

999 (Unscheduled Care) See and Treat Quarter 3, 2021/22



Patient Survey Summary

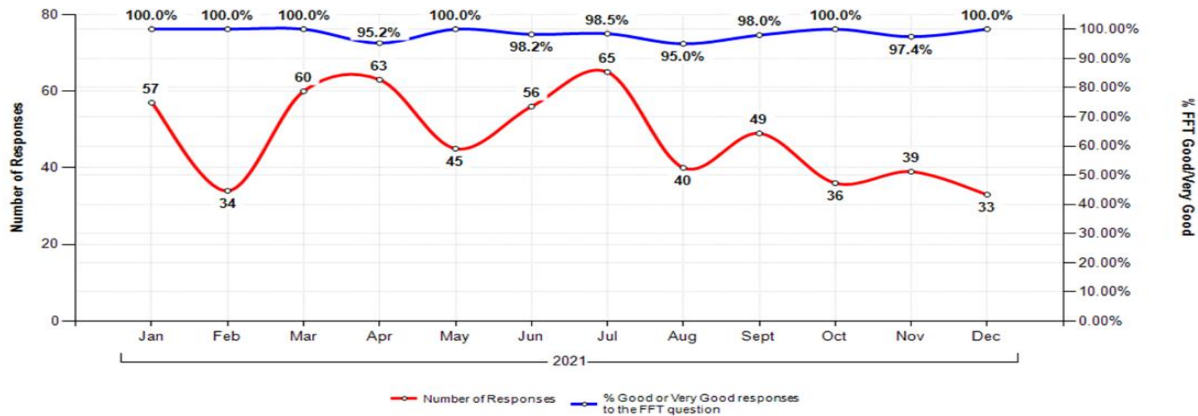
Responses: 108

- ✔ Improved by 5%
- ✘ Declined by 5%
- Less than 5% change

Questions	Quarter 3 2020/21	Quarter 4 2020/21	Quarter 1 2021/22	Quarter 2 2021/22	Quarter 3 2021/22	Quarterly Trend	Annual Trend
Thinking of the 999 service we provide. Overall how was your experience of the service?	85.7	100	97.6	97.4	99.1	○	○

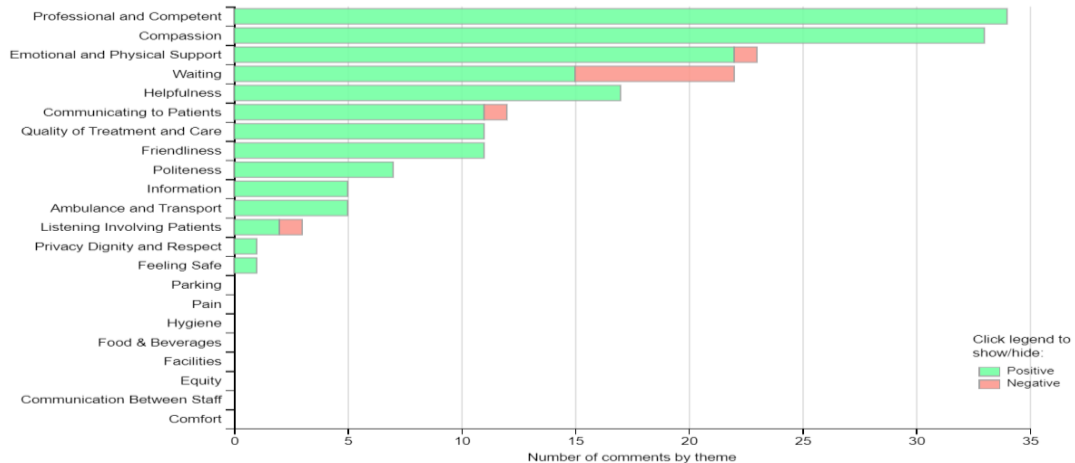
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



Executive Summary

Three questions are asked in the See and Treat survey, two are free text and one is a scored FFT question.

The number of responses for Q3 is 108. This is lower than other surveys due to the methodology. Responses have decreased by 46 compared to the previous quarter.

A direct year on year comparison shows the score has increased from 92.3% in Q3 2020/21 to 99.1% in this quarter.

Quarterly analysis

The FFT very good/good score is 99.1%, an increase of 1.7% on the previous quarter.

The three positive sentiment analysis themes were:

- Professional and competent
- Compassion
- Emotional and physical support.

