

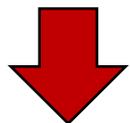


999 Emergency Ambulance (Unscheduled Care)

See and treat - not taken to hospital

Patient Survey Feedback

Month: January 2022



94.2%

Very good or good overall experience of the service

Free text comments

Positive free text comments	Arrived promptly. Did all necessary tests. Very helpful, professional and gave good advice.
	The paramedics were very thorough, very professional, kind and explained everything in detail. Excellent, very caring attention.
	Complete understanding quickly. Very empathetic good communication skills.
Negative free text comments	Bit of a long wait.
	The only downside was the length of time for the ambulance to come.
	My wife had to answer the same questions twice and this caused delays.

Number of responses

Online	0	Total: 52
Print	52	
Text	0	

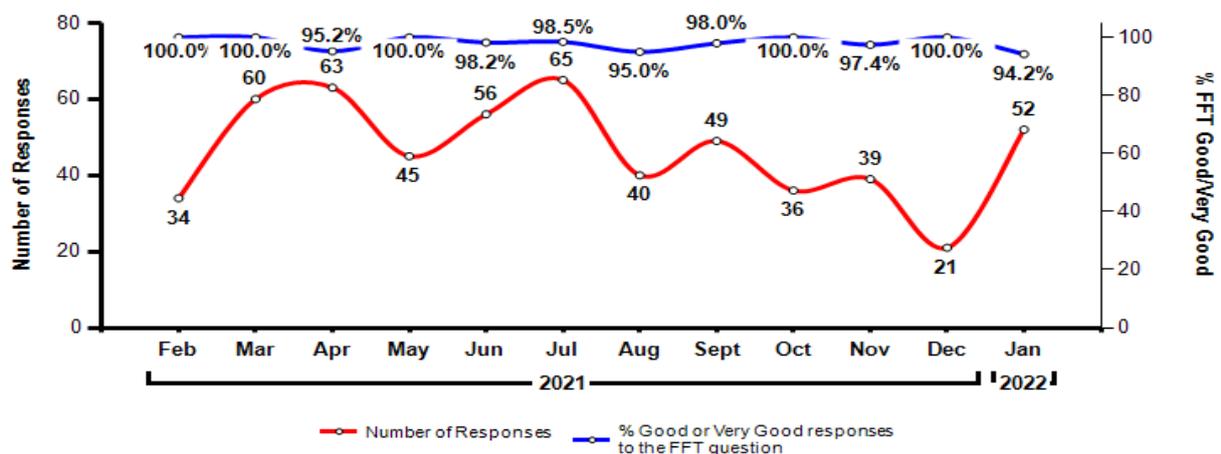


Thinking of the 999 service we provide. Overall how was your experience of the service?	Number	Percentage	% variance from previous month
Very good and Good (combined)	49	94.2%	-5.8
Very good	48	92.3%	-7.7
Good	1	1.9%	+1.9
Neither good nor poor	2	3.8%	+3.8
Poor	0	0.0%	0
Very poor	1	1.9%	+1.9
Don't Know	0	0.0%	0

Please note: comparisons above are made against the previous month's report. Surveys are input against the date the service is used therefore small variations in data can happen between reports.

