

999 (Unscheduled Care) See and Convey

Quarter 3, 2021/22



Patient Survey Summary

Responses: 1,137

- 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?	92.8	95.2	93.2	91.3	88.0	<input type="checkbox"/>	92.2	<input type="checkbox"/>
I was confident of the ability of the person managing my call	89.5	91.5	90.1	89.0	87.7	<input type="checkbox"/>	89.7	<input type="checkbox"/>
The length of time it took for the ambulance to reach you	79.3	85.3	83.1	77.2	73.1	<input type="checkbox"/>	80.1	<input checked="" type="checkbox"/>
The treatment provided by ambulance staff	96.8	97.2	97.0	96.4	96.0	<input type="checkbox"/>	96.7	<input type="checkbox"/>
The explanation you got from the ambulance staff about your treatment	94.5	95.9	95.1	94.2	93.9	<input type="checkbox"/>	94.8	<input type="checkbox"/>
The attitude of ambulance staff in general	96.9	97.0	96.9	96.3	96.3	<input type="checkbox"/>	96.6	<input type="checkbox"/>
The dignity and respect with which you were treated by ambulance staff	96.8	97.3	97.0	96.8	96.4	<input type="checkbox"/>	96.9	<input type="checkbox"/>
The kindness and compassion with which you were treated by ambulance staff	96.6	97.1	96.8	96.4	95.9	<input type="checkbox"/>	96.6	<input type="checkbox"/>
The overall condition of the ambulance	95.8	96.8	95.8	95.7	95.0	<input type="checkbox"/>	95.9	<input type="checkbox"/>
The comfort of the ambulance	92.0	93.2	91.6	91.4	90.3	<input type="checkbox"/>	91.7	<input type="checkbox"/>
The cleanliness of the ambulance	96.6	97.6	97.1	96.9	96.1	<input type="checkbox"/>	97.0	<input type="checkbox"/>
The time it took to get you to hospital	94.3	96.0	95.7	94.0	94.0	<input type="checkbox"/>	95.0	<input type="checkbox"/>

Executive Summary

Using a rolling average of the last 12 months against Q3 one of the indicators has decreased by more than 5%.

- The length of time it took for the ambulance to reach you 73.1% (-7%)

A direct year on year comparison shows that one of the indicators has decreased by more than 5%:

- The length of time it took for the ambulance to reach you 73.1% (-6.2%)

Quarterly Analysis

In Q2 2021-2 we have collected 1,137 responses, 274 less than the previous quarter (1,411).

The FFT very good/good score is 88%, 3.3% lower than the previous quarter (91.3%).

No indicators have increased or decreased by more within a 5% tolerance of the previous quarter.

One area to keep under review is:

- The length of time it took for the ambulance to reach you 73.1% (-4.1%)

The CCG data shows us that using the overall average of all CCG's, 11 indicators are above or over the 80% benchmark. The only indicator that scored less than 80% was:

- The length of time it took for an ambulance to reach you, 73%.

The cluster data shows that all clusters scored above 80% benchmark in all but one area. The length of time it took for an ambulance to reach you (73%).

394 responses have no resource base assigned to them, some of the data we provide to the supplier does not include this data which means it is not possible map against a cluster/station.

When viewing station data, please consider responses range from one in Debdon Gardens to 53 in Pallion. For stations with low responses, one negative response can significantly impact on quarterly data.

Three main positive sentiment themes were:

- Professional and Competent
- Compassion
- Emotional and Physical Support.

Three main negative sentiment themes were:

- Waiting
- Emotional and Physical Support
- Politeness.

Demographic Analysis

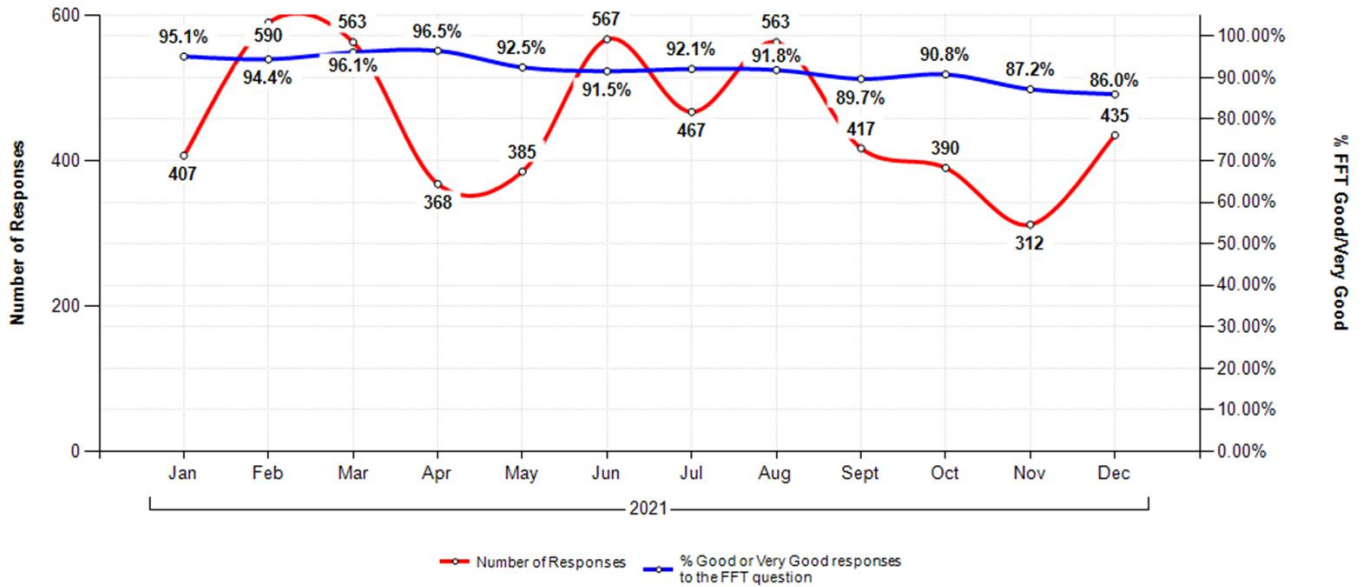
The number of respondents for some groups are marginally lower than regional demographic percentages and may not be fully representative of the community. This was especially true for BAME (31 responses, 2.7%), and under 25 (33 responses, 2.9%) groups. However, as they are only marginally lower, these responses have been included within the analysis. White other (11 responses, 0.9%) have not been included due to low numbers.

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 (88%, -3.3% from last quarter). Under 25s (81.8%, -3.3% from last quarter) were the least satisfied groups of people. For other survey questions, the following is evident:

- **Gender** – 31.8% of respondents were men and 47.8% were women. There is no significant difference in responses based on gender. This is true for all questions.
- **Age** – Under 25s represented 2.9% of respondents, 25-44 12.6%, 45-64 26.1%, 65-84 29.9% and 85+ 7.9%. Under 25s had significantly lower satisfaction rates across ten indicators: kindness and compassion (71.9%, average 91.1%), dignity and respect (72.7%, average 91.4%), explanation for treatment (66.7%, average 90.2%), attitude of ambulance staff (72.7%, average 91.7%), treatment provided (72.7%, average 91.6%), time to get to hospital (72.7%, average 87.5%), time for ambulance to arrive (54.5%, average 71.1%), ambulance condition (75.8%, average 88.1%), ambulance comfort (72.7%, average 83.1%), ambulance cleanliness (78.8%, average 89.6%). 25 to 44 year olds indicated lower satisfaction ratings for two indicators: time for ambulance to arrive (65.2%, average 71.1%), ambulance comfort (75.4%, average 83.1%). People aged 85+ plus indicated higher satisfaction ratings for seven indicators: kindness and compassion (97.7%, average 91.1%), dignity and respect (97.7%, average 91.4%), explanation for treatment (97.7%, average 90.2%), attitude of ambulance staff (98.9%, average 91.7%), treatment provided (97.8%, average 91.6%), ambulance condition (96.6%, average 88.1%), ambulance comfort (93.3%, average 83.1%). People aged 65 to 84 indicated higher satisfaction ratings for three indicators: dignity and respect (97.0%, average 91.4%), treatment provided (97.3%, average 91.6%), time to get to hospital (93.4%, average 87.5%).
- **Ethnicity** – 2.7% of respondents identified as BAME, 0% as White other and 77.5% as White British. BAME people had lower satisfaction ratings across two indicators: confidence in call handler (76.7%, average 88.0%), ambulance comfort (77.8%, average 83.1%), and lower rates of negative responses for: time for ambulance to arrive (13.8%, average 18.4%).
- **Disability** – 44.9% of respondents identified as disabled. People identifying as disabled had higher positive responses for ambulance comfort (94.0%, average 88.1%).
- **Faith** – 50.4% of respondents identified as Christian, 19.7% Atheist/no faith and 4.4% non-Christian faiths. Atheists/no faith had lower satisfaction ratings across three indicators: time for ambulance to arrive (64.0%, average 71.1%), time to get to hospital (82.1%, average 87.5%), ambulance comfort (78.4%, average 93.1%). Non-Christians had higher satisfaction rates across two indicators: time for ambulance to arrive (81.6%, average 71.1%), ambulance cleanliness (95.9%, average 89.6%).
- **Sexual Orientation** – 21 (1.8%) of respondents identified as LGB. LGB people had lower satisfaction ratings across eight indicators: confidence in call handler (66.7%, average 88.0), kindness and compassion (81.0%, 91.1%), dignity and respect (81.0%, average 91.4%), explanation for treatment (81.0%, average 90.2%), attitude of ambulance staff (81.0, average 91.7%), treatment provided (81.0%, average 91.6%), ambulance condition (81.0%, 88.1%), ambulance comfort (71.4%, 83.1%), and higher satisfaction rates for time for ambulance to arrive (76.2%, average 71.1%).

