

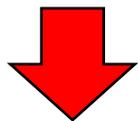


# 999 Ambulance (Unscheduled Care)

## See and Convey - taken to hospital

### Patient Survey Feedback

Month: December 2021



**86.0%**

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

#### Free text comments

#### Positive free text comments

staff were brilliant attentive and well trained Arrived within 10 minutes

The two-ambulance people that came to my home were brilliant. They kept me calm while doing what they needed to do. I felt very safe in their care.

My treatment was first class, for me it could not of been better.

#### Negative free text comments

Ambulance bed was like freezing ice and journey of 30 mins was not good either

The long wait of two hours was unacceptable, and they were not respectful or helpful in any way they turned their backs when speaking to my daughter who is deaf and lipreads.

Ambulance arrived approx 2 hours after initial phone call finding unconscious casualty bad service.

#### Number of responses

<b>Online</b>	51	<b>Total: 435</b>
<b>Print</b>	49	
<b>Text</b>	335	

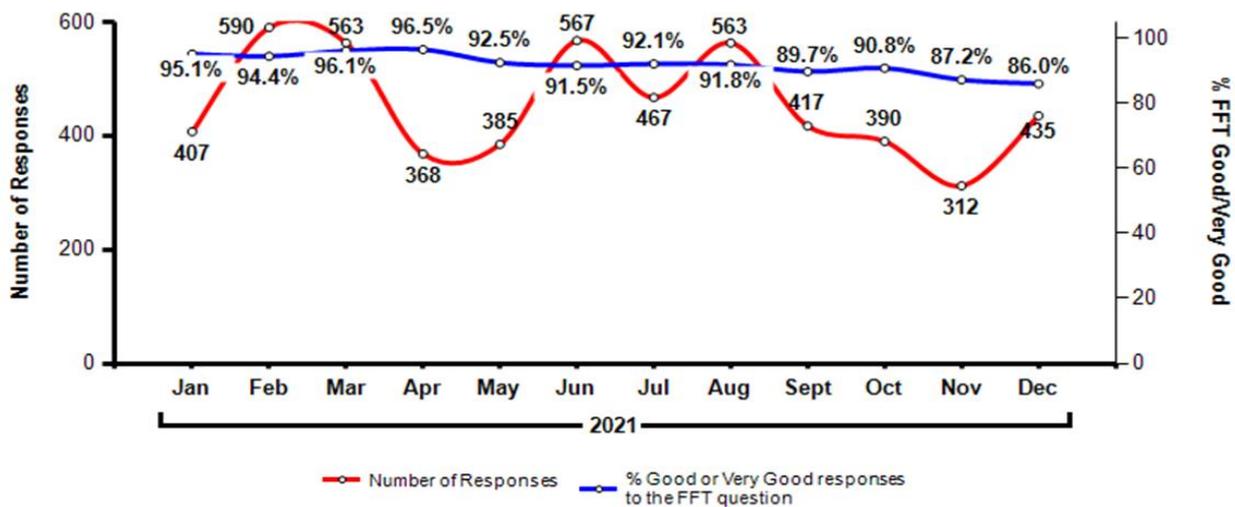


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
<b>Very good and Good (combined)</b>	<b>374</b>	<b>86.0%</b>	<b>-1.2</b>
Very good	313	72.0%	+3.7
Good	61	14.0%	-4.9
Neither good nor poor	29	6.7%	+2.8
Poor	18	4.1%	-0.7
Very poor	13	3.0%	-0.5
Don't Know	1	0.2%	-0.4

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.