The main negative sentiment analysis themes were:

- Waiting
- Emotional and physical support
- Communicating to patients
- Listening and involving patients.

Demographic Analysis

The number of respondents for some groups are low and not representative of the community, these include under 25s, 25 to 44, and BAME groups. Additionally, there have been no responses from the White Other and LGB groups and as such it was not possible to include this category within the analysis.

The main question asked was “Thinking of the 999 service we provide. Overall how was your experience of the service?” Overall, most respondents had a “positive” response (99.1%, +1.7% from last quarter).

- **Gender** – 38.5% of respondents were men and 58.5% were women. There is no significant difference in responses based on gender. This was also true during the last quarter.
- **Age** – Under 25s represented 1% of respondents, 25-44 represented 2.1%, 45-64 represented 13.5%, 65-84 represented 63.5% and 85+ 19.8%. There is no significant response based on age. This is an improvement from the last quarter where people aged 45 to 64 had the lowest “positive” responses (90.9% compared with an average of 97.4% for the last quarter).
- **Ethnicity** – 1% of respondents identified as BAME, 0% as White other and 99% as White British. Data for BAME and White Other is too low to provide any analysis. This was also true during the last quarter

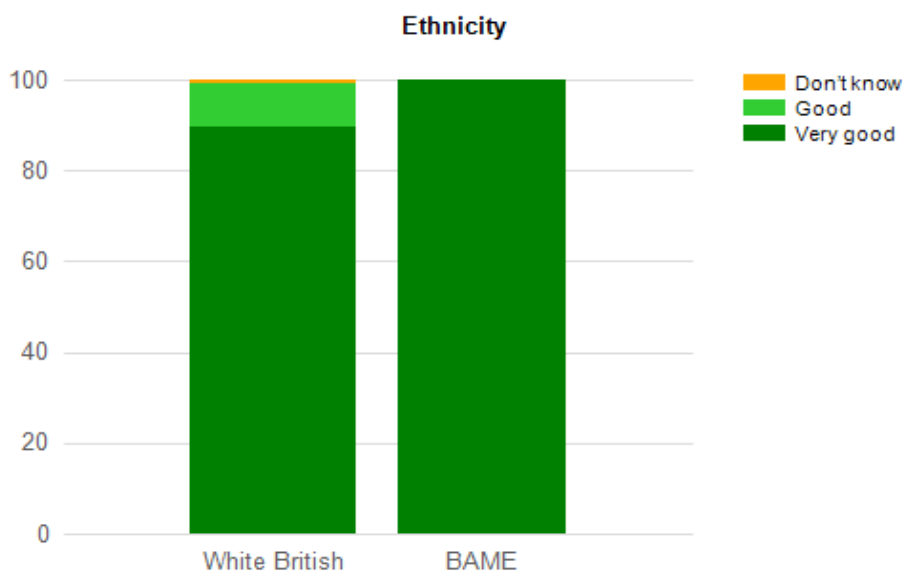
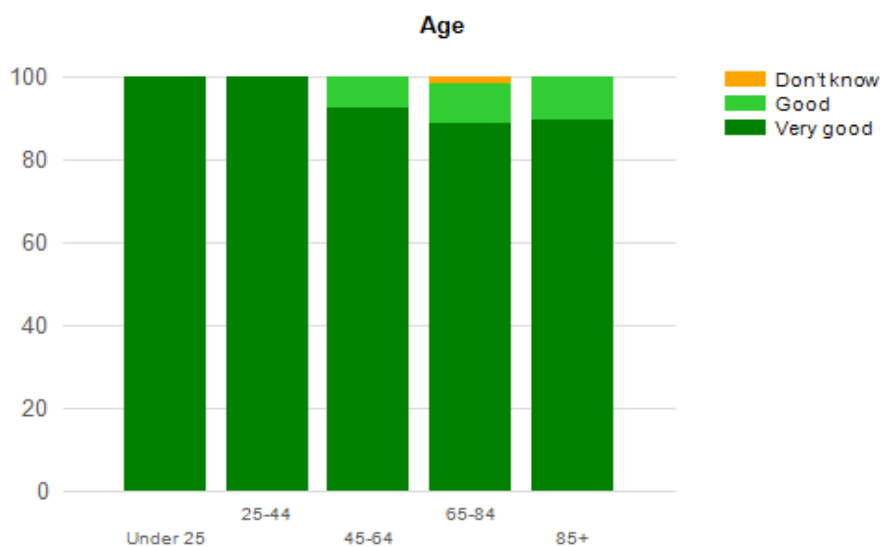
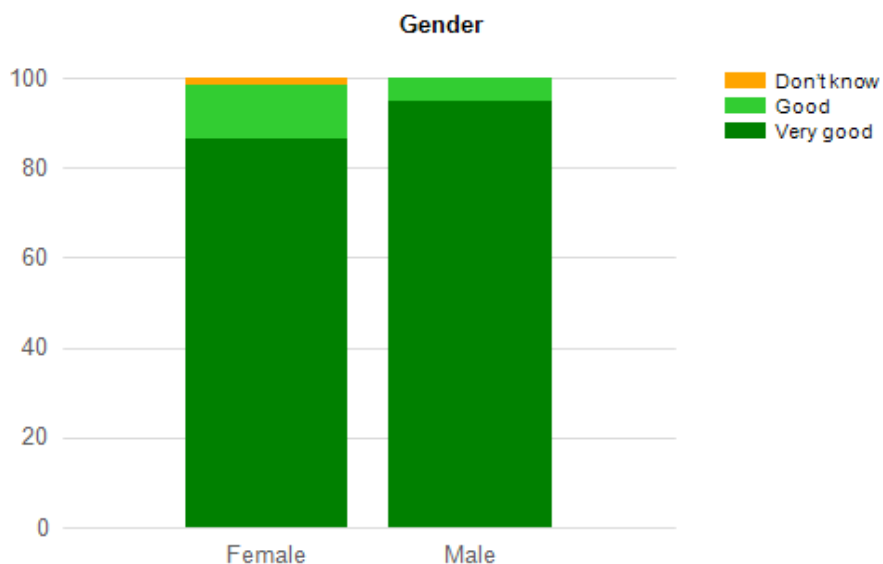
- **Disability** – 61.5% of respondents identified as disabled. People identifying as non-disabled had the lowest “positive” responses (96.8%). This is a reduction from the last quarter where there was no significant difference in responses based on whether a person identified as disabled or non-disabled.
- **Faith** – 80.2% of respondents identified as Christian, 13.5% Atheist/no faith and 4.0% non-Christian faiths. There is no significant difference in responses based on gender. This is an improvement over the last quarter where Atheist/No Faith had the lowest “positive” responses (89.5% compared with an average of 97.4% for the last quarter).
- **Sexual Orientation** – 0% of respondents identified as LGB, as such, data is too low to provide any analysis.

