me at ease
Response very quick
The ambulance men are very good and kind nothing is ever to much for them to do GOD BLESS THEM ALL
From the 999 phone contact to the paramedics all were efficient caring & prompt.
Came quickly and the staff were professional and friendly
Arrival time is good and communication is very good
They were really great very good
NHS is the best
Excellent
The ambulance arrived very quickly and the crew were absolutely wonderful. They were incredibly kind and caring and helped my very ill husband relax and reassured him they would help. The crew were called ****and **** and they were highly professional, capable and compassionate. We were very impressed and extremely grateful to them for their help.
Both Paramedics were absolutely amazing. I felt cared for and so much better after they had talked to me. They took me to A & E and I am so grateful to them for care and treatment they gave
Great response from the dispatcher. Amazing ambulance team.
Paramedic did not reinforce confidence
Efficient and helpful
Pleasant reassuring professional, kind and understanding..
Very clear good communication on telephone and professionalism of ambulance crew. Given timescale for ambulance.
It was good the service I received
Found the service professional, efficient, friendly and extremely helpful.
Ambulance were busy but still came in very quick time. Paramedics were amazing and couldn't fault either of them.
They were quick to attend and were extremely professional



Call quickly answered and ambulance arrived soon after
The service was excellent, and the paramedics are so kind, caring and excellent in the work they do. The ambulance time was quick and I felt relieved to get my mam checked out when she was ill. Thank you for a job well done
Very professional and thorough
Calm, professional and friendly. Could not have been better.
Ambulance staff were so polite and helpful explaining things
lovely polite ambulance crew 😊 done what they needed for my little boy
After being advised to ring for an ambulance for my mum, I was scared and had no idea what to expect. I felt supported every step of the way and kept informed. The well being of my mum was at the forefront of the service throughout and she was dealt with the best of care. I am very grateful.
The paramedic and follow up ambulance crew were superb, just superb. So patient and knowledgeable and communicative with my mum (patient) and put her at ease. The way they handled the situation put my mum at ease and also myself. Such lovely, caring and professional staff- really exemplary service. To be commended.
In my opinion the answer given was reality
They were fantastic and very friendly putting my father inlaw at ease
Both paramedics were amazing and empathetic throughout.
The ambulance arrived within twenty minutes and the paramedics were amazing.
The paramedics were amazing with me and gave me the treatment I needed and were very friendly
Excellent device
Everything that you did was excellent. Service was very friendly . You explained everything as you were doing your job. I thank you all for being so nice and informative
Fast and efficient
A prompt courteous service, totally professional
The paramedics who attended were excellent with their care and reassurance.
Operator was very professional and ambulance crew arrived very swiftly
The phone call i made I couldn't fault the call handler very calm, the hour wait for an ambulance though was disappointing
Prompt response and the operatives were first class
Excellent staff, professional, friendly and helpful.
I was feeling extremely suicidal and stated I had a noose tied and tablets out ready to take. I was told by control that they needed to prioritise life threatening situations and it would be 2 hours until they arrived.
I am a nurse and required emergency ambulance for my patient. Excellent response and support from call handler also
Would have been full staff amazing but response time to long understand why and was told how long on 999 call
Put me at ease, very professional. Treat me with dignity and compassion. Fantastic.
They helped me when I needed them
Efficient and respectful paramedics
The ambulance was old and it made my injuries feel worse i asked is there suspension on the vehicle and was told there ready for the crusher they to old
I work in a care home and any 999 crew attendance is very appreciated and we are very grateful..
Very professional and caring
Coll calm and professional and fast response
Courteous, unhurried yet business- like. Very patient.
Made me feel at ease in the ambulance and gave me pain meds that I needed until I got to the hospital.
The 2 paramedics were so kind and made me feel at ease in a normally high stress situation
Took too long for ambulance to come however staff was really good
The service from the crew on the ambulance was first class
Everything was very good apart from arrival time but we understand why