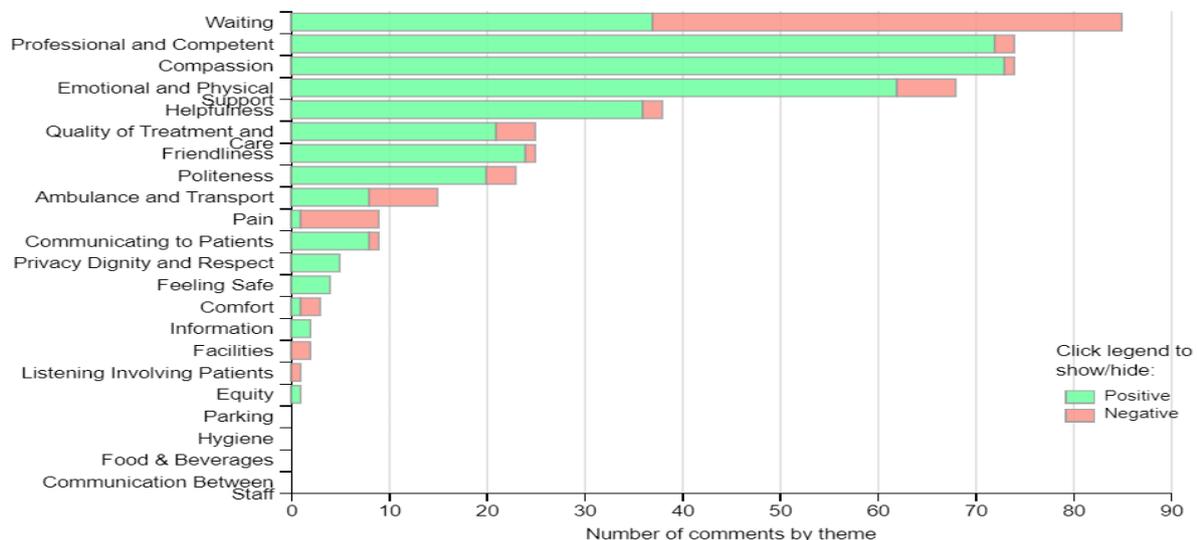
## Survey trend graph

**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	86.0%	7.1%	435	313	61	29	18	13	0
County Durham CCG	81.9%	9.6%	83	56	12	7	4	4	0
Newcastle Gateshead CCG	87.9%	5.2%	58	43	8	4	1	2	0
North Tyneside CCG	90.5%	9.5%	21	17	2	0	2	0	0
Northumberland CCG	88.1%	7.1%	42	28	9	2	1	2	0
South Tyneside CCG	93.1%	0.0%	29	25	2	2	0	0	0
Sunderland CCG	78.9%	12.3%	57	35	10	5	6	1	0
Tees valley CCG	90.3%	4.3%	93	73	11	5	3	1	0
CCG unknown	82.7%	7.7%	52	36	7	4	1	3	0

### Results by Cluster

Cluster name	% Good	% Poor	Total Response	Very good	Good	Neither good nor	Poor	Very poor	Don't Know
Total	86.0%	7.1%	435	313	61	29	18	13	0
Alnwick	100.0%	0.0%	14	11	3	0	0	0	0
Backworth	89.5%	5.3%	19	16	1	1	0	1	0
Bishop Auckland	85.0%	5.0%	20	13	4	2	1	0	0
Blucher	90.0%	10.0%	20	15	3	0	1	1	0
Coulby	87.5%	8.3%	24	19	2	1	1	1	0
Cramlington	90.3%	6.5%	31	24	4	1	2	0	0
Hartlepool	69.6%	13.0%	23	14	2	4	2	1	0
Lanchester Road	83.8%	10.8%	37	26	5	2	0	4	0
Monkton	93.9%	3.0%	33	26	5	1	1	0	0
No Cluster	83.9%	8.1%	149	103	22	11	7	5	0
Pallion	87.5%	5.0%	40	27	8	3	2	0	0
Stockton	84.0%	4.0%	25	19	2	3	1	0	0