Demographic Breakdown Quarter 3 2021/22

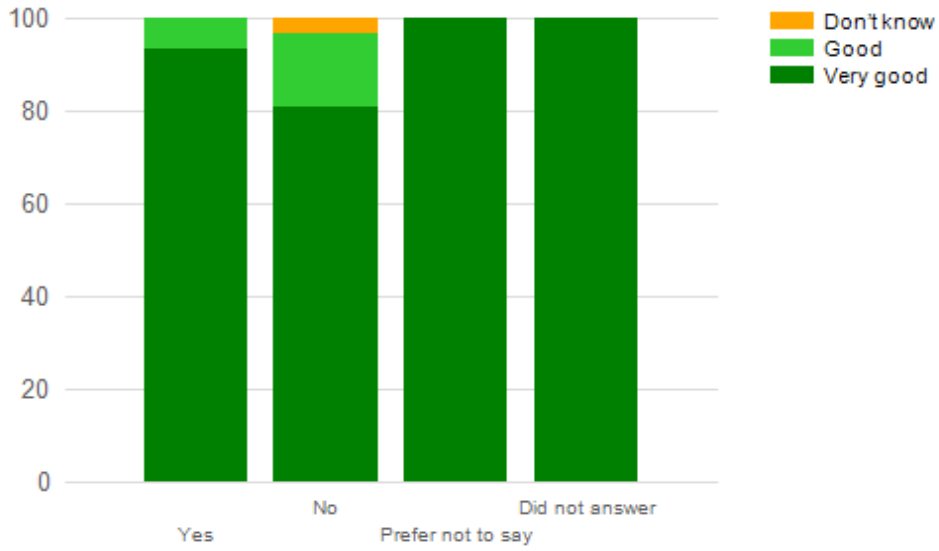
Question	Answer	Responses	Male	Female	Under 25	25 to 44	45 to 64	65 to 84	85+	BAME	White British	White Other	Disabled	Not Disabled	Atheist / No Faith	Christian	Non Christian	Heterosexual	LGB
Thinking of the 999 service we provide. Overall how was your experience of the service?	Positive	99.1%	100.0%	98.5%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	99.1%	0.0%	100.0%	97.2%	100.0%	98.9%	100.0%	99.0%	0.0%
	Total	108	43	65	1	2	13	69	23	1	107	0	65	36	15	87	4	100	0
What is your age?	16-24	0.9%	2.3%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	1.5%	0.0%	6.7%	0.0%	0.0%	1.0%	0.0%
	25-44	1.9%	2.3%	1.5%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	2.8%	0.0%	2.3%	0.0%	2.0%	0.0%
	45-64	12.0%	11.6%	12.3%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	11.2%	0.0%	7.7%	16.7%	20.0%	8.0%	25.0%	11.0%	0.0%
	65-84	63.9%	60.5%	66.2%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	64.5%	0.0%	63.1%	69.4%	46.7%	67.8%	75.0%	65.0%	0.0%
	85+	21.3%	23.3%	20.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	21.5%	0.0%	27.7%	11.1%	26.7%	21.8%	0.0%	21.0%	0.0%
	Total	108	43	65	1	2	13	69	23	1	107	0	65	36	15	87	4	100	0
How would you describe your gender	Female	60.2%	0.0%	100.0%	0.0%	50.0%	61.5%	62.3%	56.5%	100.0%	59.8%	0.0%	53.8%	75.0%	60.0%	58.6%	100.0%	60.0%	0.0%
	Male	39.8%	100.0%	0.0%	100.0%	50.0%	38.5%	37.7%	43.5%	0.0%	40.2%	0.0%	46.2%	25.0%	40.0%	41.4%	0.0%	40.0%	0.0%
	Total	108	43	65	1	2	13	69	23	1	107	0	65	36	15	87	4	100	0
What is your ethnic group?	White British	99.1%	100.0%	98.5%	100.0%	100.0%	92.3%	100.0%	100.0%	0.0%	100.0%	0.0%	98.5%	100.0%	100.0%	100.0%	100.0%	99.0%	0.0%
	Asian or Asian British	0.9%	0.0%	1.5%	0.0%	0.0%	7.7%	0.0%	0.0%	100.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%
