



# 999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

## Patient Survey Feedback

Month: December 2021



**100%**

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

### Free text comments

<b>Positive free text comments</b>	Prompt, thorough, lovely manner, confident in their ability. Great.
	The incredible patience & care given. Quick response time.
	There was nothing that could have been done better in quite difficult circumstances
<b>Negative free text comments</b>	Got here sooner.

### Number of responses

<b>Online</b>	<b>0</b>	<b>Total: 21</b>
<b>Print</b>	<b>21</b>	
<b>Text</b>	<b>0</b>	

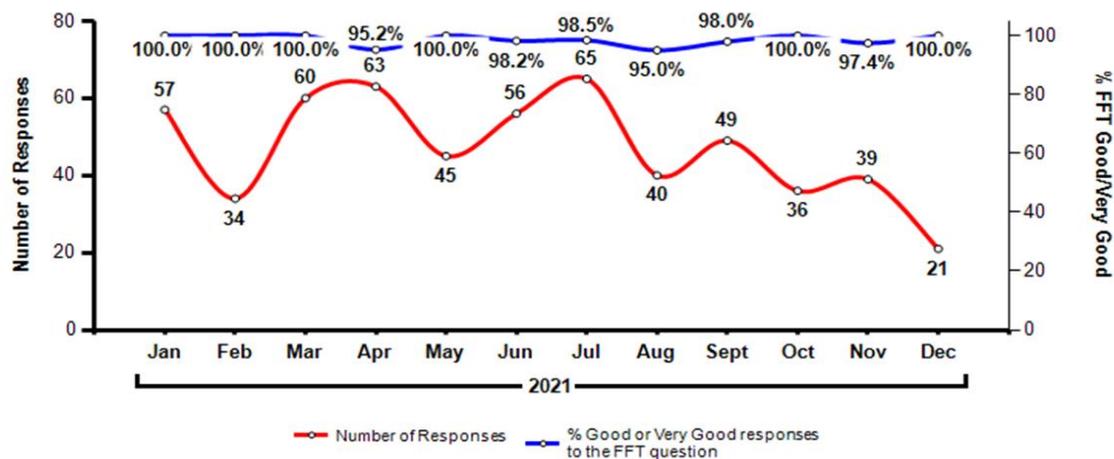


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>21</b>	<b>100.0%</b>	<b>+2.6</b>
Very good	21	100.0%	+12.8
Good	0	0.0%	-10.3
Neither good nor poor	0	0.0%	0
Poor	0	0.0%	0
Very poor	0	0.0%	0
Don't Know	0	0.0%	-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.

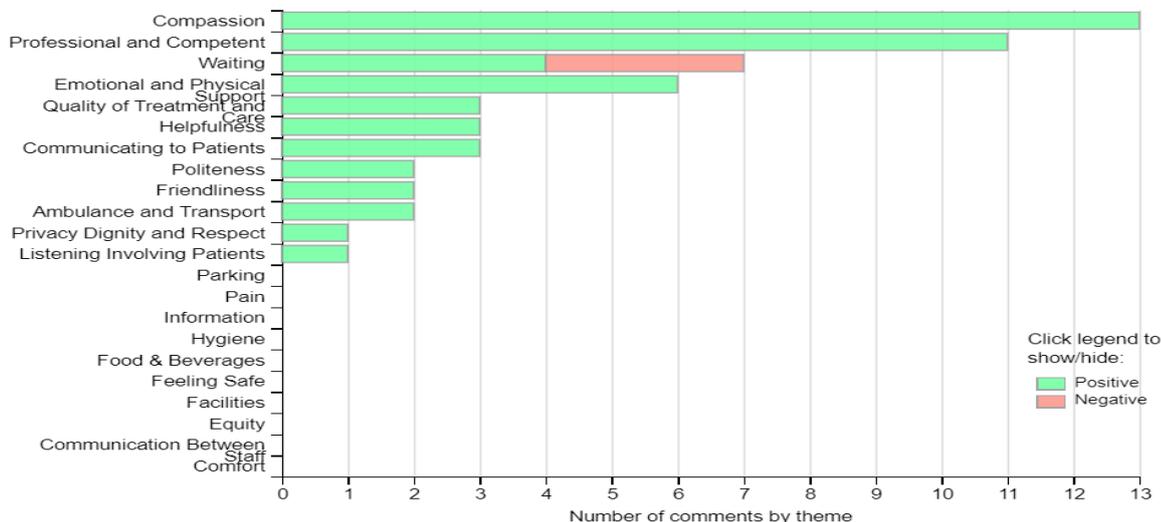
### Survey trend graph

FFT Trend Graph



### Sentiment Analysis

All Used Categories Pos/Neg Count





### Free text comments

These two paramedics were very kind and helpful and did their job very well.
Crew were helpful, informative, sympathetic and put me at ease.
Quick response, excellent paramedics.
Excellent service from requesting ambulance to rapid response paramedic.
Prompt, thorough, lovely manner, confident in their ability. Great.
Efficient, calming, friendly, professional, quick to respond.
Apart from the long wait the ladies made me calm down.
They were very good, polite and understanding if I could mark them - it would be 10/10.
The incredible patience & care given. Quick response time.
The paramedics arrived very quickly closely followed by the ambulance they are very efficient.
Very informative ambulance men.
The team that attended were very efficient, extremely caring, thorough & reassuring. They sorted out the patient without need to visit hospital.
The person who took my call had a calming influence on me. A follow up call from 999 to check on things. The crew arrived within 30 minutes, very thorough checks done.
They did very good job in these difficult circumstances, crew were very kind, efficient and helpful.
They were calm, listened carefully to what we said, were reassuring and made every effort to consult with other medical staff.
Ambulance arrived promptly paramedics were very efficient and communicated well with 13 year old son.
Focused on welfare of patient attending to all their needs. Explained fully to family in attendance at each step of procedure, excellent care and attention.
The paramedics were very professional, understanding and thorough. Pleasant polite people.
**** and ***** were lovely and caring and treated me well with great respect and the most amazing understanding. I would give them a gold star if I could.
Very professional, caring and understanding.
Despite waiting a long time for ambulance **** and ***** were absolutely amazing..

### What could we have done better?

Speed but present conditions does not allow this.
Got here sooner.