## Free text comments

Staff were brilliant attentive and well trained Arrived within 10 minutes
The ambulance that came to me, the guy was amazing He stayed with me until my anxiety attack calmed down. I been getting full attacks from my spinal pain with the worry Bulging disks
Very efficient administered drugs immediately to relieve pain
Very caring and competent assessment.
Assessment was very caring and competent.
Called the Ambulance for my Wife who was suffering from Covid. At that time almost unconscious with blue lips and a pounding headache. Got an answering machine when calling 999. After 4 minutes the call was answered and the operator asked a few questions. She then said she was going to have to seek advice from a colleague and I was cut off. Had to call back. Another 4 minutes and then advice to get her to hospital immediately by myself. Felt very let down.
The staff where brilliant. And very reassuring.
If I could have done, I would have given excellent. The ambulance arrived really promptly, and throughout the hour I underwent tests in the ambulance, I was reassured the whole time. The two medics were knowledgeable, reassuring and very competent. Even though my allergic reaction was starting to subside by the time they were sent for, at no time was I made to feel that I was wasting their time. All tests done in ambulance as I didn't want to go to hospital unless essential. FIRST CLASS SERVICE!
They were great and made me feel at ease
Staff were fabulous, and helped me relax
They were very helpful and very pleasant
Arrived quickly and were honest and polite. Wonderful service staffed by genuinely caring people.
Have used service 3 times in probably last three months. first 2 times your people were fantastic. But unfortunately last time they were more than a little incompetent. They could not insert iv needle to provide pain relief, said they were hitting valves in my hand. Struggled to lift me on stretcher with one of them nearly more in need of ambulance than me.
The service received was too rate.
Arrived within 20minutes. **** & **** were a very good team.
Helpful friendly and supportive
Paramedics were fantastic from start to finish, very professional
The care and consideration the crew gave me was above and beyond 🏆🏆🏆
Prompt, professional and caring staff.
The crew were extremely good and efficient, kept us informed about what they were doing and why, advised the next step, to go to A&E
Helpful and friendly crew. Made my mam feel OK about calling
Length time we waited
They arrived very quickly, the paramedics put me at ease, gave immediate medication and arranged get me to the Freeman. I was there less than an hour after they came to my house.
Only downside was the timescales. In 2021 you should not have to wait so long for an emergency ambulance.
They came quickly and put my elderly friend at ease.
Excellent service very Professional and well rehearsed
Polite and exceptionally helpful
Excellent service. Both operatives were both very professional and caring. I would like to pass on my thanks to **** and ****.
The call handler was polite and professional, and the ambulance came as requested albeit after a little wait.



Ambulances come hours later after the call
We waited 90 minutes for an ambulance even though my mum was categorised as priority 1 as she had had a stroke. During that time her condition worsened and she died a week later.
Arrived quickly, and got me to hospital smoothly and quickly driver knew I had problems with my back. Gave me a very smooth ride
Waited almost 4 hours for an ambulance for my elderly mother who had breathing difficulties. When the ambulance needed to take her to hospital the paramedics needed to call ahead to the hospital but didn't have the telephone numbers and no service on their mobiles, I had to look up the numbers for them
I had a shorter wait than I expected for an ambulance to arrive and the staff were very thorough in their examination and treatment
Fast response and friendly crew
The service was excellent both on the phone and the paramedics that attended. Very professional putting my dad at ease. Thank you
The team helped me by reassuring me also explaining what ever they were going to do
The crew were very professional, courteous and most importantly friendly.
You were quick and responsive to my mum to get her the care she needed.
Excellent service came in less than 10 minutes
My mam had a fall and ambulance was there in 20 mins because didn't know how long she lay there for.
While I was having a Heart Attack with covid and more calls to 999 waiting 40 minutes was too long however that wasn't the crews Fault.
Very quick response and the paramedics were lovely very reassuring
For my poorly husband
Asthma attack and low blood sugars
There were quick very good at their job friendly
The wait time I think I waited 4-6 hours in total in absolute agony. The staff that came were amazing but the wait time and pain was so bad I have PTSD from previous trauma too so this added to that unfortunately
Fast response considering how busy this service is.
The ambulance came quick and the paramedics were excellent
Because they were very good
The paramedics were absolutely amazing
Waited an hour for an ambulance
Regular contact by phone until service arrived.
The 999 service is very much like the 111 service now
The paramedics were very friendly and professional, they really made me feel I was in safe hands, they were very patient too
Because they listened and understood and took into consideration the ladies disabilities really well
Thoroughly professional in every aspect of their work.
Staff were great but response was slow
The paramedics persevered with the importance of their task to persuade a better choice in using the service to maximise positive outcomes.
The paramedics were very professional and very caring.
Waiting time
The Ambulance service is a great service but however a lot of its time is tied up handing over patients once at the hospital. Which ties up their availability for other calls. This is why people are waiting a long time for an ambulance to attend their loved ones. I can appreciate the hospitals are busy but if the doctors were all back to normal the hospitals and A&E would not be full of people going there for non-serious ailments.
It didn't feel like it at the time but they arrived within the hour specified and



