

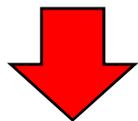


999 Ambulance (Unscheduled Care)

See and Convey - taken to hospital

Patient Survey Feedback

Month: November 2021



87.2%

Very good or good overall experience of the service

Free text comments

Positive free text comments	They were very prompt and courteous
	Quick response and very caring and understanding.
	Fabulous medics made my daughter feel at ease and very professional
Negative free text comments	Respond quicker as it was a 3.5 hour wait
	Was made to feel like I shouldn't have called for an ambulance by the paramedic
	They were very quick to judge. Didn't believe a word I said. Also I wasn't treat with respect at all.

Number of responses

Online	40	Total: 312
Print	58	
Text	214	

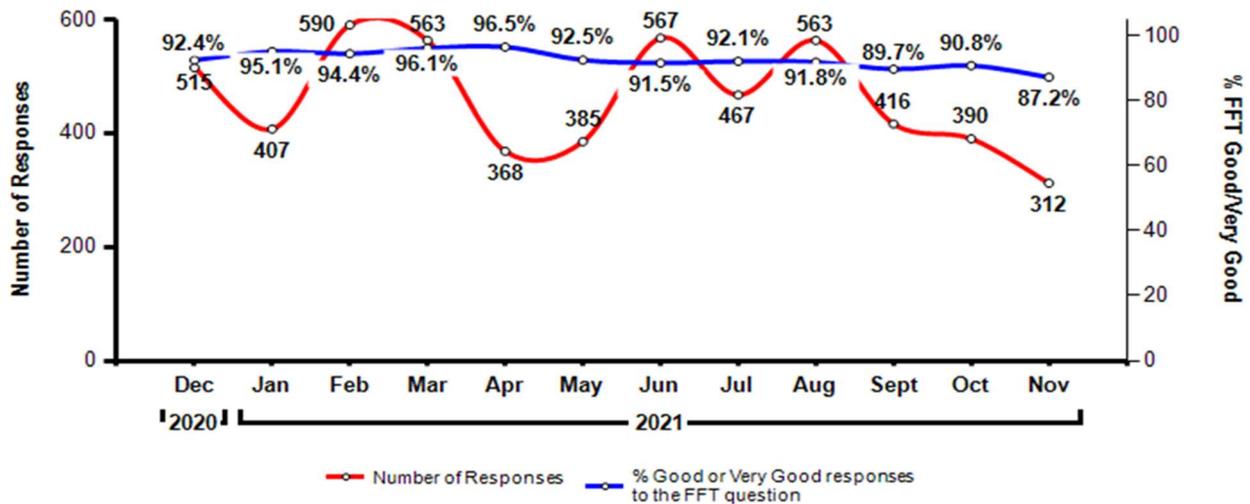


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	272	87.2%	-3.6
Very good	213	68.3%	-6.1
Good	59	18.9%	+2.5
Neither good nor poor	12	3.8%	-0.8
Poor	15	4.8%	+2.5
Very poor	11	3.5%	+1.2
Don't Know	2	0.6%	+0.6

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.

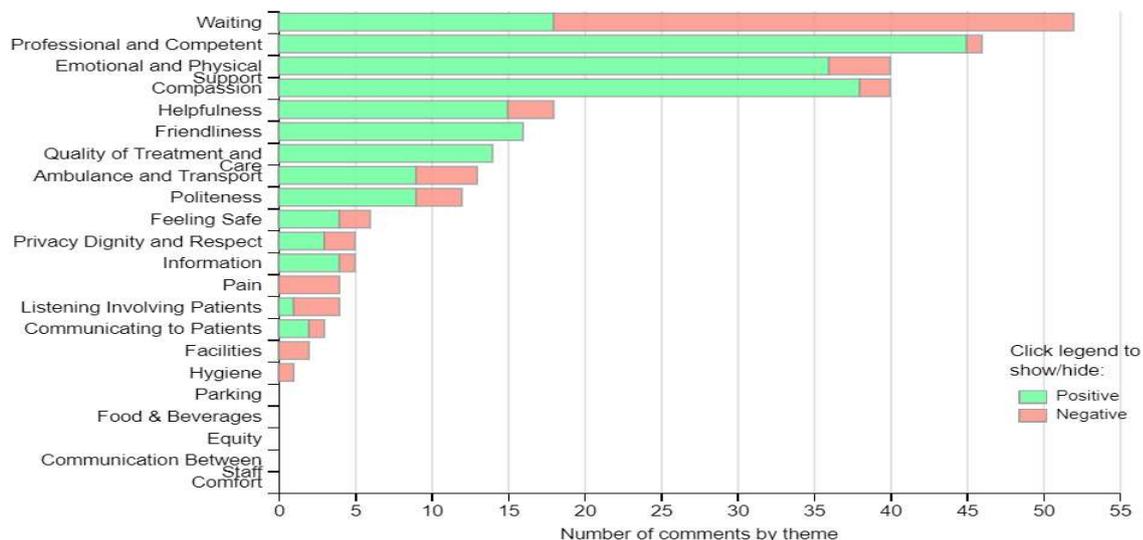
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