Paramedic was here promptly and very good then had to wait ages for ambulance with only the driver who was really nice. So Paramedic had to leave her car and go in the ambulance then come back for her car must say both ladies were lovely people
Two paramedics were extremely polite and made me at ease and comfortable at all times.
Very quick and very understanding
The paramedics were very professional & understanding. Very kind to my dad & explained everything to him
All members of staff were excellent unfortunately waited for ambulance over 5 hours
Quick professional and very helpful and very competent
Arrived in about 15mins & was triaged for transport to the RVI. Kind & caring to myself as a stroke victim
Prompt sympathetic crew who knew what they were doing
Very professional and sent ambulance out very fast when I was worried about my 3 year old daughter, so very efficient
I was advised of the timeframe for arrival and the operator was knowledgeable of actions and symptoms
Instant response and call handler was very calm and proactive.
The operator was very pleasant and put me at ease. He was extremely helpful.
Was told could wait 1.30 hours and was for my baby
Excellent service. Very reassuring when we were all very anxious
Punctual considerate and very calming and helpful
The crew were very efficient and caring.
Received prompt professional care
Prompt service paramedics very good
Whilst the staff were excellent when they arrived, a 5 hour wait was excessive
Staff were caring, supportive and knowledgeable in their duty of care. Answered my questions honestly and I felt safe in their hands. Genuine concern and put me and my wife at ease.
Told a 3hr wait
***** we're angels in disguise today helping a family in crisis in *****, First class patient service and very very helpful, they both went out of their way to get the help and support we needed, I can't thank them enough and will always be grateful. Please can they be shown this.
Father had a fall
Highly professional service They were a credit to the service
They were quick and efficient
Quick efficient response.
I made call on behalf of my neighbour paramedics were very reassuring and professional checked her and took her to A&E
Both paramedics were understanding, reassuring and professional.
Ambulance crew were impeccable so helpful I used to work with them I was crew but I didn't tell them. Till I was done loll sent domino's to ward who treat me. Hope it was right ward NHS Best in world I got friends in America struggle to pay for stoma bags what I have. Here they give me as I need
I've had 2 experiences recently both for strokes only a few days apart 1st time was a excellent service the following experience was much different the call handler got it wrong and I was transfer to health care 3 times before one told me to put down the phone ring back 999 and lie and say it is happening now again I didn't as I didn't feel comfortable doing so, 20 later symptoms repeated 999 and took back to James cook a second stroke bleed was on happening with lasting effects from that delay
Always get a calm call handler which make you feel more at easy.
Whilst the ambulance took far too long to get to us, the paramedics were professional compassionate and caring and couldn't be faulted
Excellent service, prompt, professional.
Poor Ambulance crews with a really bad attitude to people with mental health issues
Ambulance came much quicker than as told to expect, 1st class treatment on arrival
they where amazing



They took good care of my wife in home and after a phone call to speak to her doctor which receptionist said they were in s meeting they took her to hospital
We got the right care and compassion straight away
The paramedics that attended were amazing, very professional and so friendly putting my elderly Father at ease immediately
As they were very good
Dealt with quickly and efficiently
Although the ambulance was not available immediately we were given a waiting time and the ambulance arrived within that time. We were also reassured by the nurse who kept contact with us while we waited.
Ambulance came within time limit given. Paramedics were very good
Paramedics were amazing and very professional
Excellent caring service.
A perfect service was gave me I can't express how much I appreciate you all
Polite, calm and courteous operator
Ambulance came quicker than expected , staff were lovely , looked after mum who had just had another heart attack , do brill considering there work overload , Thankyou
Quick response 3 paramedics all helpful pleasant and patient and very professional.
The ambulance arrived 6 hours after the call. The original calm was not a 999 call The dispatcher decided to send an emergency ambulance.
Gave me a lot of support and comfort on my journey and reassured me
Response took too long and wasn't appropriate
The ambulance crew where amazing but when speaking to the control office i felt like there thought I was exaggerating my symptoms then someone else rang me back to again ask y i requested an ambulance
Arrived very quickly and dealt with the situation in a friendly but very professional manner
I was by myself and a bit scared was told they were very busy but would definitely turn up they arrived in record time exactly 7 1/2 minutes was nervous but felt safe
Delay in right type of ambulance arriving
Helpful positive attitude and really good with patient
My call was answered immediately & the person I was talking to kept me calm. The 2 ambulance crew that arrived very quickly after my call were amazing. They kept me calm as I was alone, reassured me the whole time & were genuinely there to help me, get me to hospital & made me comfortable all the way there. I have to say I thank them both from the bottom of my heart for their help that day & I hope they can be recognised for being an asset to your service.
Great service
Response was very quick so didn't have a long wait
Extremely quick to respond and paramedics were fantastic with both my grandparents
Quick and efficient
They helped calm things down while being reassuring and professional
Very efficient. Lovely with the baby and they made me feel calmer too
They were very good and helpful explaining what they were doing and going to do
Prompt response; friendly people
The paramedics were amazing very quick and thorough reassuring me at all times. They are all worth their weight in gold and are not given the recognition they so very well deserve.
When the paramedics came to assist my Dad , they took control totally of the situation in a calm , professional manner . For me, and my family - they lifted the worry and anxieties from our shoulders. I hold them in the highest esteem! They are angels!!!
Calm, professional, made me feel I was in very safe medical and personal experience. Student to charge and she was fabulous with excellent support from paramedic and technician.
Crew arrived in a timely fashion and were friendly and understanding.
Excellent service
Waited a hour... My daughter was in a lot of pain... Busted AE earlier that night waited 1 hr and half to be told to go home 2 hrs later rang ambulance came 1hr later at 3 am... No help from paramedics helping