Both paramedics that attended to me, from rainton meadows were very kind and assisted and assured me every step. Were very friendly and were amazing with my puppy. Many thanks to them both.
From start to finish very caring, professional service
Friendly gentle helpful , efficient
The service was very busy and my Mum had to wait but they kept in touch with us by phone frequently to see if she was ok and monitoring her condition. But we only had to wait about 30 minutes. When they arrived they put us at ease while quickly giving her medical help. She was taken straight to hospital and was in for a week. Thank you!
I was sent a rapid response practitioner, sadly her attitude made me feel like I was a time waster. She assessed me and completely missed the fact I was having a PE!Tachycardia, SOB, worsens on exertion and chest discomfort.
The paramedics were amazing
Because they came quite promptly and helped me to understand the situation i found myself in
Phoned on behalf of my mother. Didn't have to wait long. Staff very good
When I called 999 in excruciating pain I was told I did not need an ambulance and would I go to a treatment centre. I explained there was no way I could do this and was informed a clinician would ring me.
Advisor was really nice and very helpful at giving at advice
They attended to my brother recently, got to him much quicker than hoped, they saved his life at the time. The paramedics were brilliant considering the nature of the call out
The paramedics were so caring and and understanding
I needed medical help and they provided it. I had to wait 2 to 3 hours so I did not give it the top rating.
Rang for ambulance 12.10am said it would be at least 2 hours however took over 10 hours I mentioned this to the ambulance crew that came and was told that they had just been allocated this job 40 minutes ago they also thought it was disgusting.
The driver's on my outgoing and returning journeys were very pleasant and very helpful.
Wouldn't use the ambulance the way the treated us very bad
Paramedics were so helpful and gave me good advice
Pleasant, calm and competent staff. Arrived promptly.
Knowledge experience kindness
Ambulance arrived swiftly despite being very early morning, staff were very helpful and assisted my father with his situation.
First time using the service and the assistance was excellent
They ambulance staff were very professional.
They were excellent on advice and they were very friendly and helpful
Very print and caring
So so helpful, was called for my little boy who was 6 weeks old at the time. They did everything to reassure me and my other kids who were in the house at the time too.
Professional and polite service
Very prompt helpful and the 3 paramedics excellent in communication with us , calm and empathetic we only wish g.ps and a&e were as good but unfortunately missed diagnosis and telling my partner his foot has always been like that and sent him away with prescription then unfortunately he deteriorated and couldn't bear the pain so took him to different hospital 4 days later who took it more serious the results were blood clots and by this point necrosis had set in were he now may lose foot or toes
Very professional and caring staff , paramedics where lovely and caring from start to end .
The paramedics who attended to my mental health call were so lovely, supportive and caring. I felt very safe and looked out for for the entire duration. They were incredibly kind and non-judgemental and provided a very understanding ear to listen to my troubles.