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

My daughter had an allergic reaction

Very civil and helpful

Too many questions I know that a script is followed but it did take a long time. Ambulance was prompt.

paramedics were friendly very knowledgeable and helpful ambulance came very quickly for which I am extremely grateful

The lady call handler was extremely helpful and reassuring.

Very quick Lovely caring staff

Fabulous medics made my daughter feel at ease and very professional

Quick response time and kept the patient calm and reassured

The two female paramedics that came out were very abrupt and had no manners and where very rudely spoken to me and my partner

From start to finish the call handlers, paramedics were very caring and professional and looked after my poorly mum till they arrived at hospital.

Ambulance staff were absolutely amazing however no response time from call handler or advice with regards to how long to wait despite the call being on behalf of a 2 year old child. However with what limited resources the ambulance service has (from call handlers to ambulances to medical staff) they do the best they can. No staff are at fault instead they are failed by the resources they have.

The call operator was very efficient and the crew prompt, thorough, friendly and efficient

I couldn't find fault with any of the staff who attended.

Call handler and paramedics all calm and highly competent.

The lady I was speaking to couldn't understand me I don't think. Unless it was due to me panicking

Were fantastic with my client when I called for help, they sat and explained why they thought she needed to go to hospital when she didn't want to

The medics could not have been anymore helpful they were amazing thank you.

The response was very fast and the doctors where brilliant

They were very quick to judge. Didn't believe a word I said. Also I wasn't treat with respect at all.

Team were very professional and dealt with incident very fast

Ambulance came promptly and the ambulance staff acted proficiently.

There was a wait for the call to be answered. Also waited over an hour for an emergency ambulance.

Took 10 minutes for 999 to answer my call, if it had of been someone having a heart attack they would of died

Was made to feel like I shouldn't have called for an ambulance by the paramedic

Short of breath Low oxygen saturation

Extremely compassionate and thorough

Because they are fantastic end of

They came quickly and were very friendly and polite

Very quick and professional service

Every paramedic and ancillary medics I've come into contact have been so lovely, caring and shown compassion and understanding. I've been treated with respect and been believed every time.

Always been really good to my son going to rvi weekly

Quick response and very reassuring.

The responder was very efficient but not caring enough. It seemed more important to go through a standard message than to listen.

The ambulance arrived in about 15 minutes and the staff were pleasant and professional