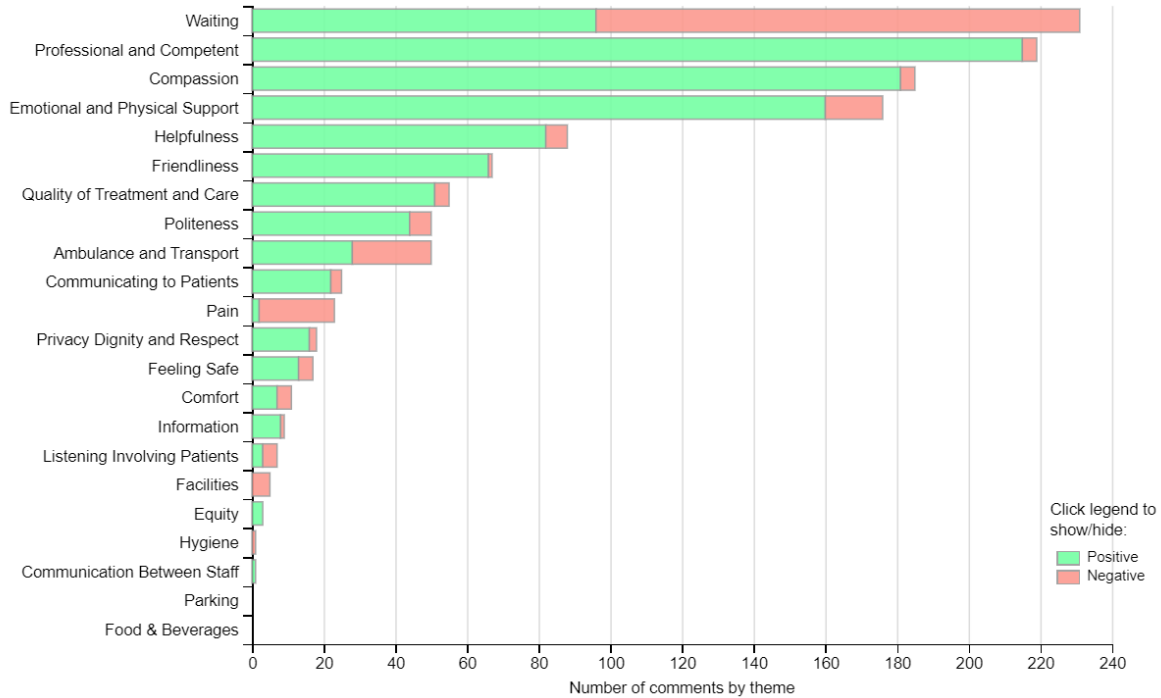
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count



Quarterly heat map legend

Heat Map

Showing: Survey results for chosen service, broken down by CCG, Resource Base and Cluster.

- Above benchmark
- 1-5 points below benchmark
- More than 5 points below benchmark

Survey: 999 Emergency Ambulance – taken to hospital

Start Date: 01/10/2021

End Date: 31/12/2021

Quarterly Heat Map - CCG

Resource CCG	Responses	Thinking of the 999 service we provide. Overall how was your experience of the service?	I was confident of the ability of the person managing my call	The length of time it took for the ambulance to reach you	The treatment provided by ambulance staff	The explanation you got from the ambulance staff about your treatment	The attitude of ambulance staff in general	The dignity and respect with which you were treated by ambulance staff	The kindness and compassion with which you were treated by ambulance staff	The overall condition of the ambulance	The comfort of the ambulance	The cleanliness of the ambulance	The time it took to get you to hospital	Overall
Resource CCG Score	1143	88	88	73	96	94	96	96	96	95	90	96	94	92
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	
NHS County Durham	196	87	89	72	97	94	96	96	96	94	90	96	94	92
NHS Newcastle Gateshead	172	89	90	74	95	93	95	95	94	95	90	96	94	92
NHS North Tyneside	65	92	89	74	96	94	95	95	95	96	92	96	94	92
NHS Northumberland	121	87	85	67	94	92	96	96	94	94	87	96	92	90
NHS South Tyneside	78	94	89	78	99	97	99	99	98	97	94	99	98	95
NHS Sunderland	164	85	85	70	96	94	97	97	97	97	92	97	94	92
NHS Tees Valley	212	90	89	77	96	94	96	97	97	95	90	95	95	92
No CCG	135	84	85	72	96	94	96	96	96	95	91	96	91	90

Quarterly Heat Map - Cluster

Cluster Name	Responses	Thinking of the 999 service we provide. Overall how was your experience of the service?	I was confident of the ability of the person managing my call	The length of time it took for the ambulance to reach you	The treatment provided by ambulance staff	The explanation you got from the ambulance staff about your treatment	The attitude of ambulance staff in general	The dignity and respect with which you were treated by ambulance staff	The kindness and compassion with which you were treated by ambulance staff	The overall condition of the ambulance	The comfort of the ambulance	The cleanliness of the ambulance	The time it took to get you to hospital	Overall
Cluster Name Score	1143	88	88	73	96	94	96	96	96	95	90	96	94	92
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	
Alnwick	31	94	85	80	94	91	94	94	93	90	81	96	87	90
Backworth	48	81	85	68	91	88	91	91	88	94	90	96	94	88
Bishop	47	89	88	73	97	94	96	97	96	90	88	96	93	91
Blucher	60	93	91	74	99	98	99	99	99	97	91	97	97	95
Coulby	39	90	92	81	91	88	90	92	92	94	86	91	95	90
Cramlington	81	91	91	77	95	93	97	97	94	96	91	97	96	93
Hartlepool	76	83	85	75	97	93	97	97	97	93	88	96	96	91
Lanchester	89	89	88	71	97	95	96	97	96	95	92	95	94	92
Monkton	123	92	87	74	98	96	99	99	98	97	91	98	94	93

No Cluster	394	85	87	70	95	94	96	96	96	95	90	96	93	91
Pallion	110	92	89	74	97	95	97	97	97	97	94	97	93	93
Stockton	45	87	89	80	97	96	98	99	98	97	93	98	96	94

Quarterly Heat Map - Resource Base

Resource Base	Responses	Thinking of the 999 service we provide. Overall how was your experience of the service?	I was confident of the ability of the person managing my call	The length of time it took for the ambulance to reach you	The treatment provided by ambulance staff	The explanation you got from the ambulance staff about your treatment	The attitude of ambulance staff in general	The dignity and respect with which you were treated by ambulance staff	The kindness and compassion with which you were treated by ambulance staff	The overall condition of the ambulance	The comfort of the ambulance	The cleanliness of the ambulance	The time it took to get you to hospital	Overall
Resource Base Score	1143	88	88	73	96	94	96	96	96	95	90	96	94	92
Benchmark		80	80	80	80	80	80	80	80	80	80	80	80	
Alnwick	11	91	88	68	98	93	98	98	95	89	78	100	83	90
Amble	5	100	75	88	100	94	100	100	100	81	69	94	81	90
Ashington	25	84	91	75	92	89	95	93	92	94	86	95	93	90
Aycliffe	24	92	90	78	99	99	100	100	100	92	89	99	98	95
Backworth	14	93	84	63	96	96	98	98	96	98	90	98	98	92