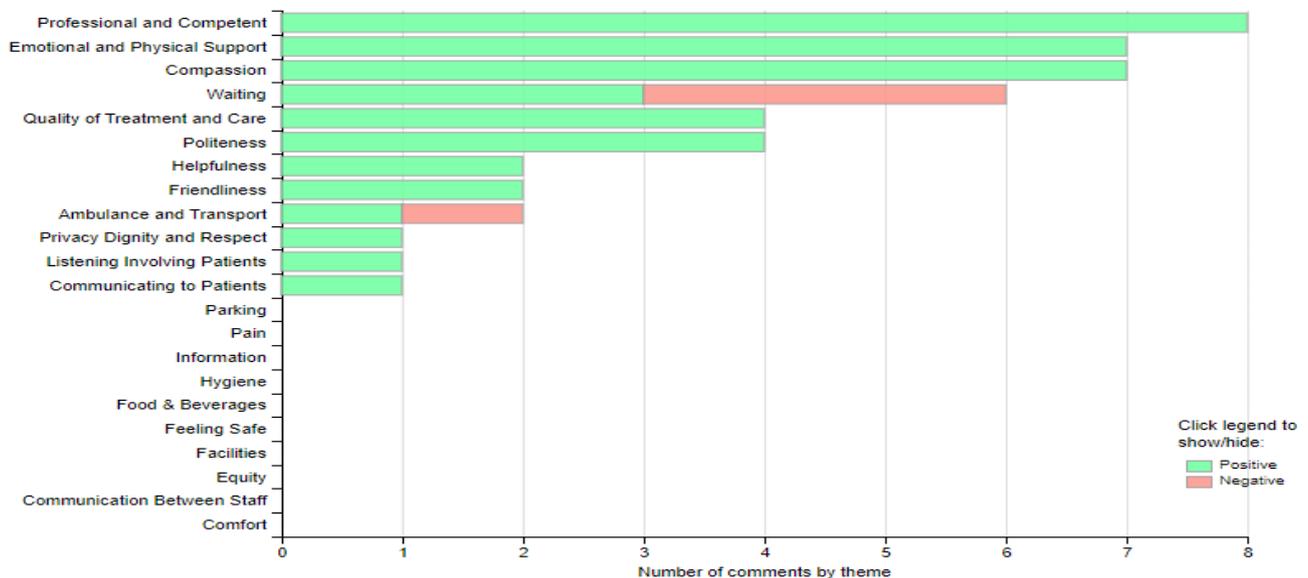
Survey trend graph

FFT Trend Graph



Sentiment Analysis

All Used Categories Pos/Neg Count





Free text comments

Efficient, pleasant manner friendly and respectful.
Staff were excellent.
Immediate response and operative dealt with the situation in a very reassuring manner.
Some information not accurate. Problems caused by vaccination. Did check stomach.
Fast answer, clear, calm.
Team came very quickly and were very efficient and professional also very friendly.
Very courteous.
Very difficult to improve on perfection.
Paramedic was thorough efficient and very professional. Good listener and polite.
From calling 999 it took 10 1/2 hours before the ambulance came. Was stuck in a small WC, without the ability to move out.
The paramedics were here within 15 minutes. They were extremely good treating our 10 year old, and very reassuring.
I had severe pains in chest and abdomen.
They were very efficient and caring and listened to my concerns before providing the correct medication I needed.
Immediate response within couple of minutes by experienced medics.
The medics are very good when they got here but it is difficult to get them out.
Arrived within 15 minutes and gave a thorough check.
Helpful, knowledgeable, patient.
These two paramedics were very kind and helpful and did their job very well.
Ambulance arrived within 30 minutes such lovely personnel very polite and reassuring.
Patient was my father. Response above given as a reflection of the service we received as a family.
Caring and understanding of patient and wife. Reassured health problems. Explained everything to us.
**** and *** put me at ease. They were awesome!
Arrived promptly. Did all necessary tests. Very helpful, professional and gave good advice.
I had a lot of difficulty initially in allowing me to contact the 999 service getting no response from GP, slow response from 111, who eventually told me to my GP again. Later a doctor from 111 phoned and I had to beg him to contact paramedics who were marvellous.
Excellent, U.R. *** of the North, thank you all ***.
The crew were prompt, very polite and helpful.
Very prompt arrival, guided well on how to deal with situation realisation of emergency. Very good.
Both ambulance staff were very thorough and professional.
Couldn't fault the paramedics they were highly professional and caring.
Complete understanding quickly. Very empathetic good communication skills.
Very understanding. Checked everything out thoroughly. Took time to arrange additional medication with doctor.
Couple of hours wait but that is understandable paramedics were really friendly and good.



Very quick response listened carefully to me.
The paramedics were very thorough, very professional, kind and explained everything in detail. Excellent, very caring attention.
Within 5-10 minutes of making a 999 call the ambulance arrived at our house. Very impressive as we were told it could be up to an hour.
The crew were prompt, sympathetic, professional and were able to assist to a resolution.
Paramedics were extremely patient, caring, professional and demonstrated an excellent understanding of Dementia. Also telephone response were excellent.
The response was quick. The two medics were kind, compassionate and professional.
Came very quickly, very kind and professional had empathy just excellent.
Because the paramedics were caring, informative and good at their jobs.
They were quick and pleasant, helpful.
Very polite, very caring and very professional.
Because they were brilliant very caring very compassionate puts you at ease.
Because they were very helpful even making me a cup of tea.
Paramedic very nice person put me at ease explained everything to me.
Both **** and **** handled mum with care and empathy. Assessed her and explained clearly what to do and options.
Patient was my father. Response above given as a reflection of the service we received as a family.
Because it's true.
From answered 111 call to clinician to paramedics - all was good. Long wait for 111 to be answered - about 45 minutes.
The two people who came to take my husband were excellent. They had to carry him downstairs in a chair, not an easy thing to do.

What could we have done better?

Bit of a long wait.
Better understanding, knowledge of vaccination complications.
There was a long wait for the ambulance of 20 hours.
Better response time.
Easier access to GP and 111.
We have absolutely nothing negative to say about the service we received. All three gentlemen were fantastic!
In my opinion I don't think they could have done anything better. I feel they were very thorough in their examination.
I don't think there was anything further, after resolving my problem.
Quicker response time. However, we were fully understanding of the constraints that they are working under.
Nothing, did everything. Put us at ease and talked and advised.
Keep the mobile calls service after March.



We have absolutely nothing negative to say about the service we received. All the gentlemen were fantastic!

More operators on 111? After all NHS has been through the last 27 years - no complaints.

The only downside was the length of time for the ambulance to come.

My wife had to answer the same questions twice and this caused delays.