Paramedics were very helpful, took an interest in what was going on with me.
The ambulance lady was very rude she was saying it's illegal to leave my 12 year old son at home While I go to the hospital .My son wasn't staying in the house he was on he's way to school ????? I was already stressed after my youngest who's 3 had problems breathing the last thing I need is some1 assuming what I'm doing with my other son ! Really did my head in and in the ambulance she asking me 3 times over if he was in the house even when I had replied NO ! It was uncalled for ???
Efficient and quick and calming when a stressful situation arouse
Very professional
The paramedics were clearly a very good team together and made me feel reassured.
We didn't wait long probably 5 minutes
Friendly staff made to feel at ease only down side was I was told by the operator the ambulance would be estimated arrival time 19 mins and it took 1 hour 10 mins to arrive despite saying on the phone my husband was having a heart attack . In saying that the service was excellent once it arrive and like my husband said it's not their fault it's government cut backs like in his job as a police officer .
The crew arrived quickly and helped my daughter and stayed with her at the hospital until she was admitted, they made her feel reassured and more comfortable. She had severe sepsis and this service saved her life. I can not thank them enough for the work they do.
Felt the operator could've been a bit kinder
Very good proessional service
From start to finish they were caring gentle informative and warm and friendly
I would have rated very good but had to waited almost 2 hours for an ambulance for pensioner with broken femur.
Arrived in 6 minutes with fast and effective life saving service.
Prompt service helpful
I waited half an hour for the ambulance service to turn up
Very courteous And helpful
The service was great but the time due to staff shortages and demand was long
999 is a emergency service I had to wait over 2 hours for an ambulance to arrive for an 89 year old gentleman.
working so hard in such difficult circumstances- the only reason it wasn't top marks is that the paramedic was quite condescending towards me as a GP who had called the ambulance and waited with the patient.
Because they do a very good job
Very quick and helpful
Professional kind caring reassuring paramedics
I could not believe your put on hold with a 999 call never known that in my life
The advisor was very thorough and understanding with the questions asked.
Rang 999 and was on hold then waited 2hours for ambulance for my partner who was short of breath and in agony
Prompt efficient service
The gentleman on the phone was kind and understanding and the two ladies were brilliant in looking after my Nan
When I had frightening chest pain I was responded to urgently, politely and reassuringly. Never before have I had to call an ambulance for myself, and I am beyond grateful to have access to such a competent and caring service, especially in these trying times.
I was dealt with very quickly and care and Compassion was given
Overall experience wasn't bad. Lady at the call centre was lovely as well as the paramedics that came out.
Very understanding team



Arrived quickly. Paramedics were great .
Compassionate care given
Very lovely and very helpful
When the ambulance men came they immediately put me on oxygen and reassured me everything would be alright
Staff excellent, reassuring and professional. They were then stuck with me for hours in Cramlington hospital corridor waiting for me to be handed over. There must be a more efficient method!
Found the service to be excellent
The crew that turned up were extremely knowledgeable, patient and thorough
Ambulance arrived approx 2 hours after initial phone call finding unconscious casualty bad service.
Arrived quickly, very efficient
The ambulance service and staff where very helpful and reassuring when I was feeling so poorly
The ambulance women were very understanding and helped with a difficult situation
Excellent service,very understanding, they deserve more than just praise, they are amazing 🙌
The ambulance crew were amazing. The waiting time in an emergency was atrocious.
It was quick and they were lovely with my dad who has dementia and also made my mam feel relaxed
They were very good with me calming and reassuring polite and friendly
Waited 5 hours for an ambulance, that they thought may of had a blood clot of an operation, I know how serious a blood clot can be, every min his whole leg was swelling more
Effective efficient service ambulance arrived within 10 minutes polite people knowledgeable and friendly
Fast service. Professional and friendly
staff were good calming and professional
Friendly and efficient
Very prompt response time, paramedics were knowledgeable and were very professional. They gave prompt treatment and were very patient centred with their approach.
The lads came and instantly put my 82 year old mother at ease. They were thorough asked lots of questions and explained everything. They cheered both of us up and I would like to thank them if it was possible to pass the message on.
They were very helpful. Got to the house as quick as they could which was a bit daunting with the situation but still were great once they got there. Understood what was happening and were kind and considerate.
Really helpful team very reassuring
My daughter rang for her 2yr old son after first ringing 111 and getting no reply due to high demand. The paramedics arrived within 10mins of the 999 call the service was excellent and the paramedics had my grandson to hospital in under 20 mins. Absolute hero's well under paid in my opinion 🙌
We're amazing help us very quick
because any time I call them they respond immediately, they are super hero.God blessed all the Staffs there.
Was very stressed and had to wait for a further call back and was given a lengthy explanation which created a bit of a delay but on the whole v good caring service
The ambulance arrived fairly quickly given circumstances at the moment. The paramedics were kind, caring and compassionate. Lovely people.
Very quick and the ambulance drivers were very lovely
The paramedics were excellent , very reassuring and helpful
Because when the ambulance came the staff was very helpful and courteous,
It was here quite fast and looked after me from the beginning
The ambulance was a lot quicker than there said



