

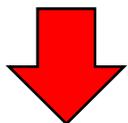


# 999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

## Patient Survey Feedback

Month: November 2021



**97.4%**

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

### Free text comments

<b>Positive free text comments</b>	Very prompt, helpful, patient, good humoured, know their jobs
	They were very good and put me at ease and explained everything in detail.
	Three paramedics attended all were very capable and helpful, friendly, pleasant.
<b>Negative free text comments</b>	Got here a bit quicker
	The ambulance that came could only take me to Durham hospital which does not do E.N.T. so had to go by car to Darlington

### Number of responses

<b>Online</b>	<b>0</b>	<b>Total: 39</b>
<b>Print</b>	<b>39</b>	
<b>Text</b>	<b>0</b>	

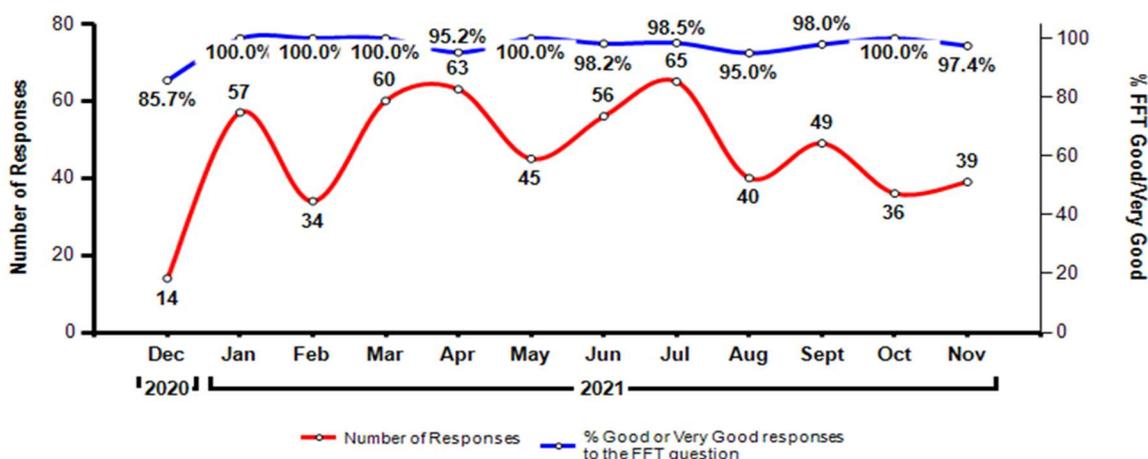


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>38</b>	<b>97.4%</b>	<b>-2.6</b>
Very good	34	87.2%	+1.1
Good	4	10.3%	-3.6
Neither good nor poor	0	0.0%	0
Poor	0	0.0%	0
Very poor	0	0.0%	0
Don't Know	1	2.6%	+2.6

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.

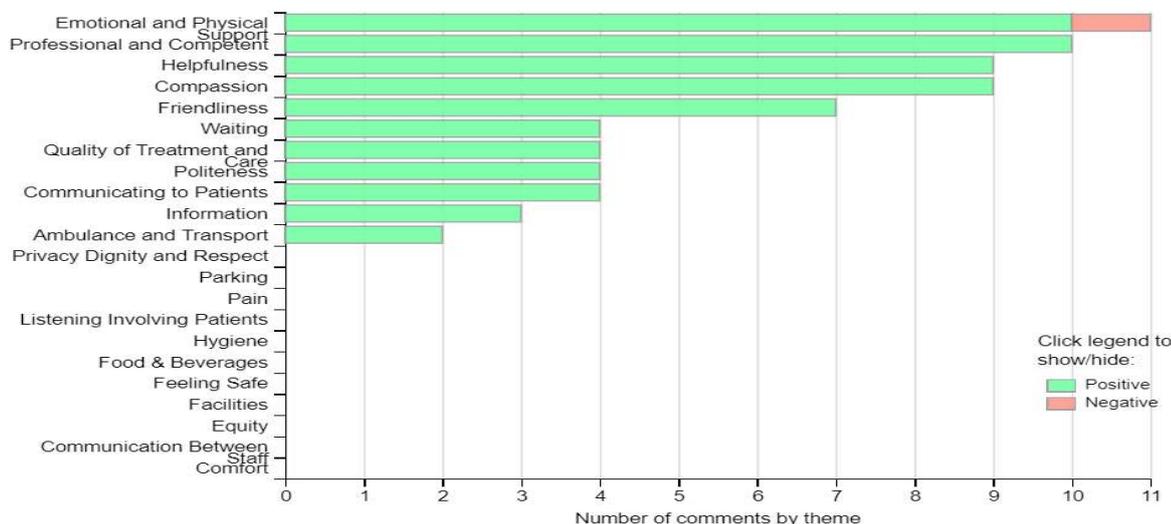
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





## Free text comments

Very prompt, helpful, patient, good humoured, know their jobs.
I received very good care and treatment twice recently, last night at home Sept, 4th at 10:15 in Middlesbrough.
The two crew that came to [unreadable] me were very helpful, too good crew members, 10 out of 10.
They were very good and put me at ease and explained everything in detail.
Came out so quick 15 - 20 minutes.
Three paramedics attended all were very capable and helpful, friendly, pleasant.
Ambulance arrived quickly and paramedics, excellent support. Emergency handler extremely helpful.
Very prompt, thorough examination. Polite and informative.
Very good. Very, very helpful and reassuring.
Rang 999 and paramedic was here in under 5 minutes.
The ambulance crew presented very caring, professional, attentive and kind to my resident. Very engaging interactive throughout their visit.
The 2 paramedics who attended were very friendly and professional. They examined my wife and were able to deal with the problem avoiding admittance to hospital.
Very friendly, efficient service.
Arrived quite quickly.
Knew what they were doing.
It is always excellent the work you all do.
Excellent at their job.
The staff were brilliant.
Quick response, amazing empathy and care calm in giving instructions over phone.
Did not answer
Crews always kind, helpful, polite, efficient and good humoured.
The paramedics were excellent. They explained everything in detail and gave us advice on how to help the ailment.
First class service.
Prompt arrival. Excellent treatment and assessment. Comforting and reassuring approach.
Response time was quicker than quoted. The paramedic could not be more helpful (if needed can she come again).
Both paramedics were extremely professional and thorough.
Very helpful, very friendly.
We have never needed to call an ambulance before. The 2 paramedics ***** and ***** were exceptionally good - caring, thoughtful, patient, thorough - and answering in a 'nice' way.
Empathy was shown, everything was explained care and attention time nothing was a problem. A sense of humour which goes a long way they knew their jobs very professional, thank you.
Kind.
Ambulance came relatively quickly and paramedic was excellent.



As usual crew good humoured, efficient, caring, listening and reassuring.

Gave good advice which I have [unreadable].

Very pleased with service.

### What could we have done better?

Perhaps quicker response, I was told the crew would take 1 1/2 hours to 2 hours, actually arrived in 20 minutes. Back in September I was told you'd arrive when you can, very worrying when in T.I.A.!

Apart from getting here quicker there is nothing I can suggest.

Got here a bit quicker.