Barnard Castle	6	100	95	90	100	90	95	100	95	95	90	100	100	96
Belford	3	100	100	100	100	100	100	100	100	100	88	100	100	99
Berwick	5	100	88	83	92	88	92	92	92	92	83	88	83	90
Billingham	2	100	88	100	100	100	100	100	100	100	100	100	100	99
Bishop	15	80	81	55	93	85	88	89	89	84	82	89	82	83
Blucher	32	91	90	69	99	98	99	99	99	96	94	98	96	94
Blyth Ambulance Station	7	86	82	86	86	86	86	86	86	92	92	92	93	87
Carlin How	7	86	85	75	80	80	100	100	100	81	100	75	88	87
Central	17	94	94	81	100	100	100	100	100	100	92	100	98	97
Chester	33	88	89	71	98	96	97	95	95	95	96	97	97	93
Consett	13	100	92	70	95	95	91	98	98	95	88	95	98	93
Coulby Newham	11	100	92	72	100	92	92	94	94	100	81	97	100	93
Cramlington	37	92	89	70	96	95	99	100	95	98	94	98	98	93
Crook	9	89	79	86	100	100	100	100	100	93	93	93	89	93
Darlington	4	100	75	100	100	100	100	100	100	100	75	100	100	97
Debdon Gardens	1	0	100	0	25	0	50	0	0	75	25	100	100	40
Durham	14	86	88	75	92	86	89	92	89	94	91	91	88	88

Fishburn	9	67	78	75	89	89	89	89	89	86	86	89	89	84
Gateshead	36	92	89	77	96	94	98	98	98	97	83	97	92	93
Hartlepool	2	100	63	75	100	100	100	100	100	100	100	100	100	93
Hartlepool Park View	12	83	84	68	98	95	98	98	98	98	88	98	95	92
Hartlepool Ta	8	88	89	82	100	92	100	100	100	92	79	92	92	92
Hawkeys Lane	11	82	86	81	94	92	94	94	94	97	97	97	94	92
Hebburn	32	90	81	78	98	94	97	98	96	97	93	99	97	93
Hexham	11	100	91	81	97	94	100	100	100	92	82	86	96	94
Middlesbrough	9	100	100	96	100	96	100	100	100	95	90	94	94	98
Morpeth	8	100	96	88	100	96	96	100	92	96	92	96	96	96
No Resource Base	394	85	87	70	95	94	96	96	96	95	90	96	93	91
Pallion	53	91	89	70	99	96	99	98	99	97	93	98	94	94
Peterlee	18	89	86	64	94	89	93	93	94	90	88	95	97	89
Prudhoe	11	91	91	68	100	95	100	100	100	90	90	95	85	92
Rainton Bridge	19	100	85	72	93	88	96	94	96	96	92	92	85	91
Redcar	12	75	90	83	83	85	78	83	83	95	83	90	94	85
Ryhope	32	84	85	78	100	96	100	100	100	97	88	99	98	94

Sandyford	4	75	94	63	94	75	75	88	75	88	88	88	88	82
Seaham	7	71	100	88	100	100	100	100	100	100	100	100	100	95
South Shields	38	89	91	81	96	96	95	95	95	97	96	97	96	94
Stanley	20	85	90	64	98	97	100	100	100	96	88	94	90	92
Stockton	27	85	93	83	97	96	98	99	98	96	96	98	95	94
Swalwell	27	96	93	74	100	97	100	100	99	97	97	98	96	96
Wallsend	18	78	83	72	89	90	90	90	88	93	91	95	93	87
Washington	17	88	82	65	97	100	100	100	98	98	89	98	97	93
Weardale	2	100	100	100	100	100	100	100	100	100	100	100	75	98
Wideopen	11	100	93	92	97	97	100	97	100	97	97	100	100	97

Please note: We select a random sample of patients to receive a survey from each area. Our respondent profile reflects those who return surveys, therefore some stations do not have a significant number of responses which can result in a small number of negative responses significantly impacting on satisfaction ratings.

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	88.0%	88.4%	89.3%	81.8%	86.0%	88.2%	90.3%	90.0%	83.9%	88.6%	80.0%	87.6%	91.0%	83.0%	91.4%	90.0%	89.1%	85.7%
	Negative	6.6%	6.1%	6.6%	6.1%	9.8%	6.4%	5.3%	8.9%	12.9%	6.7%	10.0%	7.6%	4.6%	7.6%	5.9%	6.0%	6.1%	9.5%
	Total	1137	362	543	33	143	297	340	90	31	881	10	510	346	224	573	50	809	21
Which hospital or facility did you attend?	Darlington Memorial	5.1%	5.1%	5.3%	6.5%	4.3%	5.5%	5.4%	5.7%	3.4%	5.3%	0.0%	4.0%	6.3%	7.3%	4.8%	2.0%	5.4%	9.5%
	Freeman Newcastle	1.6%	1.7%	1.3%	0.0%	1.4%	2.1%	0.9%	2.3%	6.9%	1.3%	0.0%	1.0%	1.8%	1.4%	1.4%	2.0%	1.4%	4.8%
	James Cook Middlesbrough	10.0%	9.0%	11.1%	19.4%	10.6%	10.7%	9.5%	8.0%	13.8%	9.8%	20.0%	10.7%	9.3%	5.9%	11.2%	14.3%	9.9%	14.3%
	North Tyneside General	1.6%	1.7%	1.7%	0.0%	1.4%	0.7%	2.4%	2.3%	0.0%	1.6%	10.0%	1.2%	2.1%	1.4%	1.4%	4.1%	1.9%	0.0%
	Northumbria Specialist Emergency Care	10.4%	11.0%	9.6%	0.0%	13.5%	12.4%	9.2%	4.6%	6.9%	10.4%	10.0%	9.7%	11.9%	10.9%	10.5%	10.2%	10.2%	4.8%
	One Life Centre Hartlepool	0.1%	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%	0.1%	0.0%
	Royal Victoria Infirmary Newcastle	10.4%	8.8%	10.9%	22.6%	10.6%	12.1%	8.0%	6.9%	17.2%	9.8%	0.0%	10.3%	10.7%	14.5%	8.5%	6.1%	9.4%	14.3%
	South Tyneside General	6.6%	6.2%	7.1%	0.0%	5.0%	6.6%	8.0%	8.0%	3.4%	6.7%	0.0%	7.3%	5.7%	4.1%	8.2%	2.0%	7.1%	0.0%
	Sunderland Royal	16.8%	20.6%	15.4%	12.9%	14.9%	15.9%	19.3%	18.4%	3.4%	17.9%	10.0%	20.4%	14.3%	17.7%	18.0%	12.2%	18.5%	9.5%
	University North Durham	9.7%	9.3%	9.6%	9.7%	12.1%	8.6%	8.0%	11.5%	10.3%	9.6%	20.0%	8.3%	11.3%	10.5%	10.1%	4.1%	9.5%	9.5%
	University North Tees	10.3%	8.8%	11.1%	6.5%	13.5%	9.3%	10.4%	9.2%	17.2%	10.5%	0.0%	10.9%	9.9%	10.0%	9.4%	18.4%	9.9%	14.3%
	Wansbeck General	0.4%	0.3%	0.4%	0.0%	0.0%	0.3%	0.6%	0.0%	0.0%	0.3%	0.0%	0.4%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%
	Other	17.1%	17.2%	16.7%	22.6%	12.8%	15.5%	18.2%	23.0%	17.2%	16.5%	30.0%	15.7%	16.4%	15.9%	16.2%	24.5%	16.6%	19.0%
	Total	960	354	533	31	141	290	336	87	29	865	10	504	335	220	562	49	791	21