Waited 7 1/2 hours for ambulance
Service was prompt, very efficient, professional and courteous at all times
Great service, lots of care and respect given. Dignity kept intact while getting out of the shower and lots of help given. Even though I was still in shock I think.
Friendly ,professional paramedic and technician attended .
Caller was very professional and easy to talk to very pleased x
Excellent communication. Put patient at ease. Professional and compassionate.
Outstanding from start to finish I had to call twice for my little boy and both times from the call to the ambulance turning up was amazing very caring and was great with me little boy thank you for your help and support
Paramedics were very knowledgeable and kept us all calm
Pleasant, approachable crew. listened and appeared very caring.
When I needed help, you was there in under 3 mins my call. I can't thank you enough.
The ambulance crew were brilliant, very nice and helpful
Arrived quickly and the guys were very polite and patient with me.
Supportive, professional, very nice.
Fast, efficient, caring, calm and good humour.
My brother had to wait too long not being able to breath properly, hence he suffered more heart damage for the second time during a long wait!! He died within 3 Datsun hospital.
From phoning 999 the ladies on phone was really good keeping things calm and a quick response for ambulance.
Fast. Efficient.
Very good at there job ,and where very nice to the patient, and me, made the patient nice and calm and helped in every way they could, very nice and polite, and got the patio go to hospital to get checked over
Operator was very helpful and calming with a good amount of knowledge. Kept in control all through the call til ambulance arrived.
I could not fault the service and all the staff at the time and we are very grateful
Excellent service
The ambulance arrived really quickly .The staff were very polite and very professional, so friendly and made me feel at ease .I was well taken care of and everything was explained to me I knew I was in safe hands. Such amazing people and so dedicated to their work .We couldn't be without them .
The ambulance took too long to come which was extremely stressful.
Poor service when I phoned for help; very good when paramedics arrived. Telephone response was a distressing experience.
Great service just very under pressure
I fell and badly broke my arm on holiday visiting Hadrian's Wall in a rural area. The 999 call handler was fantastic - reassuring and pragmatic. The first responder was with me in 20 minutes - helping me with the pain and assessing my injury. In about 30 minutes an ambulance arrived to take me to Newcastle A&E. The staff were brilliant - drove with great consideration to the pain in my arm. It's an experience I'll remember with so much appreciation for such a skilled service from start to finish
I have asthma, was more short of breath, had a dry cough and lost my voice. I had a pcr test but sats dropped when I got home. Neighbour spoke to 999 who sent a ambulance. Did a full assessment and as sats came us I was able to stay at home. **** so. And ***** attended and they were so brilliant. We're very professional and explained everything . Such a credit to NEAS! Thank you for all you do!
Quick response and answer time. I could barely speak but they were quick and attentive.
The call was quick the lady very helpful and understanding gave us the right info