They were very prompt and courteous
The service was very helpful and reassuring. Very professional. When the ambulance staff arrived they were just brilliant.
In the U.K. we are fortunate to have a free at source emergency service. But I would prefer more funding for it and to not wait an hour for an ambulance The paramedics should not have to ask the householder for items such as thermometer
Ambulance came 3 hours after i phoned for them.
THEY WHERE VERY HELPFUL
Very quickly look after people always time very friendly people
I Work in NHS and have regular comms with NEAS.For size of County Durham there are never enough vehicles or crew to cope with daily demand
From first dialling 999 my husband received immediate attention from your caller to paramedic to ambulance crew
Very good in helping my wife who was bleeding badly
The length of time it took ambulance to arrive.
Ambulance arrived very quickly and the two gentlemen were very professional but reassuring. They also offered some good advice, which was much appreciated
The guys were great, very professional and friendly
The ambulance arrived quick the responders were very helpful caring and professional constantly talking to me and reassuring me they made me feel safe and showed genuine concern for my well being I truly believe we have an excellent ambulance service in the uk
Very understanding and patient and no judgement
I contacted 999 for a neighbour who was taken into hospital, he was a very poorly man. I contacted them at 8pm and they did not arrive till 4am. I phoned twice and he was not moved to a higher category until the paramedic contacted me at 2am. The paramedic was excellent. They took him to the nearest hospital and he then was transferred to James Cook hospital.
The tone of voice made by the team
Reasonable quick to respond. Call back from phone handler to get update on patient and update on how long ambulance would be. Extremely friendly helpful paramedics when they arrived
They showed up in a timely manner and started their assessment of my condition aptly. I was given treatment for pain and sickness before being taken to the ambulance.
Very caring and give some very good advice.
Quick to respond and kept me calm
Very patient and caring
You responded really quickly and telephone operator was polite and professional. Excellent service. Paramedics were great too.
Service provided was second to none. Only let down was a four hour wait for ambulance to arrive.
Frontline crews and medics are first class, your control room staff need more training her manor was unhelpful and argumentative as a service you have fallen a long way in the last twenty years, I appreciate your underfunded and overstretched but you did ask my opinion a response time in excess of 40 minutes is abysmal I believe public confidence in all emergency services has never been lower
Brilliant service and looked after my mother with love and care
Very busy but kept us updated on approximate response time
Fantastic with my husband
Full message did not appear to be passed on amongst professionals and attendance took longer than expected for a vulnerable single person on their own.
Call answered very quickly. Polite, professional call handler, clear questions. Helpful manner.



I had no issue with the person on the phone as I'm confident that they were just following protocol. My issue was that after a 5 minute conversation I was told that I would not be receiving an ambulance and had to find my own way to hospital with a dislocated knee cap and ruptured tendon. After this I was then asked further questions which took ages when knowing I was not going to receive any medical attention from the ambulance
Took over ten mins for 999 call to be answered. Paramedics who attended were great
The paramedics were very friendly and comforting to myself as I was worried about my baby having an allergic reaction. They were reassuring and provided adequate checks
I called 111 and they called the ambulance on my behalf However the first responders and ambulance crew were very attentive, professional and put me at ease as much as possible in the situation i was in.
On the 2nd of November I'd experienced chest pains - on arrival your Paramedics reassured me and explained everything that they were doing before and whilst I was on the ambulance being transferred to the QEH.
As a user of the service due to my SVT, I am always extremely grateful for the fabulous help and support I receive when I have an 'episode', they are worth their weight in gold!
Because it true 5 1/2 hour for ambulance.
Felt safe when ambulance arrived.
Because I have found it very good.
Because they are very good!
The crew were very polite, professional and understanding.
It took 5 hours for the ambulance to arrive.
They put me at ease as soon as they came.
Ambulance arrived in reasonable time team were wonderful.
Because it's true.
Staff were compassionate and took my worries away
Ambulance arrived quickly and paramedics were brilliant
Fast service.
The guys that came were very professional while making my staff and the customer feel at ease.
Prompt and efficient Very friendly Put you at ease
Staff excellent but had to wait 8 hours for ambulance
Waited too long on the 111 phone line over 1 hour then gave up
Know there is help at the end of the phone. Good system with dedicated people who are there when needed.
The people of the ambulance service where excellent in the performance of their duties and cared very much
Despite being extremely busy the ambulance came within the hour.
Very efficient dealt with situation professional and quickly
I was told it would be an hour to an hour and a half wait and they were here in half an hour. The crew were brilliant and caring and reassuring
Very nice paramedics explained reasons to take me in to hospital and very reassuring.
The initial call handler was very good and understanding, Subsequently I was called by another call handler/?paramedic who asked if I could make my own way to hospital - I felt guilty for using an ambulance- I know this is routine and having been an Emergency Nurse Practitioner for many years myself I understand that many people do abuse the service, however I think it was dangerous to suggest I make my own way under the circumstances The crew really couldn't have been more caring & professional
The telephone service was excellent and very helpful, but the ambulance took an hour to arrive - I appreciate that's not your fault