How often have you used the North East Ambulance Emergency Service in the last 12 months?	This is the first time I have used it	50.8%	53.2%	49.2%	54.8%	50.7%	55.3%	48.5%	46.1%	43.3%	51.1%	50.0%	40.2%	68.0%	54.5%	51.2%	42.0%	50.8%	42.9%
	Twice	22.5%	22.1%	23.1%	9.7%	20.4%	20.0%	24.7%	31.5%	10.0%	23.1%	10.0%	25.1%	17.6%	18.9%	24.5%	26.0%	23.1%	14.3%
	Between 3 and 5 times	15.8%	14.8%	16.9%	6.5%	14.8%	15.3%	17.3%	18.0%	20.0%	15.6%	30.0%	21.6%	7.9%	13.1%	16.3%	18.0%	16.4%	14.3%
	More than 5 times	7.3%	6.7%	7.3%	19.4%	9.2%	7.5%	5.7%	3.4%	13.3%	7.0%	10.0%	9.7%	4.1%	7.7%	6.4%	8.0%	6.8%	19.0%
	Don't know / can't remember	3.5%	3.1%	3.5%	9.7%	4.9%	2.0%	3.9%	1.1%	13.3%	3.2%	0.0%	3.4%	2.3%	5.9%	1.6%	6.0%	3.0%	9.5%
	Total	958	357	537	31	142	295	336	89	30	871	10	505	341	222	564	50	798	21
The last time you used the service, for how long, if at all, did you need to wait for the ambulance to reach you from the time the ambulance was called for you?	0-6 minutes	3.9%	4.3%	3.6%	15.6%	5.7%	4.1%	2.8%	1.2%	10.0%	3.8%	0.0%	3.4%	5.1%	5.0%	3.1%	6.0%	3.6%	9.5%
	7-15 minutes	18.5%	16.5%	20.3%	15.6%	14.9%	21.3%	18.5%	16.5%	16.7%	18.9%	10.0%	20.0%	17.9%	15.9%	19.7%	22.0%	19.5%	14.3%
	16-40 minutes	25.9%	25.3%	26.6%	12.5%	22.7%	22.0%	31.1%	34.1%	26.7%	26.1%	40.0%	28.8%	23.3%	23.6%	25.5%	42.0%	26.5%	19.0%
	40 minutes–1 hour	11.5%	11.4%	11.9%	9.4%	11.3%	11.0%	11.7%	9.4%	10.0%	11.6%	10.0%	11.7%	10.1%	6.4%	13.9%	10.0%	10.7%	4.8%
	Over 1 hour	24.2%	23.9%	24.3%	25.0%	30.5%	22.3%	21.2%	31.8%	26.7%	23.7%	40.0%	26.8%	19.7%	30.0%	21.5%	16.0%	24.2%	28.6%
	Don't know / can't remember	4.2%	5.1%	3.8%	3.1%	2.8%	4.8%	4.9%	2.4%	3.3%	4.3%	0.0%	3.2%	4.5%	5.5%	4.6%	0.0%	4.1%	14.3%
	Not applicable	11.7%	13.6%	9.6%	18.8%	12.1%	14.4%	9.8%	4.7%	6.7%	11.6%	0.0%	6.0%	19.4%	13.6%	11.7%	4.0%	11.5%	9.5%
	Total	937	352	523	32	141	291	325	85	30	853	10	496	335	220	548	50	785	21
I was confident of the ability of the person managing my call	Strongly agree	67.3%	67.8%	68.3%	68.8%	66.9%	68.2%	69.0%	67.0%	60.0%	68.4%	40.0%	66.3%	72.0%	64.4%	70.2%	75.5%	70.1%	47.6%
	Agree	22.2%	20.8%	22.7%	18.8%	22.5%	17.8%	22.7%	29.5%	16.7%	21.8%	30.0%	22.4%	19.5%	23.0%	21.5%	16.3%	20.6%	19.0%
	Neither agree or disagree	6.3%	5.8%	6.4%	6.3%	5.6%	7.5%	5.9%	3.4%	13.3%	5.9%	20.0%	7.3%	4.4%	7.2%	5.7%	2.0%	6.0%	23.8%
	Disagree	2.5%	3.6%	1.7%	3.1%	3.5%	3.8%	1.5%	0.0%	3.3%	2.5%	0.0%	2.6%	2.4%	3.6%	1.8%	4.1%	2.4%	0.0%
	Strongly disagree	1.7%	1.9%	0.9%	3.1%	1.4%	2.7%	0.9%	0.0%	6.7%	1.4%	10.0%	1.4%	1.8%	1.8%	0.9%	2.0%	0.9%	9.5%
	Total	948	360	533	32	142	292	339	88	30	871	10	505	339	222	564	49	800	21
The length of time it took for the ambulance to reach you	Very good	48.3%	48.6%	49.2%	39.4%	41.1%	50.5%	52.1%	39.1%	41.4%	49.1%	30.0%	48.6%	49.6%	41.4%	53.0%	51.0%	49.2%	47.6%
	Fairly good	23.8%	21.7%	24.4%	15.2%	24.1%	21.0%	26.3%	29.9%	24.1%	23.7%	30.0%	24.7%	22.9%	22.5%	22.2%	30.6%	22.9%	28.6%
	Neither good nor poor	7.3%	8.3%	6.3%	12.1%	6.4%	8.8%	3.6%	11.5%	17.2%	6.6%	0.0%	6.6%	7.3%	7.7%	6.8%	4.1%	7.0%	9.5%
	Poor	7.6%	9.4%	6.6%	6.1%	13.5%	5.4%	8.1%	6.9%	6.9%	7.5%	30.0%	8.6%	6.2%	9.0%	7.9%	2.0%	7.8%	4.8%
	Very poor	11.1%	9.7%	11.6%	18.2%	12.1%	11.9%	8.7%	12.6%	6.9%	11.2%	10.0%	11.0%	10.6%	16.2%	8.4%	12.2%	11.0%	4.8%
	Not applicable	2.0%	2.2%	1.9%	9.1%	2.8%	2.4%	1.2%	0.0%	3.4%	2.0%	0.0%	0.6%	3.5%	3.2%	1.8%	0.0%	2.0%	4.8%