The lady on the phone was understanding, helpful and gave us a lot of info and freindly and caring this heled my mum
After calling to ask an ambulance for an elderly dementia patient who had fallen. We waited nearly 10 hours for an ambulance to come
Call handler was very calm and helpful. Crew were very professional and caring towards patient and family.
From calling 999, it took over 10 hours before the ambulance turned up. Sat up all night waiting for the ambulance, from 8:00pm untill 6:30 am
Very timely, polite and compassionate.
I was impressed by the service I was given.
Excellent all round.
Paramedics **** and **** were amazing. Very kind and compassionate, very knowledgeable and maintained my mom's dignity. Can't praise them enough.
On Christmas day, even though due to staff shortages because of covid, we had to wait a little longer, when crew arrived , they were brilliant, recovery of patient was difficult and another crew assisted and had patient supported and transported to hospital, kept informed through every part of process, totally professional !!
Ambulance came within 3 hours and paramedic was excellent
We rang at 9am yesterday and the rapid response and occupational health lady was with him at 10am, they were both really nice and helpful, they even went away and got my mam things she needed to help her out. Can't thank them enough for their help
I was sent back home from A&E with antibiotics, but my condition deteriorated within an hour. I called 999, I had difficulty speaking and could barely understand what the operator was saying due to my illness. The paramedics who attended immediately suspected sepsis. In contrast, an attending doctor at A&E misdiagnosed me. I wish operators have a sepsis alert, like they have a heart attack alert. I am grateful for the competent paramedics who attended, although they arrived two hours late.
The 2 paramedics that attended my call were exceptional, very professional & caring ,
Didnt get an ambulance
My father died as a result of ill management of your service. My father's death is the reason why you have now created the new flow chart within the hospitals. I also find it extremely insensitive to ask me for my views into your service when a court case is pending against the nhs and Neas to get justice for my father's death which was preventable.
experiencing a bad migraine and side affects
I would have given very good if the service had been quicker
Enthusiasm generated by the "crew", so reassuring.
The long wait of two hours was unacceptable and they were not respectful or helpful in any way they turned their backs when speaking to my daughter who is deaf and lipreads.
Prompt careful and respectful.
Severe chest pain, yet had to wait 2 hours for an ambulance!!
The crew made feel safe.
Caring and helpful. I was able to relax more.
The two ambulance people that came to my home were brilliant. They kept me calm while doing what they needed to do. I felt very safe in their care.
Kind staff and were careful.
It is good to know that you are in the caring hands of our NHS.
The experience was good in the circumstances.
The are very attentive and professional.
Because every time we have needed the ambulance for dad they have been quick and caring and friendly every time they came. Thank you.



I have never used the service before. The experience was better than I thought it would be.
I was looked after very well.
Ambulance was ordered by oncology at 9:30am. We called again 11am told ambulance was on it's way but if in-between anyone not breathing would get priority - it came 12:30.
They were pleasant, caring and I felt as if they really were concerned about my pain and comfort.
I did not phone ambulance the nurse I phone rang when explained how I was feeling.
Found attendees competent and polite. Made a good initial examination.
Ambulance bed was like freezing ice and journey of 30 mins was not good either.
Some delay in attending patient.
My call was made through the 111 service and quickly came apparent I need an ambulance. I was made aware that ambulances were in high demand and it may take 4 hours, Thanet arrived within half hour. Both paramedics were fantastic although I felt I was wasting an ambulance when it could be dealing with another call, turned out I needed urgent assistance and was blue lighted to hospital. From start to finish the service was excellent from the call I made right up until a was in hospital.