Call handler was calm, and reassuring
Very clear and good instructions
Amazing they listened to everything I said and helped my grandad so much, couldn't thank yous enough
Call answered within 1 minute and ambulance on site within 5 minutes
The responder was very meticulous to find out what was happening
The ambulance arrived quickly, and the paramedics were brilliant.
My call was answered quickly, the operator was very calm and professional throughout the call. His instructions were clear and I understand that was happening at a very stressful time.
After suffering a heart attack and dialling 999 I had to wait 3hrs 30 mins whilst trying to look after my partner
First phoned and was advise one and half hour before coming I was very poorly with covid then niece rang them again and a more sympathetic operator who sent one straight away which is what I needed but ambulance men first class
Great service overall
Because they never let you down no matter who is in the ambulance they will always have and always will have my upmost respect
Very good service from the ambulance crew but the was a delay in arriving. Obviously, there is a shortage of Ambulances and this should be addressed. Other than that really can't fault the service.
The lady on the phone was very good considering how stressful I found the call to make
Although I waited 2 hours for an ambulance when they eventually arrived the service was superb
Quick response Kind caring staff
Great call staff put at ease and paramedics were fabulous
Extremely quick and professional
Paramedics were fantastic. Really made my little girl feel safe
Excellent service. Paramedic arrived after 20 minutes of making initial call. She was so reassuring and very thorough doing all of the necessary checks. Extremely caring and pleasant from the second she arrived until handing over at the hospital. Thank you so much.
The crew were so professional, kind, gentle and experienced, their time of arrival was sooner than expected. Just so nice
Time taken to respond was nowhere near expectations
I am a band 3 senior health care assistant on the community working for the district nurse's. After visiting a patient and finding them unwell. And after doing a full set of observations and following our procedures and guidelines. our scale showed a NEWS score of 10. So I called an ambulance only to be told that as I was not registered nurse I could not request one and would have to go through an assessment with the patient. I find this insulting after 35 years in nursing and being a band 3.
Called and operator was very helpful and knowledgeable. Ambulance came and medics were very professional and patient with my mum
Crews excellent. Waiting time unacceptable.
Because they were lovely kind people
They were spot on.
Paramedics were knowledgeable and caring and made quick decision to take me to hospital
Fast response, kind and professional treatment
From the point of view of my family because I wasn't responding
Service was very busy but while waiting lovely nurse rang to check how I was and reassured me, paramedics were very caring and friendly which in itself made me feel better
Took over two hours to arrive
It took about six hours for the ambulance to arrive but when it arrived the staff were very good.



Prompt response, good thorough check, kind and considerate
There was very helpful and lovely friendly there doing amazing job thanks you for all the help you give me
Phoned for my husband as he had suspected sepsis. He has other health concerns. I was warned how busy ambulance service was and to expect delays but only waited 30 minutes before a paramedic turned up. The paramedic was excellent, he done very thorough tests and checks while waiting for an ambulance. My husband suffered confusion due to an infection but I saw a great difference within minutes of the paramedic giving fluids and medication. He was great at putting my husband at ease.
My friend has had the ambulance regularly the last few months and every time we have had no problems at all they have been very helpful and caring well done to you all
The nhs are under so much pressure. When they got here. They took time with me. They put me at ease
Fast response, paramedics were amazing
Because the paramedics didn't turn up when we waiting 3 hours
Very prompt paramedics very good
Although I know the service is quite busy but having to wait 8 hrs for one is beyond bad.
Ambulance arrived quickly as I had had an IT A some weeks previously. I was examined and then taken to Cramlington to see a doctor .on this occasion I was o k., just very frightened. The paramedics were wonderful.
Although quite a wait for ambulance to arrive, the crew were fantastic, very thorough and caring.
The team were professional; efficient; empathetic & friendly. They supported both my Mum, who needed to be taken to hospital, and myself who had to join her as a carer.
My daughter was taken ill on Sunday evening, having breathing difficulties. The crew that attended her here fantastic, even phoning me (her Mam) to say she was safely on board the Ambulance.
Alert, intelligent experienced and sympathetic staff.
Delay in ambulance response team time
The crew were friendly and took really good care of myself. Also they listened to all the information given
Speed of response; professionalism; very personable; thorough assessment; advice given.
The paramedics who arrived at our house were incredible- polite, personable, made us feel at ease and provided the best care we could've hoped for.
I have had to have an ambulance 4 times for myself and my husband. They have been absolutely fantastic every time. With quick response to our needs.
Impressed with the professional attitude, care and compassion. We are so lucky to have this service from the NHS
Very impressive service from ambulance staff
The first phone call to 999 seemed to be quite dismissive however I then fell further poorly and from that point on the service was outstanding from the second call taker who I was unaware of as my partner had contacted on my behalf. The ambulance crew of **** and ***** from ***** were amazing, kind, caring and provided good humour along with it to pull me round. They were a great time who worked seamlessly to provide the best care.
The operator was really rude and abrupt with my dad who was struggling to talk to her, she did not allow me to speak for him.
called 999 at 9.30pm, Mum had fallen and has dementia, call handler insisted on speaking to her and asking her the questions, very confusing for her. Eventually told it may take upto 5 hours for ambulance, to leave my mum on the floor and don't let her go to sleep. waited until 2.30pm and called back this time the call handler said why was she on the floor, explained it is what the first handler said. She flagged as urgent and arrived within 30 mins. I have to say the 2 paramedics were AMAZING!!
The two paramedics who came to assist me were Exceptional ***** and ***** both worth there weight in gold. I wouldn't be here today to celebrate Christmas with my beautiful family if it wasn't for their professionalism as I went into cardiac arrest twice in the ambulance.