	Total	921	360	528	33	141	295	334	87	29	866	10	502	341	222	559	49	798	21
The treatment provided by ambulance staff	Very good	88.3%	88.6%	88.5%	66.7%	82.3%	88.1%	92.6%	91.0%	85.2%	88.4%	90.0%	89.7%	88.2%	81.5%	92.5%	77.6%	89.3%	81.0%
	Fairly good	5.4%	4.5%	5.8%	6.1%	7.1%	5.1%	4.8%	6.7%	3.7%	5.5%	0.0%	5.8%	4.7%	7.2%	3.4%	16.3%	5.3%	0.0%
	Neither good nor poor	2.0%	2.2%	1.5%	6.1%	1.4%	2.0%	1.2%	2.2%	3.7%	1.7%	10.0%	1.6%	1.2%	3.2%	1.1%	0.0%	1.9%	0.0%
	Poor	0.7%	1.1%	0.4%	6.1%	1.4%	0.3%	0.3%	0.0%	0.0%	0.7%	0.0%	1.0%	0.3%	1.4%	0.5%	0.0%	0.5%	4.8%
	Very poor	1.1%	0.6%	1.3%	6.1%	3.5%	0.7%	0.0%	0.0%	3.7%	1.0%	0.0%	1.2%	1.2%	1.8%	0.7%	2.0%	0.6%	9.5%
	Not applicable	2.6%	3.1%	2.4%	9.1%	4.3%	3.8%	1.2%	0.0%	3.7%	2.6%	0.0%	0.8%	4.4%	5.0%	1.8%	4.1%	2.4%	4.8%
	Total	923	359	532	33	141	293	336	89	27	870	10	504	340	222	562	49	797	21
The explanation you got from the ambulance staff about your treatment	Very good	81.5%	81.4%	82.4%	60.6%	76.3%	82.6%	84.5%	84.1%	69.2%	81.9%	80.0%	81.9%	83.7%	76.4%	85.2%	77.6%	82.4%	81.0%
	Fairly good	10.7%	10.7%	9.9%	6.1%	12.2%	9.2%	10.7%	13.6%	19.2%	10.4%	10.0%	12.3%	8.0%	10.9%	9.1%	16.3%	10.7%	0.0%
	Neither good nor poor	2.3%	2.5%	1.7%	15.2%	1.4%	2.7%	1.5%	0.0%	7.7%	2.0%	10.0%	2.0%	2.1%	4.1%	1.2%	2.0%	2.1%	4.8%
	Poor	0.8%	0.8%	0.8%	3.0%	2.2%	0.3%	0.6%	0.0%	0.0%	0.8%	0.0%	1.4%	0.0%	0.9%	0.5%	0.0%	0.5%	4.8%
	Very poor	1.5%	1.1%	1.9%	6.1%	3.6%	1.0%	0.3%	1.1%	0.0%	1.6%	0.0%	1.4%	1.8%	2.7%	1.1%	0.0%	1.3%	4.8%
	Not applicable	3.3%	3.4%	3.4%	9.1%	4.3%	4.1%	2.4%	1.1%	3.8%	3.3%	0.0%	1.0%	4.4%	5.0%	2.8%	4.1%	3.0%	4.8%
	Total	917	355	533	33	139	293	336	88	26	868	10	503	338	220	562	49	794	21
The attitude of ambulance staff in general	Very good	89.5%	90.2%	89.6%	72.7%	79.9%	90.1%	94.9%	90.9%	88.9%	89.5%	88.9%	91.1%	89.1%	82.2%	93.3%	87.8%	90.4%	81.0%
	Fairly good	4.1%	3.6%	4.2%	0.0%	8.6%	3.4%	2.1%	8.0%	0.0%	4.3%	11.1%	4.2%	3.3%	6.8%	2.8%	8.2%	4.0%	0.0%
	Neither good nor poor	1.7%	1.7%	1.7%	12.1%	0.7%	1.7%	1.2%	0.0%	3.7%	1.7%	0.0%	1.8%	1.2%	3.2%	0.9%	0.0%	1.6%	4.8%
	Poor	0.4%	0.3%	0.4%	0.0%	2.2%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.6%	0.3%	0.5%	0.4%	0.0%	0.4%	0.0%
	Very poor	1.4%	1.1%	1.5%	6.1%	4.3%	1.0%	0.0%	1.1%	3.7%	1.4%	0.0%	1.4%	1.5%	2.3%	0.7%	2.0%	1.0%	9.5%
	Not applicable	2.7%	3.1%	2.6%	9.1%	4.3%	3.7%	1.5%	0.0%	3.7%	2.8%	0.0%	1.0%	4.7%	5.0%	2.0%	2.0%	2.5%	4.8%
	Total	917	358	530	33	139	294	335	88	27	868	9	503	338	219	563	49	794	21
The dignity and respect with which you were treated by ambulance staff	Very good	89.3%	89.9%	89.4%	69.7%	82.1%	89.8%	94.0%	90.9%	88.9%	89.4%	88.9%	90.1%	90.8%	82.3%	92.5%	89.8%	90.4%	81.0%
	Fairly good	4.1%	3.6%	4.2%	3.0%	5.7%	3.8%	3.0%	6.8%	0.0%	4.2%	11.1%	5.2%	2.4%	5.9%	3.6%	4.1%	4.0%	0.0%
	Neither good nor poor	1.9%	1.4%	1.9%	9.1%	3.6%	1.4%	0.6%	1.1%	7.4%	1.7%	0.0%	1.6%	1.2%	4.1%	0.7%	2.0%	1.6%	4.8%
	Poor	0.4%	0.6%	0.2%	0.0%	0.0%	0.3%	0.6%	1.1%	0.0%	0.3%	0.0%	0.8%	0.0%	0.0%	0.2%	0.0%	0.4%	0.0%
	Very poor	1.2%	0.8%	1.5%	9.1%	4.3%	0.3%	0.0%	0.0%	0.0%	1.3%	0.0%	1.4%	1.2%	2.3%	0.7%	0.0%	0.9%	9.5%
	Not applicable	3.1%	3.6%	2.8%	9.1%	4.3%	4.4%	1.8%	0.0%	3.7%	3.1%	0.0%	1.0%	4.5%	5.5%	2.3%	4.1%	2.6%	4.8%
	Total	916	358	529	33	140	293	334	88	27	867	9	504	336	220	561	49	793	21

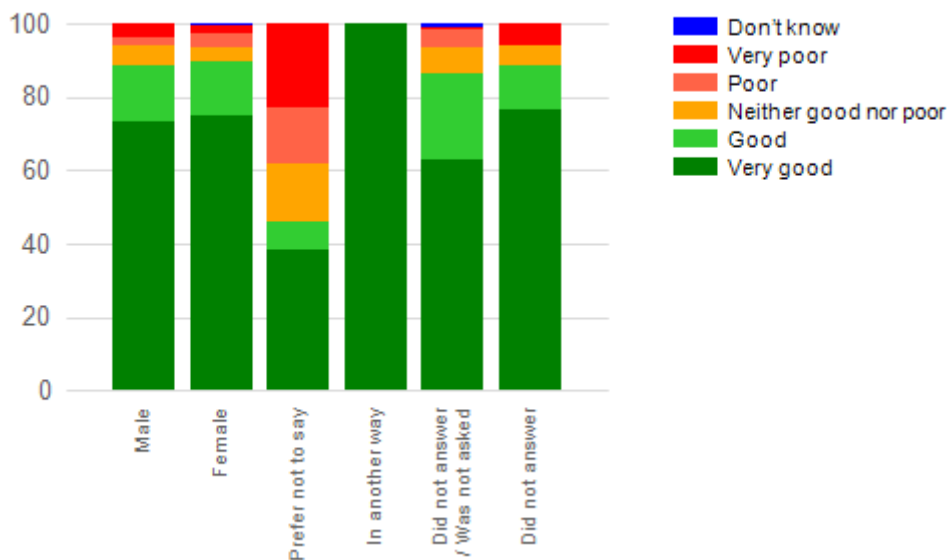
The kindness and compassion with which you were treated by ambulance staff	Very good	88.5%	89.1%	88.5%	65.6%	79.3%	89.8%	93.5%	90.9%	85.2%	88.7%	80.0%	90.3%	88.1%	81.4%	92.2%	83.7%	89.3%	81.0%
	Fairly good	4.9%	3.6%	5.5%	6.3%	9.3%	3.7%	3.0%	6.8%	3.7%	4.7%	20.0%	4.7%	4.8%	7.3%	3.9%	6.1%	5.0%	0.0%
	Neither good nor poor	1.5%	1.4%	1.5%	6.3%	2.1%	1.0%	1.2%	0.0%	3.7%	1.5%	0.0%	1.6%	0.6%	2.7%	0.7%	2.0%	1.3%	4.8%
	Poor	0.8%	0.8%	0.4%	3.1%	1.4%	0.3%	0.6%	1.1%	3.7%	0.6%	0.0%	1.0%	0.6%	0.5%	0.2%	4.1%	0.8%	0.0%
	Very poor	1.4%	1.4%	1.5%	9.4%	3.6%	1.0%	0.0%	1.1%	0.0%	1.5%	0.0%	1.6%	1.2%	2.7%	0.9%	0.0%	1.0%	9.5%
	Not applicable	2.9%	3.6%	2.6%	9.4%	4.3%	4.1%	1.8%	0.0%	3.7%	3.0%	0.0%	0.8%	4.8%	5.5%	2.1%	4.1%	2.6%	4.8%
	Total	918	358	531	32	140	294	336	88	27	868	10	506	336	220	563	49	795	21
The overall condition of the ambulance	Very good	77.4%	78.9%	77.0%	57.6%	73.2%	79.7%	78.5%	84.1%	81.5%	77.2%	90.0%	80.4%	76.0%	70.6%	79.7%	81.6%	77.7%	66.7%
	Fairly good	11.8%	12.4%	11.1%	18.2%	10.9%	8.2%	14.0%	12.5%	3.7%	12.1%	10.0%	13.7%	9.3%	14.2%	11.2%	10.2%	12.3%	14.3%
	Neither good nor poor	2.3%	2.5%	1.7%	9.1%	5.1%	1.0%	1.5%	1.1%	7.4%	2.1%	0.0%	1.8%	1.8%	3.7%	1.2%	2.0%	1.8%	9.5%
	Poor	0.2%	0.0%	0.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.4%	0.0%	0.5%	0.2%	0.0%	0.1%	0.0%
	Very poor	0.3%	0.0%	0.6%	0.0%	0.0%	0.3%	0.6%	0.0%	0.0%	0.3%	0.0%	0.4%	0.3%	0.5%	0.0%	2.0%	0.3%	0.0%
	Not applicable	7.9%	6.2%	9.2%	15.2%	10.1%	10.7%	5.4%	2.3%	7.4%	8.1%	0.0%	3.4%	12.6%	10.6%	7.7%	4.1%	7.8%	9.5%
	Total	913	355	530	33	138	291	335	88	27	863	10	504	333	218	561	49	791	21
The comfort of the ambulance	Very good	65.5%	65.2%	66.3%	60.6%	59.4%	71.6%	64.4%	65.2%	74.1%	65.0%	60.0%	66.6%	66.0%	57.3%	67.0%	70.8%	65.6%	52.4%
	Fairly good	19.6%	22.5%	17.6%	12.1%	15.9%	13.5%	24.6%	28.1%	3.7%	20.0%	40.0%	22.2%	16.7%	21.1%	20.5%	12.5%	20.2%	19.0%
	Neither good nor poor	3.7%	3.1%	3.4%	6.1%	4.3%	2.4%	3.9%	2.2%	14.8%	3.4%	0.0%	3.8%	2.7%	4.1%	2.5%	6.3%	3.2%	4.8%
	Poor	1.8%	2.2%	1.3%	9.1%	4.3%	1.4%	0.6%	1.1%	0.0%	1.9%	0.0%	1.6%	2.1%	4.1%	0.9%	4.2%	1.5%	14.3%
	Very poor	0.8%	0.6%	0.9%	0.0%	1.4%	0.3%	0.9%	0.0%	0.0%	0.8%	0.0%	1.0%	0.3%	0.5%	0.9%	2.1%	0.9%	0.0%
	Not applicable	8.7%	6.5%	10.4%	12.1%	14.5%	10.7%	5.7%	3.4%	7.4%	8.9%	0.0%	4.8%	12.2%	12.8%	8.2%	4.2%	8.6%	9.5%
	Total	910	356	528	33	138	289	334	89	27	861	10	500	335	218	561	48	791	21
The cleanliness of the ambulance	Very good	79.5%	81.7%	78.1%	66.7%	76.6%	81.4%	79.8%	84.1%	77.8%	79.2%	90.0%	82.7%	77.8%	74.7%	80.3%	83.7%	80.1%	71.4%
	Fairly good	10.6%	10.1%	10.9%	12.1%	10.2%	7.2%	13.6%	10.2%	7.4%	10.7%	10.0%	11.6%	9.0%	12.4%	10.4%	12.2%	10.7%	19.0%
	Neither good nor poor	1.5%	2.3%	0.8%	6.1%	1.5%	0.3%	1.2%	2.3%	7.4%	1.4%	0.0%	1.8%	0.3%	1.4%	1.4%	0.0%	1.0%	4.8%
	Poor	0.1%	0.0%	0.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
	Very poor	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Not applicable	8.2%	5.9%	9.9%	15.2%	10.9%	11.0%	5.1%	3.4%	7.4%	8.4%	0.0%	3.4%	12.9%	11.1%	7.9%	4.1%	8.2%	4.8%
	Total	906	355	524	33	137	290	331	88	27	857	10	498	333	217	557	49	788	21
	Very good	76.3%	77.2%	76.4%	69.7%	68.1%	77.0%	79.9%	78.7%	74.1%	76.6%	66.7%	81.3%	72.2%	68.8%	79.3%	79.2%	77.3%	81.0%