	Total	109	43	65	1	2	13	69	23	1	108	0	66	36	15	88	4	101	0
How would you describe your religion or belief?	Christian	81.5%	85.7%	78.5%	0.0%	100.0%	58.3%	85.5%	82.6%	0.0%	82.2%	0.0%	80.3%	85.7%	0.0%	100.0%	0.0%	82.2%	0.0%
	No religion or belief	13.9%	14.3%	13.8%	100.0%	0.0%	25.0%	10.1%	17.4%	0.0%	14.0%	0.0%	13.6%	11.4%	100.0%	0.0%	0.0%	13.9%	0.0%
	Other	3.7%	0.0%	6.2%	0.0%	0.0%	8.3%	4.3%	0.0%	0.0%	3.7%	0.0%	4.5%	2.9%	0.0%	0.0%	100.0%	3.0%	0.0%
	Prefer not to say	0.9%	0.0%	1.5%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	1.0%

	Total	108	42	65	1	2	12	69	23	1	107	0	66	35	15	88	4	101	0
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?	Yes	62.9%	75.0%	54.7%	100.0%	0.0%	38.5%	61.2%	81.8%	100.0%	62.5%	0.0%	100.0%	0.0%	64.3%	62.4%	75.0%	64.9%	0.0%
	No	34.3%	22.5%	42.2%	0.0%	100.0%	46.2%	37.3%	18.2%	0.0%	34.6%	0.0%	0.0%	100.0%	28.6%	35.3%	25.0%	32.0%	0.0%
	Prefer not to say	2.9%	2.5%	3.1%	0.0%	0.0%	15.4%	1.5%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	7.1%	2.4%	0.0%	3.1%	0.0%
	Total	105	40	64	1	1	13	67	22	1	104	0	66	36	14	85	4	97	0
How would you describe how you think of your sexual orientation?	Heterosexual or straight	96.2%	93.0%	98.4%	100.0%	100.0%	84.6%	98.5%	95.5%	100.0%	96.2%	0.0%	96.9%	93.9%	100.0%	97.6%	75.0%	100.0%	0.0%
	Prefer not to say	3.8%	7.0%	1.6%	0.0%	0.0%	15.4%	1.5%	4.5%	0.0%	3.8%	0.0%	3.1%	6.1%	0.0%	2.4%	25.0%	0.0%	0.0%
	Total	105	43	61	1	2	13	66	22	1	104	0	65	33	14	85	4	101	0
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	No – Okay no problem thank you for your time.	29.8%	34.1%	27.4%	0.0%	0.0%	46.2%	27.3%	33.3%	0.0%	30.1%	0.0%	27.0%	33.3%	21.4%	31.0%	50.0%	29.2%	0.0%
	Yes – Great someone may contact you	70.2%	65.9%	72.6%	100.0%	100.0%	53.8%	72.7%	66.7%	100.0%	69.9%	0.0%	73.0%	66.7%	78.6%	69.0%	50.0%	70.8%	0.0%
	Total	104	41	62	1	2	13	66	21	1	103	0	63	36	14	84	4	96	0