**Anything we could have done better?**

Arrived a little quicker.
Arrived quicker
Explain at the very beginning of the call that the operator has to ask a number of, what may seem unrelated, questions to determine the care and attention required. And reassure the caller that the ambulance service are doing everything they can to process the call as quickly as possible. I understand the need to "weed out" situations that do not require an ambulance, but it adds to the stress when you don't even know if you are being treated seriously.
Respond quicker and kept us informed of the change
More resource improving patient waits.
To make sure they come quicker
Quicker response time - more staff, more ambulances and more capacity in the service.
More communication and information on arrival times
Possibly if someone is having a Heart attack and it's going to be more than 15-20 minutes a Phonecall to local doctors to Bring emergency defibrillator or a first responder ....when your having a Heart Attack every min counts
Arrived quicker.
Been quicker
Arrived sooner
I think people would like to know when the ambulance has been dispatched and when it's close like the AA do with cars 😊
Remind staff that while they may be attending the 20th call of their shift, to the patient this is the first time they have rang and they are feeling poorly and worried. Attitude towards a patient isn't great (even if your having a bad day)
The call handler should have listened and been empathetic
Got to Me quicker
Yeah you should be honest and more professional.
Arrived sooner
we're fantastic, very caring, thank you
Everyone and everything was fine and couldn't be topped
Nothing professional throughout and caring



Not assuming things and going on about when they have been clearly told the same thing 3 times over I was so close to shouting but my main focus was my son who couldn't breath !! That's why I phoned an ambulance ?????
To be here quicker luckily it was ok this time .
Sent an ambulance sooner
Got here faster
Just length of time but i know that's not the staff's fault
Arrive within a shorter time
please don't arrive and immediately criticise! we don't have much equipment/emergency meds as GPs
Not put me on hold when frantic for help and finally answer with a million questions
Was horrified to call 999 and be told on hold as no one available to take call them told no ambulance in my area
Getting there on time may of helped
When calling 999 not to be told to drive or get a taxi when could not even stand and could not of sat in a&e as need a certain height seat after a hip replacement
Been a bit quicker or if some one could have called to reassure myself as I was alone with the person.
Faster response time
I think when the arrive there are lots of questions I think is not necessary in some cases.
Transferred me back n instead of me waiting for a call back not knowing how long that would take when person fighting for breath.
At the moment nothing except make sure that the ambulance staff carry a pat slide, I believe that's what it is called to move a paralysed person from her bed to the stretcher,
Maybe ambulance sooner, husband overheard staff saying that it's probably not as bad just a scald or something even though it was much worse. Wish it was just a scald, maybe be a bit more tactful when in earshot of family.
My only issue with this service is that patients will be taken to the closet hospital. We have had issues with Durham, we wanted to take my grandfather to the RVI as we have faith in that hospital. I feel that this should be looked into as it as it should be patient choice. Considering the RVI is only an extra 10 minutes. This does put our family off to call for an ambulance for fear we would end up at Durham.
When my dad needed to be taken to hospital don't ask if car outside is mine and that I'd have to take my dad to A&E as paramedics were too busy
Well the 111 service could do something about the time you wait on hold
Not being able to breathe should be a PRIORITY, the paramedics are really good when they eventually arrive.. But the wait is far too long; seems too many people sharing a worn out NHS.. please give the NHS priority when dishing out our money!!
Should have been told honestly how long the ambulance may have been expected to arrive
Improve telephone response training.
Wait times could be better but not services fault. Just the demand on service and people abusing the service
Turned up quicker. A dementia patient who could not express how they were feeling to be left that long is disgraceful
Better response time!
Operators ask for symptoms of a heart attack. There are other conditions that require early intervention, such as sepsis. Please check patients for symptoms of sepsis. When I was readmitted to the hospital, my condition kept on deteriorating. I am indebted to the competent paramedics who immediately knew this was sepsis. I had difficulty speaking and was finding it strenuous to give information to the operator. Perhaps you could deploy additional means to verify patient information.
Only thing I can say could be better is response times



Have better waiting times, be more respectful of people with disabilities and have a more caring attitude.

Speedier response to a chest pain patient.

Shorter response times.

Arrived sooner, I lay outside two hours in the very cold day waiting for help.