The time it took to get you to hospital	Fairly good	12.0%	13.5%	10.6%	3.0%	14.5%	9.3%	13.5%	13.5%	14.8%	11.6%	33.3%	12.2%	12.2%	13.3%	11.1%	12.5%	11.6%	4.8%
	Neither good nor poor	2.5%	1.7%	2.8%	9.1%	4.3%	1.4%	1.2%	3.4%	7.4%	2.4%	0.0%	2.0%	2.4%	3.7%	1.6%	4.2%	2.0%	4.8%
	Poor	0.9%	0.6%	1.1%	3.0%	0.7%	0.7%	0.6%	2.2%	0.0%	0.8%	0.0%	1.0%	0.6%	1.4%	0.4%	0.0%	0.9%	0.0%
	Very poor	0.7%	0.8%	0.4%	3.0%	1.4%	0.7%	0.3%	0.0%	0.0%	0.7%	0.0%	0.2%	1.2%	1.4%	0.4%	0.0%	0.6%	0.0%
	Not applicable	7.6%	6.2%	8.7%	12.1%	10.9%	11.0%	4.5%	2.2%	3.7%	7.9%	0.0%	3.4%	11.3%	11.5%	7.3%	4.2%	7.6%	9.5%
	Total	913	356	529	33	138	291	334	89	27	864	9	502	335	218	561	48	792	21
What is your age?	Under 16	0.9%	0.8%	0.9%	24.2%	0.0%	0.0%	0.0%	0.0%	3.3%	0.8%	0.0%	0.2%	2.1%	1.8%	0.5%	0.0%	1.0%	0.0%
	16-24	2.7%	1.4%	3.8%	75.8%	0.0%	0.0%	0.0%	0.0%	3.3%	2.8%	0.0%	2.2%	4.2%	8.1%	1.1%	0.0%	2.5%	23.8%
	25-44	15.7%	9.2%	19.7%	0.0%	100.0%	0.0%	0.0%	0.0%	30.0%	15.1%	20.0%	10.1%	23.9%	33.9%	8.2%	25.0%	14.5%	52.4%
	45-64	32.5%	34.5%	31.6%	0.0%	0.0%	100.0%	0.0%	0.0%	30.0%	32.7%	30.0%	28.6%	37.0%	33.5%	31.3%	47.9%	33.6%	4.8%
	65-84	37.5%	46.5%	31.4%	0.0%	0.0%	0.0%	100.0%	0.0%	13.3%	38.0%	50.0%	45.0%	27.5%	19.9%	45.2%	22.9%	38.1%	19.0%
	85+	9.9%	7.2%	11.8%	0.0%	0.0%	0.0%	0.0%	100.0%	3.3%	10.2%	0.0%	13.2%	5.1%	2.7%	13.2%	4.2%	9.8%	0.0%
	Prefer not to say	0.9%	0.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.3%	0.0%	0.8%	0.3%	0.0%	0.5%	0.0%	0.5%	0.0%
	Total	913	359	532	33	143	297	342	90	30	865	10	507	335	221	562	48	795	21
How would you describe your gender	Male	39.4%	100.0%	0.0%	24.2%	23.2%	41.9%	49.7%	29.2%	32.3%	40.0%	30.0%	40.1%	39.2%	36.2%	41.2%	42.0%	40.8%	19.0%
	Female	59.1%	0.0%	100.0%	75.8%	73.9%	56.8%	49.7%	70.8%	41.9%	59.3%	70.0%	58.7%	59.4%	62.9%	58.5%	52.0%	58.7%	81.0%
	Prefer not to say	1.4%	0.0%	0.0%	0.0%	2.1%	1.4%	0.6%	0.0%	25.8%	0.6%	0.0%	1.0%	1.5%	0.9%	0.4%	4.0%	0.5%	0.0%
	In another way	0.1%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%
	Total	921	363	544	33	142	296	336	89	31	873	10	506	342	224	568	50	804	21
What is your ethnic group?	White British	95.6%	96.4%	96.3%	93.9%	92.3%	95.9%	97.3%	98.9%	0.0%	100.0%	0.0%	98.0%	93.3%	98.7%	97.9%	80.0%	97.0%	95.2%
	White Other	1.1%	0.8%	1.3%	0.0%	1.4%	1.0%	1.5%	0.0%	0.0%	0.0%	100.0%	0.6%	1.4%	1.3%	0.7%	2.0%	0.9%	4.8%
	Asian or Asian British	1.2%	1.7%	0.9%	3.0%	2.1%	1.0%	0.6%	1.1%	35.5%	0.0%	0.0%	0.4%	2.3%	0.0%	0.7%	12.0%	1.2%	0.0%
	Black African/Caribbean/Black British	0.5%	0.0%	0.9%	3.0%	0.7%	0.7%	0.0%	0.0%	16.1%	0.0%	0.0%	0.0%	1.4%	0.0%	0.7%	0.0%	0.4%	0.0%
	Other	0.3%	0.0%	0.6%	0.0%	0.7%	0.7%	0.0%	0.0%	9.7%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	4.0%	0.2%	0.0%
	Prefer not to say	1.3%	1.1%	0.0%	0.0%	2.8%	0.7%	0.6%	0.0%	38.7%	0.0%	0.0%	0.6%	1.4%	0.0%	0.0%	2.0%	0.2%	0.0%
	Total	924	362	538	33	142	295	338	89	31	883	10	507	345	224	572	50	807	21
How would you describe	Christian	62.7%	64.8%	62.3%	27.3%	32.4%	59.9%	75.8%	86.0%	25.8%	64.1%	44.4%	67.8%	57.5%	0.0%	100.0%	0.0%	65.5%	23.8%
	Hindu	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	3.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	2.0%	0.1%	0.0%