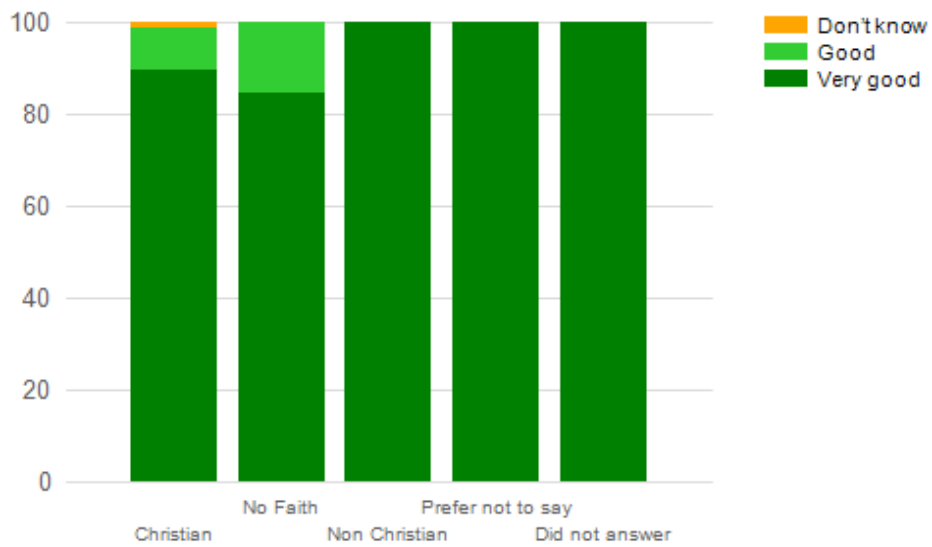
Friends and Family Test Demographic Breakdown Graphs



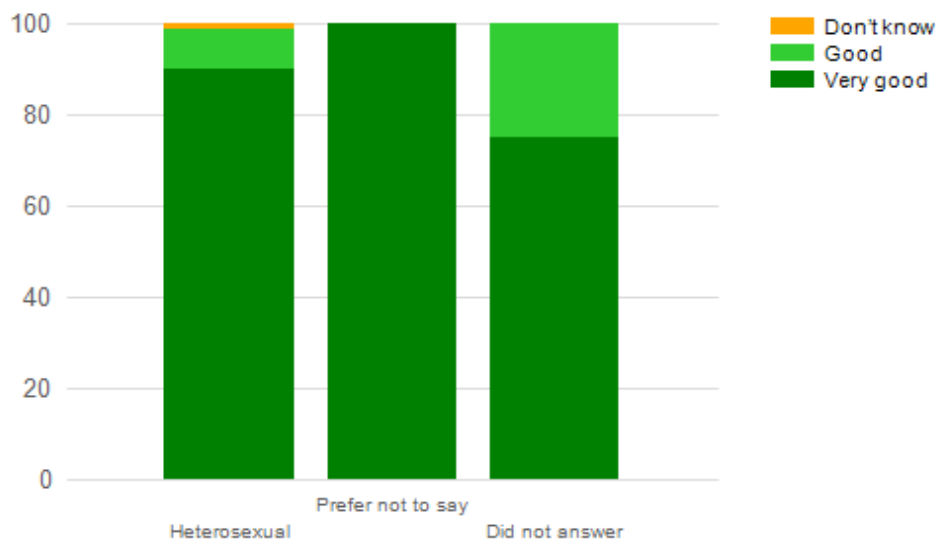
Disability



Religion or Faith



Sexual Orientation



Question 1: Thinking of the 999 service we provide. Overall how was your experience of the service?

Available Answers	Responses	Score (%)
Very good	97	89.8%
Good	10	9.3%
Don't know	1	0.9%
Total	108	100%