down the stairs to ambulance had to support her myself.. To admitted to a ward in a. Room on her own no blankets nothing and Had to walk over to another clinic by herself as I couldn't go due to covid.... She suffered her first miscarriage no empty or compassion
After calling 111 they arranged emergency services which arrived very quickly.
Called 999 after husband who has some mobility problems fell into shower and I was unable to get him out .From start to finish excellent , caring service. Outstanding professionalism and fairly swift response.
One paramedic in particular was outstanding in his approach and delivery, he dealt with the situation in a professional and dignified manner, working alongside a student paramedic who was also very helpful.
While the paramedics who eventually came were excellent, it took 4 hours for an emergency ambulance to arrive on a Monday morning, and it took my wife 10 minutes to speak with someone on the 999 service, which she found very upsetting.
Attention given, care was excellent in every way
Although busy, an ambulance within an hour
We waited 2 hours for the ambulance but we were kept up to date from ambulance service and it was not a life or death emergency.
Attended to by two very professional sympathetic employees.
Every good and helpful
I've had paramedics be transphobic towards me and had me arrested for false allegations
trying to get a ambulance is very hard, but what really scares me is 999 calls not getting answered unbelievable
i know the ambulance service is under pressure, But it's so scary when you phone 999 and no one answers the phone
At my wife rang 999 for an ambulance. We were advised it would be quicker to use our own car to get me to the hospital as the ambulance service was experiencing high demand.
Even though they were very busy, I received a number of phone calls checking on me until the ambulance arrived
The service was good
The staff are so caring.
I was 36 weeks pregnant and started bleeding heavy, the ambulance came and refused to leave until I found someone to stay with my son.I didn't leave for another 45mWhen I arrived to the hospital I was diagnosed with preeclampsia and placenta abruption. I think in the future where it's a life or death situation (I could have died and lost my child as well) There should be something in place for people that don't have anyone to look after their children (childcare at the hospital?)
*****, the 999 handler, was calm, reassuring and skilled in listening to both me the caller and my daughter the patient. The paramedic who called back was fabulous too. The paramedic crew who attended dealt with the situation without judgement and treated my daughter with respect and dignity and gained her trust very quickly. Her wishes were respected and I am so pleased she was not patronised. She accepted treatment in hospital and that is very much down to the NEAS staff she encountered.
Overworked staff.
Because it was an excellent service. Staff kind and informative.
Well looked after and cared for.
Paramedics good contact came not really.
Very responsive and explained everything kindly.
The 1st responded arrived within 15 mins then called for ambulance which also arrived within 15 mins. Both were first class.
It is a true answer.
Everyone was caring and calm.
The paramedics who came were very professional, caring, empathetic, calm, reassuring and competent.
Because it is true.
Waited 6 hours.
Ambulance arrived in about 15 minutes.
Staff answering the call were supportive advised of long wait but that a nurse would ring and she did twice and again very supportive.



Can't thank ambulance and hospital enough.  
 Ambulance crew excellent in every way.  
 Never been any better.

**Anything we could have done better?**

Ambulance arrival time but expected  
 More sympathetic drivers  
 Not having 90minute waits for urgent cases, it's ridiculous and putting peoples lives at risk  
 Got the ambulance there quicker  
 Could have sent Someone to administer pain relief till help arrived.  
 Maybe a quick assessment first would have been beneficial.  
 Focusing on the injury more  
 Just wish they could have got to us earlier  
 More competent staff  
 Taken less time to come, although appreciate it was within 2 hrs; however, condition turned out to be GBS, which can compromise the airway.  
 ambulance took 2 hours for a 999 call I think it could of been faster fir timing  
 It would have been helpful if the process- a series of diagnostic questions needed to be asked- had been explained.  
 Listen to the patient and or person in attendance for correct details  
 Recognised that mental health conditions are also life threatening not just physical  
 Have the ambulance checked over and have good suspension put on them  
 When I had had to give cpr to my partner I had given my address it was frustrating to be asked 5-6 times what her date of birth was. That could have been done when the initial emergency had passed.  
 Arrival time could have been quicker some of the telephone conversation was breaking up aswell  
 If they would have been able to come quicker but I do realise that there was probably people in a worse state as I was. But they did call in between on phoning for the ambulance and there arrival.  
 Just the time in getting my wife into hospital could have been quicker  
 Arrived sooner  
 Quicker response  
 Been quicker. Type 2 emergency wait was 2 hours which was a long time  
 Send a faster response appropriate to the situation needed  
 Take your word for it when u have a problem not everyone likes to ring and actually ask for help cos there think there can get through the problem themselves without help  
 Earlier response and despatch of type of ambulance sent  
 Allowed relatives to attend hospital with the patient. Although I understand the reasons for this it is still scary having to send a loved one who is seriously ill to hospital alone.  
 Quicker response to answering emergency call.  
 Call waiting times and attendance times.  
 Respect the patient  
 answer 999 calls  
 answer the 999 calls  
 Response time for ambulance to arrive was longer than I wished.  
 The telephone lady said would have to wait, but saying it was a choice should have been quicker.  
 Improve of staff problem (ie) shortage.  
 Got to destination quicker.