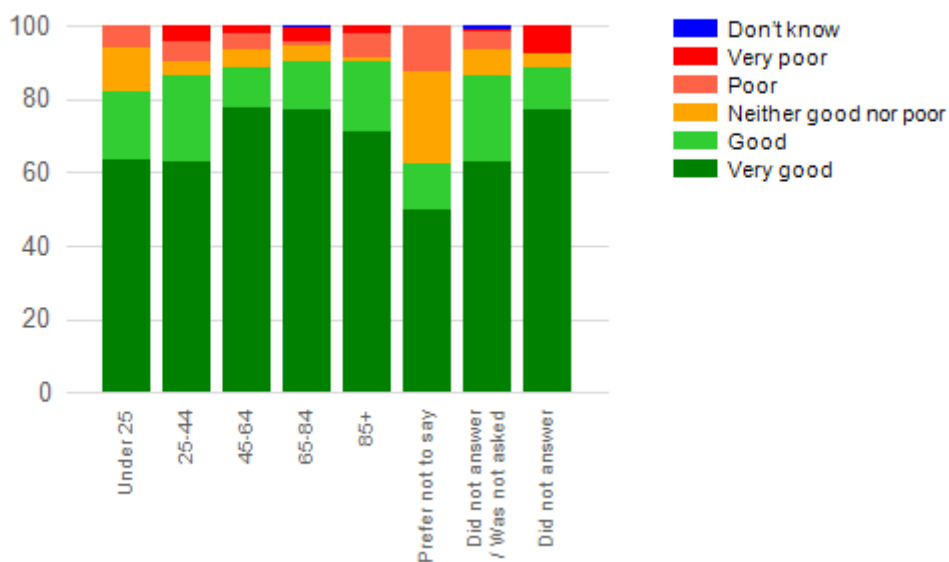
your religion or belief?	Muslim	0.5%	0.6%	0.6%	0.0%	1.4%	0.7%	0.3%	0.0%	16.1%	0.0%	0.0%	0.2%	0.9%	0.0%	0.0%	10.0%	0.4%	0.0%	
	No religion or belief	24.4%	22.4%	26.5%	66.7%	52.8%	25.2%	13.1%	7.0%	0.0%	25.3%	33.3%	20.6%	30.2%	100.0%	0.0%	0.0%	24.8%	61.9%	
	Sikh	0.1%	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	2.0%	0.1%	0.0%
	Other	4.7%	4.7%	4.3%	0.0%	7.0%	6.8%	3.0%	1.2%	6.5%	4.6%	11.1%	5.1%	3.8%	0.0%	0.0%	0.0%	86.0%	4.4%	4.8%
	Prefer not to say	7.4%	6.9%	6.4%	6.1%	6.3%	7.1%	7.8%	4.7%	45.2%	6.1%	11.1%	6.3%	7.0%	0.0%	0.0%	0.0%	0.0%	4.6%	9.5%
	Total	917	361	533	33	142	294	335	86	31	874	9	506	341	224	575	50	801	21	
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	55.8%	56.5%	55.6%	36.4%	35.9%	49.7%	68.1%	75.3%	22.6%	57.2%	30.0%	100.0%	0.0%	46.8%	60.6%	56.3%	56.6%	57.1%	
	No	37.7%	37.3%	38.0%	63.6%	56.3%	42.5%	27.5%	19.1%	58.1%	37.1%	50.0%	0.0%	100.0%	46.4%	34.6%	37.5%	38.3%	38.1%	
	Prefer not to say	6.4%	6.1%	6.4%	0.0%	7.7%	7.9%	4.5%	5.6%	19.4%	5.8%	20.0%	0.0%	0.0%	6.8%	4.8%	6.3%	5.1%	4.8%	
	Total	917	359	534	33	142	292	335	89	31	869	10	512	346	222	566	48	804	21	
How would you describe how you think of your sexual orientation?	Heterosexual or straight	90.2%	92.4%	90.2%	84.8%	82.7%	93.4%	91.8%	90.7%	54.8%	91.7%	77.8%	91.4%	91.1%	91.3%	94.6%	83.3%	100.0%	0.0%	
	Gay or lesbian	0.8%	0.6%	1.0%	0.0%	2.9%	0.3%	0.6%	0.0%	0.0%	0.8%	0.0%	0.8%	0.9%	0.9%	0.5%	2.1%	0.0%	33.3%	
	Bisexual	1.6%	0.6%	2.3%	15.2%	5.0%	0.0%	0.6%	0.0%	0.0%	1.5%	11.1%	1.6%	1.5%	5.0%	0.4%	0.0%	0.0%	66.7%	
	Other	0.6%	0.6%	0.4%	0.0%	1.4%	0.3%	0.6%	0.0%	0.0%	0.6%	0.0%	0.8%	0.0%	0.5%	0.4%	2.1%	0.0%	0.0%	
	Don't know or not sure	0.6%	0.3%	0.4%	0.0%	0.7%	0.7%	0.3%	1.2%	6.5%	0.2%	11.1%	0.6%	0.6%	0.0%	0.4%	2.1%	0.0%	0.0%	
	Prefer not to say	6.3%	5.6%	5.7%	0.0%	7.2%	5.2%	6.1%	8.1%	38.7%	5.2%	0.0%	4.8%	5.9%	2.3%	3.8%	10.4%	0.0%	0.0%	
	Total	899	355	523	33	139	286	330	86	31	854	9	498	338	218	555	48	811	21	
Sometimes we contact people to discuss their experience. Would you be happy for us to do this?	Yes – Great, someone may contact you	46.8%	47.3%	46.9%	36.4%	47.5%	49.0%	48.3%	33.7%	33.3%	47.0%	80.0%	46.3%	49.4%	44.1%	49.6%	38.8%	47.8%	50.0%	
	No – Okay no problem thank you for your time.	53.2%	52.7%	53.1%	63.6%	52.5%	51.0%	51.7%	66.3%	66.7%	53.0%	20.0%	53.7%	50.6%	55.9%	50.4%	61.2%	52.2%	50.0%	
	Total	906	353	529	33	141	292	327	86	30	861	10	495	342	222	557	49	797	20	