I always have exceptional advice from the 999 ambulance service. During COVID and at this time they are always compassionate and genuinely care for you at a time you need help. They are understanding and well knowledgeable. They answer in a timely manner and get you the help you need. At this time the wait for an ambulance was too long, so I was told it would be quicker if I made my way to hospital myself to get seen sooner.

We couldn't get an ambulance to help us we had to driver ourselves there

Suffered Minor Head Injury, and leg abrasion/bruising following a fall. I was called by a Nurse following initial 999 call, and kept up to date whilst waiting for the Ambulance to arrive. I live on my own and had no one else to see to me. Paramedics were excellent and treated the wounds in home, and made sure I was ok.

Very quick to come out and 2 very lovely, reassuring crew members

Anything we could have done better?

Respond quicker as it was a 3.5 hour wait

That they could have better manners and they forced me to wear a mask when I am exempt from wearing one so when a start to take a panic attack with it on. They just left me to have one and my boyfriend was not happy one bit with the level of care I received from them

Providing a waiting window or approximate arrival.

Response time, we were waiting about 1 and a half hrs for ambulance to arrive

Treat me with respect and believed me. Then I may not have had to spend 2 days in hospital

Kept next of kin informed of progress in hospital

Got there sooner.

Answer phones quicker

Been a bit more understanding of the reasons why I called for an ambulance, not everyone can diagnose their children when they are poorly

The responder should have listened first, then asked questions, then explained that there were important things to go through with regards to the patient.

My husband and I are both in our eighties and could have done with a few more minutes to collect together what he needed to take with him to hospital

Been a bit earlier.

I Think Control speaking to a health care professional should be able to triage and re-direct vehicles as necessary -this does not happen when attempting to get an Emergency vehicle within a specific time frame

Quicker response but understand current pressures on service

The ambulance could have arrived a little quicker but I don't think there's anything else

Ensure all relevant facts are passed to NHS staff especially when patient by themselves and contact made immediately with patient when they have no one else with them.

Shorten the call and employ more paramedics

Answer 999 call within 30 seconds

Get there a lot quicker.

Keep updated instead of having to chase.

Arrived sooner

Waiting time for them to come

Answered the phone helpline .need more operators probably.

When I was told I would have help within 39 minutes - they should have told me that this wasn't possible

Ambulance staff to change gloves, turned up in gloves worn in ambulance, gloves were worn inside ambulance, outside, opening ambulance door etc. Feel an apron should have been worn by ambulance



personnel to protect their clothing, especially attending home with covid positive patient. Also to ensure no cross contamination to next patient they treat from their contaminated uniform
Response times, we were panicking as my son was struggling to breathe and it took 45 mins for a paramedic to arrive.
Got there a lot sooner
Arriving at the scene a lot promptly would be better as the patient's are worried and stressed not knowing what their symptoms are.
The length of time it took the ambulance to arrive
More crews to cut down waiting times
Waiting times. Had to wait over 2 hours for my daughter who had low oxygen levels and life threatening asthma
Arrived quicker
Took a while for ambulance to get there and totally understand the reasons why - I was also told the correct wait time and ambulance was early opposed to that time. However it was a suspected stroke and ambulance station is very close to where we live - but then again do understand the pressure the service is under
Arrival time to the patient needs to be improved
Arrived sooner
Arrive sooner
For paramedics to actually to come
Got there a bit earlier as 8 hours is disgusting.
Could have arrived sooner
Arrived quicker
the operator could have been more patient with a very poorly elderly man