Friends and Family Test Demographic Breakdown Graphs

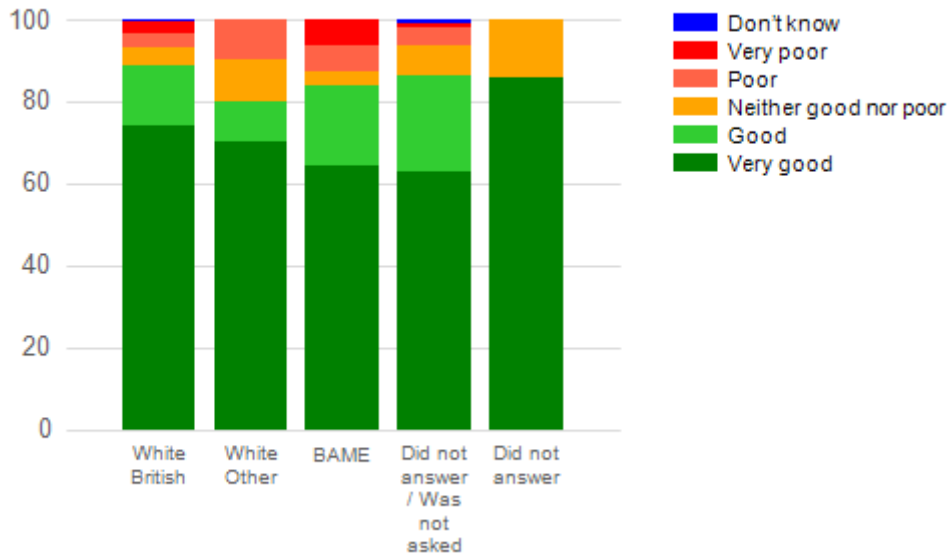
Gender



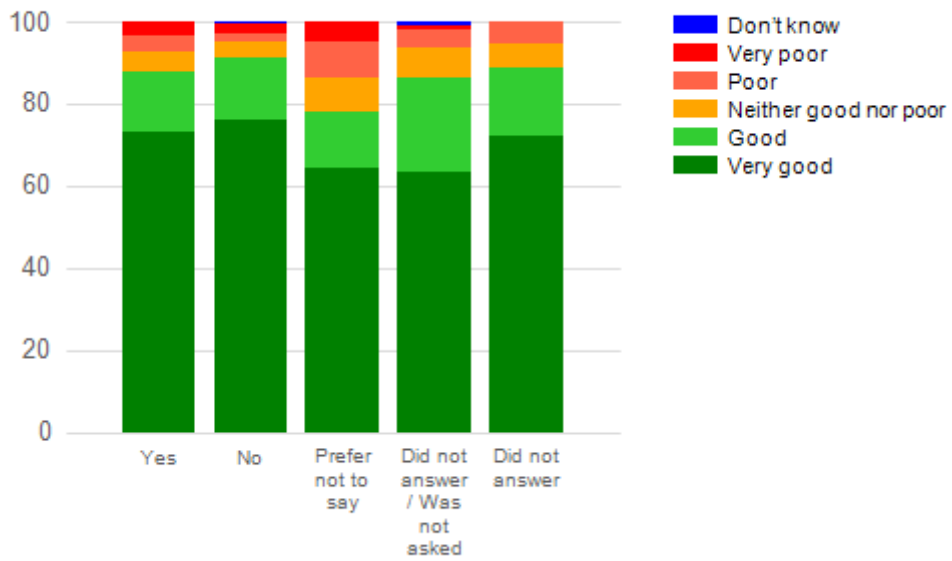
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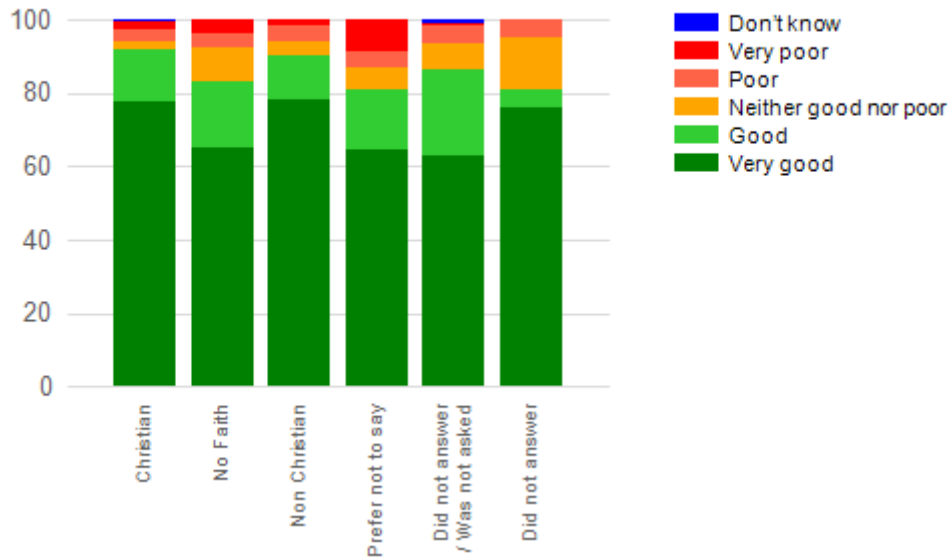
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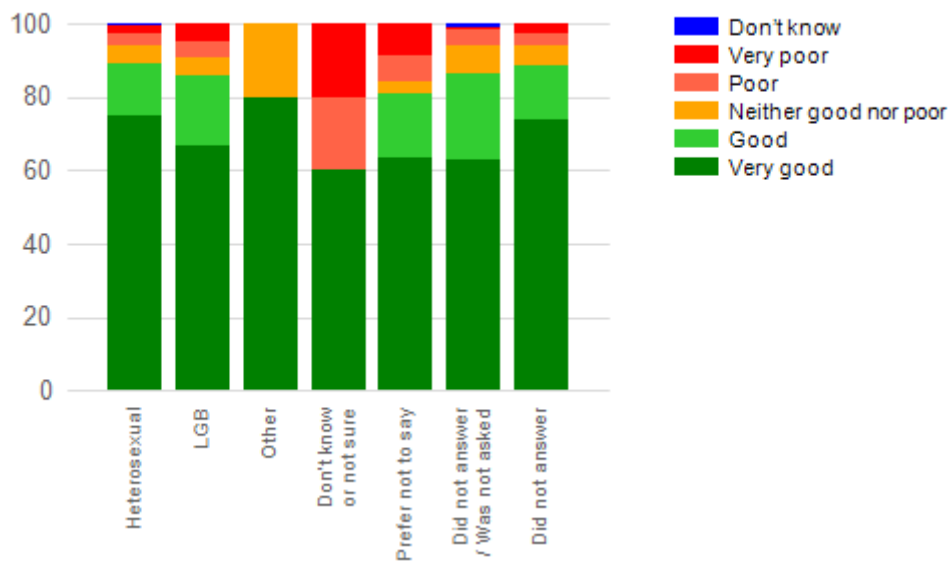
Disability



Religion or Faith



Sexual Orientation



Full Question Set

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

Available Answers	Responses	Score (%)
Very good	816	71.8%
Good	184	16.2%
Neither good nor poor	59	5.2%
Poor	42	3.7%
Very poor	33	2.9%
Don't know	3	0.3%
Total	1137	100%

Question 2: I was confident of the ability of the person managing my call		
Available Answers	Responses	Score (%)
Strongly agree	638	67.3%
Agree	210	22.2%
Neither agree or disagree	60	6.3%
Disagree	24	2.5%
Strongly disagree	16	1.7%
Total	948	100%

Question 3: The cleanliness of the ambulance		
Available Answers	Responses	Score (%)
Very good	720	86.5%
Fairly good	96	11.5%
Neither good nor poor	14	1.7%
Poor	1	0.1%
Very poor	1	0.1%
Total	832	100%

Question 4: The time it took to get you to hospital		
Available Answers	Responses	Score (%)
Very good	697	82.6%
Fairly good	110	13.0%
Neither good nor poor	23	2.7%
Poor	8	0.9%
Very poor	6	0.7%
Total	844	100%

Question 5: The overall condition of the ambulance		
Available Answers	Responses	Score (%)
Very good	707	84.1%
Fairly good	108	12.8%
Neither good nor poor	21	2.5%
Poor	2	0.2%
Very poor	3	0.4%
Total	841	100%

Question 6: The comfort of the ambulance		
Available Answers	Responses	Score (%)
Very good	596	71.7%
Fairly good	178	21.4%
Neither good nor poor	34	4.1%
Poor	16	1.9%
Very poor	7	0.8%
Total	831	100%

Question 7: The kindness and compassion with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	812	91.1%
Fairly good	45	5.1%
Neither good nor poor	14	1.6%
Poor	7	0.8%
Very poor	13	1.5%
Total	891	100%

Question 8: The dignity and respect with which you were treated by ambulance staff		
Available Answers	Responses	Score (%)
Very good	818	92.1%
Fairly good	38	4.3%
Neither good nor poor	17	1.9%
Poor	4	0.5%
Very poor	11	1.2%
Total	888	100%

Question 9: The explanation you got from the ambulance staff about your treatment		
Available Answers	Responses	Score (%)
Very good	747	84.2%
Fairly good	98	11.0%
Neither good nor poor	21	2.4%
Poor	7	0.8%
Very poor	14	1.6%
Total	887	100%

Question 10: The attitude of ambulance staff in general		
Available Answers	Responses	Score (%)
Very good	821	92.0%
Fairly good	38	4.3%
Neither good nor poor	16	1.8%
Poor	4	0.4%
Very poor	13	1.5%
Total	892	100%

Question 11: The treatment provided by ambulance staff		
Available Answers	Responses	Score (%)
Very good	815	90.7%
Fairly good	50	5.6%
Neither good nor poor	18	2.0%
Poor	6	0.7%
Very poor	10	1.1%
Total	899	100%

Question 12: The length of time it took for the ambulance to reach you		
Available Answers	Responses	Score (%)
Very good	445	49.3%
Fairly good	219	24.3%
Neither good nor poor	67	7.4%
Poor	70	7.8%
Very poor	102	11.3%
Total	903	100%